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TUESDAY, 13 APRIL 2021

TO: ALL MEMBERS OF THE ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE

I HEREBY SUMMON YOU TO ATTEND A MEETING OF THE **ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE** WHICH WILL BE HELD IN THE **VIRTUAL MEETING AT 11.00 AM ON MONDAY, 19TH APRIL, 2021** FOR THE TRANSACTION OF THE BUSINESS OUTLINED ON THE ATTACHED AGENDA.

Wendy Walters

CHIEF EXECUTIVE

Democratic Officer:	Janine Owen
Telephone (Direct Line):	01267 224030
E-Mail:	JanineOwen@carmarthenshire.gov.uk

Wendy Walters Prif Weithredwr, *Chief Executive*,
Neuadd y Sir, Caerfyrddin. SA31 1JP
County Hall, Carmarthen. SA31 1JP

ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE

14 MEMBERS

PLAID CYMRU GROUP – 7 MEMBERS

- | | | |
|----|------------|--------------------------------|
| 1. | Councillor | Karen Davies |
| 2. | Councillor | Mansel Charles |
| 3. | Councillor | Jeanette Gilasbey |
| 4. | Councillor | Dorian Phillips |
| 5. | Councillor | Susan Phillips |
| 6. | Councillor | Dai Thomas |
| 7. | Councillor | Aled Vaughan Owen (Vice Chair) |

LABOUR GROUP – 3 MEMBERS

- | | | |
|----|------------|--------------------|
| 1. | Councillor | Penny Edwards |
| 2. | Councillor | Tina Higgins |
| 3. | Councillor | John James (Chair) |

INDEPENDENT GROUP – 3 MEMBERS

- | | | |
|----|------------|---------------|
| 1. | Councillor | Arwel Davies |
| 2. | Councillor | Joseph Davies |
| 3. | Councillor | Alan Speake |

NEW INDEPENDENT GROUP – 1 MEMBER

- | | | |
|----|------------|-------------|
| 1. | Councillor | Eryl Morgan |
|----|------------|-------------|

AGENDA

1. APOLOGIES FOR ABSENCE
2. DECLARATIONS OF PERSONAL INTEREST INCLUDING ANY PARTY WHIPS ISSUED IN RELATION TO ANY AGENDA ITEM.
3. PUBLIC QUESTIONS (NONE RECEIVED)
4. REVENUE & CAPITAL BUDGET MONITORING REPORT 2020/21 5 - 28
5. TASK AND FINISH REPORT - TRADING STANDARDS SERVICES - FINANCIAL EXPLOITATION SAFEGUARDING SCHEME (FESS) 29 - 158
6. ENVIRONMENT DEPARTMENTAL BUSINESS PLAN 2021/22 159 - 180
7. DEPARTMENT FOR COMMUNITIES DEPARTMENTAL BUSINESS PLAN 2021/22 181 - 212
8. THE CHIEF EXECUTIVE'S DEPARTMENTAL BUSINESS PLAN 2021/22 213 - 216
9. FUTURE KERBSIDE WASTE COLLECTION STRATEGY 217 - 226
10. EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORT 227 - 228
11. FORTHCOMING ITEMS 229 - 230
12. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING OF THE COMMITTEE HELD ON THE 5TH MARCH 2021 231 - 240

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ENVIRONMENTAL AND PUBLIC PROTECTION SCRUTINY COMMITTEE

19th APRIL 2021

REVENUE & CAPITAL BUDGET MONITORING REPORT 2020/21

To consider and comment on the following issues:

That the scrutiny committee receives the budget monitoring reports for the Environmental and Public Protection Services and considers the budgetary position.

Reasons:

To provide the Committee with an update on the latest budgetary position, as at 31st December 2020 in respect of 2020/21.

To be referred to the Executive Board for decision: NO

Executive Board Member Portfolio Holders:

- Cllr. Hazel Evans (Environment)
- Cllr. Philip Hughes (Public Protection)
- Cllr. Cefin Campbell (Community Safety)
- 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

ENVIRONMENTAL AND PUBLIC PROTECTION SCRUTINY COMMITTEE

19th APRIL 2021

REVENUE AND CAPITAL BUDGET MONITORING REPORT 2020/21

The Financial monitoring Report is presented as follows:

Revenue Budgets

Appendix A

Summary position for the Environmental and Public Protection Scrutiny Committee. Services within the Environmental & Public Protection Scrutiny remit are forecasting a £486k overspend.

Appendix B

Report on main variances on agreed budgets.

Appendix C

Detail variances for information purposes only.

Capital Budgets

Appendix D

Details the main variances on capital schemes, which shows a forecasted net spend of £10,062k compared with a working net budget of £11,410k giving a **-£1,348k** variance.

Appendix E

Details all environment infrastructure, fleet and property capital projects.

Savings Report

Appendix F

The 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 –Overall, the Environmental and Public Protection services are projecting to be over the approved budget by £486k.

Capital – The capital programme shows a variance of -£1,348k against the 2020/21 approved budget.

Savings Report

The expectation is that at year end £713k of Managerial savings against a target of £1,176k are forecast to be delivered. Policy savings of £139k put forward for 2020/21 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

EXECUTIVE BOARD PORTFOLIO HOLDERS AWARE/CONSULTED?

YES

**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 Budget	Corporate Services Department, County Hall, Carmarthen
2020-25 Capital Programme	Online via corporate website – Minutes of County Council Meeting 3 rd March 2020

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Environmental & Public Protection Scrutiny Report
Budget Monitoring as at 31st December 2020 - Summary

Division	Working Budget				Forecasted				Dec 2020 Forecasted Variance for Year £'000	Oct 2020 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		
Business Support & Performance	166	-212	130	84	114	-192	130	52	-32	-13
Waste & Environmental Services	25,661	-4,471	1,373	22,563	28,684	-7,299	1,373	22,758	195	266
Highways & Transportation	52,411	-31,599	10,384	31,197	51,664	-30,828	10,384	31,221	24	393
Property	42,794	-40,787	624	2,631	43,860	-41,643	624	2,841	210	240
Public Protection	3,214	-1,094	532	2,652	3,197	-988	532	2,742	89	-4
GRAND TOTAL	124,247	-78,162	13,043	59,128	127,520	-80,949	13,043	59,614	486	883

Environmental & Public Protection Scrutiny Report
Budget Monitoring as at 31st December 2020 - Main Variances

Division	Working Budget		Forecasted		Dec 2020 Forecasted Variance for Year £'000	Notes	Oct 2020 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000			
Business Support & Performance							
Business Support	-119	-35	-158	-36	-40	Posts budgeted at top of scale but majority are not at the top of scale yet; a few posts temporarily vacant during the year.	-33
Departmental - Core	45	0	63	0	18	£8k department's share of the Health and wellbeing co-ordinators' pay costs; £10k efficiency not yet achieved	19
Other Variances					-10		2
Waste & Environmental Services							
SAB - Sustainable Drainage approval Body Unit	121	-115	120	-41	74	Anticipated income not materialised - Dependent on number of submissions and market buoyancy of development projects	68
Reservoirs	11	0	109	0	99	Reactive work, including consultancy costs at Trebeddrod Reservoir.	74
Cleansing Service	2,380	-108	2,417	-116	29	Additional cleansing requirements	47
Waste Services	17,071	-1,316	17,131	-1,392	-15	Revised estimated spend on receptacles following delivery roll-out	162
Green Waste Collection	533	-336	617	-403	18	Fees charged do not cover total collection costs	-45
Other Variances					-9		-40
Highways & Transportation							
Civil Design	1,096	-1,680	1,025	-1,635	-25	Increased income recovery	-27
Transport Strategic Planning	396	0	310	-0	-86	Project Management Fees charged to various grants	-39
School Transport	11,413	-1,119	11,353	-1,331	-272	There is underlying demographic growth and tender pressures, however reduced operating days are mitigating these pressures currently.	0
Traffic Management	559	-43	758	-362	-120	Net increase in additional Traffic Regulation Orders income against additional planned works -£80k and net effect of vacant posts/reduced recharges to grants of -£40k	-78
Car Parks	1,997	-3,271	1,875	-2,545	604	The outturn includes the WG reimbursement for loss of income of £701k for Q1, £277k for Q2 and an estimated £241k for Q3. Q4 includes an assumption that WG will reimburse the Authority for the loss in income due to the reduction in footfall. The £167k efficiency for the increase in parking charges has not been met in full for the year.	634
Nant y Ci Park & Ride	80	-33	136	-71	17	Increased maintenance costs & reduced income	18
School Crossing Patrols	121	0	144	0	23	The school crossing patrols section has reviewed all patrols to identify where there is no requirement to provide them according to the National Safety criteria. Vacancies that arise in the sites that do not require school crossing patrols will not be filled as and when they become vacant.	26
Street Works and Highway Adoptions	426	-364	475	-475	-62	Additional income from highway adoption agreements and streetworks	-131
Public Rights Of Way	937	-66	883	-56	-45	Reduced spend on supplies and services due to COVID19 restrictions	-5
Other Variances					-10		-6

Environmental & Public Protection Scrutiny Report
Budget Monitoring as at 31st December 2020 - Main Variances

Division	Working Budget		Forecasted		Dec 2020 Forecasted Variance for Year £'000	Notes	Oct 2020 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000			
Property							
Property Maintenance Operational	30,380	-31,924	29,713	-31,085	172	Estimated loss of recharge income and internal fees that can be charged due to shielding, redeployment, social distancing and construction and maintenance works on-stop or delayed.	186
Design & Professional Services Frameworks	0	0	242	-224	18	Some capital projects have slipped as a result of the current pandemic and fee income has reduced as a result.	30
Facilities Management - Corporate Buildings	388	0	404	0	16	Additional Facilities Assistants' workload as a result of closure of buildings that need to be attended in the absence of staff on site	29
Other Variances					4		-5
Public Protection							
PP Management support	102	-8	86	-14	-22	Underspend on postages and photocopying recharges.	-19
PP Business Support unit	151	0	119	0	-32	Vacant posts.	-26
Public Health	283	-14	303	-17	17	Underachievement of Fees and costs recoverable.	38
Noise Control	214	0	181	-2	-34	Vacant Post.	-16
Air Pollution	126	-35	140	-21	28	Underachievement of licensing income.	12
Dog Wardens	99	-29	108	-16	22	Underachievement of Fees and costs recoverable. Overspend on Long term Vehicle hire.	16
Animal Safety	158	0	104	-0	-55	Vacant posts.	-42
Licensing	350	-330	361	-306	36	Underachievement of licensing income.	20
Diseases	494	-38	466	-43	-32	COVID19 restrictions and resources limiting sampling work expenditure.	-5
Trading Standards Services Management	89	-38	122	-42	29	Overspent on Legal Fees.	21
Fair Trading	146	-65	146	-37	29	Underachievement of Fees and costs recoverable due to Court closures.	18
Financial Investigator	32	-271	125	-271	93	Income targets delayed due to court process.	0
Other Variances					11		-21
Grand Total					486		883

Environmental & Public Protection Scrutiny Report
Budget Monitoring as at 31st December 2020 - Detail Variances

Division	Working Budget				Forecasted				Dec 2020 Forecasted Variance for Year £'000	Notes	Oct 2020 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			
Business Support & Performance											
Emergency Planning	74	0	12	87	67	0	12	79	-7		-5
Business Support	-119	-35	152	-2	-158	-36	152	-42	-40	Posts budgeted at top of scale but majority are not at the top of scale yet; a few posts temporarily vacant during the year.	-33
Operational Training	37	-57	19	-9	15	-29	19	6	6		12
Departmental - Core	45	0	-45	-45	63	0	-45	18	18	£8k department's share of the Health and wellbeing co-ordinators' pay costs; £10k efficiency not yet achieved	19
Departmental - Policy	8	0	-9	-1	0	-9	-9	-8	-8		-6
Dyfed Powys LRF Covid 19 Support 2020/21 Grant	120	-120	0	0	120	-120	0	0	0		0
Rechargeable Works	0	0	0	0	7	-7	0	0	0		-0
Business Support & Performance Total	166	-212	130	84	114	-192	130	52	-32		-13
Waste & Environmental Services											
Waste & Environmental Services Unit	-31	0	31	0	-31	-0	31	0	0		-0
Flood Defence & Land Drainage	535	-0	50	585	535	-0	50	585	0		0
WG-Flood & Coastal Erosion Risk Management Revenue Grant	105	-105	0	0	200	-200	0	-0	-0		0
SAB - Sustainable Drainage approval Body Unit	121	-115	0	6	120	-41	0	80	74	Anticipated income not materialised - Dependent on number of submissions and market buoyancy of development projects	68
Reservoirs	11	0	0	11	109	0	0	109	99	Reactive work, including consultancy costs at Trebeddrod Reservoir.	74
Environmental Enforcement	555	-18	75	612	550	-14	75	611	-1		-4
Ammanford Cemetery	26	-8	0	18	21	-12	0	9	-9		-9
Child Burial & Cremation Grant Scheme	0	0	0	0	37	-37	0	0	0		0
Public Conveniences	376	-9	43	410	366	-7	43	402	-9		-7
Cleansing Service	2,380	-108	101	2,374	2,417	-116	101	2,403	29	Additional cleansing requirements	47
Waste Services	17,071	-1,316	823	16,577	17,131	-1,392	823	16,562	-15	Revised estimated spend on receptacles following delivery roll-out	162
Green Waste Collection	533	-336	1	198	617	-403	1	215	18	Fees charged do not cover total collection costs	-45
COVID-19	0	0	0	0	2,715	-2,715	0	0	0		-0
Grounds Maintenance Service and urban parks	3,665	-2,456	245	1,454	3,581	-2,363	245	1,463	9		-0
Closed Landfill Sites	255	0	2	257	255	0	2	257	-0		-20
Coastal Protection	60	0	1	61	60	0	1	61	0		0
Waste & Environmental Services Total	25,661	-4,471	1,373	22,563	28,684	-7,299	1,373	22,758	195		266
Highways & Transportation											
Departmental - Transport	-0	0	-23	-23	-9	0	-23	-32	-9		0
Departmental Pooled Vehicles	0	0	6	6	5	0	6	11	5		5
Engineering Sub-Contractors	0	0	0	0	11	-11	0	-0	-0		0
Section 78 HT Agreements	0	0	0	0	158	-158	0	-0	-0		-0
Civil Design	1,096	-1,680	124	-461	1,025	-1,635	124	-486	-25	Increased income recovery	-27
Transport Strategic Planning	396	0	55	451	310	-0	55	365	-86	Project Management Fees charged to various grants	-39
Fleet Management	6,474	-7,989	1,832	317	6,446	-7,960	1,832	317	0		-0
Passenger Transport	4,941	-3,257	249	1,932	4,881	-3,206	249	1,924	-8		-0

Environmental & Public Protection Scrutiny Report
Budget Monitoring as at 31st December 2020 - Detail Variances

Division	Working Budget				Forecasted				Dec 2020 Forecasted Variance For Year £'000	Notes	Oct 2020 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			
School Transport	11,413	-1,119	137	10,430	11,353	-1,331	137	10,159	-272	There is underlying demographic growth and tender pressures, however reduced operating days are mitigating these pressures currently.	0
Traffic Management	559	-43	84	601	758	-362	84	481	-120	Net increase in additional Traffic Regulation Orders income against additional planned works -£80k and net effect of vacant posts/reduced recharges to grants of -£40k	-78
Car Parks	1,997	-3,271	165	-1,109	1,875	-2,545	165	-505	604	The outturn includes the WG reimbursement for loss of income of £701k for Q1, £277k for Q2 and an estimated £241k for Q3. Q4 includes an assumption that WG will reimburse the Authority for the loss in income due to the reduction in footfall. The £167k efficiency for the increase in parking charges has not been met in full for the year.	634
Nant y Ci Park & Ride	80	-33	1	48	136	-71	1	66	17	Increased maintenance costs & reduced income	18
Flooding Oct 2018 - Environment	0	0	0	0	134	-134	0	-0	-0		-0
Road Safety Revenue Grant	71	-66	0	4	34	-27	0	7	3		7
Road Safety	184	-30	37	191	147	0	37	184	-8		-1
School Crossing Patrols	121	0	3	124	144	0	3	147	23	The school crossing patrols section has reviewed all patrols to identify where there is no requirement to provide them according to the National Safety criteria. Vacancies that arise in the sites that do not require school crossing patrols will not be filled as and when they become vacant.	26
Bridge Maintenance	740	0	21	761	743	-3	21	761	0		-14
Remedial Earthworks	329	0	2	330	329	0	2	330	0		0
Street Works and Highway Adoptions	426	-364	34	97	475	-475	34	35	-62	Additional income from highway adoption agreements and streetworks	-131
Technical Surveys	444	0	33	477	450	0	33	483	7		-3
Highway Maintenance	11,269	-3,982	813	8,100	12,699	-5,412	813	8,100	-0		-0
Capital Charges	0	0	6,509	6,509	0	0	6,509	6,509	-0		-0
Western Area Works Partnership	8,138	-8,135	106	109	6,169	-6,166	106	109	0		-0
Highway Lighting	2,446	-1,213	85	1,317	1,948	-714	85	1,318	1		-0
Public Rights Of Way	937	-66	113	984	883	-56	113	940	-45	Reduced spend on supplies and services due to COVID19 restrictions	-5
GT Bwcabus WG 2019-20 funding	351	-350	0	1	562	-562	0	1	-0		-0
Highways & Transportation Total	52,411	-31,599	10,384	31,197	51,664	-30,828	10,384	31,221	24		393
Property											
Property Division Business Unit	141	0	22	163	136	0	22	159	-4		-5
Property Maintenance Business Unit	2,011	-1,726	-557	-272	2,662	-2,377	-557	-272	0		0
Property Maintenance Operational	30,380	-31,924	522	-1,022	29,713	-31,085	522	-850	172	Estimated loss of recharge income and internal fees that can be charged due to shielding, redeployment, social distancing and construction and maintenance works on-stop or delayed.	186
Temporary Mortuaries - COVID-19	0	0	0	0	172	-172	0	-0	-0		0
Property Maintenance - Notional Allocation	2,587	0	13	2,600	2,589	-2	13	2,600	-0		0
Mechanical and Electrical Schools & other LEA SLA	341	-340	0	1	464	-463	0	1	-0		-0
Pumping Stations	42	0	0	42	50	0	0	50	9		-0
Property Design - Business Unit	2,762	-3,045	204	-80	2,272	-2,556	204	-80	-0		0
Design & Professional Services Frameworks	0	0	0	0	242	-224	0	18	18	Some capital projects have slipped as a result of the current pandemic and fee income has reduced as a result.	30
Facilities Management - Building Cleaning	4,143	-3,751	359	751	5,156	-4,763	359	751	0		-0

Environmental & Public Protection Scrutiny Report
Budget Monitoring as at 31st December 2020 - Detail Variances

Division	Working Budget				Forecasted				Dec 2020 Forecasted Variance for Year £'000	Notes	Oct 2020 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			
Facilities Management - Corporate Buildings	388	0	61	449	404	0	61	465	16	Additional Facilities Assistants' workload as a result of closure of buildings that need to be attended in the absence of staff on site	29
Property Total	42,794	-40,787	624	2,631	43,860	-41,643	624	2,841	210		240
Public Protection											
PP Management support	102	-8	69	163	86	-14	69	141	-22	Underspend on postages and photocopying recharges.	-19
PP Business Support unit	151	0	5	156	119	0	5	124	-32	Vacant posts.	-26
Public Health	283	-14	45	313	303	-17	45	331	17	Underachievement of Fees and costs recoverable.	38
Noise Control	214	0	12	226	181	-2	12	192	-34	Vacant Post.	-16
Air Pollution	126	-35	6	97	140	-21	6	125	28	Underachievement of licensing income.	12
Other Pollution	28	0	2	30	19	0	2	21	-9		-8
Water - Drinking Quality	46	-4	3	44	44	-1	3	46	1		3
Stray Horses	5	0	0	5	2	0	0	2	-3		-2
Animal Welfare	82	-83	6	5	66	-59	6	14	9		5
Diseases Of Animals	50	-39	2	13	51	-34	2	19	6		-1
Dog Wardens	99	-29	55	125	108	-16	55	147	22	Underachievement of Fees and costs recoverable. Overspend on Long term Vehicle hire.	16
Animal Safety	158	0	12	170	104	-0	12	115	-55	Vacant posts.	-42
Public Health Services Management	109	-110	101	100	111	-110	101	102	2		-9
Licensing	350	-330	94	114	361	-306	94	149	36	Underachievement of licensing income.	20
Food Safety & Communicable Diseases	494	-38	24	479	466	-43	24	447	-32	COVID19 restrictions and resources limiting sampling work expenditure.	-5
Occupational Health	134	-2	7	140	130	-2	7	135	-4		0
Trading Standards Services Management	89	-38	51	101	122	-42	51	131	29	Overspend on Legal Fees.	21
Metrology	124	-15	6	115	120	-5	6	120	5		7
Safeguarding, Licensing & Financial Investigation	91	0	5	96	85	0	5	90	-6		-6
Civil Law	233	-2	14	245	241	-1	14	254	9		-5
Fair Trading	146	-65	6	87	146	-37	6	115	29	Underachievement of Fees and costs recoverable due to Court closures.	18
Safety	69	-10	3	63	67	-7	3	63	0		-4
Financial Investigator	32	-271	3	-236	125	-271	3	-143	93	Income targets delayed due to court process.	0
Public Protection Total	3,214	-1,094	532	2,652	3,197	-988	532	2,742	89		-4
TOTAL FOR ENVIRONMENTAL AND PUBLIC PROTECTION	124,247	-78,162	13,043	59,128	127,520	-80,949	13,043	59,614	486		883

Capital Programme 2020/21

Capital Budget Monitoring - Report for December 2020 - Main Variances

DEPARTMENT/SCHEMES	Working Budget			Forecasted			Variance for Year £'000	Comment
	Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000		
ENVIRONMENT	25,652	-14,242	11,410	25,611	-15,549	10,062	-1,348	
Highways & Infrastructure	19,746	-14,242	5,503	18,328	-13,937	4,391	-1,112	Cross Hands Economic Link Road -£529k variance because of ongoing negotiations for land access and land acquisition, -£427k variance because of delays with Storm Callum works, and various other small variances.
Property	5,907	0	5,907	7,283	-1,613	5,670	-236	Mainly delays with Agile working / New ways of Working.
TOTAL	25,652	-14,242	11,410	25,611	-15,549	10,062	-1,348	

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Environment - Infrastructure

Capital Budget Monitoring - Scrutiny Report for December 2020

Scheme	Target Date for Completion	Working Budget			Forecasted		
		Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000
Countryside Recreation & Access		197	-84	113	197	-84	113
Byways Programme	Ongoing	16	0	16	16	0	16
Rights of Way Bridge Improvement programme	Ongoing	97	0	97	97	0	97
AIG - Access Improvement Grant	Mar'21	84	-84	0	84	-84	0
Coastal Protection & Flood Defence Works		649	-545	104	531	-427	104
Coastal Defence	Ongoing	0	0	0	0	0	0
Flood Defence Works	Mar '21	173	-173	0	232	-232	0
Small Scale Works Grant 2020/01 (Flood Defence)	Mar '21	438	-372	66	261	-195	66
Trostre FRM (Flood Risk Management)	Mar '21	38	0	38	38	0	38
Fleet Replacement		282	-42	240	282	-42	240
Fleet Replacement	ongoing	212	0	212	212	0	212
McConnel - Model: RC56 with Omega Mulching Head	complete	42	-42	0	42	-42	0
Vehicle Brake Tester - Cillefwr Depot	Complete	28	0	28	28	0	28
Technical		11	0	11	11	0	11
Murray Street Car Park, Llanelli - Exp	Ongoing	11	0	11	11	0	11
Bridge Strengthening & Replacement		1,132	0	1,132	1,132	0	1,132
Bridge Strengthening & Replacement	Ongoing	1,132	0	1,132	1,132	0	1,132
Road Safety Improvement Schemes		497	0	497	392	0	392
Highways Infrastructure		2,175	-1,500	675	2,414	-1,500	914
Integrated Waste Strategy		1,529	-596	933	1,458	-635	823
Pen-coed Landfill - Culvert	Mar'21	201	0	201	201	0	201
Absorbent Hygiene Product (AHP) Collection	Ongoing	453	0	453	343	0	343
Loan to Cwm Environmental (Long Term Debtor)	Complete	279	0	279	279	0	279
Circular Economy Grant - Bulky Waste Collection & Reuse	Sept '20	0	0	0	39	-39	0

Variance	Comment
0	
0	
0	
0	
0	
0	
0	Funded by revenue contribution
0	
0	Balance to be slipped to 2021/22
0	
0	
0	
0	
0	
-105	Slip to 2021/22. £42k will be utilised to fund expenditure on SRIC projects.
239	Additional scheme costs following tender increase. Funded from 2021/22 budget by negative slippage.
-110	
0	Funded from reserves and Revenue.
-110	Slip to 2021/22.
0	
0	

Environment - Infrastructure

Capital Budget Monitoring - Scrutiny Report for December 2020

Scheme	Target Date for Completion	Working Budget			Forecasted		
		Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000
Circular Economy Grant - Nantycaws Re-use Village	Mar '21	214	-214	0	214	-214	0
Circular Economy Grant - Repair Workshop and Re-use Shop Llanelli	Mar '21	90	-90	0	90	-90	0
Circular Economy Grant - Paint Re-Use Facility	Mar '21	70	-70	0	70	-70	0
Circular Economy Grant - Commercial Recycling Centre	Mar '21	160	-160	0	160	-160	0
Circular Economy Grant - Bulky Waste Collection Vehicles	Mar '21	50	-50	0	50	-50	0
Circular Economy Grant - Maximising Recycling for Flats & HMOs	Mar '21	12	-12	0	12	-12	0
Road Safety Projects		850	-850	0	962	-850	112
Road Safety Grants 2018-19 Projects	Complete	0	0	0	5	0	5
Road Safety Grants 2019-20 Projects	Complete	216	-216	0	238	-216	22
Road Safety Capital Grant 2020/21	Mar '21	634	-634	0	719	-634	85
Junction Improvements		1,300	-1,004	296	859	-830	29
A4138 Hendy Link Road	Ongoing	175	0	175	0	0	0
Highway Junction Improvements / Signal Upgrades	Ongoing	92	0	92	0	0	0
Llanelli Urban and Coastal Belt Network Improvements	Ongoing	1,004	-1,004	0	830	-830	0
Access To Pembrey Country Park		29	0	29	29	0	29
Ammanford Highway Infrastructure		162	0	162	100	0	100
Walking & Cycling		2,129	-2,029	100	2,180	-2,080	100
Active Travel Designs	Ongoing	0	0	0	18	-17	1
Carmarthenshire Walking & Cycling Linkages - (ATF)	Ongoing	100	0	100	100	-10	90
Core ATF allocation	Ongoing	494	-494	0	480	-494	-14
Llanelli Masterplan	Ongoing	1,287	-1,287	0	1,301	-1,287	14
Cross Hands to Ammanford	Ongoing	98	-98	0	75	-88	-13
Cwman	Ongoing	0	0	0	56	-34	22
Carmarthen Masterplan	Ongoing	150	-150	0	150	-150	0

Variance	Comment
0	
0	
0	
0	
0	
0	
112	Balances funded by Revenue Contributions
5	Funded by Revenue Contribution.
22	Funded by Revenue Contribution.
85	Funded by Revenue Contribution.
-267	
-175	Slipped because of delays with consultations and COVID19 restrictions. Works reprogrammed for 2021/22.
-92	Slipped because of delays with consultations and COVID19 restrictions. Works reprogrammed for 2021/22.
0	
0	Funding from Reserve.
-62	Slip to 2021/22.
0	
1	
-10	
-14	
14	
-13	
22	
0	

Environment - Infrastructure

Capital Budget Monitoring - Scrutiny Report for December 2020

Scheme	Target Date for Completion	Working Budget			Forecasted		
		Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000
Cross Hands ELR		2,329	-1,800	529	1,433	-1,441	-8
Public Transport Infrastructure		133	-125	8	133	-125	8
Llanelli Rail Station	Ongoing	8	0	8	8	0	8
Strategic Public Transport Corridors (LTNF)	Mar '21	125	-125	0	125	-125	0
Towy Valley Path		465	0	465	469	0	469
Towy Valley Path - Abergwili to Nantgaredig	Ongoing	125	0	125	42	0	42
Towy Valley Path - Nantgaredig to Ffairfach	Ongoing	302	0	302	314	0	314
Towy Valley Path - W4A	Ongoing	38	0	38	113	0	113
Carmarthen Western Link Road		184	0	184	296	-112	184
Carmarthen Western Link Road (2015 Onwards)	Complete	184	0	184	296	-112	184
SRIC - Safe Routes in Communities		619	-614	5	769	-722	47
SRIC - Llanelli West Phase 2 - 2019/20	Complete	5	0	5	155	-108	47
SRIC (2020/21) - Llwynhendy	Mar '21	190	-190	0	190	-190	0
SRIC (2020/21) - Ammanford and Betws - Year 2	Mar '21	424	-424	0	424	-424	0
Electric Vehicle Infrastructure		444	-395	49	444	-395	49
Electric Vehicle Charging Infrastructure (Phase 1)	Jan '21	46	-25	21	46	-25	21
ULEVT - Ultra Low Emission Vehicle Transformation Fund	Mar '21	398	-370	28	398	-370	28
Storm Callum Projects		1,592	-1,592	0	1,199	-1,627	-428
Storm Callum - A484 Schemes	Mar '21	1,208	-1,208	0	699	-1,243	-544
Storm Callum - Towy Riverside footpath - Carmarthen	Mar '21	384	-384	0	500	-384	116
LSTR - Local Sustainable Transport Covid Response		1,732	-1,732	0	1,732	-1,732	0
LSTR (2020/21)- Local Sustainable Transport Covid Response	Mar '21	1,732	-1,732	0	1,732	-1,732	0

Variance	Comment
-537	Delays with land Access and acquisition.
0	
0	
0	
4	Project team to review expenditure profile - Budget Slipped to 2021/22.
-83	
12	
75	
0	
0	
0	
42	
42	Covered by Road Safety Budget
0	
0	
0	
0	
-428	
-544	Slip to 2021/22.
116	Overspend to be funded by Resilient Roads.
0	
0	

Environment - Infrastructure

Capital Budget Monitoring - Scrutiny Report for December 2020

Scheme	Target Date for Completion	Working Budget			Forecasted		
		Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000
RRF - Resilient Roads Fund		1,336	-1,336	0	1,336	-1,336	0
RRF - Resilient Roads in Severe Weather	Mar '21	936	-936	0	936	-936	0
RRF - Strategic Bus Corridor Infrastructure	Mar '21	400	-400	0	400	-400	0
NET BUDGET		19,746	-14,242	5,503	18,328	-13,937	4,391

Variance	Comment
0	
0	
0	
-1,112	

Environment - Property

Capital Budget Monitoring - Scrutiny Report for December 2020

Scheme	Target Date for Completion	Working Budget			Forecasted		
		Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000
Capital maintenance	Ongoing	2,622	0	2,622	2,977	0	2,977
Agile Working	Ongoing	171	0	171	13	0	13
COVID19 - Field Hospitals		0	0	0	1,613	-1,613	0
COVID19 - Field Hospital - Carmarthen Leisure Centre		0	0	0	572	-572	0
COVID19 - Field Hospital - Llanelli Leisure Centre		0	0	0	224	-224	0
COVID19 - Field Hospital - Parc Y Scarlets		0	0	0	589	-589	0
COVID19 - Field Hospital - Selwyn Samuel Centre		0	0	0	228	-228	0
County Hall Works	Ongoing	750	0	750	317	0	317
Changing Places	Mar '21	25	0	25	25	0	25
ReFit Cymru	Mar '21	2,338	0	2,338	2,338	0	2,338
NET BUDGET		5,907	0	5,907	7,283	-1,613	5,670

Variance	Comment
355	Budget Slipped forward to future years. (Negative Slippage.)
-158	The funds in this budget will need to be rolled over into next year. The agile project is now developing into the New Ways of Working Project and these funds will be needed for that project. Jake Morgan is due to take a report to CMT and PEB shortly to agree the mandate for the project. It is due at PEB on the 25th January 2021.
0	Expenditure funded by NHS
0	
0	
0	
0	
-433	Delay in appointment of Contractor and awaiting CADW approval. Works to commence on 2021/22
0	
0	
-236	

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2020/21 Savings Monitoring Report
Environmental & Public Protection Scrutiny Committee
19th April 2021

1 Summary position as at : 31st December 2020

£463 k variance from delivery target

	2020/21 Savings monitoring		
	2020/21	2020/21	2020/21
	Target	Delivered	Variance
	£'000	£'000	£'000
Community Services	195	95	100
Environment	1,120	757	363
	1,315	852	463

2 Analysis of delivery against target for managerial and policy decisions:

Managerial
Policy

£463 k Off delivery target
£0 k ahead of target

	MANAGERIAL			POLICY		
	2020/21	2020/21	2020/21	2020/21	2020/21	2020/21
	Target	Delivered	Variance	Target	Delivered	Variance
	£'000	£'000	£'000	£'000	£'000	£'000
Community Services	195	95	100	0	0	0
Environment	981	618	363	139	139	0
	1,176	713	463	139	139	0

3 Appendix F (i) : Savings proposals not on target

Appendix F (ii) : Savings proposals on target (for information)

Department	2019/20 Budget	FACT FILE	2020/21 Proposed	2020/21 Delivered	2020/21 Variance	EFFICIENCY DESCRIPTION	REASON FOR VARIANCE
	£'000		£'000	£'000	£'000		
Managerial - off Target							
Community Services							
Homes & Safer Communities							
Financial Investigator	-136	A financial investigation team has been set up to investigate illegal trading activity across the County, including on-line. Where illegal activity has been proved through the Court system we also implement the Proceeds of Crime legislation (POCA) that means we any profits that are made from this illegal activity are returned to a variety of statutory agencies. Any individual who has lost out can also be reimbursed.	100	0	100	Additional income as a result of pro-active work carried out by our newly created Financial Investigation Unit.	Likely to be delayed due to operational and court related issues but achievable in future years
Total Homes & Safer Communities			100	0	100		
Community Services Total			100	0	100		
Environment							
Departmental efficiency	departmental budget		10	0	10	Review of staff job profiles to ensure they reflect job duties.	Review has been completed but due to the current circumstances any action has been deferred.
Business Support and Performance							
Business Support review	1,696	A further review of the departmental business support function will be undertaken during the next 3 years but this is dependent on system developments to enable more efficient processes.	22	0	22	Further realignment of the Business support team - all dependent on system developments to enable more efficient processes.	A delay in system developments has resulted in this efficiency not being met in 2020/21. This efficiency has been deferred to 2022/23.
Total Business Support and Performance			22	0	22		
Highways & Transport							
Parking Services	-1,162	The County Council provides off street car parking facilities in towns and villages to support the expeditious movement of traffic to enable town centres to function. Parking supports these wider transport policy objectives and enables the authority to maintain highway and public transport services. There are 57 car parks across the county.	167	42	125	Increase Parking Charges - Parking charges have been frozen for five years. Maintenance costs and general costs continue to rise. It is proposed to introduce a modest price increase of 20p per charge band to sustain highways and transport services.	Parking income is vulnerable due to the economic impact of COVID19, we can anticipate that income will reduce for the next 12 to 24 months. The Executive Board deferred the increase in charges that were due to be implemented on 01/04/2020 to 01/01/2021 and even though the increased charges have been introduced the full year effect is unlikely to be realised until 2023/24.
Parking Services	as above	-----"	100	37	63	Cease gritting of Car Parks - there is no statutory obligation to grit car parks. Given the constraint on resources the Authority will be unable to continue with this service. However, the Authority will continue to grit in surgery car parks.	Net effect of service removal is being re-evaluated, reducing the amount achievable to circa £37k. A route review of car park gritting is under way and the £37k will be a rationalisation of routes to save salt costs, fuel costs and driver time, it may not release a full vehicle. There is also a possibility that this service may need to be extended to field hospitals and other new demand sites. The £63k undeliverable efficiency in 2020/21 has been deferred to 2023/24.
Road Safety	178	The Road Safety unit is responsible for delivery of road safety initiatives to meet road casualty reduction targets. The unit has responsibility for road safety education, training and publicity, the School crossing patrol service, national driver improvement schemes and road safety outside schools.	30	0	30	Road Safety Innovation - the service will develop income streams and sponsorship.	This efficiency will not be possible with the current pressures on schools, it will be subject to service review in the future and has been deferred to 2023/24.
Total Highways & Transport division			297	79	218		
Waste & Environmental Services							
Bring Sites	363	Bring sites are located across the County to provide recycling facilities within communities.. They currently cater for glass, paper and cans in the main.	8	0	8	Rationalisation of current Community Bring Sites at Llandovery	Delay in implementation due to legal agreement. Efficiency has been deferred to 2022/23.
Cleansing	2,283	The County Council maintain over 3,500km of roads throughout the County. The Cleansing Service provides for the sweeping and de-littering of streets and footways. The service includes mechanical sweeping of highways, footways and pedestrianised town centre areas, hand litter picking and emptying bins, chewing gum removal, graffiti and illegal poster removal, clearing up illegal dumping of rubbish and dog mess. On average the County Council removes around 40 tonnes of litter every week, the equivalent of 5 elephants.	55	0	55	Phased rationalisation of plant (sweepers) and labour (agency), dependent of outcome of cleansing review.	Due to the current pressures on the Waste & Cleansing services, this is not achievable in 2020/21. Efficiency has been deferred to 2022/23.
Bin removal on Trunk Road	as above	-----"	35	0	35	Removal of bins on the trunk road network. Savings in servicing requirements.	Delayed due to COVID19; agency staff would need to be off-hired to achieve this. Currently staff need to be retained.
Grounds maintenance - Reduced sub-contractor work	as above	The Grounds Maintenance Section incorporates the direct responsibility of managing and maintaining parks and playgrounds, inland water areas and a large number of public open spaces within Carmarthenshire. It also maintains grounds for many other departments of the County Council such as Social Care and Housing, Cultural Services, Education and many individual schools. The Section also has numerous external clients such as Town and Community Councils and private sports clubs.	15	0	15	Reduce the reliance on sub-contractors through greater internal efficiencies.	Not achievable under COVID19 conditions due to the need to have resource to deploy elsewhere within the Division.
Total Waste & Environmental Services division			113	0	113		
Environment Total			442	79	363		
Policy - off Target							
NOTHING TO REPORT							

Department	2019/20 Budget	FACT FILE	2020/21 Proposed	2020/21 Delivered	2020/21 Variance	EFFICIENCY DESCRIPTION
	£'000		£'000	£'000	£'000	

Managerial - on Target

Community Services

Homes & Safer Communities

Trading Standards	80	Trading Standards offers a range of services around business and consumer affairs e.g. consumer/business advice and illegal trading,	30	30	0	One off reduction in legal fees contingency (Trading Standards)
Divisional wide		Homes and Safer Communities provide a range of services in relation to Housing, Environmental Protection, Business and Consumer Affairs, Residential Care, Housing Options and Tenancy Support and Community Engagement.	25	25	0	5% reduction in travelling expenses across the Division through smarter and more agile working
Divisional wide		Homes and Safer Communities provide a range of services in relation to Housing, Environmental Protection, Business and Consumer Affairs, Residential Care, Housing Options and Tenancy Support and Community Engagement.	40	40	0	Not apply 2% validation across Homes & Safer Communities
Total Homes & Safer Communities			95	95	0	

Community Services Total

95 95 0

Environment

Highways & Transport

Highways - Public Lighting	1,065	The County Council provides and maintains Street Lighting to help facilitate the safe movement of goods and people. There are over 19,700 columns across the highway network with a further 800 units located on industrial estates and car parks. The street lighting network is currently being modernised via a 3 year investment plan with LED lamps replacing the previous Sodium lamps.	30	30	0	Remove Public Lighting Night Patrol - The upgrade of Street Lights to LED lighting reduces the risk of lamp failure. The proposals is to cease the night patrol for checking of street lamps.
Highways - operational	525	The County Council maintains 3,371 km of highway in Carmarthenshire. It is the second largest length of highway network in Wales. The Authority has a statutory duty to maintain the network to a safe standard to facilitate the safe movement of goods and people. Over fifty five percent of the Gross Expenditure relates to supplies and services.	70	70	0	Highways - Reduce Mechanical Plant Hire - Savings will be generated from improved plant utilisation and changes to the type and use of plant hired in, reducing costs for service delivery.
Highways - Mechanical road sweeping	254	-----"	93	93	0	Cease routine Mechanical Sweeping - the routine highways sweeping function will cease and only be provided on a reactive basis to cover emergency spills affecting the safety of the highway.
Highways	261	Suite of road condition surveys - skid resistance, deflectograph and road profile.	8	8	0	Remove technical surveys on unclassified roads. Unclassified roads are not included in the national performance indicator. These roads will be monitored through routine inspection.
Public Rights of Way	405	The Countryside Access Team has responsibility for the Definitive Map and Statement of Public Rights of Way in Carmarthenshire which is the conclusive legal record. Public Rights of Way include footpaths, bridleways, restricted byways and byways open to all traffic. There are urban and semi-urban routes in towns and villages but much of the 1,500 mile network is out in the countryside crossing fields, farmland and open country. It's a fantastic leisure and recreational resource for the people of Carmarthenshire and visitors to the County with the Wales Coast Path and numerous other walking/riding and cycling routes on offer. Enforcement and legal issues associated with the implementation of the Rights of way Improvement plan.	2	2	0	PRoW Increase income from Path Orders - the service has targeted an increase in the number of Path Orders it processes to raise income.
Total Highways & Transport division			203	203	0	

Property

Property Maintenance	2,599	This division is responsible for the day-to-day and long term repairs & maintenance of the council's estates including schools, administrative buildings, depots etc.	56	56	0	Over 98% of the budget for the Property Division comprises the Revenue Maintenance Budget. Efficiencies are proposed to be met through reducing expenditure on revenue maintenance across the Council's buildings following disposal of some properties and previous capital improvements undertaken to others. We are also aiming to make savings through new procurement arrangements and seeking to in-source areas of work where it is more cost effective than using external contractors or consultants.
Total Property division			56	56	0	

Department	2019/20 Budget	FACT FILE	2020/21 Proposed	2020/21 Delivered	2020/21 Variance	EFFICIENCY DESCRIPTION
	£'000		£'000	£'000	£'000	
Waste & Environmental Services						
Reduction Black bag waste	6,478	Targeted campaigns to reduce waste and increase the awareness and use of all recycling schemes/initiatives. It is anticipated that this will result in the diversion of waste from the residual waste stream to the recycling waste stream, thereby realising savings due to the differential in the treatment costs as set out.	35	35	0	Anticipated savings due to differential in gate fee between blue bag and black bag treatment as a result of proposed kerbside black bag restrictions.
Closed landfill Sites	236	We currently manage the ongoing aftercare at two former refuse landfill sites - Nantycaws (Phase 1) in Carmarthen and Wern Ddu in Ammanford. This includes dealing with leachate from the landfill sites and ensuring the adequacy and functionality of the infrastructure, including drainage systems.	5	5	0	Reduction in general routine maintenance of closed landfill sites within statutory responsibilities.
Public Conveniences	559	Operation and maintenance of Public Conveniences	200	200	0	Anticipated saving on current Danfo contract for the operation and cleansing of the 9 Superloos in the County. New contract prices awaited.
Grounds Maintenance	1,210	The Grounds Maintenance Section incorporates the direct responsibility of managing and maintaining parks and playgrounds, inland water areas and a large number of public open spaces within Carmarthenshire. It also maintains grounds for many other departments of the County Council such as Social Care and Housing, Cultural Services, Education and many individual schools. The Section also has numerous external clients such as Town and Community Councils and private sports clubs.	8	8	0	Cease planting of spring bedding at Parc Howard. Potential for interest groups if they would wish to undertake the planting at their cost.
Grounds Maintenance - Materials	as above	-----"-----	10	10	0	Efficiency through more economic use of materials used in undertaking maintenance activity.
Coastal protection	81	Design and maintenance of Coastal Protection Schemes.	22	22	0	Reduction in budget to deal with blocked culverts and small scale repairs and cleaning work.
Total Waste & Environmental Services division			280	280	0	
Environment Total			539	539	0	

Department	2019/20 Budget	FACT FILE	2020/21 Proposed	2020/21 Delivered	2020/21 Variance	EFFICIENCY DESCRIPTION
	£'000		£'000	£'000	£'000	

Policy - on Target

Environment

Highways & Transport

Highways - Eastgate Roundabout Planting	19	Grounds Maintenance Unit undertake maintenance of the roundabout at Eastgate in Llanelli. The roundabout will be planted with both spring and summer bedding plants annually. Maintenance will also include weeding of the flower beds	19	19	0	Highways Eastgate Roundabout Planting. Eastgate roundabout is planted with flowers every year. The service will explore options with outside organisations to fund the work. If this is unsuccessful, flower planting will cease.
Highways - Amenity Grass Cutting	36	Amenity grass cutting is undertaken on urban 30/40 mph speed roads inside towns and villages and is not undertaken on rural class roads or high speed roads. This type of cutting regime which utilises sit on or push along mowers results in a finer cut compared to the rural verge mowing operation which uses tractor mounted flail mowers. Unlike the verge mowing operation which is undertaken for safety purposes once per year, amenity grass cutting is undertaken 4 No. times throughout the summer season.	36	36	0	Highways Amenity Grass Cutting - grass cutting is undertaken for highway verges around major towns. The service will explore options with outside organisations. If this is unsuccessful the amenity grass cutting service will cease.
Total Highways & Transport division			55	55	0	

Waste & Environmental Services

Household Waste recycling centres	included in total waste services budget	There are currently four HWRCs located across the County that serve all communities. The HWRCs are open 7 days a week. The waste recycled at the sites account for a significant proportion of Carmarthenshire's overall recycling performance.	54	54	0	The Llangadog HWRC facility closed in March 2017. Part of the original budget associated with this facility has already been offered as a saving previously. The saving identified at this stage is the balance of the budget held, taking account of the mitigating measures/additional waste amnesty events for the Llandovery area.
Cessation of support to Age Cymru	20	Age Cymru provides a glass collection facility to all their members. Currently this is used by 57 households who might not be able to recycle their glass without this service.	20	20	0	Cessation of support to Age Cymru for glass collections in the community serving 57 clients. Service is very limited and expensive at £350 per client per annum. Reviewing options for glass collection for all households.
Park keeping at Parc Howard	1,210	The Grounds Maintenance Section incorporates the direct responsibility of managing and maintaining parks and playgrounds, inland water areas and a large number of public open spaces within Carmarthenshire. It also maintains grounds for many other departments of the County Council such as Social Care and Housing, Cultural Services, Education and many individual schools. The Section also has numerous external clients such as Town and Community Councils and private sports clubs.	10	10	0	Cease formal evening presence at Parc Howard resulting in main pedestrian gate being left open at all times.
Total Waste & Environmental Services division			84	84	0	

Environment Total

139 139 0

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ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE

19TH APRIL 2021

Environmental and Public Protection Scrutiny Committee Task and Finish Group Final Report

TRADING STANDARDS SERVICES – FINANCIAL EXPLOITATION SAFEGUARDING SCHEME (FESS)

To consider and comment on the following issues:

To endorse the report and recommendations for further consideration by the Executive Board.

Reasons:

- At its meeting on 10th June 2019, the Environmental & Public Protection Scrutiny Committee agreed to establish a task and finish group to review the Trading Standards Services – Financial Exploitation Safeguarding Scheme (FESS).
- The recommendations contained within the report have been formulated by the Group following the consideration of a range of evidence over a series of meetings held between July 2019 and April 2021 (there was a period of hiatus in the review during 2020 due to the Covid-19 pandemic).

To be referred to the Executive Board for decision: YES

Executive Board Member Portfolio Holder: Cllr. Philip Hughes (Public Protection)

Chair of the Task & Finish Group:

Cllr. John James

Designations:

Chair of the Environmental & Public Protection Scrutiny Committee

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EXECUTIVE SUMMARY

ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE

19TH APRIL 2021

Environmental & Public Protection Scrutiny Committee Task & Finish Group Final Report

Trading Standards Services – Financial Exploitation Safeguarding Scheme (FESS)

1.0 Review Background

The Environmental and Public Protection Scrutiny Committee has a key role to play in monitoring services, development of key policies and strategies, as well as identifying areas for improvement or development.

At its meeting on 10th June 2019, the Environmental & Public Protection Scrutiny Committee agreed to establish a task and finish group to review the Trading Standards Services – Financial Exploitation Safeguarding Scheme (FESS)

2.0 The Scope and main aims of the review

The Group agreed that the main aims for the review would be to:

- To explore whether the portfolio of crime prevention, victim support and education activities consolidated within the FESS initiative provided an effective strategy to help combat fraud victimisation and promoted corporate health and wellbeing objectives in the wake of the Social Services and Wellbeing Wales Act 2014 and the Wellbeing of Future Generations Act 2015.

The Group agreed that the main aims of the review would include:

- Assess the current training provision, integration of services, information sharing and strategy responses of key stakeholders and to explore opportunities for improvement.
- Explore whether current service provision is sufficiently robust, consistent, coordinated, non-duplicitous, provides measurable outcomes and presents value for money.
- Review current prevention strategies and the levels of support provided to fraud victims.
- Research new ways to raise the profile of the service and to attain recognition of the specialist body of skills, knowledge and support Trading Standards provide to residents of Carmarthenshire.
- Formulate recommendations for consideration by the Executive Board.

3.0 Corporate / community objectives and well- being objectives

The Group agreed that the FESS initiatives coincided with the Council's Vision:

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

And that that the review, in line with the work of FESS would contribute to achieving the following corporate / community objectives and well- being objectives and outcomes:-

contributed to the following Carmarthenshire's Well-being Objectives from the County Council's Corporate Strategy 2018-23

(<https://www.carmarthenshire.gov.wales/media/1214849/corporate-strategy-2018-23.pdf>):

Start Well/Live	Age Well	In a Healthy Safe and Prosperous Environment
Wellbeing Objective 1 Help to give every child the best start in life and improve their early life	Wellbeing Objective 9 Support good connections with friends, family and safer communities	Wellbeing Objective 15 Building a Better Council and Making Better Use of Resources
Wellbeing Objective 5 Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in poverty	Wellbeing Objective 10 Support the growing numbers of older people to maintaining dignity and independence in their later years	
	Wellbeing Objective 11 A Council wide approach to support Ageing Well in Carmarthenshire	

4.0 Approach

A total of 10 meetings were held between September 2019 and April 2021, during which the Group considered evidence and information from a wide variety of sources. The sessions were designed to provide the Group with the relevant information, context and background to the topic. Between April 2020 and January 2021, the review took a period of hiatus due to the Covid-19 Pandemic.

The Task and Finish Group's membership was as follows:

- Cllr. John James (Chair)
- Cllr. Karen Davies
- Cllr. Joseph Davies
- Cllr. Penny Edwards
- Cllr. Jeanette Gilasbey
- Cllr. Dai Thomas

The Democratic Services Unit based in the Chief Executive's Department, provided research and general support to the Group.

The following officers provided specialist advice and support during the Group's review:

- Roger Edmunds - Consumer and Business Affairs Manager
- Huw Lloyd – Lead Trading Standards Officer (Fair Trading)
- Heidi Neil – Senior Consumer Protection Officer
- Quita Davies – Trading Standards Officer
- Andrew Passenger – Trading Standards Officer
- Annwen Davies – Trading Standards Officer
- Rhys Williams – Graduate Trainee Financial Safeguarding Officer
- Janine Owen – Democratic Services Officer

5.0 Recommendations

The Group recommends that:

1. That Trading Standards continues with its FESS initiative which supports the Council's well-being objectives and in leading the local authority response to financial exploitation, prevention, detection, education and enforcement.
2. That training packages in relation to financial exploitation and the FESS initiative are created and formally incorporated into the learning and development plan of all relevant authority employees and Councillors and that FESS be presented by way of an annual Members Seminar.
3. Further links should be created between Trading Standards and the Marketing and Communications teams regarding the FESS initiative to ensure greater prominence is given to fraud prevention via the Council Web Site and social media platforms and explore alternative ways of reaching the digitally excluded.
4. That the County Council gives the issue of financial exploitation greater prominence within the organisation by:
 - a. Securing its inclusion in corporate strategy and policy documents in relation to fraud and financial abuse.
 - b. Creating a Performance Measure to capture the scale and scope of fraud reported to the County by its consumers and businesses.
5. That the County Council seeks to safeguard, increase and consider developing budget streams so that the FESS initiative can continue to be sustainable and protect consumers and businesses in Carmarthenshire from financial exploitation/harm.
6. That the former Advice and Support in Carmarthenshire (ASC Network) of key public, private and 3rd sector stakeholders for example Social Services, Dyfed Powys Police, Citizens Advice Bureau and other Private and 3rd Sector partners is resurrected and sufficiently resourced to promote financial safeguarding practice, advice and support.

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
YES	NONE	YES	NONE	NONE	NONE	NONE

1. Policy, Crime & Disorder and Equalities

Key strategic policies have been considered throughout the review and this review contributes towards achieving the Carmarthenshire County Council Well-being objectives as follows:

Start Well

- Objective 1 - Help to give every child the best start in life and improve their early life
- Objective 5 - Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in poverty

Age Well

- Objective 9 - Support good connections with friends, family and safer communities
- Wellbeing Objective 10 - Support the growing numbers of older people to maintaining dignity and independence in their later years
- Wellbeing Objective 10 - A Council wide approach to support Ageing Well in Carmarthenshire

In a Healthy, Safe and Prosperous Environment

- Wellbeing Objective 15 – Building a Better Council and Making Better use of Resources

2.Finance

There are no additional costs in relation to Recommendations 1,2,3,4 and 6 as these would be managed by way of the current CCC staffing resources and progress monitored by way of an action plan.

There is an associated cost implication in relation to:

Recommendation 5 – the Task and Finish Group are recommending that the County Council seeks to safeguard, increase and consider developing future budget streams in order to ensure that the FESS initiative can continue to be sustainable and protect consumers and businesses in Carmarthenshire from financial exploitation/harm.

To achieve this the Task and Finish group would advocate additional staff resources to support the FESS initiative.

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 – Officers from the Communities Directorate have contributed to and supported the work of the Task & Finish Group.

EXECUTIVE BOARD PORTFOLIO HOLDER AWARE?

YES
Councillor Phillip Hughes – Executive Board Member for Public Protection

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
Task & Finish Group Planning and Scoping Document – E&PP Scrutiny Committee (10th June 2019)	Draft Planning and Scoping Document / Minutes: https://democracy.carmarthenshire.gov.wales/ieListDocuments.aspx?CId=134&MId=2936&Ver=4
County Council's Corporate Strategy 2018-2023	https://www.carmarthenshire.gov.wales/media/1214849/corporate-strategy-2018-23.pdf
References cited in page 37 of the Task and Finish Report on the review of Trading Standards – Financial Exploitation and Safeguarding Scheme	See page 37 of the Task and Finish Report on the review of Trading Standards – Financial Exploitation and Safeguarding Scheme



A Review of Carmarthenshire County Council's Financial Exploitation and Safeguarding Scheme

FESS



A report from the Task and Finish Group –
Environmental and Protection Scrutiny Committee

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CHAIR'S FOREWORD

It gives me great pleasure to present this final report of the Task and Finish Group review on the Financial Exploitation and Safeguarding Scheme (FESS).



When the suggestion of undertaking a review of the Trading Standards Services' Financial Exploitation Safeguarding Scheme was raised at the Environmental and Public Protection Scrutiny Committee forward work programme development session in February 2019, it was embraced by all members of the Committee who subsequently commissioned a Task and Finish review in June 2019.

During this review, it became clear that any person, at any age can fall victim of financial exploitation and it is alarming and unsettling to know that fraud is on the increase. It was most disconcerting to learn that vulnerable people were being targeted, making them more likely to become a victim of fraud.

FESS, created and developed by Carmarthenshire Trading Standards, is an invaluable initiative which works to detect and prevent financial exploitation of vulnerable persons.

There is no doubt that reviewing the scheme and learning about the initiatives involved has been insightful. Each member of the group has come away with a profound knowledge of the different types of fraud, the safeguarding approach, the victim support, and the challenges that the team face.

I applaud Carmarthenshire Trading Standards for creating the Scheme and the initiatives as well as managing the workload with such limited resources.

The review took a little longer to complete than planned due to a necessary period of hiatus during the Covid-19 pandemic. However, during the pandemic, it was clear that the operation of the Scheme was instrumental in managing the unprecedented increase of fraud cases, which in itself speaks volumes about the necessity of supporting and investing in the promotion of the scheme for future years.

I would like to thank all those who took the time to meet with the Group, without whom it would have been difficult for the group to acquire the necessary insight of the scheme and its initiatives both from an operational and outcome perspective.

Finally, I would like to extend my sincere thanks to the officers from Trading Standards Services within the Communities Directorate for their hard work, advice and support, the Democratic Services Department, as well as to the members of the Task and Finish Group for their contribution to the review.

Councillor John James

Chair of the Task and Finish Group and

Chair of the Environmental and Public Protection and Scrutiny Committee

Members of the Task and Finish Group

		
<p>Cllr. John James (Chair) Burry Port Labour</p>	<p>Cllr. Karen Davies Saron Plaid Cymru</p>	<p>Cllr. Joseph Davies Manordeilo and Salem Independent</p>
		
<p>Cllr. Penny Edwards Hengoed Labour</p>	<p>Cllr. Jeanette Gilasbey Kidwelly Plaid Cymru</p>	<p>Cllr. Dai Thomas Pen-y-Groes Plaid Cymru</p>

Acknowledgements:

Members of the Task and Finish Group would like to extend their sincere thanks to all those who took part in the Review:

Internal expert advisors from the Trading Standards Department, Carmarthenshire County Council:

- Roger Edmunds - Consumer and Business Affairs Manager
- Huw Lloyd – Lead Trading Standards Officer (Fair Trading)
- Heidi Neil – Senior Consumer Protection Officer
- Quita Davies – Trading Standards Officer
- Andrew Passenger – Trading Standards Officer
- Annwen Davies – Trading Standards Officer
- Rhys Williams – Graduate Trainee Financial Safeguarding Officer

Executive Board Member for Public Protection – Councillor Phillip Hughes

Dyfed Powys Police representatives:

Mr Dafydd Llewellyn, Police and Crime Commissioner
Superintendent Chief Inspector Steve Cockwell, Head of Crime
Mr Paul Callard, Manager - Economic Crime

Partner Organisations:

Mark Warren, Manager Carmarthenshire Care and Repair
Robert Evans, CCC Home Improvement Agency Manager
PCSO Rhian James, Dyfed-Powys Police
Sarah Jones, Manager TSB Bank, Carmarthen
Suzanne Gainard – Director - Carmarthenshire Citizens Advice Bureau

Scrutiny Review Support:

Janine Owen – Democratic Services Officer

SUMMARY OF THE REVIEW

At its informal Forward Work Programme Development Session held on the 22nd February, 2019 the Environmental & Public Protection Scrutiny Committee agreed in principal to undertake a review into the Carmarthenshire County Council Trading Standards fraud prevention initiative – The Financial Exploitation Safeguarding Scheme (FESS).

Recognising that prevention is better than cure and that fraud presents an increasingly significant local and national issue of particular concern to elderly and vulnerable residents living in Carmarthenshire at its meeting held on 10th June, 2019 the Committee approved the decision to review FESS and commissioned a Task and Finish Group (TFG) to undertake the review.

As FESS is a long-established fraud prevention initiative operated by the council, the TFG were keen to review whether the current operational service provision in running FESS was sufficiently robust, consistent, coordinated, provided measurable outcomes and presented value for money.

Scope and Aims:

The scope and aims of the review to explore whether the portfolio of crime prevention, victim support and education activities consolidated within the FESS initiative provide an effective local authority strategy to help combat fraud victimisation and promote corporate health and wellbeing objectives in the wake of the Social Services and Wellbeing Wales Act 2014 and the Wellbeing of Future Generations Act 2015.

The Group undertook the review to:

1. Assess the current training provision, integration of services, information sharing and strategy responses of key stakeholders and explore opportunities for improvement.
2. Explore whether current service provision is sufficiently robust, consistent, coordinated, non-duplicative, provides measurable outcomes and presents value for money.
3. Review current prevention strategies and the levels of support provided to fraud victims.
4. Research new ways to raise the profile of the service and to attain recognition of the specialist body of skills, knowledge and support Trading Standards provide to residents of Carmarthenshire.
5. Formulate recommendations for consideration by the Executive Board.

Given the unprecedented circumstances society has found itself due to the COVID 19 pandemic which struck whilst this review was being undertaken, we have further included a short review of how the FESS has responded to fraud issues posed by the pandemic.

1.0. CONTEXT AND BACKGROUND

It is beyond the scope of the review to provide a full context for fraud as it is a crime that manifests itself in many different ways and is understood differently by the wide variety of agencies responsible for enforcing fraud legislation and supporting/ protecting victims.

The review seeks to look specifically at the financial safeguarding work undertaken by Trading Standards Officers under the FESS initiative in Carmarthenshire in relation to preventing and supporting victims of doorstep crime, telephone, mass mail and email fraud.

The primary focus of FESS is to protect and support vulnerable adults, either identified as victims of financial exploitation or 'at risk' of becoming victims due to a lack of care and support as defined by the Social Services and Wellbeing (Wales) Act 2014. However, access to the scheme and specialist support is available to all members of the public as part of the Trading Standards wider statutory fraud, consumer protection and enforcement remit.

It is important to consider the language used to describe fraud. For the purposes of the review: *"Scams are fraud and fraud is financial exploitation /abuse."* Such semantic distinction may further help identify any barriers in relation to fraud enforcement, victim support and safeguarding.

1.1 FRAUD NATION WIDE

Fraud is recognised by the Home Office as a significant national threat with links to serious organised crime.¹ The National Fraud Indicator (2011) estimated that national losses to fraud are in the region of £38 billion, however this figure includes corporate and non-consumer type fraud.² The Crime Survey for England and Wales shows that there were an estimated 3.8 million incidents of fraud in the year ending March 2019, with evidence of a rising trend that is also seen in other data sources making fraud the most common form of crime in England and Wales.³

To bring fraud into the context of this review and within the local realm of local authority Trading Standards Services, the Office of Fair Trading (2006) estimated that every year 3.2 million UK residents lose £3.6 billion to scams⁴ and the National Trading Standards Scams Team estimate this figure to be now closer to £10 billion.⁵

As well as causing significant financial harm, the group recognised that fraud also impacts on health and wellbeing. 'Research has found that 45 per cent of fraud victims felt that the financial loss they experienced had an impact on their emotional wellbeing and 37 per cent reported a significant psychological or emotional impact.'⁶

¹ [Serious and Organised Crime: Home Office research priorities April 2018 to March 2021 \(publishing.service.gov.uk\)](https://www.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/511111/serious-and-organised-crime-research-priorities-2018-2021.pdf)

² Annual Fraud indicator <http://www.homeoffice.gov.uk/publications/agencies-public-bodies/nfa/annual-fraud-indicator/>

³ Nature of Fraud and Computer Misuse in England and Wales year ending March 2019 [Nature of fraud and computer misuse in England and Wales - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/articles/nature-of-fraud-and-computer-misuse-in-england-and-wales-year-ending-march-2019/2019-03-28)

⁴ Office of Fair Trading (2006) Research on impact of mass marketed scams - A summary of research into the impact of scams on UK consumers OFT883 – Retrieved from: <http://www.icfs.org.uk/~icfs.org.uk/images/pdfs/60.pdf>

⁵ National Trading Standards Scams Team (2016) Retrieved from: http://www.dementiaaction.org.uk/assets/0001/9328/Safeguarding_PWD_from_Scams_-_Louise_Baxter.ppt&rct=j&frm=1&q=&esrc=s&sa=U&ved=0ahUKewiTy8vLOdHLahVLXBoKHSEIDZQFgg8MAc&usq=AFQjCNFwCFYbCXXzI0ph1_Pc7_eMSQHZIA

⁶ MORE THAN JUST A NUMBER: IMPROVING THE POLICE RESPONSE TO VICTIMS OF FRAUD DECEMBER 2018 – THE Police Foundation

Overall responsibility for fraud enforcement and policy in general lies with the Police and UK Government, however the health and social care model of fraud prevention advocated by the FESS initiative means that fraud (where identified with financial abuse/exploitation) may be looked at through another lens and that policy in this area could also be viewed as a devolved matter.

1.2 FRAUD IN CARMARTHENSHIRE

Unfortunately, the way complaints data in relation to fraud is received by the authority and the difference in language used to relate to fraud by the various stakeholders means that it is difficult to obtain a true picture of the scale of fraud locally.

- **That no local authority fraud measure exists was of great concern to the group.**

Trading Standards typically receive complaints data from Citizens Advice Consumer Services and/or local reports from colleagues or partner organisations, however these may initially manifest themselves as a 3rd party referral or notification of a scam, a request for service where a person for example is receiving lots of nuisance or 'scam' calls or where an unknowing victim is identified via site visit or identified as unwitting victim of a fraudulent/ rogue trader and where fraud may commonly be misidentified as a civil matter.

Where Trading Standards receive referrals relating to financial exploitation directly or from partners these are recorded as FESS Referrals on the Trading Standards Information System APP. It should be noted that all FESS referrals recorded here relate to high-risk individuals assessed/identified as previous victims and/or as vulnerable 'at risk' individuals.

Fig 1. Carmarthenshire Trading Standards – FESS Referrals Carmarthenshire - 2019/20:

Date range	High Risk FESS Referrals
January to December 2019	60
January 2020 to date (03.03.20)	70
Totals	

Source: Carmarthenshire County Council – CIVICA APP – FESS

The total amount of fraud complaints made to the authority is likely to far exceed the figures provided in Fig 1. due to the way FESS referrals change and develop through ongoing intervention/ support. For example, an officer supporting someone locally complaining about receiving nuisance calls uncovered engagement with a known prize draw and vitamin supplement fraud that had been going on for 9 years resulting overall loss of £46K. That the consumer did not identify this with fraud and did not wish to complain highlights the problem and difficulty in providing a more conclusive picture of the scale of fraud reported to the authority other than that provided in Fig 1.

Fig 2. Dyfed Powys Police - Operation Signature's Referrals 2019/20:

Date range	Number of cases	High	Medium	Low	Unknown/NA
January to December 2019	439	47	106	283	3
January 2020 to date (03.03.20)	94	8	15	69	2
Totals	533	55	121	352	5

Source: Dyfed Powys Police – Operation Signature

Both FESS and Operation Signature figures provided the group with some insight and cause for concern when looked at in relation to research conducted by the Office of Fair Trading (2006) where it was suggested 'the majority of scams go unreported and that fewer than five per cent of people report them to the authorities.'⁷

If we were to conservatively make an estimate of unreported fraud on the figures reported to Trading Standards in 2019 of 60 high risk cases using the Office of Fair Trading (2006) estimate of a 5% reporting rate, this would equate to an estimate of 1140 unreported cases based on the Trading Standards figures alone and not factoring in the cases reported by Dyfed Powys Police.

Further to this, Age UK estimate that 53 per cent of people aged 65+ believe they have been targeted by fraudsters.⁸ In Carmarthenshire based on population data generated on 1st January 2019⁹ this would equate to some 23,766 people aged 65+ being targeted by fraudsters:

- Carmarthenshire Population as of 1st January 2019 = 187,568
- Carmarthenshire population aged 65> as of 1st January = 44,843
- 53% of 44,843 = 23,766

The Office of Fair Trading (2006) further found that 'up to 20 per cent of the UK population could be particularly vulnerable to scams, with previous victims consistently more likely to show interest in responding again'¹⁰

Whilst such estimates do not come anywhere near informing a comprehensive or detailed assessment of the scale of fraud within the County, when coupled with the reported figures from Dyfed Powys Police, national statistics, academic literature and Officers subjective experiences, it is reasonable to intuit the scale of fraud both locally and nationally to be significant and where a large number of older persons may also be targeted.

⁷ Office of Fair Trading (2006) Research on impact of mass marketed scams - A summary of research into the impact of scams on UK consumers OFT883 – Retrieved from: <http://www.icfs.org.uk/~icfs.org.uk/images/pdfs/60.pdf>

⁸ Age UK. (2015). Only the tip of the iceberg: Fraud against older people. Evidence review. Retrieved from <http://www.ageuk.org.uk/documents/en-gb/for-professionals/consumer-issues/age%20uk%20only%20the%20tip%20of%20the%20iceberg%20april%02015.pdf?dtrk=true>

⁹ [Demographic statistics Municipality of CARMARTHENSHIRE, population density, population, average age, families,\(urbistat.com\)](http://www.urbistat.com)

¹⁰ Office of Fair Trading. (2009). *The psychology of scams: Provoking and committing errors of judgment.* (OFT1070). Retrieved from http://webarchive.nationalarchives.gov.uk/20140402142426/http://www.oft.gov.uk/shared_oftr/reports/consumer-protection/oft1070.pdf

The Alzheimer's Society estimate the number of people in UK with dementia predicted to rise from 850,000 to 1.1 million by 2025¹¹ and studies have shown that certain types of fraud, for example telephone fraud, can be positively correlated with older age¹² and approximately 1 in 20 adults can be expected to experience some form of financial exploitation past the age of 60 with cognitive impairment, commonly associated with older age increase the likelihood of victimisation.¹³ To put this into a Welsh context, in 2008, 18 per cent of the population of Wales were over 65, by 2033 this is expected to rise to almost 26 per cent.¹⁴

- **With reported national average losses per victim amounting to £2952¹⁵ the group recognises the threat posed by fraud to be of very serious concern.**

1.3 FINANCIAL EXPLOITATION SAFEGUARDING SCHEME (FESS)

The Financial Exploitation Safeguarding Scheme (FESS) was created by Carmarthenshire Trading Standards in December 2014 and aimed to establish a multi-disciplinary safeguarding network of key professionals and stakeholders concerned with preventing fraud against vulnerable people by carers, family members, doorstep criminals, telephone, mail and email fraud.

By linking existing trading standards fraud prevention and financial safeguarding activities to the policy requirements of the Social Services and Wellbeing (Wales) Act 2014, the initiative sought to promote the comprehensive body of fraud prevention and support work undertaken by CTS through a local professional's network to deliver more joined up support for victims of 'financial exploitation.'

FESS consolidated nine established Carmarthenshire Trading Standards financial safeguarding projects and changed the language used to depict 'fraud' to provide a vehicle to more easily promote their fraud prevention and support portfolio among health and social care partners based on the underlying 'safeguarding' theme rather than promoting nine separate scam or fraud prevention projects.

¹¹ Alzheimer's Society (2015) 'Dementia 2015: Aiming higher to transform lives.' Alzheimer's Society, London

¹² Correlates of Susceptibility to Scams in Older Adults Without Dementia (2013) – James.B.D, Boyle P.A, Bennet D.A
<https://doi.org/10.1080/08946566.2013.821809>

¹³ Cognitive, social and neural determinants of diminished decision making and financial exploitation risk in aging and dementia: a review and new model (2016) – Spreng N.R Karlawish J, Marson D.C – Journal of Elder Abuse & Neglect, 28:4-5, 320-344.

¹⁴ National Assembly For Wales. (2011). *Key issues for the fourth assembly*. Cardiff: National Assembly for Wales.

¹⁵ National Trading Standards Scams Team (2016) Retrieved from:
http://www.dementiaaction.org.uk/assets/0001/9328/Safeguarding_PWD_from_Scams_-_Louise_Baxter.ppt&rct=j&frm=1&q=&esrc=s&sa=U&ved=0ahUKewiTy8vL0dHLahVLXBoKHSEiDZ0QFgg8MAc&usq=AFQjCNFwCFYbCXXzl0ph1_Pc7_eMSQHZIA

1.4. FESS INITIATIVES

1) trueCall© Nuisance Call Blockers - Project Start 2013 – Present

127 free trueCall© nuisance call blocker devices have been installed in the homes of vulnerable people to prevent telephone fraud victimisation and/or as a palliative measure to give families respite at difficult times since 2013. The device works by intercepting all in-bound telephone calls, other than those from a pre-registered list of trusted telephone numbers. In addition, and in response to Covid-19 pandemic, Carmarthenshire Trading Standards have developed a system to monitor devices and generate alerts to officers when a service user is suspected of being exposed to fraudulent telephone calls. The section has recently received funding specifically for 500 additional trueCall© devices, which will be installed in residents' homes as part of a project to evaluate the efficacy of the monitoring programme over the next 12 months.

2) Debt and Mental Health Interventions - Project Start 2014 – Present

Trading Standards intervention where creditors do not take a consumer's mental health issues into account in debt situations. Using the Royal College of Psychiatrists/Money Advice Liaison Group Debt and Mental Health Evidence Form, Trading Standards have legal powers to intervene, support social care professionals and protect vulnerable persons from stress, anxiety and pressures of debt.

3) Vulnerable Consumer Advice Interventions/ Expert Advocacy – Project Start 2000 – Present

Expert advice and advocacy to vulnerable consumers, social care, advice and support for professionals to help vulnerable consumers access the criminal/civil justice system and identify potential policy issues.

4) No Cold Calling Zones – Project Start 2006 - Present

Trading Standards implement zones that prohibit cold calling in areas with high proportions of elderly or vulnerable persons. To date Trading Standards have implemented 56 zones in streets or housing complexes and one No Cold Calling Village (Cilycwm). All the zones have led to a reduction in incidents of doorstep crime / distraction burglary in those areas, thereby protecting vulnerable persons and enabling them to feel confident and safe in their homes. No Cold Calling Stickers can be obtained through request made via the Carmarthenshire County Council Contact Centre and are typically given out as part of an information pack at local events and when visiting service users in their homes.

Fig 3. No Cold calling Door Sticker/ Signage:



No Cold Calling Farms

Having identified a potential link between cold callers arriving at farms offering goods and services and subsequent thefts on farms, Trading Standards (working alongside Dyfed Powys Police Rural Crime Team) have extended the No Cold Calling Zone project to establish No Cold Calling Farms. Farmers who have been subject to cold calls and/or victims of burglaries have been encouraged to place a 'No Cold Caller' sign on their farm entrance. To date, 18 No Cold Calling Farms have been established and a further 80 farms are on a waiting list. Trading Standards have received £1050 from the Police and Crime Commissioner to help pay for signage.

Fig 4. No Cold Calling Farms Signage:



5) **Buy with Confidence Scheme – Registered Traders Scheme -
Project Start 2006 – Present**

In response to concerns about 'rogue traders' which are often highlighted in the media. The scheme is a continuation of the Carmarthenshire Trading Standards Local Registered Traders Scheme providing consumers with a list of local businesses which have given their commitment to trading fairly. Every business listed has undergone a series of detailed checks by Trading Standards before being approved as a member of the scheme. There are currently 26 businesses registered with a further 32 currently going through the stringent application process.

www.buywithconfidence.gov.uk

Out of the 9 FESS interventions, 'Buy with Confidence' is currently the only chargeable initiative.

Fig 5. Buy With Confidence Scheme Logo



6) **Consumer Financial Education/Awareness Money Wise –
Project Start 2009– Present**

We provide community-based education and resources including a digital online teaching package (Money Wise) to develop financial skills, raise consumer awareness and computer literacy to facilitate financial and social independence. Over 100 Key Stage 2 classes across 80 schools in the county have registered for Money Wise. (See Appendix A)

[Moneywise: Carmarthenshire County Council Trading Standards](#)

7) **Banking Private and Third Sector Safeguarding Protocols – 2014 – Present**

Safeguarding agreements that help identify vulnerable people in the community such as in Banks, shops, advice and community organisations as part of an early intervention and prevention strategy the perspective that financial abuse may be symptomatic of other underlying health or social issues. For a partner to become a scheme member, an agreement in the form of a set protocol is signed. The Scheme member is presented the signed and framed protocol to place on public display. The protocol currently has 20 organisations signed up including 11 banks.

8) Don't Get Caught Scam Awareness Campaign – 2014 – Present

Scams awareness campaign conducted as pop-up shops in local Banks and Community Events – Designed around prize draw mock-up to attract and engage with persons who like the idea of winning prizes (A common hook used in certain types of mass marketing scams).
(See Appendix B)

9) NTS Scams Hub – Intelligence Led Visits – 2014-present

National intelligence received from the NTS Scams Team is provided to the team a monthly basis. The information relates to residents who have been identified as engaging with known fraudsters where the NTS have seized information during their enforcement activities – We currently agree to only visit 12 persons per month due to resource issues.

1.5 LEGISLATION AND POLICIES

FESS has been recognised corporately as fulfilling a vital statutory support function for the purposes of compliance with the Social Services and Wellbeing (Wales) Act 2014 and the Wellbeing of Future Generations Act 2015. Promoting strategies of social and economic wellbeing, reducing poverty and preventing abuse and neglect and has been included within the following authority strategy/policy documents:

Carmarthenshire County Council Corporate Policy Documents:

- Integrated Community Strategy 2011 – 16
- Corporate Strategy 2015 - 20
- Corporate Improvement Plan for 2015 - 16
- Ageing Well Plan (Incorporating Strategy for Older People) 2015 – 18
- Local Authority Revised Gambling Policy 2016

In addition to local Policy, FESS works within national safeguarding policy framework in relation the All Wales Safeguarding Procedures and officers have powers to investigate case of financial exploitation under the Consumer Protection from Unfair Trading Regulations 2008 and Fraud Act 2006.

Policy Context - Social Services and Wellbeing (Wales) Act 2014

FESS promotes the health, wellbeing and independence of service users by working towards a joined-up approach to financial exploitation and contributing to a package of interventions that go beyond the offering of any one given department by:

- Providing new ways of working with other health/social care departments and private sector organisations to ensure that persons 'at risk' of financial abuse access and receive the necessary support where they do not necessarily meet the requirements for full social work interventions and support.

- Extending safeguarding principles into the private sector and increasing awareness of safeguarding policy and providing clear referral pathways for vulnerable people.
- Developing proactive detection strategies, mapping the demographics of vulnerable 'at risk' individuals to proactively facilitate targeted awareness campaigns and early intervention.
- Providing a valuable intelligence gateway and hub for the detection of criminality and information sharing that may provide valuable evidence of vulnerability/ safeguarding risk, apprehension and prosecution of offenders.

FESS brings with it private and 3rd sector involvement from high street banks and local advice and support services and is currently the subject of formal research with Cardiff University and has 36 local authority research partners across the UK who have signed up to promote their own local FESS initiatives.

Wellbeing of Future Generations Act 2015 and Carmarthenshire County Council Corporate Wellbeing Objectives

The task and Finish Group agreed that FESS coincided with the Council's Vision:

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

In addition, the work of FESS contributed to the following Carmarthenshire's Well-being Objectives from the County Council's Corporate Strategy 2018-23

(<https://www.carmarthenshire.gov.wales/media/1214849/corporate-strategy-2018-23.pdf>):

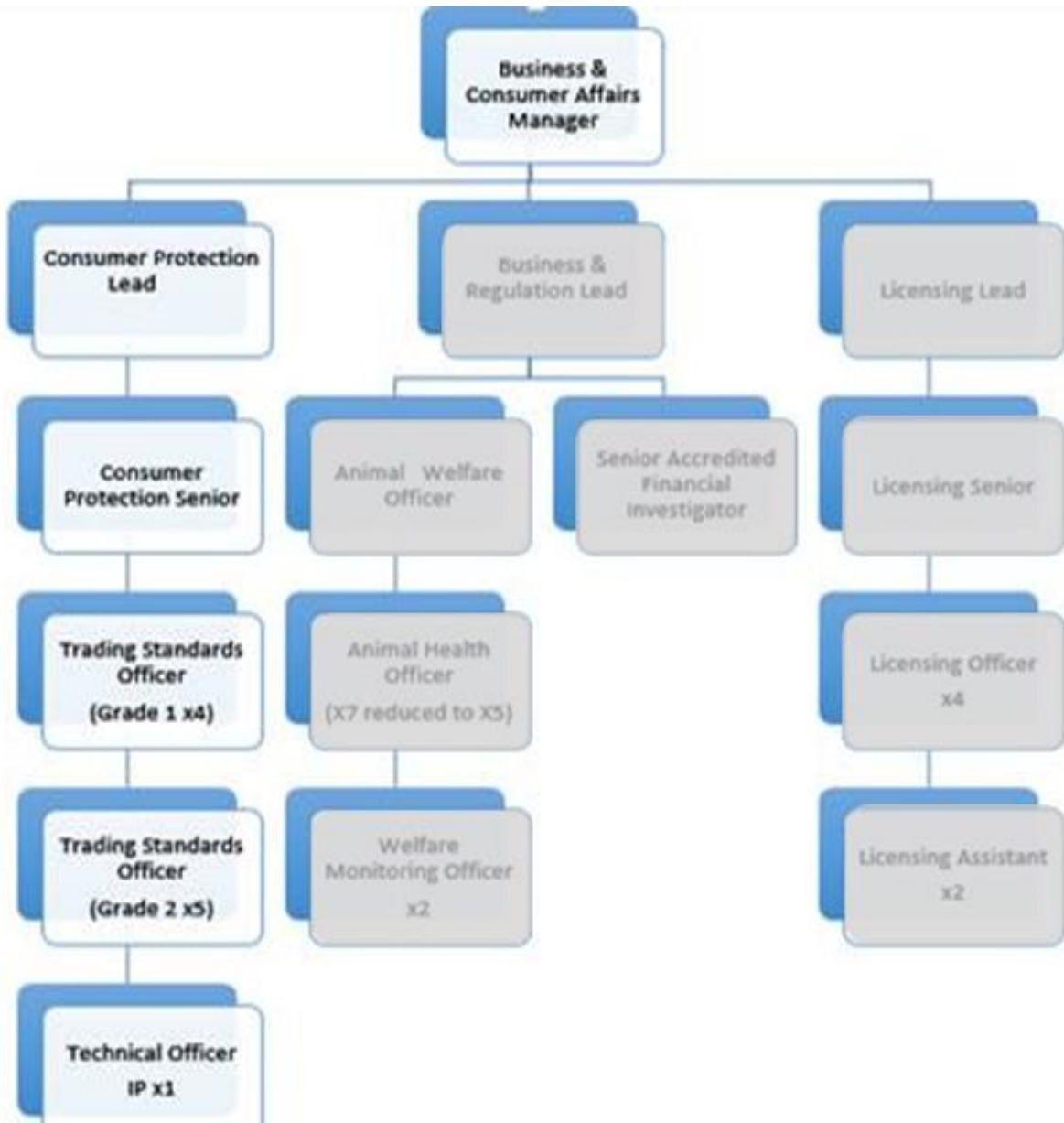


Start Well/Live	Age Well	Other
<p>Wellbeing Objective 1 Help to give every child the best start in life and improve their early life</p> <ul style="list-style-type: none"> • Moneywise • Don't Get Caught Scams Education • Consumer Advice Interventions/ Advocacy/ Education 	<p>Wellbeing Objective 9 Support good connections with friends, family and safer communities</p> <ul style="list-style-type: none"> • No Cold Calling Zones • trueCall • Don't Get Caught Scams Education 	<p>Wellbeing Objective 15 Building a Better Council and Making Better Use of Resources</p> <ul style="list-style-type: none"> • FESS • Private and 3rd Sector Safeguarding Protocols
<p>Wellbeing Objective 5 Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in poverty</p> <ul style="list-style-type: none"> • Moneywise • Debt and Mental Health Interventions • trueCall • No Cold Calling Zones • Consumer Advice Interventions/ Advocacy/ Education • Don't Get Caught Scams Education 	<p>Wellbeing Objective 10 Support the growing numbers of older people to maintaining dignity and independence in their later years</p> <ul style="list-style-type: none"> • No Cold Calling Zones • trueCall • Don't Get Caught Scams Education • Consumer Advice Interventions/ Advocacy/ Education <p>Wellbeing Objective 11 A Council wide approach to support Ageing Well in Carmarthenshire</p> <ul style="list-style-type: none"> • FESS • Private and 3rd Sector Safeguarding Protocols • Don't Get Caught Scams Education • Consumer Advice Interventions/ Advocacy/ Education 	

1.6 TRADING STANDARDS SERVICES

Carmarthenshire Trading Standards Services sits within the Department of Communities – Homes and Safer Communities – Business and Consumer Affairs division.

The team has an annual budget of £758,657 per annum which provides for the following departmental structure:



Trading Standards Officers are responsible for enforcing around 40 Acts of parliament and over 1,000 associated regulations, which impact on all aspects of daily life, from the safety of children's toys, to the honesty of property descriptions when buying a home. The Trading Standards department, have a statutory obligation to undertake work in relation to:

- Legal Metrology - (Weights and Measures)
- Petroleum/Explosives licensing
- Product Safety
- Intellectual Property
- Fair Trading Enforcement
- Fraud
- Underage Sales
- Advice and Guidance

1.7. FESS RESOURCES

The Trading Standards department does not have a dedicated FESS officer and the work currently accounts for approximately 1.5 Full Time Equivalent – This is worked out as a spread over 6 full time staff who in addition to their daily job carry out the work of FESS, equating to approximately a quarter of their time.

The cost attributed to FESS alone between December 2014 to November 2019 is as follows:

<p>Departmental Core Budget:</p> <p>£350,000 over 5 years = £70K PA</p>	<p>Additional Non - Core Funding:</p> <ul style="list-style-type: none"> • £39,400 trueCall©: Asset Confiscation - Proceeds of Crime Act (POCA) Grant Funding Social Services Intermediate Care Fund (ICF) • £10,000 Money Wise Website: Asset Confiscation - Proceeds of Crime Act (POCA) • £5000 FESS Website: Asset Confiscation - Proceeds of Crime Act (POCA) • £15,000 Marketing Materials x 5 years (£3,000 pa) Asset Confiscation - Proceeds of Crime Act (POCA)
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During the same period (December 2014 - November 2019), FESS realised the following consumer benefit/savings:

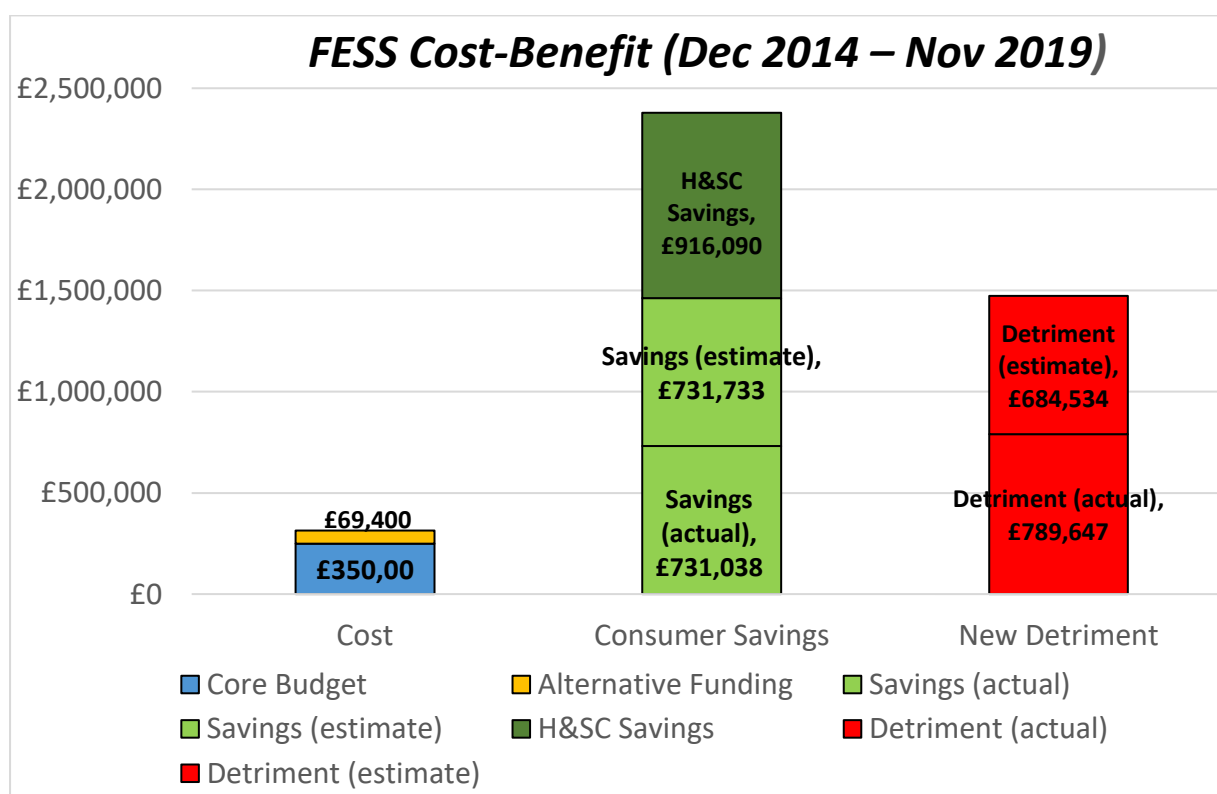
Prevention: <ul style="list-style-type: none"> • £578,455 FESS Safeguarding referrals • £456,928 NTS Scams Hub (estimate) • £274,805 trueCall© (estimate: 105 units) 	*Consumer losses not previously identified: <ul style="list-style-type: none"> • £789,647 FESS Safeguarding referrals • £684,534 NTS Scams Hub (estimate)
Redress: <ul style="list-style-type: none"> • £129,583 Consumer refunds • £23,000 Debt written off (DMHEF) 	
Total = £1,462,771	Total = £1,474,181

*Consumer losses not previously identified – During case investigations, it is often revealed that persons referred have previously been a victim and lost money that nobody knew about. These are financial losses that would have gone unrecorded had it not been for FESS Intervention.

The Estimated health and social care savings identified as a result of the trueCall© system amounts to estimated total saving of £916,090 for a project cost of £16,275 – a payback of 56 times the cost.

For a full break down of trueCall© Cost Saving Benefit Analysis please see Appendix C

The graph below summarises the cost benefits of FESS:



FESS is managed using multi-disciplinary officers and with the limited resources available, it has been essential to seek resources elsewhere.

Resources are not considered to be purely financial and FESS creates reciprocal joint working relationships between social care services, public protection and the private sector to extend the support offered to victims to reduce the financial and human resource burden on the respective teams in order that service users obtain specialist resource of respective teams where otherwise such support might have been precluded.

All partner agencies therefore provide intelligence that can assist Trading Standards with combating offences associated with financial exploitation, as well as providing advice, guidance and further support to those victims and potential victims affected.

Examples:

- Engaging with a Bank for the Bank to help support a victim and monitor a victims account. This may be reciprocated with the installation of trueCall© devices for vulnerable Bank customers to help prevent fraud victimisation and to prevent future losses to the bank where the bank has had to refund the victim under regulation.
- Identifying victims where financial exploitation has caused financial problem debts/ benefits etc. Referrals are made to The Citizens Advice Bureau – in exchange Citizens Advice have direct priority line communication with Trading Standards Officers and receive specialist training.
- Intervening where victims have Debt and Mental Health issues uses specialist regulatory powers of Trading Standards Officers. This may assist Social Workers and service users struggling with debt collection practices that may exacerbate vulnerability. Social Workers may provide specialist advice and support in relation mental health issues and/or wider client social support services/needs.

1.8 PROCEEDS OF CRIME

Trading Standards in Carmarthenshire take the lead in the authority in relation to asset confiscation under the Proceeds of Crime Act 2002 and have a dedicated Financial Investigation Unit comprising of 4 Officers who undertake asset confiscation not only for Carmarthenshire County Council Enforcement Teams but are also commissioned to undertake asset confiscation for other Local Authorities across the UK.

Assets/Money confiscated can be used to fund initiatives that aim to reduce the crime types from which the assets were generated by criminals.

Asset confiscation has been used to fund the following FESS initiatives in Carmarthenshire:

- **£39,400** trueCall©
- **£10,000** Moneywise
- **£5000** FESS Website:
- **£15,000** Marketing Materials x
5 years (£3,000 pa)

Asset confiscation has also contributed to initiatives to home Syrian Refugees in Carmarthenshire and also helped to fund Foodbanks in the county.

1.9 MEMBERSHIP OF FESS NETWORK AND ITS PROTOCOL

Local Authority Members of the scheme who agree to promote a scheme locally receive a comprehensive and regularly updated promotional resource pack, periodic research updates and access to a member directory enabling further stakeholder engagement and the location of fellow scheme members with whom to liaise in the support of victims via the website: <https://fess.carmarthenshire.gov.uk> currently, there are 36 local authority members across the UK.

For a partner to become a scheme member, an agreement in the form of a set protocol is signed. The Scheme member is presented the signed and framed protocol to place on public display. The protocol currently has 20 organisations signed up including 11 banks.

Scheme members who follow the protocol forms a process of due diligence which helps to minimise the number of complaints and increasing membership of the initiative is something the team would like to build on based on resource and pandemic.

1.10 FRAUD INTELLIGENCE

Trading Standards obtain fraud intelligence from a variety of source including but not limited to:

- Direct referral/ complaints from public
- Local Authority Hwbs/ Delta Wellbeing IAA
- Citizens Advice Consumer Services
- Local FESS Scheme Members – Private/ 3rd Sector
- Local Police
- Local Health and Social Care Services
- Proactive Online Monitoring – Facebook Marketplace/ ebay etc.

Trading Standards have strong links with Citizens Advice Bureau both locally via a reciprocal Service Level Agreement with all three Citizens Advice Offices in the county enabling quick access to a wide variety of important of face-to-face advice and advocacy services and robust intelligence sharing protocols.

Nationally, Citizens Advice Consumer Services provide a national contact centre for consumer advice enquiries and Trading Standards receive details of all enquiries as notifications of civil consumer law advice provided and criminal referrals where criminal consumer protection law has been breached. Carmarthenshire trading Standards have a service level with Citizens Advice Consumer Services to respond to all referrals within 5 days and arrangements are in place for warm transfer where vulnerable and criminal matters require urgent and immediate attention. Citizens Advice Consumer Services further refer suspected to fraud complaints to the Police reporting centre Action Fraud and are a well-respected and reliable partner for Trading Standards Services across the UK.

National Fraud Intelligence for the Police is received locally and sits mainly with the Police National Reporting Centre (Action Fraud) run by the City of London Police. As part of FESS's ongoing research, a survey was undertaken with 27 participating local authorities the findings indicating poor engagement with/ from relevant stakeholders nationally.

Trading Standards across the UK report that details in relation to fraud intelligence are not routinely forthcoming from Action Fraud or local Police and that local relationships with the police fluctuate across the UK. See Appendix D - Financial Exploitation Safeguarding Scheme (FESS) - Pilot Study - Trading Standards Integration 1.

1.11 PROMOTION AND AWARENESS RAISING

The FESS scheme aims to create closer working relationships between Trading Standards Services and local organisations to help identify and protect vulnerable persons who may be the victims of scams or other forms of financial abuse.

Currently, the promotion of FESS is very ad hoc, mainly due to limited resources. However, as there wasn't a co-ordinated approach or promoting structure in place, the Trading Standards department heavily relied upon word of mouth, talks/training and building relationships with partners to promote FESS for example Local Advice and Support Events i.e. 50+ forum, Pop Up Shops in Local Banks/ Building Societies, Shopping Centres etc, attending team meetings with social work teams for example the Community Team for Learning Disabilities, Adult Protection and Mental Health.

The initiative has also been promoted nationally and has received the following awards and recognition:

- Shortlisted – Poster Presentation - Association of Directors of Social Services Conference 2015
- Winner - Best Local Authority Exhibit - Chartered Trading Standards Institute Conference 2015
- Presentation - Older Persons Commissioner 2015
- Conference Presentation/ Workshop – Action on Elder Abuse – Cardiff City Hall 2016
- Presentation – Chief Executive - Care Inspectorate for Wales 2016
- Winner – Money Wise (Trading Standards and Environmental Health), The Municipal Journal Awards 2016
- Highly Commended (Innovation in Partnership) The Municipal Journal Awards 2016
- Shortlisted (Delivering Better Outcomes) The Municipal Journal Awards 2016

- Winner - Best Local Authority Exhibit (Chartered Trading Standards Institute - Conference 2016)
- Winner – Poster Presentation - The Welsh Public Health Conference 2016
- Invited to the Senedd, Cardiff Bay to speak with Assembly Ministers as part of Trading Standards Wales Position Statement 2017
- Winner – Chartered Trading Standards Institute – Hero Award – Outstanding Team – COVID - 19 Response 2020
- Inclusion - Financial Abuse Best Practice Exemplars – FESS and Delta Wellbeing – Older Persons Commissioner Research 2021.

1.12 COMMUNICATION

A plethora of organisations are available, including services within the Council that can provide advice and support to individuals and households in need throughout the County. A vast range of voluntary organisations such as Citizens Advice Bureau, Age Concern Cymru, and Shelter Cymru and other members of Advice and Support Carmarthenshire (ASC).

Advice and Support Carmarthenshire was originally created by Trading Standards and Citizens Advice Bureau in 2002 and re-launched in 2008 to provide a network/ forum enabling private sector/voluntary organisations to work collaboratively, share information and support people in an effective manner through referrals mechanisms.

- **The group noted that the Advice and Support in Carmarthenshire forum and directory had sadly since become redundant and that this was a great lost to the community.**

2.0 METHODOLOGY

Through a series of meetings, Task and Finish Group Members gathered information on the FESS initiative and undertook a comprehensive review covering areas including financial exploitation and the various projects that make up FESS.

The methodology applied incorporated various techniques which included a mixture of qualitative and quantitative methods, drawing upon data received from the Carmarthenshire County Council Trading Standards department and face to face discussions with partners and Dyfed Powys Police representatives.

Initially, it was planned that that the review would be completed in 8 meetings between September 2019 and April 2020. Unfortunately, in March 2020, further meetings were suspended with the production of the report being delayed due to the unprecedented impact of Covid-19 and resuming in February 2021.

3.0 KEY FINDINGS

In order to set the scene, Group Member received a comprehensive and interactive presentation detailing the history of FESS, which is outlined on pages 11-16 within this report.



3.1. DISCUSSIONS WITH PARTNER ORGANISATIONS

Trading Standards department deal with many organisations in relation to the individual FESS initiatives.

In order to enable Group Members to glean information in relation to the current awareness level of our partners with regard to the FESS initiative, integration of services and the effectiveness of the current information sharing processes, operational staff members from each partner organisation were invited to a meeting.

Each Member of the Group held a one-to-one discussion with a Partner, which provided a comfortable setting to get the most out of the session.

The discussions highlighted that whilst some stakeholders had good grasp of the FESS initiative there were some that would benefit from further information and interaction with the Trading Standards team.

3.2 TRUECALL© NUSIANCE CALL BLOCKER: PRESENTATION AND DEMONSTRATION

Group Members were provided with a practical demonstration of how the trueCall© system operated within households and a comprehensive and informative presentation was delivered by Mr Steve Smith, Director of trueCall© which included detailed costs and benefits of the project.

It was estimated that the project had already prevented 77 scams and made savings of £274,805. Over a 5-year life of the units they would have blocked 217,615 nuisance calls (of which 43,775 would have been scam phone calls), prevented 258 scams, saved vulnerable households £408,902 and led to a reduction of £435,188 in NHS and health and social care costs
[See Appendix C for a cost analysis.]

- **In light of the information received, group members could see significant value in the units and were encouraged by the figures and future financial savings that could be generated by further investment in the project.**



3.3 CASE STUDIES

Trading Standards Officers provided the Task and Finish Group with four consumer case studies, to provide an insight into some of the issues officers regularly come up against.

Officers explained the background of each case study and highlighted the identified issues and how the Trading Standards was able to assist the consumer with their issues within the standard Trading Standards Consumer Protection/ Enforcement remit and how Officers assisted consumers by undertaking social support work outside of their core remit using contacts and other known services developed through the FESS initiative.

In depth discussions took place between the Group Members and Officers in relation to the facts and investigation of the following cases:

Case Study 1: – Plumbing complaint (CACS)

	Issues identified	What TS Did
TS Remit	<ul style="list-style-type: none"> Referred as a vulnerable consumer requiring immediate assistance. Allegation that T mis-sold LPG gas installation. Potential breaches of criminal legislation (The Consumer Protection from Unfair Trading Regulations 2008). 	<ul style="list-style-type: none"> ✓ Investigated potential breaches of consumer protection legislation but none found. ✓ Negotiated a civil resolution to the consumer's complaint.
Outside TS Remit	<ul style="list-style-type: none"> C could not afford to buy more fuel due to financial issues. C's property required insulating / state of disrepair. Evidence of drug use and anti-social behaviour at the C's property - Concern for C's welfare. Gas cooker condemned and C could not afford to top-up her electricity. C suffered from several health conditions 	<ul style="list-style-type: none"> ✓ Referred C to Housing Options. ✓ Contacted the Police regarding the potential criminal behaviour. ✓ Supplied C with basic groceries and topped-up her electricity card. ✓ Referred C to the Citizens Advice Bureau (CAB) for debt advice and access to emergency funds. ✓ Referred C to NEST and Care & Repair. ✓ Referred C to Social Services.

Case Study 2: – Identity theft (Adult Safeguarding Team)

	Issues identified	What TS Did
TS Remit	<ul style="list-style-type: none"> Referred as a vulnerable consumer / victim of alleged fraud Potential harassment from debtors. Potential selling of counterfeit products (remit but no jurisdiction). 	<ul style="list-style-type: none"> ✓ Obtained Action Fraud Reference number and contacted a number of creditors on C's behalf ✓ Investigated potential harassment from debtors but none found. (Consumer Credit Act 1974).
Outside TS Remit	<ul style="list-style-type: none"> Various medical issues dealt with by district nurse. The investigation of certain Frauds – identity theft (Police). C required financial/debt advice (could seek advice from CAB). Fraudulent companies needed investigating (Companies House – but lack of administrative powers). 	<ul style="list-style-type: none"> ✓ Supported the C in contacting creditors to report the fraud. ✓ A TS Financial Investigator investigated fraudulent companies and passed their findings to the Police. ✓ TS sought the relevant forms from Companies House and supported the C in completing and returning these.

Case Study 3: – Contracted but potentially lacked capacity (Family member)

	Issues identified	What TS Did
TS Remit	<ul style="list-style-type: none"> Referred as a vulnerable consumer. Chronic financial exploitation/abuse victim. Potential breaches of consumer protection legislation (The Consumer Protection from Unfair Trading Regulations 2008). 	<ul style="list-style-type: none"> Investigated potential breaches of consumer protection legislation but none found. Contacted the T's home authority due to the large volume of complaints received regarding them.
Outside TS Remit	<ul style="list-style-type: none"> Potentially lacked capacity. Various health issues including memory loss. The complaint was impacting on the C's health and wellbeing. 	<ul style="list-style-type: none"> Conducted a welfare visit accompanied by the police. Arranged for the C to seek legal advice. Arranged for a Debt & Mental Health Evidence Form to be completed. Supported the C during negotiations with the T.

Case Study 4: – Substandard work (CACS)

	Issues identified	What TS Did
TS Remit	<ul style="list-style-type: none"> Referred as a vulnerable consumer (warm transfer) Repeat victim. Potential breaches of consumer protection legislation (The Consumer Protection from Unfair Trading Regulations 2008). 	<ul style="list-style-type: none"> Investigated potential breaches of consumer protection legislation which resulted in the successful prosecution of the T. Instructed a chartered surveyor to assess the quality of the work conducted.
Outside TS Remit	<ul style="list-style-type: none"> The C was living amongst boxes of furniture which posed a safety risk. Disabled and in need of care (sister initially provided this but was later unable to). The C had various health issues including being distressed and anxious. The C expressed suicidal thoughts on numerous occasions & attempted suicide 	<ul style="list-style-type: none"> Moved boxes to ensure a clear escape route. Contacted the C's Community Psychiatric Nurse, Social Services & Safeguarding on various occasions due to concerns about the C's welfare. Instructed Care & Repair on the C's behalf. Sign-posted to housing options Arranged for refuse collection from doorstep (as outside Social Services' remit)

The case studies presented proved very informative and prompted much discussion among the review panel and provided much insight and context to the work and motivation of Trading Standards Officers working on the FESS initiative.

- The group were heartened by the care and concern provided by officers to victims (in one instance Officers had actually used their own money to top up a vulnerable persons electricity meter) and the group were generally impressed by the level of care and willingness to go the extra mile evidenced by the case studies.

The exercise provided a catalyst for members of the review panel to attend live site visits with Officers.

3.4 MEETING WITH REPRESENTATIVES FROM DYFED-POWYS POLICE

In order to obtain wider view of the provision of fraud enforcement, prevention and support arrangements in the Carmarthenshire, it was important that the group obtain information on the matter from from the perspective of Dyfed Powys Police.

The Group invited Mr Dafydd Llywelyn, Police and Crime Commissioner, Chief Superintendent Steve Cockwell and Head of Crime Paul Callard, Manager – Economic Crime Team to its meeting on 5th March 2020 to discuss the subject of fraud.

The following Trading Standards Officers were also present:

Huw Lloyd (Lead Officer Fair Trading)
Heidi Neil (Senior Consumer Protection Officer).

In order to get the most from the meeting, the Group, prior to the meeting, provided the attendees with a brief on FESS and a series of questions.

During the discussions, the police representatives raised the following actions which would benefit the function and purpose of FESS going forward as well as improve communication between services:

- A planned monthly open-dialogue between LA's Trading Standards Departments within the DPP area and the Police– via conference call.
- Police Engagement Officers and the Enablement Police Teams (4 areas) to make themselves known to Local Councillors.
- Enable Trading Standards department to provide training to Police Officers.

The notes of the meeting are located at Appendix E.



3.5 DATA SHARING: WHAT ARE THE ISSUES?

It was acknowledged that whilst sharing information with other organisations is fundamental to good practice in safeguarding adults as long it is the right information, at the right time, with the right people, it was also highlighted as a challenging and difficult area of practice.

The areas of the police force and Local Authority Trading Standards are often not coterminous and may have different IT systems, thus making the sharing of information a complex practice.

However, the law does not prevent the sharing of sensitive, personal information between organisations where the public interest served outweighs the public interest served by protecting confidentiality – for example, where a serious crime may be prevented. The difficulties seem to stem with the Data Controllers of the organisation.

3.6 WHAT WAS IDENTIFIED?

It is fair to say that there is a significant amount of work being undertaken by both the Police and Trading Standards to identify fraud, train others, reduce fraud, prevent fraud from happening and support victims of fraud. However, whilst the approaches and initiatives assembled are similar in some instances, they are operated independently.

During the meeting, both the Police representatives and Trading Standards recognised that in order to provide a more consistent and coordinated response to financial exploitation there should be an enhanced engagement with both Operation Signature and FESS in future.

In order to improve links between the Police and Trading Standards Departments, the Economic Crime Manager offered to facilitate a monthly conferencing call consisting of Dyfed Powys Police and all Local Authority Trading Standards within the DPP area.

- **The group were disappointed to note that at the time of publication/writing that conference call arrangements had not been forthcoming.**

In relation to the Action Fraud line, it was reported to Group Members that there had been issues with the Action Fraud line, whereby it was difficult for a victim to get through on the line and there was a delay in the service. Dyfed-Powys police having recognised this were keen to provide a more 'local' service for the people within the police area and were currently in discussions to create an improved service.

The meeting generated much discussion and debate and provided respective organisations with much insight into the work of the other – the meeting provided a valuable insight into the wider UK Government strategy response to fraud enforcement, prevention and support.

The Group was provided statistics for the Dyfed Powys region and indicated that much fraud data and referrals comes from the City of London Police contact Centre (Action Fraud) with whom they appreciate there had been some issues. (See Fig 2).

3.7 SITE VISITS

On the 25th November, 2019 two members of the group accompanied a Trading Standards Officer on a site visit to the home of a vulnerable consumer.

The consumer in question had engaged with a local contractor to replace her roof. However, as a result of poor workmanship the property had been left in squalor and the work was not compliant with Building Regulations. Furthermore, due to the state of the property the consumer was residing on site in a caravan with very little facilities.

The Councillors were briefed on the ongoing criminal investigation by Trading Standards and informed on the involvement of other organisations/partners that Trading Standards had engaged with to support the victim - Citizens Advice Bureau, Housing, Building Control, Nest etc.

During the visit the Councillors were able to gain an insight into the work and support mechanisms provided by Trading Standards and were also able to speak to the consumer and gain an insight into the impact the matter was having on them.

The group member was shocked by the state of the property, the conditions within which the vulnerable person was living in and how low and distressed the victim was because of the issues.

- **The group member was moved to tears stating: “I was lost for words when visiting the victim at her property, I felt so sorry for all the victim was going through with regards the works not being done at the property. I held back my tears which was hard throughout the visit. I showed compassion to the victim by giving them a hug and I thanked the victim for allowing us to visit her property. She was on my mind for the rest of the day and night.”**

3.7.1 MONEY WISE

Money Wise is a web-based bi-lingual financial education programme, developed by Trading Standards in 2009. The lessons cover themes such as qualifications and employment, payslips and income tax, budgeting, consumer credit and consumer rights.

On 3rd December 2019, members of the group attended a training session for 10 primary school teachers delivered by Trading Standards officers. The training included a guide for teachers on navigating the website, an overview of the activities for pupils, how those activities meet the Key Stage 2 curriculum, and suggestions for extension and differentiated activities.

The session and the resources were very well received by the teachers in attendance, who commented on how comprehensive the teacher guide is and how visual and engaging the resources. [Moneywise: Carmarthenshire County Council Trading Standards](#)

- **The group member was genuinely impressed by the Moneywise program and the enthusiasm with which teachers and students alike had embraced it.**

3.7.2 BUY WITH CONFIDENCE LAUNCH

Carmarthenshire Trading Standards signed up as a Local Authority partners to the national trader approval scheme, Buy with Confidence (BWC) in 2018. Prior to that, the section had run a local Registered Traders Scheme.

The BWC website lists local businesses that have been vetted by Trading Standards and approved. Businesses are only included once they've completed a series of stringent checks, including a visit by a qualified Trading Standards professional, and those working in and around people's homes will also be criminal record checked. The businesses are regularly monitored by Trading Standards to help ensure consumers continue to receive a quality service.

On 19th February 2020, the Trading Standards hosted the official launch of the scheme in Carmarthenshire. The event provided members with an opportunity to meet Buy With Confidence scheme members and stakeholders and partner organisations both internal and external to Carmarthenshire County Council.

- **The group considered the initiative to be an invaluable tool in the fight against rogue traders and were impressed by the enthusiasm of scheme members who were very positive about the relationship with Trading Standards and how the initiative helps drive up standards.**

Buy with Confidence initiative has continued to attract new members during the Pandemic. Trading Standards Officers in Carmarthenshire have been tasked with enforcement of the Health Protection (Coronavirus Restrictions) Regulation 2020 and the initiative has helped provide direct Covid -19 compliance advice to scheme members as well as providing a directory of trusted traders to undertake Covid-Safe Essential Services.

<https://www.buywithconfidence.gov.uk/>



3.8. COVID -19 AND FESS:

Sadly, the pandemic has provided opportunities for criminals to exploit persons who may be more exposed to fraudulent approaches due to lockdown/shielding and isolation from support networks.

The Office of National Statistics report that the (COVID-19) pandemic is likely to have had differential effects on trends in fraud offences as a result of lockdown restrictions. For example, data from Action Fraud showed a 27% increase in "online shopping and auctions" fraud in the latest year (to 77,670 offences), which could be accounted for by the increase in online shopping. The data also showed a 17% decrease in "other advance fee" fraud (to 26,080 offences), which could be attributed to a reduction in holiday fraud figures as fewer holidays were booked. However, it is too early to say whether this is evidence of a change to longer-term patterns.¹⁶

[COVID-19 related scams - news and resources | Action Fraud](#)

[COVID-19: Fraud | Europol \(europa.eu\)](#)

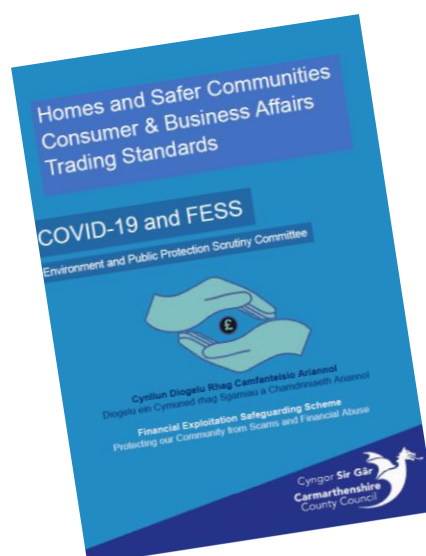
[Scams hit highest number on record in 2020 - but more than half of people who fall victim don't report them | UK News | Sky News](#)

[Fraud epidemic 'is now national security threat' - BBC News](#)

The FESS initiative quickly adapted to working at a distance and focusing on welfare calls, direct mail shots and providing enhanced support to our most vulnerable residents and as part of the review the group were provided with a comprehensive report/ presentation into the work the team undertook in response to the pandemic.

- **The group felt that the information contained within the FESS and COVID-19 report was so informative that it be presented to all members of the Environmental and Public Protection Scrutiny Committee and was added to the agenda for 3rd March 2021.**

The report on FESS and Covid-19 is located at Appendix F



¹⁶ Crime in England and Wales Year Ending September 2020 - [Crime in England and Wales - Office for National Statistics \(ons.gov.uk\)](#)

4.0 CONCLUSIONS

After all the evidence was collated the following conclusions were drawn:

The FESS initiative created by Carmarthenshire Trading Standards provides an invaluable service which protects the communities from scams and financial abuse, generates significant consumer savings and wider social and economic cost saving benefits for health and social care.

The initiative has received many awards since its implementation and been promoted with high level policy stakeholders and this provides testament to the value of the initiative within and to the authority.

FESS fulfils key requirements of the Social Services and Wellbeing (Wales) Act 2014 and contributes to the Councils vision and overall well-being objectives in compliance with Wellbeing of Future Generations Act 2015.

The current level of resources was a concern in terms of staff and the reliance on income derived from asset confiscation under the Proceeds of Crime Act 2002

There was clear evidence that the trueCall© project safeguards the elderly and vulnerable persons from becoming a victim of fraud and also provides wider social and economic cost saving benefits to health and social care services and that further investment into the trueCall© project (extending it to all elderly and vulnerable throughout Carmarthenshire) would be outweighed by the benefits.

Financial exploitation is a very significant issue particularly in the wake of the Pandemic and that it was key for agencies to tackle the issue by working together.

Since the scheme's introduction, the initiative has formed some good collaborative working practices between agencies in Carmarthenshire, however it was noted that this could be improved upon given more resources.

Given the resources available FESS provides a robust support structure which was corroborated through case studies and site visits to victims of fraud.

Since the scheme's introduction, the initiative has delivered a series of training sessions for community groups throughout the County, in order to raise awareness of financial exploitation and this could easily be strengthened by utilising alternative Council sources.

Group Members were explicit in their opinion that all Members of Carmarthenshire County Council should take positive steps to be Champions of FESS by actively promoting the scheme.

Overall, it was acknowledged that there are barriers hindering implementation both internally and externally, however, it was apparent to the group that it was essential to be able to share safeguarding information due to the potential risks of not sharing it:

Whilst currently the usual practice is to 'refer' identified victims, this is a reactive measure rather than preventative and it all Group Members appreciated that the proactive approach FESS takes in identifying and supporting victims of financial abuse and are very much of the mind that prevention is better than cure.

The meeting held with the representatives from Dyfed Powys Police was both interesting and informative. Through discussion it was revealed that the comparisons between the work that the Police undertake and the FESS initiatives were similar albeit the types of fraud investigated by the respective agencies could be more clearly defined.

It was recognised that there was a breakdown in communication links between the Police and Trading Standards that could in some instances cause duplication in methods and workload.

The collapse of the Advice and Support Carmarthenshire (ASC) network was deemed as unfortunate and through discussions between Group members and Trading Standards staff, it was established that a reinvestment into the network could prove to aid an exchange of information and assist to promote services.

It is fair to say that the Carmarthenshire Trading Standards have pioneered many significant projects over the years, many of which pre-empt policy and legislative developments by some 15 years and in some instances, the initiatives have gone on to contribute to the creation and development of new services and policy locally and nationally.

In addition to their core statutory duties, Trading Standards provide an invaluable authority service, which like a golden thread, touches upon all aspects of our lives and authority services. The team have proven themselves adaptable, versatile, creative and willing to innovate and encourage a culture of research and development to improve services and make things work better.

The group were unanimous in the view that the FESS initiative is sufficiently robust, consistent, coordinated, provides measurable outcomes and presents value for money and would deliver even greater social and economic cost saving benefits to the community through further investment and development.

5.0 RECOMMENDATIONS

Task and finish group have undertaken extensive research on the current Financial Exploitation and Safeguarding Scheme devised by Carmarthenshire County Council's Trading Standards department and as a result propose that the Executive Board approve the following seven recommendations:

Recommendation One

That Trading Standards continues with its FESS initiative which supports the Council's well-being objectives and in leading the local authority response to financial exploitation, prevention, detection, education and enforcement.

Associated Cost Implications

No Additional Costs

Implementation Long/Medium/Short Term

Short Term

Recommendation Two

That training packages in relation to financial exploitation and the FESS initiative are created and formally incorporated into the learning and development plan of all relevant authority employees and Councillors and that FESS be presented by way of an annual Members Seminar.

Associated cost implications

CCC Staff Resource

Implementation Long/Medium/Short Term

Short Term

Recommendation Three

Further links should be created between Trading Standards and the Marketing and Communications teams regarding the FESS initiative to ensure greater prominence is given to fraud prevention via the Council Web Site and social media platforms and explore alternative ways of reaching the digitally excluded.

Associated cost implications

CCC Staff Resource

Implementation Long/Medium/Short Term

Short Term

Recommendation Four

That the County Council gives the issue of financial exploitation greater prominence within the organisation by:

- a. Securing its inclusion in corporate strategy and policy documents in relation to fraud and financial abuse.
- b. Creating a Performance Measure to capture the scale and scope of fraud reported to the County by its consumers and businesses.

Associated cost implications

CCC Staff Resource

Implementation Long/Medium/Short Term

Short/Medium Term

Recommendation Five

That the County Council seeks to safeguard, increase and consider developing budget streams so that the FESS initiative can continue to be sustainable and protect consumers and businesses in Carmarthenshire from financial exploitation/harm.

Associated cost implications

Additional Staff Resource

Implementation Long/Medium/Short Term

Medium Term

Recommendation Six

That the former Advice and Support in Carmarthenshire (ASC Network) of key public, private and 3rd sector stakeholders for example Social Services, Dyfed Powys Police, Citizens Advice Bureau and other Private and 3rd Sector partners is resurrected and sufficiently resourced to promote financial safeguarding practice, advice and support.

Associated cost implications

CCC staff resource

Implementation Long/Medium/Short Term

Medium Term

In order to monitor the progress of the recommendations, an action plan will be devised and managed through the in house developed Performance Information Monitoring System. A progress report will be monitored by the Environmental and Protection Scrutiny Committee.

The outcomes of the recommendations will also be reported to the Executive Board and Council within the Corporate Strategy Performance Monitoring Report.

6.0 APPENDICES

- Appendix A Moneywise
- Appendix B Don't Get Caught Scam Awareness Campaign
- Appendix C trueCall© Cost Saving Benefit Analysis
- Appendix D Financial Exploitation Safeguarding Scheme (FESS) - Pilot Study -Trading Standards Integration 1
- Appendix E Notes of the Task and Finish Group meeting with Dyfed Powys Police Representatives 5th March 2020
- Appendix F Report on FESS and Covid-19

7.0 REFERENCES

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Money Wise Online

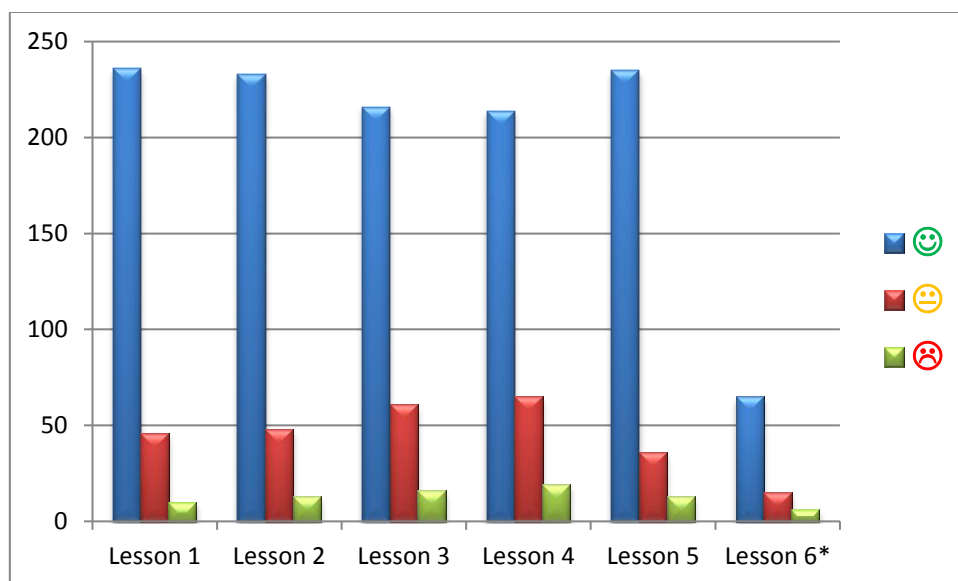
What is Money Wise

Money Wise is a financial education initiative aimed at increasing the financial capability of the residents of Carmarthenshire. It was developed by Carmarthenshire Trading Standards Service following a review of poverty in the Local Authority by the Social Justice Scrutiny Committee in 2008-9. With responsibility for enforcing the Consumer Credit Act in Carmarthenshire, Trading Standards works closely with the Wales Illegal Money Lending Unit, and too regularly see consumers in financial difficulty.

Key Stage 2 - background

Since 2009, TS officers have been delivering Money Wise lessons to year 6 pupils using specifically designed work books that take a sequential look at the concept of money, and consistently received extremely positive feedback from both students and teachers.

Student Feedback by lesson – 2009-2014 (Paper-based)



*Programme was reduced from six to five lessons in 2011

Teacher feedback – 2009-2014 (Paper-based)

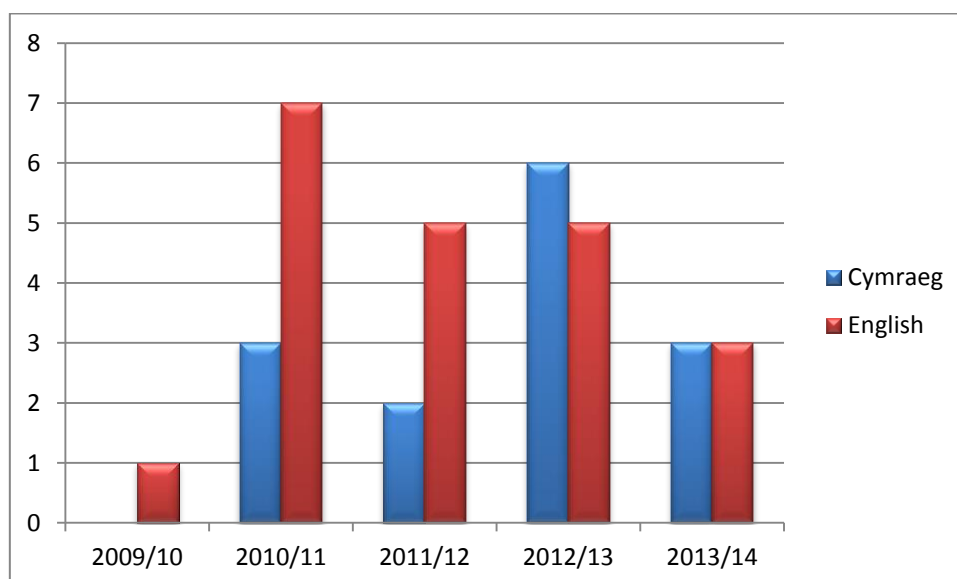
“The pupils have gained so much during the week. The skills they have learned have been and will be vital for their future needs” (Lakefield School)

“I was surprised at the pupil responses ... and how mature the children were in understanding such ‘grown-up’ scenarios” (Richmond Park School)

“[The pupils] found the activities and areas for discussion very interesting – harnessed a real sense of understanding of real life” (St Mary’s Catholic School)

As a result of limitations on capacity within the Trading Standards team we struggled to meet the high level of demand for the programme, with the maximum number of schools reached in an academic year being 11.

Number of schools delivered to 2009-2014 (Paper-based)

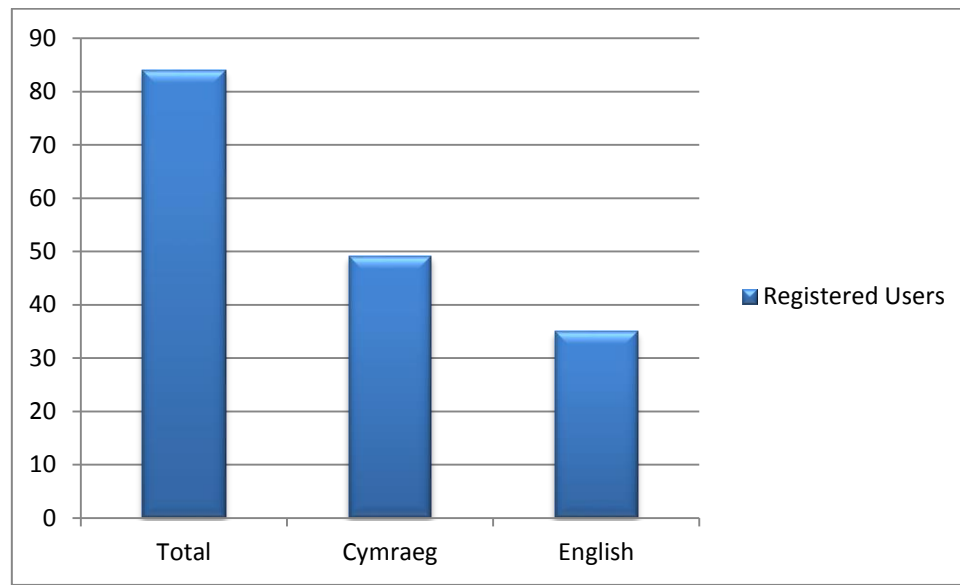


Fortunately, we have been able to use funds confiscated via the Proceeds of Crime Act to develop the work books into a web-based resource.

Key Stage 2 - online

Money Wise Online (moneywise.carmarthenshire.gov.uk) covers all the same themes as the paper-based version – employment and education, wages, payslips, income tax, budgeting, needs and wants borrowing money and consumer rights – and now enables each primary school in Carmarthenshire to deliver the programme in-house through a variety of interactive resources. Following training sessions held in December 2014 and January 2015 we now have 84 registered users across 69 primary schools in the county.

Number of Registered Users 2015



To date we have had extremely positive informal feedback from the teachers that attended the training and have since been using the resources in the class room. The website has a function for both student and teachers to submit formal feedback, which we anticipate receiving by the end of the financial year.

Marketing the website

Money Wise was always intended to be developed to target other demographic groups in the county. One school, in a particularly deprived area of Carmarthenshire, has already started inviting parents in to school to use the website with their children so that the whole family/community can benefit and we would love to be able to build on this. Again the anecdotal feedback from this school is very positive and we're expecting formal feedback from the parents imminently.

To date we have funded Money Wise through POCA funding but by marketing the Key Stage 2 website to schools and authorities outside of Carmarthenshire we hope that Money Wise will become self-sustaining. As such we can not only ensure the longevity of the Key Stage 2 website but the Money Wise project has a whole.

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ENILLYDD

yn ddi-os!

**Guaranteed
WINNER!**



Bob blwyddyn mae 3.2 miliwn o ddefnyddwyr yn y Deyrnas Unedig yn colli mwy na £3.5 biliwn oherwydd sgamiau, rafflau mawr ffug, twyll yn ymwneud â buddsoddi, a negeseuon e-bost sy'n gwe-rwydo pobl.

Paid Cael dy ddal!



Every year 3.2 million UK Consumers lose over £3.5 billion to scams, bogus prize draws, investment fraud and phishing emails.

Don't get caught!



Paid cael dy ddal!
Don't get caught!

Safonau Masnach | Trading Standards



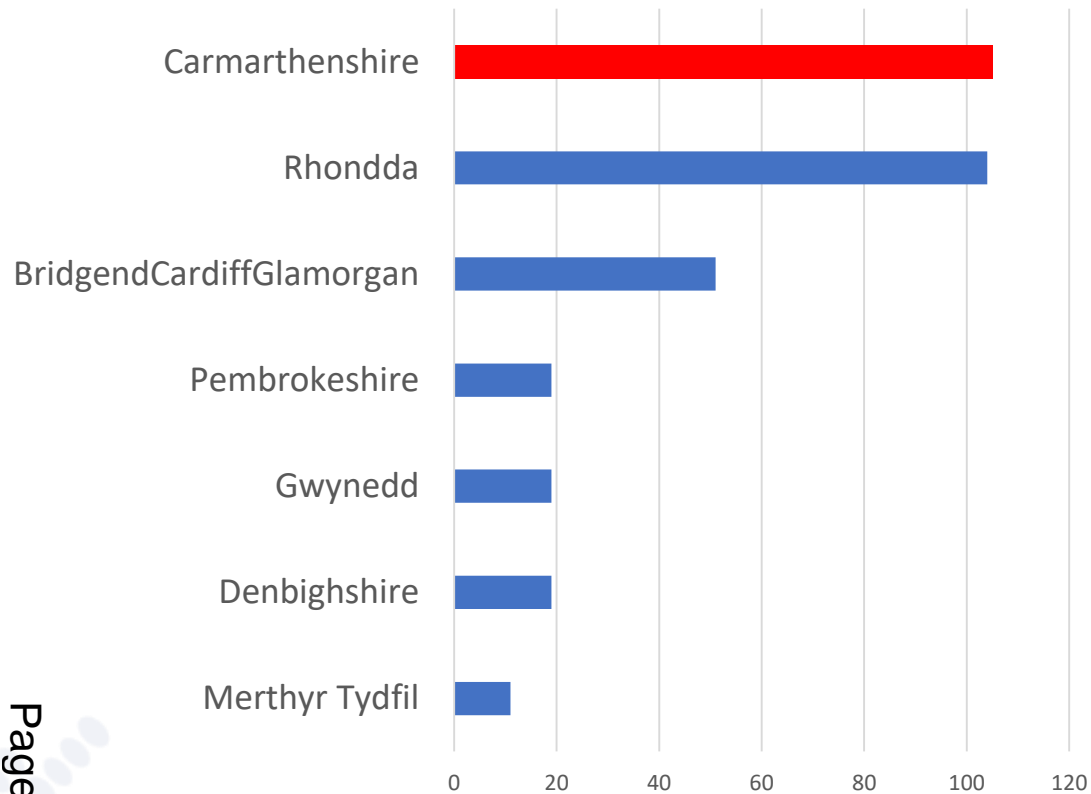
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Protecting vulnerable residents in Carmarthenshire from scam phone calls

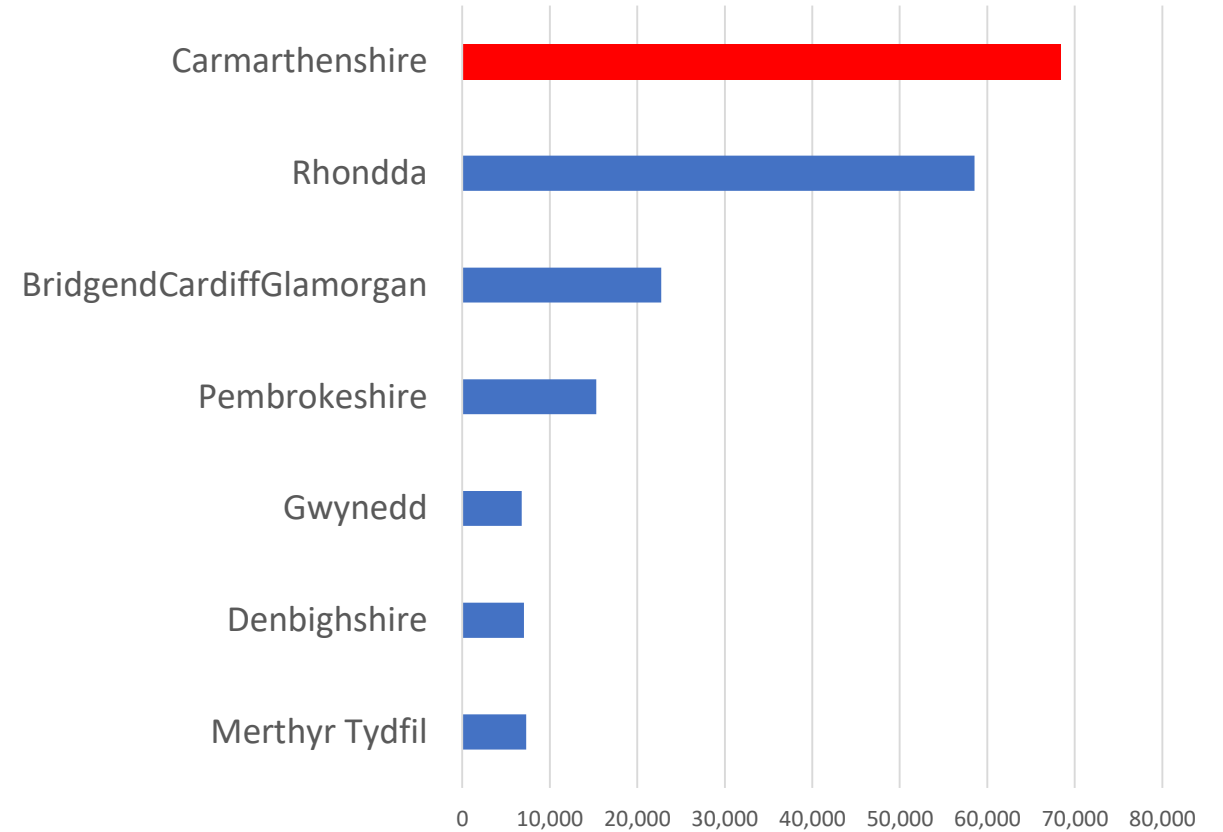


trueCall units installed across Wales

trueCall units installed



Nuisance calls blocked



Protecting Vulnerable Adults From Scam Phone Calls

Since 2013 Carmarthenshire Trading Standards have installed 106 call blockers to protect older and vulnerable people. So far 69,853 nuisance calls have been blocked, and an estimated 79 scams have been prevented.



x2

Residents were receiving 36 nuisance calls per month - twice the national average



43%

of all calls received were nuisance calls



99%

of nuisance calls were blocked by trueCall call blocking technology

£918,617 savings

Costs

Benefits

1:56

Cost-Benefit analysis

It is estimated that the project has already prevented 79 scams, and made savings of £280,756. Over the 5 year life of these units they will have blocked 218,215 nuisance calls (of which 43,896 will have been scam phone calls), prevented 259 scams, saved vulnerable households £482,229 and led to a reduction of £436,388 in NHS and health & social care costs. This will be a total saving of £918,617 for a project cost of £16,430 – a payback of 56 times the cost.

Comments from those protected by the trueCall call blockers



This made a huge difference and enable my mother to continue to live in her own home for longer



My mother no longer gets anxious and agitated. I cannot impress on you the positive impact this has made.



Thanks for making my phone my friend again!



trueCall
STOPS NUISANCE CALLS

How do we calculate the costs and the benefits?



Cost/Benefit analysis

We need to calculate the cost of the project and the benefits of the project, then see whether the benefits are greater than the costs

- Costs are easy to calculate
- Benefits are more difficult

The Benefits are the savings made because of the project – ie the costs that would have been incurred if the project hadn't happened

What are the costs?



The cost of each trueCall unit is £155, including 5 years warranty, and 5 years use of the Internet Control Panel

How do we calculate the benefits?

Number of nuisance calls received ?

X X

Proportion of nuisance calls that are scams ?

X X

Proportion of scam calls blocked by trueCall ?

X X

Likelihood of falling for a scam phone call ?

X X

Average amount lost to the scam ?

Number of nuisance calls received

- The trueCall units supplied by Carmarthenshire Trading Standards are receiving an average of 36 nuisance calls per month
- Ofcom say the average across the UK is 18 per month, so this is twice as many nuisance calls as the average household receives
- 70,203 nuisance calls were received by these residents since 2013
- Over the five year life of these units – at the current rate – 229,700 nuisance and scam calls will have been received

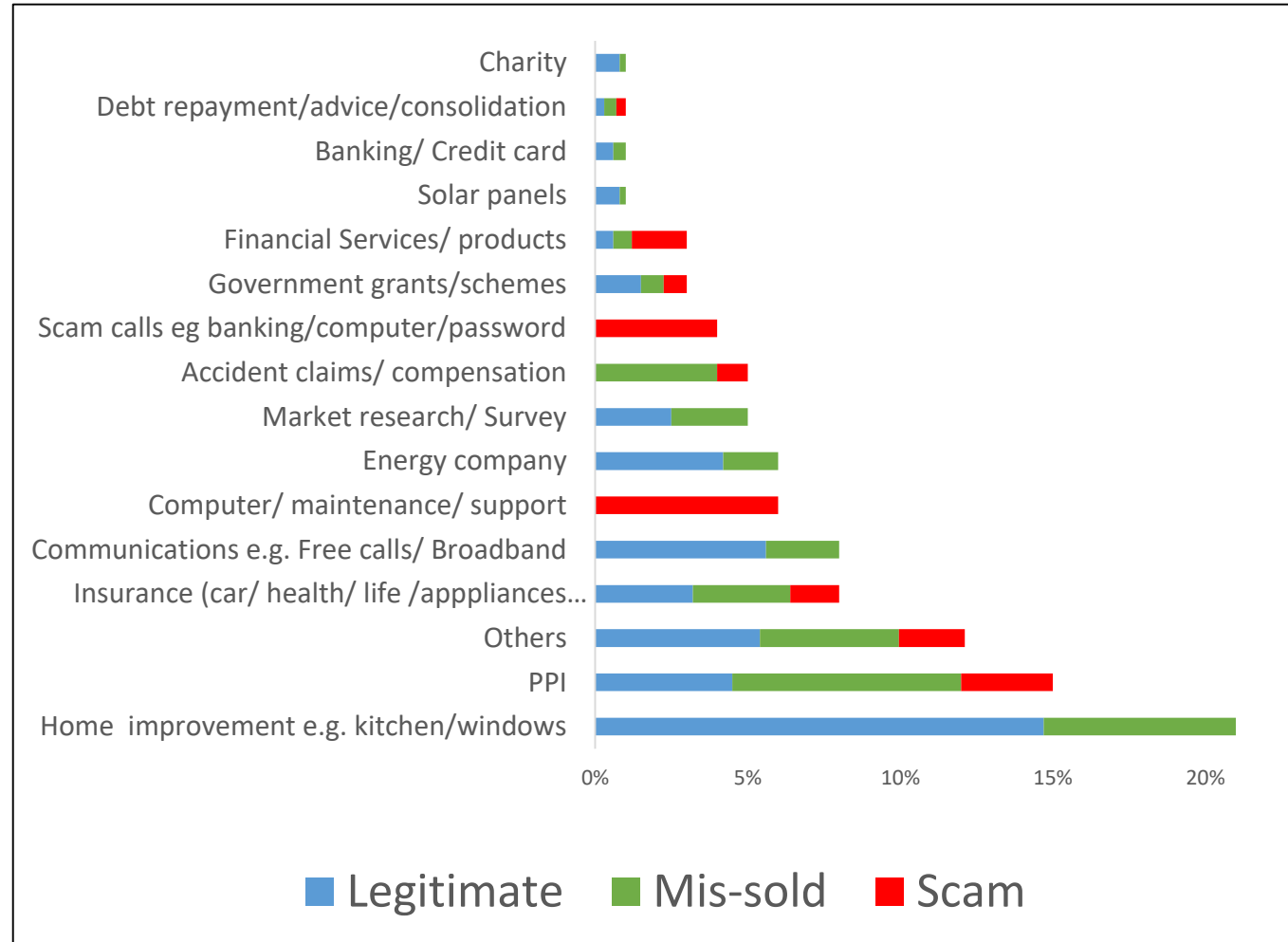
How do we calculate the benefits?

Number of nuisance calls received	229,700
X	X
Proportion of nuisance calls that are scams	?
X	X
Proportion of scam calls blocked by trueCall	?
X	X
Likelihood of falling for a scam phone call	?
X	X
Average amount lost to the scam	?

How many nuisance calls are scam calls?

- Analysis of Ofcom data suggests that across all call types **21%** of nuisance calls are likely to be scams
- A Scottish Government report estimates that **30%** of calls received by the most vulnerable are scam calls
- A BT news release suggests that a minimum of **20%** of nuisance calls are scams
- In the USA the Federal Communications Commission estimates that **47%** of nuisance calls are illegal

We use **21%** as our estimate



How do we calculate the benefits?

Number of nuisance calls received	229,700
X	X
Proportion of nuisance calls that are scams	21%
X	X
Proportion of scam calls blocked by trueCall	?
X	X
Likelihood of falling for a scam phone call	?
X	X
Average amount lost to the scam	?

Data from various independent sources tested

While the trueCall has been shown to block 95%+ of nuisance calls, we know that scam calls are more difficult to block, so three studies were carried out:

The National Fraud Intelligence Bureau provided a list of 100 scam calling numbers - these had made 311 calls to trueCall customers. Of these 311 calls the caller had only spoken to the trueCall user on 27 occasions – ie trueCall prevented **91%** of scam calls getting through.

**National Fraud
Intelligence Bureau**



Lincolnshire Police published a list of 29 phone numbers that were making scam calls – these had made 460 calls to trueCall users. Of these 460 calls the caller had only spoken to the trueCall user on 4 occasions – ie trueCall prevented **99%** of scam calls getting through.



**Lincolnshire
Police**

Sussex Police identified 2 calling numbers that appeared to be carrying out the Microsoft scam. These two numbers made 76 calls to trueCall customers across the country, but trueCall stopped them all getting through – ie **100%** of them were blocked.



Sussex Police

We use the lower figure of **91%** as our estimate

How do we calculate the benefits?

Number of nuisance calls received	229,700
X	X
Proportion of nuisance calls that are scams	21%
X	X
Proportion of scam calls blocked by trueCall	91%
X	X
Likelihood of falling for a scam phone call	?
X	X
Average amount lost to the scam	?

Likelihood of falling for a scam phone call

- Some types of scam are more effective than others – at the top end of the range Microsoft have reported that **17%** of Microsoft scam calls resulted in a loss of money
- Citizens Advice said that of those targeted by fraudsters, just over 1 in 8 (**14%**) said they had fallen for the most recent attempt to scam them, and 38% lost money – ie 5% of people surveyed fell for the most recent attempt to scam them, and lost money.
- The report 'Effectiveness of actions to reduce harm from nuisance calls in Scotland' commissioned by the Scottish Government (March 2018) estimates that the proportion of scam calls leading to a loss is **4.5%** for the most vulnerable reducing to **0.4%** for everyone else.

For our model we take the Ofcom figures and assume that 1 in 100 Microsoft scam/computer/password phone calls result in a loss of money (we have scaled down the Microsoft figures considerably), and 1 in 500 of all other scam phone calls result in a loss of money

Multiplying this out, we calculate that just 0.59% of scam calls are effective – ie only one in 169 scam phone calls to a vulnerable person leads to a financial loss

This seems to be a reasonable estimate, particularly since those who have been given a trueCall unit already been identified as being particularly at risk from scams

We use **0.59%** as our estimate

How do we calculate the benefits?

Number of nuisance calls received	229,700
X	X
Proportion of nuisance calls that are scams	21%
X	X
Proportion of scam calls blocked by trueCall	91%
X	X
Likelihood of falling for a scam phone call	0.59%
X	X
Average amount lost to the scam	?

What are the costs of a successful scam?

- The money lost to the scam by the victim
- Social care costs
- Health service costs
- Police time
- Carers time
- etc, etc

Money lost to a scam

- The National Trading Standards Scams Team estimates that the average loss to a scam is **£1,862**
- The National Audit Office estimates the average financial loss per victim of a mass marketing fraud, aged between 75 and 79 years to be **£4,500**
- In 2017 Citizens Advice handled 3.6m scam cases that had a total detriment of £10.9bn – an average loss of **£3,000**
- The average loss to a scam reported to Sussex Police is **£20,000**
- The Financial Conduct Authority says that most pension scams start with a cold call, and the average loss is **£91,000**

Page 97 We use the lowest figure of **£1,862** for the average loss

Health & social care costs

It is accepted that being the victim of a crime often causes physical and mental health problems – research in the UK and USA says:

- 40% of scam victims report a change to their quality of life as a result of the crime
- Scam victims are over twice as likely to have died or moved into full time care within 2 years of their loss
- 29% of scam victims suffered a major depressive episode in the 20 months following the fraud (with some experiencing suicidal thoughts) compared with only 2% of non-victims
- In addition, 45% suffered a generalised anxiety disorder, compared with 15% of non-victims

Social care costs

The Personal Social Services Research Unit identifies 5 levels of social care need, and the costs of providing this care.

	Very low	Low	Medium	High	Very high
Social care cost PA	£4,264	£10,764	£17,004	£44,044	£51,376

We assume that 27% of older vulnerable people who are scammed move up one level of social care for one year. This equates to an additional social care cost of between £6,240 and £27,040 – we use with the lowest level in our calculations

We calculate the average health and social care cost to be £1,685

(In a recent report, Age UK said that they believed that this calculation was ‘robust and conservative’)

How do we calculate the benefits?

Number of nuisance calls received	229,700
X	X
Proportion of nuisance calls that are scams	21%
X	X
Proportion of scam calls blocked by trueCall	91%
X	X
Likelihood of falling for a scam phone call	0.59%
X	X
Average amount lost to the scam	£1,862 + £1,685 = £3,547

Costs we haven't included

There are a range of other costs we haven't included in our figures –if these were included the benefits would be significantly higher:

- Physical and emotional harm to the victim
- Reduction in Police time recording and investigating scams
- Health service costs
- Allowing people to remain living in their own homes for longer (saving the cost of residential care)
- Cost for carers to resolve issues caused by nuisance calls
- People who lose their money to scams will rely on public services more

Physical and emotional harm to the victim

The Home Office uses the concept of a 'QALY' to evaluate physical and emotional injuries resulting from being a victim of a crime.

This approach finds the negative percentage impact on a person's quality of life from different injuries. For example, if a person breaks their rib they are judged to suffer approximately a 15% reduction in their quality of life whilst they are recovering

Using the Home Office methodology we estimate that the average physical and emotional harm to a scam victim is **£2,146**.

It is no surprise that this is a higher than the amount actually lost.

Reduction in Police time recording and investigating the scam

The Home Office report estimates that the police cost associated with recording and investigating a fraud is £60

The police tell us that the real cost is much higher



Other savings for the public purse – Health service

- Addressing the mental health issues caused when someone is scammed – depression, anxiety, etc
- Addressing the physical health issues caused when someone is scammed
- Reduction in risk of trips and falls and distraction accidents (because the phone rings much less often)

Other savings for the public purse - other

- Allowing people to remain living in their own homes for longer (saving the cost of residential care)
- Cost for carers to resolve issues caused by nuisance calls
- People who lose their money to scams will rely on public services more - Citizens Advice say that nearly 9% of scam victims went into debt as a result, 13% reported that they lost some or all of their savings, and 7% did not have enough to pay for essentials such as heating or food.

Scam calls - how much saved in Carmarthenshire?

Since 2013 Carmarthenshire Trading Standards have installed 106 trueCall units that have received 70,203 nuisance calls

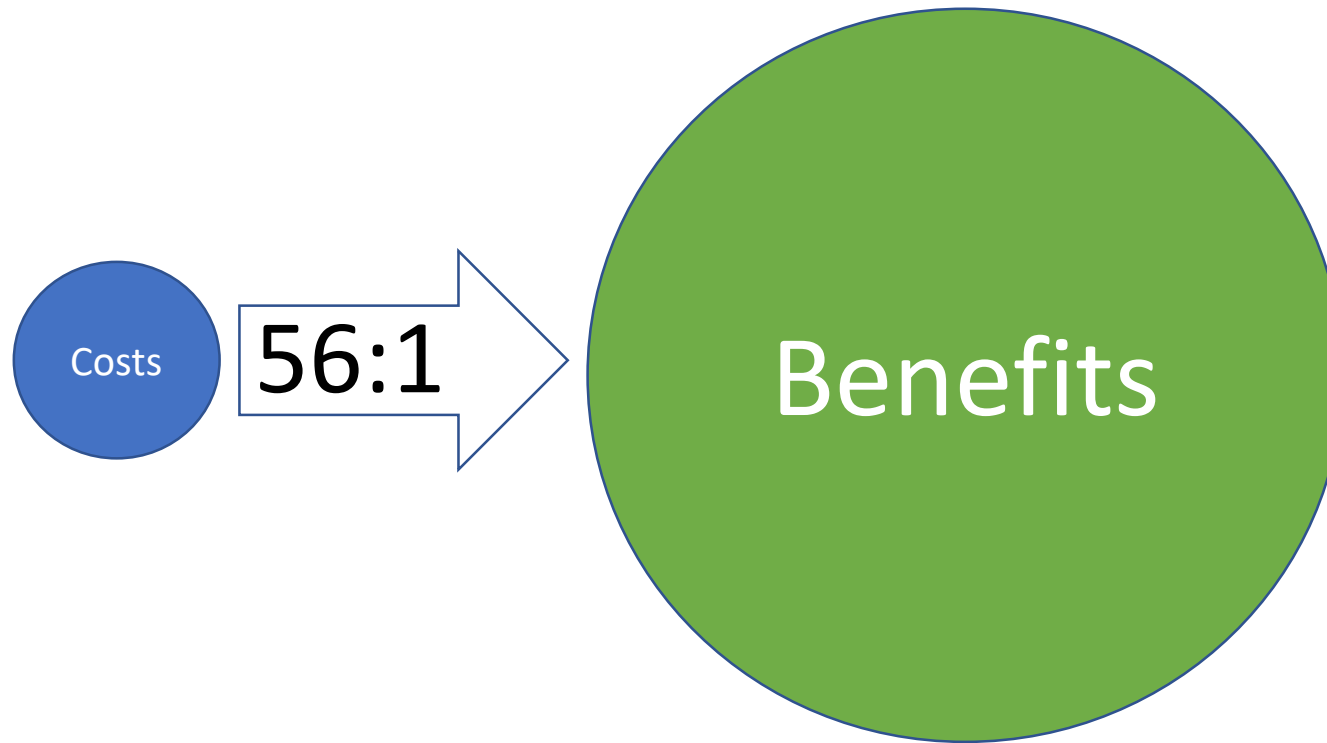
Base on this we can estimate that over their five year life the trueCall units will have:

- Blocked 229,700 nuisance phone calls of which 43,896 would have been scam calls
- Prevented 259 scams being successful
- Saved vulnerable Carmarthenshire households £482,229
- Led to a £436,388 reduction in social care and other costs for the public purse

Total estimated savings of £918,617

Assuming that each unit stays in use for 5 years

The estimated total savings of £918,617 will be 56 times the cost of the project



External consultants for the National Trading Standards Scams Team estimated that they payback for a call blocker fitted for a high risk person is £9,500 – ie a 61 times payback.

How we calculate the stats

We have to estimate each of these figures, but because detailed data isn't available some of these estimates will be more accurate than others.

When we estimate we cross check data from multiple sources, and in each case we choose conservative estimates. This means that the benefits are most likely to be higher than the figures we give.

Metric	Accuracy of estimate
Number of nuisance calls received	Very high
Proportion of nuisance calls that are scams	High
Proportion of scam calls blocked	High
Likelihood of falling for a scam phone call	Medium/low
Average amount lost to the scam	Medium

Calculations

We calculate the cost benefit statistics using call statistics from the units that have been installed, and estimates of nuisance call levels, etc. The calculations are below:

Call statistics

trueCall units installed	106
	70,203
Nuisance/scam calls received	69,853
Nuisance/scam calls blocked	43%
% of incoming calls that are nuisance	36
Nuisance calls received per month	59,124
Number of unit/days of protection	25%

Estimates

Scam proportion	21%
% scams blocked	91%
Scam success rate	0.59%
trueCall unit cost	£155
Amount lost by scam victim	£1,862
Social cost of a scam	£1,685

Calculations

70,203 nuisance calls have been received by the 106 trueCall units that have been installed
 If 21% of all nuisance calls are scam calls, then 14,743 scam calls were received
 If trueCall blocks 91% of scam calls, then 13,416 scam calls were blocked
 If 0.59% of scam phone calls (one in 169) are successful, then 79 scams were prevented
 If the average loss to a scam victim is £1,862 then the victim savings are £147,383
 If the average loss to the public purse for a scam is £1,685 then social care savings are £133,373
 Total savings are therefore £280,756

Each trueCall unit costs £155, so total equipment cost is £16,430
 The investment of £16,430 has returned savings of £280,756 - a return of 17:1

The 106 trueCall units have had in total 59,124 days use

Over 5 years:

- these units will have 193,450 days use
- these units will receive 229,700 nuisance calls
- these units will block 43,896 scam calls
- these units will prevent 259 scams
- savings for the public will be £482,229
- savings for in social care will be £436,388
- total savings will be £918,617
- the investment of £16,430 will return savings of £918,617 - a return of 56:1

More information

For more information about these calculations
please contact Steve Smith of trueCall Ltd

SteveSmith@trueCall.co.uk

0208 408 8900 / 07768 637141

Financial Exploitation Safeguarding Scheme (FESS) - Pilot Study - Trading Standards Integration 1



Cynllun Diogelu Rhag Camfanteisio Ariannol
Financial Exploitation Safeguarding Scheme



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Cynllun Diogelu Rhag Camfanteisio Ariannol
 Financial Exploitation Safeguarding Scheme

For further information, please contact: Andrew Passenger
 Email: AJPassenger@carmarthenshire.gov.uk
 Tel: 01267 242442



Executive Summary:

Data contained in this report is gleaned from 28 local authority Trading Standards teams across the UK who responded to the pilot research questionnaire (TS Integration 1).

Respondents were frontline Trading Standards professionals engaged in financial safeguarding work; that is, pertaining to the prevention, detection and enforcement of legislation surrounding doorstep crime, mass mail, telephone and computer fraud, as well as associated victim support activities. The questionnaire was designed to provide an understanding of how different services/authorities operate, and to explore how local integration of services works, or could be expected to work, for the purposes of addressing financial abuse.

The term financial abuse is used interchangeably with scams/fraud on the basis that victims identified are supported from a safeguarding perspective in line with established definitions of vulnerability i.e.

- Have needs for care and support (regardless of whether the authority is meeting any of those needs)
- are, or is at risk of, abuse or neglect and
- as a result of those needs is unable to protect themselves against the abuse or neglect, or the risk of it.

(Drawn from definitions provided within s42 (1) Care Act 2014, s126 (1) Social Services and Well-being (Wales) Act 2014 and s3 (1) Adult Support and Protection (Scotland) Act 2007).

The questionnaire further serves to test participant attrition, operational functionality of the FESS web portal <https://fess.carmarthenshire.gov.uk> and integration with the 3rd party data analytics software Snap Webhost.¹

Contributions are anonymised in keeping with the project terms and conditions.²

(We are pleased to confirm 100% participation in the pilot and full technical integration with Snap Webhost data analytics).

Analysis:

The majority of findings presented in the summary report are based on questions that used 5 point Likert Scales³ (a statistical technique for measuring attitudes).

An Average Index Score (AIS) or 'weighted average' was used to distil the strength of opinion into a number, for example:

10 People are asked if they: strongly agree, agree, neither agree/ disagree, disagree or strongly disagree that Wales will win the 6 nations?

Results:

3 strongly agree (each response is worth 2, so = **6**)

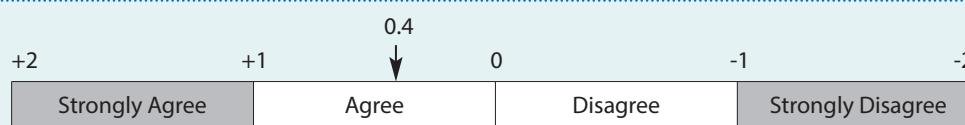
3 agree (each response is worth 1, so = **3**)

1 neither agree/disagree (each response is worth 0, so = **0**)

1 disagrees (each response worth -1, so = **-1**)

2 Strongly disagree (each response worth -2, so = **-4**)

The AIS is calculated by taking the sum of the numbers highlighted in bold above i.e. $6 + 3 + 0 - 1 - 4 = 4$ and then dividing by the number of responses: $4 \div 10 = 0.4$ (depicted below).



1. www.snapsurveys.com - Snap Webhost is certified by Bureau Veritas as being compliant with ISO 27001, the internationally recognised gold standard for information security systems: <https://www.snapsurveys.com/survey-software/security-accessibility-and-professional-outline/>

2. <https://fess.carmarthenshire.gov.uk/en/about/terms-and-conditions>

3. Likert, Rensis (1932). "A Technique for the Measurement of Attitudes". Archives of Psychology. 140: 1–55.

1.0. Safeguarding Training:

Questions were asked surrounding the confidence levels of respondents who engage with vulnerable people and the adult safeguarding training they had received.

It was positive to note that respondents felt confident identifying vulnerability and in dealing with vulnerable people:

fig 1. I feel confident identifying vulnerability:

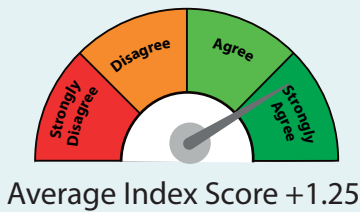
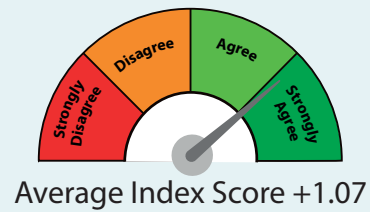
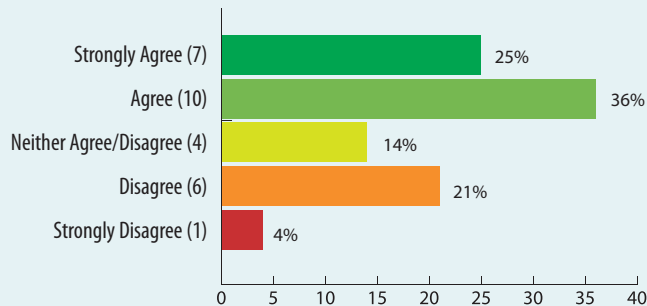
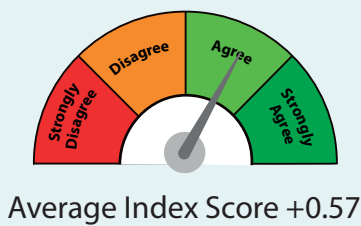


fig 2. I feel confident dealing with vulnerable people:



Whilst the majority of respondents agreed that they had received adult safeguarding training, the graph in **fig 3.** suggests a significant proportion of officers who had not.

fig 3. I have received adult safeguarding training:



It is interesting to note the majority of respondents knew the procedure for initiating a protection of vulnerable adults (POVA) referral within their authority (see **fig 4.**), yet only 21% of officers had actually received any formal training on how to make such a referral.

fig 4. I know the procedure within my authority for initiating a protection of vulnerable adults (POVA) referral:

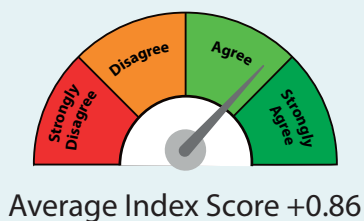
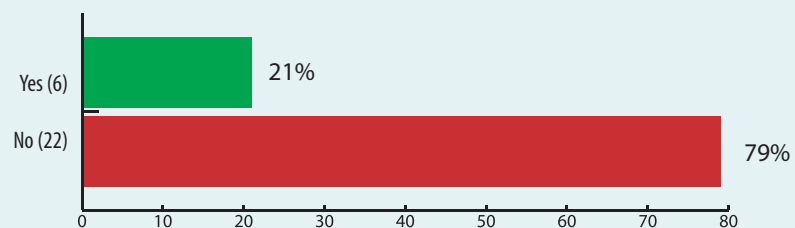


fig 5. I have received formal training on how to initiate a POVA referral:



These seemingly conflicting responses suggest respondents may have had cause to engage with POVA procedures, or were inclined to obtain an awareness of POVA procedures regardless of whether or not they had received training. This suggests respondents have found it necessary to independently seek out the means for providing higher level support.

Whilst respondents appear to recognise and act on perceived vulnerability, it is interesting to note this in light of the 68% percent of respondents who had not received any training on the Mental Capacity Act 2005 and the 61% of respondents who had never undertaken a mental capacity assessment of a scam/fraud victim.

fig 6. I undertake mental capacity assessments of scams/fraud victims:

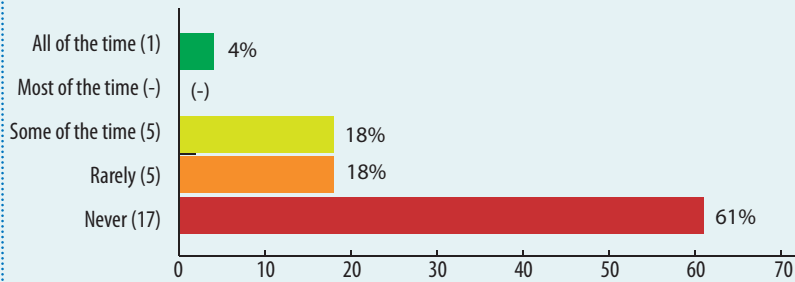
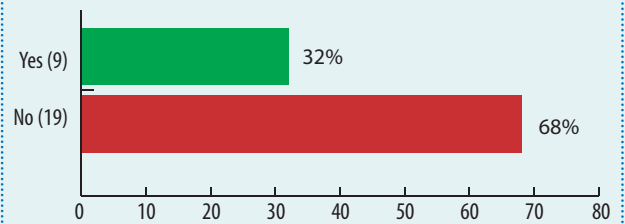


fig 7. I have received training on the Mental capacity Act 2005:



Read in conjunction with **fig 3.** and **fig 5.** this might suggest that the training officers receive in relation to adult safeguarding is inconsistent and requires further exploration.

fig 8. The training I have received to undertake financial safeguarding work is adequate:

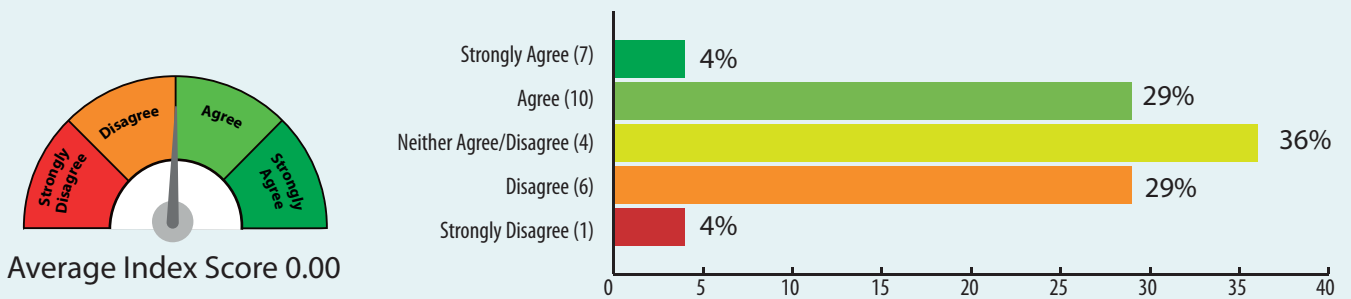
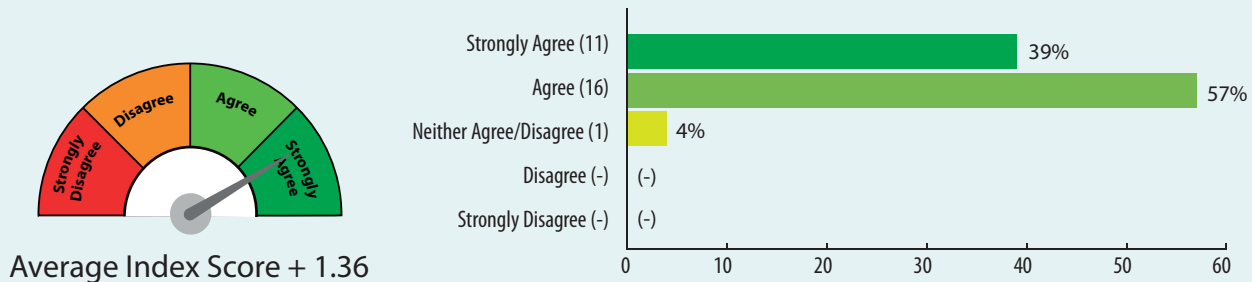


fig 9. Training on adult safeguarding should be a priority for Trading Standards:



(18%) the percentage of Welsh Trading Standards teams who had received training on the Social Services and Wellbeing (Wales) Act 2014.)

(33%) the percentage of English Trading Standards teams who had received formal training on the Care Act 2014).

2.0. Relationship with Social Services:

Questions were asked surrounding engagement with social services, support received and access to information:

Whilst it was positive to observe that 64% of respondents undertook joint visits with social services, overall responses indicated a lack of support and poor engagement.

fig 10. I am generally happy with the level of support received from social services:



Average Index Score - 0.11

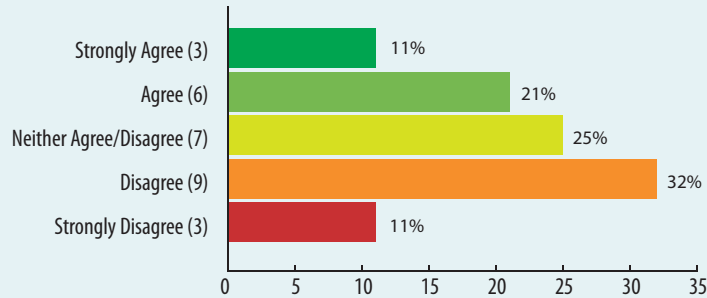
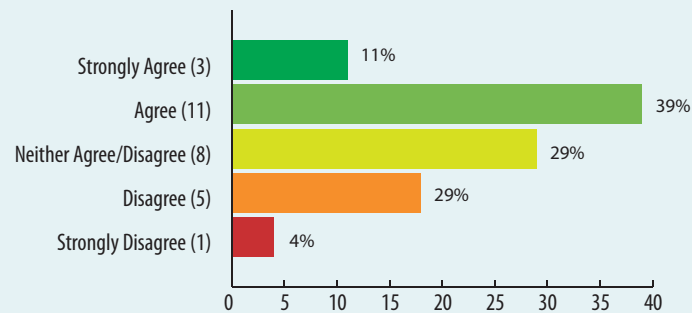


fig 11. I have to push social services to gain support for dealing with victims of scams/fraud:



Average Index Score +0.36



2.1. Information Sharing with Social Services:

Further questions were asked surrounding information sharing arrangements with social services:

It is interesting to note that only 14% of authorities had a formal information sharing agreement, with overall responses indicating poor information sharing arrangements.

fig 12. I regularly cross reference scams/fraud victims with social services information system/care records:



Average Index Score 0.00

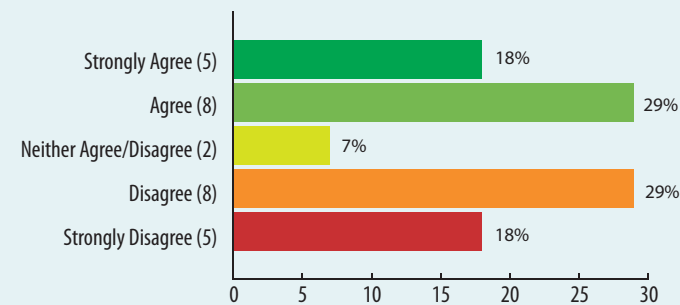


fig 13. It is easy to access information about scam/fraud victims from social services:



Average Index Score -0.50

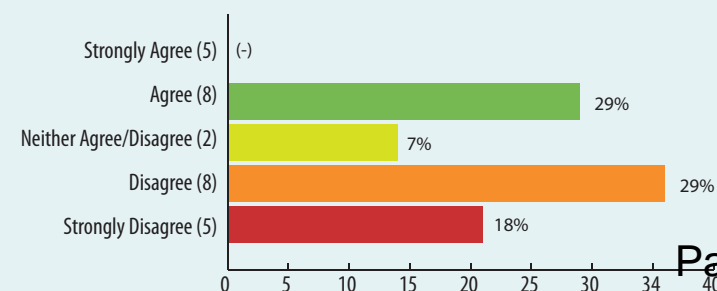
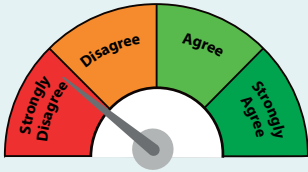


fig 14. I am able to freely access data held by social services for victims of scams /fraud:



Average Index Score -1.07

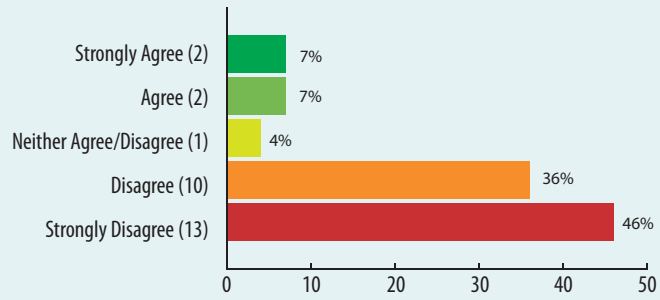
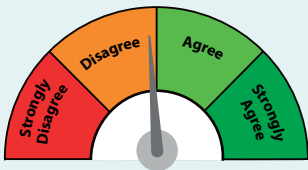
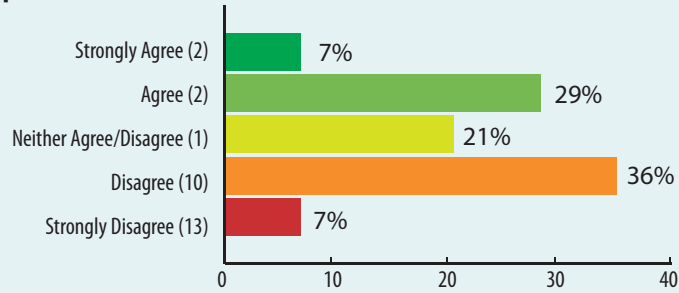


fig 15. My team's relationship with social services for the purposes of dealing with issues surrounding financial abuse is adequate:



Average Index Score -0.07

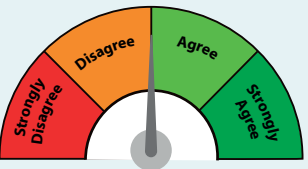


3.0. Local Representation:

Questions were asked surrounding Trading Standards profile and representation on adult safeguarding, public services boards, community safety partnerships and engagement with policy consultation.

It is positive to note that **78%** of respondents were encouraged to promote their service offering to elected members, however only **18%** of authorities engaged in local policy consultation with the overall picture presented being one of poor local profile, representation and policy engagement.

fig 16. The profile of Trading Standards in my authority is such that Trading Standards are recognised responders and consulted on issues of financial abuse by social services and other authority teams:



Average Index Score 0.00

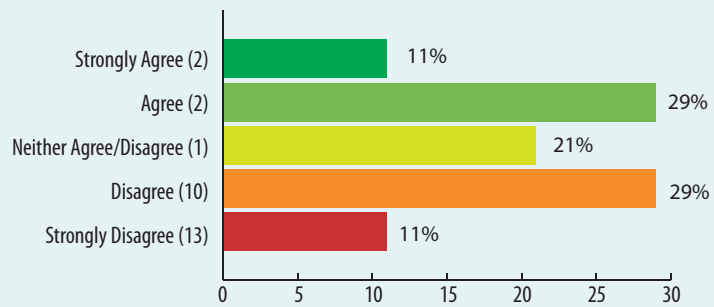
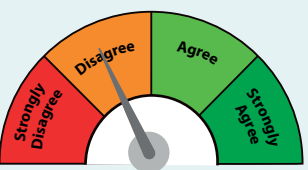


fig 17. My team are adequately represented on Adult Safeguarding Boards (ASB's):



Average Index Score - 0.54

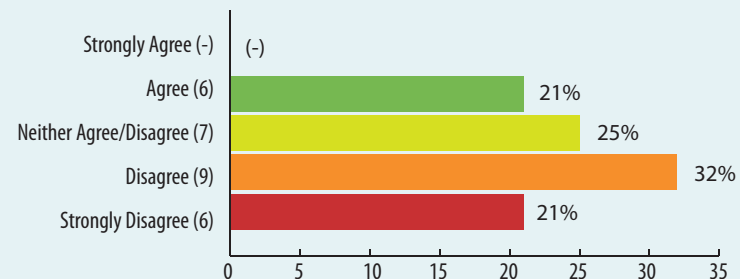
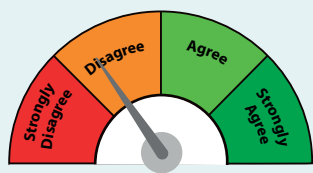


fig 18. My team are adequately represented on Public Service Boards (PSB's):



Average Index Score - 0.74

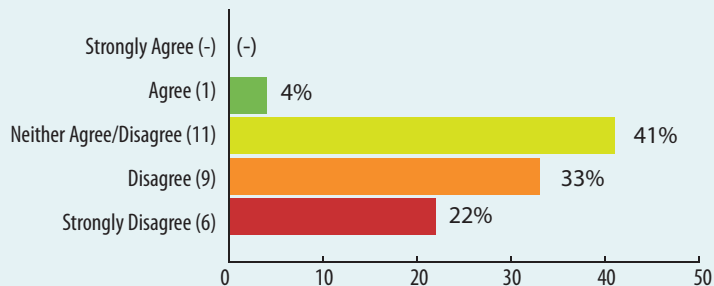
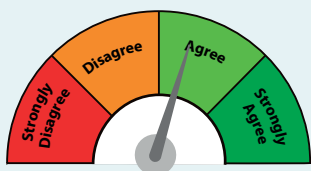


fig 19. My team are adequately represented within local Community Safety Partnerships (CSP's):



Average Index Score +0.25

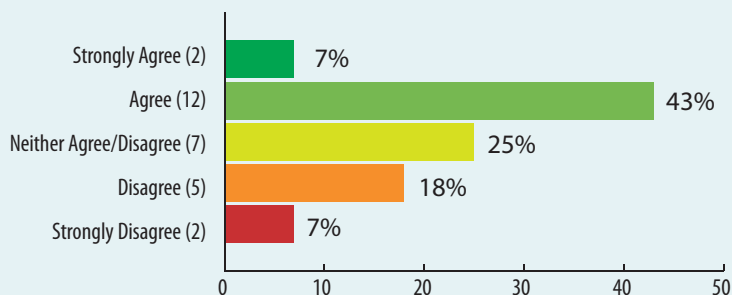


fig 20. My team engage in local authority 'local' policy consultation, for example a Citizens Panel, 50+ forum:

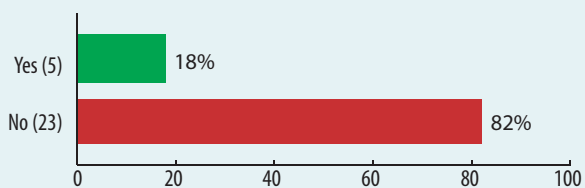
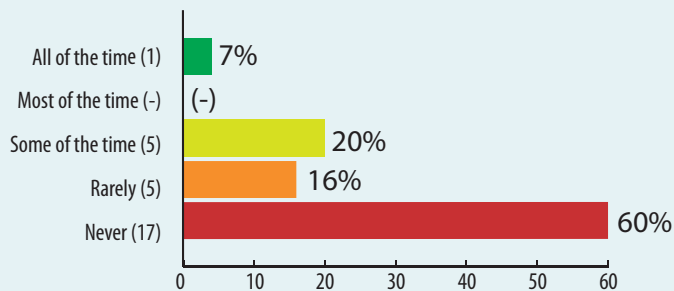


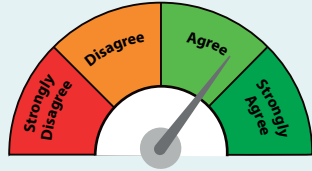
fig 21. My team are asked to submit questions to be used in local policy consultation:



4.0. Relationship with Police:

Questions were asked surrounding engagement with local Police, support received and access to information. Whilst it was positive to observe that **82%** of teams undertook joint visits with the Police and overall respondents agreed they had good working relationships, it was interesting to note that feedback and specialist officer support received were poor.

fig 22. My team has a good working relationship with the Police:



Average Index Score + 0.79

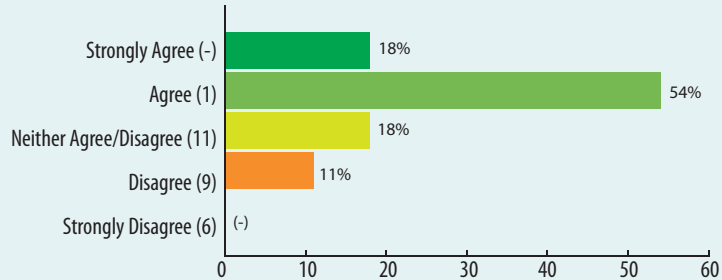
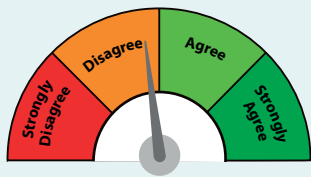


fig 23. I receive adequate feedback on referrals made to the Police:



Average Index Score -0.11

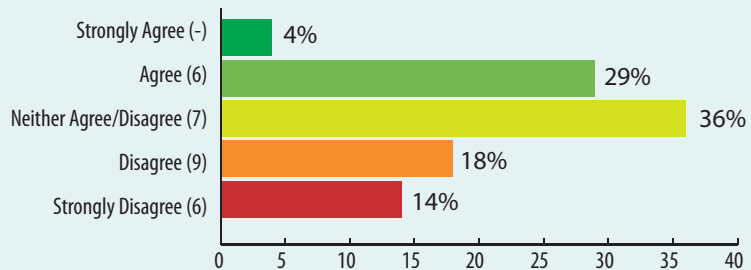
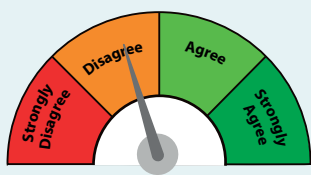
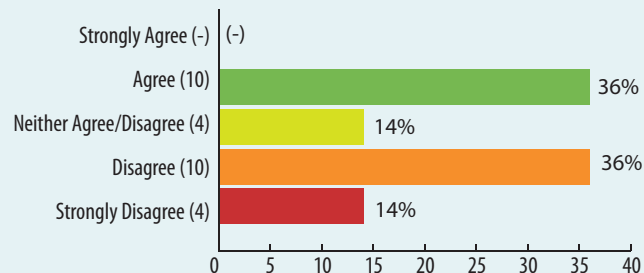


fig 24. I am able to speak with a specialist Police Officer to discuss cases of financial abuse:



Average Index Score -0.29



Of further note was the seeming disparity between authorities in accessing Police National Computer (PNC) information, Intelligence Reports and Suspicious Activity Reports (SARS):

fig 25. When investigating cases of financial abuse, I obtain Police National Computer checks (PNC's) from the Police:

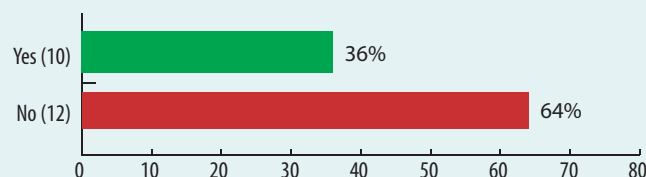


fig 26. The average lead time for obtaining a PNC from the Police is:

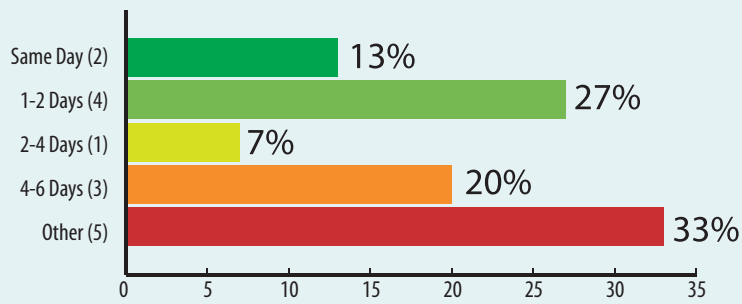
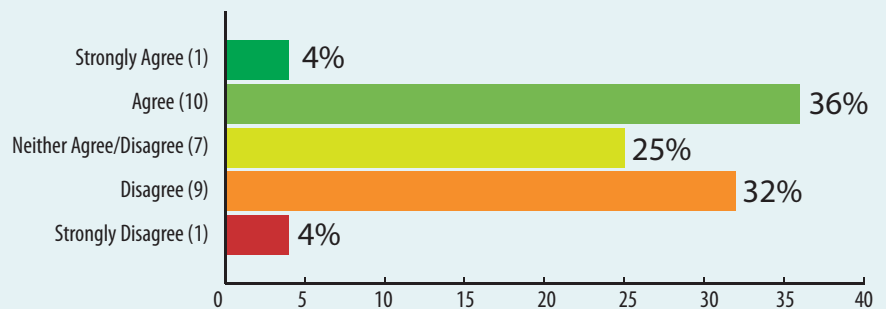
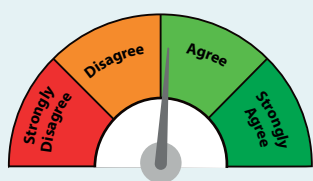


fig 27. Keywords respondents used to describe the frequency intelligence received from Police:



Of further note, when reflecting on the positive working relationships with the Police indicated by fig 22, it was interesting to note a reduction in the AIS when respondents were questioned on adequacy of the relationship specifically in relation to issues surrounding financial abuse.

fig 28. My team's relationship with the Police for the purposes of dealing with issues surrounding financial abuse is adequate:

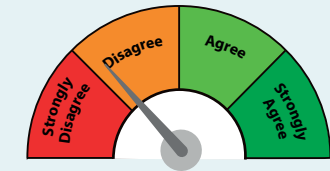


4.1. Relationship with Action Fraud:

Questions were asked surrounding engagement with Action Fraud, feedback provided and support received.

The overwhelming majority of respondents felt that feedback, engagement and support received from Action Fraud was inadequate.

fig 29. I receive adequate feedback on referrals made to Action Fraud:



Average Index Score -0.86

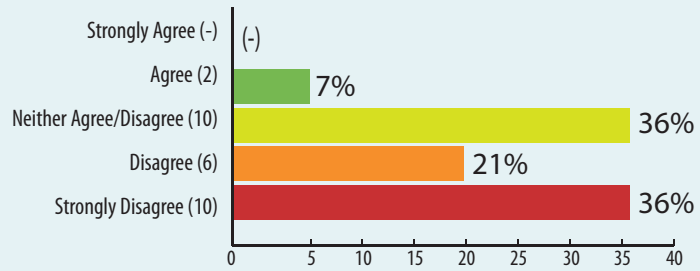
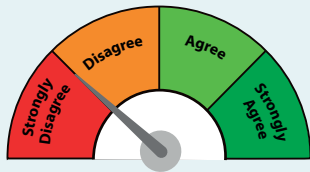


fig 30. I am able to speak to a case officer at Action Fraud to track the progress/action on a referral:



Average Index Score -1.00

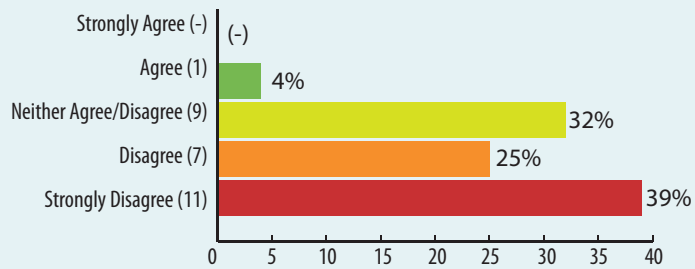
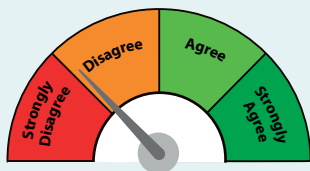
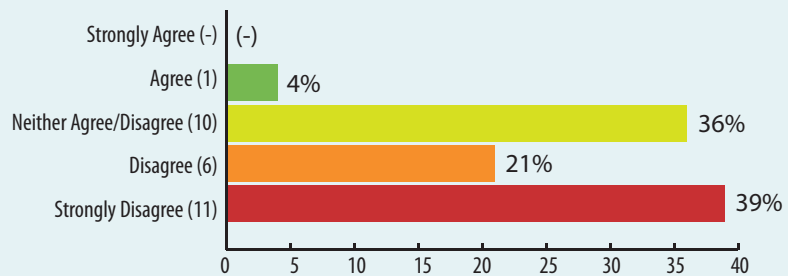


fig 31. Advice and support provided by Action Fraud for the purposes of dealing with issues surrounding financial abuse is adequate:



Average Index Score -0.96



Conclusion:

Findings from the pilot study suggest that the majority of frontline Trading Standards professionals felt confident identifying and dealing with vulnerable fraud victims and were proactive and independent in seeking out further support for victims. The vast majority of respondents felt that adult safeguarding training should be a priority for Trading Standards Services.

A mixed picture was identified in relation to adult safeguarding training, local representation, integration and joint working practices across participating authorities.

The pilot identified inconsistent training, poor local profile, poor representation, poor policy engagement and in the majority of cases, poor engagement with Social Services, the Police and Action Fraud.

Whilst only a small representative sample was studied, the findings warrant further investigation and suggest a lack of uniform training provision, local integration and adequate information-sharing practices at a national level.

This suggests that improvements may be necessary in many authority areas to ensure that vulnerable financial abuse victims receive adequate levels of support, and that agencies concerned fulfil their duty to safeguard vulnerable people and engage with wider relevant partners under social care legislation.

Moving forward:

The FESS study intends to address the issues identified in this report and to raise the profile of Trading Standards work in the field by formally evidencing the issues and promoting the high level of specialist work undertaken by dedicated Trading Standards professionals on a daily basis.

We believe that Trading Standards financial safeguarding interventions fulfil a vital statutory support function for the purposes of compliance with the Social Services and Wellbeing (Wales) Act 2014, Care Act 2014 and the Public Bodies (Joint Working) (Scotland) Act 2014 to prevent fraud victimisation and to safeguard and support vulnerable victims of financial abuse.

Trading Standards should be recognised nationally as a specialist 'go to' agency for both Social Services and the Police in relation to scams/ fraud. This may already be acknowledged when we reflect on findings of the pilot which identify that **89%** of respondents had not received any training from social services in relation to financial abuse, yet **68%** of respondents had delivered training to social services in relation to scams/fraud.

fig 32. My team have received training from social services in dealing with cases of financial abuse:

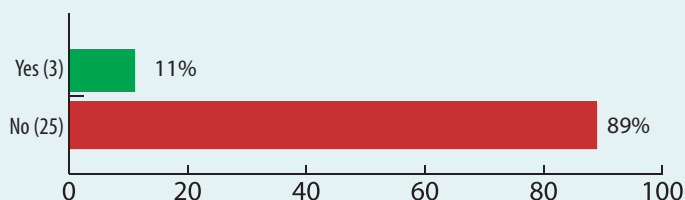
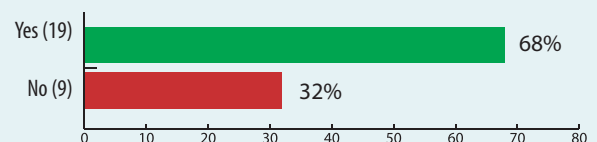


fig 33. My team have delivered training to Social Services in relation to scams/fraud:



A similar pattern is found with the Police, whereby **93%** of respondents had not received any training from the Police in relation to financial abuse yet **74%** of respondents had delivered training to the Police in relation to scams/fraud.

fig 34. My team have received training from the Police in dealing with cases of financial abuse:

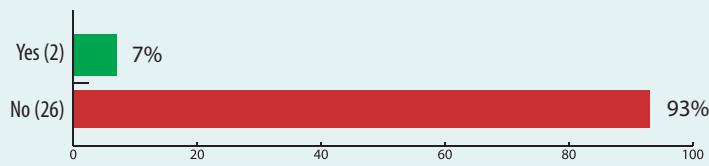
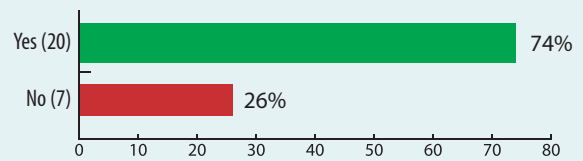


fig 35. My team have delivered training to the Police in relation to the work undertaken by Trading Standards in relation to scams/fraud:



It is to these ends that the project seeks to raise the profile of the service and to attain recognition of the specialist body of skills, knowledge and support that Trading Standards bring to a local authority health and social care portfolio and to the wider community.

The FESS study seeks to examine both operational issues and to identify statistical relationships between fraud victimisation and the International Classification of Diseases' (ICD10)⁴ definition of depressive episode and generalised anxiety disorder.

In identifying and exploring such relationships we believe it may be easier to promote trading standards activities among relevant partners where victims are identified as: either targeted or susceptible to fraud victimisation through underlying health conditions; or where fraud victimisation causes the onset of, or exacerbates, pre-existing conditions.

We may then be in a position to begin developing exciting and innovative prevention and support strategies to help combat the problem and support victims.

Notes

Notes



Cynllun Diogelu Rhag Camfanteisio Ariannol
Financial Exploitation Safeguarding Scheme



Safonau Masnach
Trading Standards

<https://fess.carmarthenshire.gov.uk>

Environmental & Public Protection Scrutiny Committee Task and Finish Group

*To review the Financial Exploitation Safeguarding
Scheme - FESS*

Thursday, 5th March 2020 [meeting 6]
10:00am

Democratic Services Committee Room, County Hall, Carmarthen

MEETING NOTES

Meeting with:

Mr Dafydd Llywelyn, Police and Crime Commissioner,
Chief Superintendent Steve Cockwell, Head of Crime
Paul Callard, Manager – Economic Crime Team

Name
Cllr. Karen Davies
Cllr. Penny Edwards
Cllr. Jeanette Gilasbey
Cllr. John James
Cllr. Dai Thomas
Cllr. Phillip Hughes – EBM for Public Protection
Officers
Roger Edmunds, Consumer & Business Affairs Manager
Heidi Neil, Senior Consumer Protection Officer
Janine Owen, Democratic Services Officer



The Task and Finish Group held an informal discussion with the police representatives present and asked the following questions:-

1. Please tell us about the level of priority given to financial exploitation by DPP.

Police and Crime Plan

Priority 1: Keeping our communities safe - Consider opportunities to reduce the fear of crime and ASB, particularly amongst the vulnerable and to provide information to the public on how to prevent themselves from becoming a victim;

Priority 2: Safeguarding the vulnerable –

- Identify those who are at risk of victimisation or repeat victimisation, and those who are at risk of offending, through better information sharing between agencies
- Increase awareness of fraud and cyber-crime amongst the younger generation and older people, including how to protect themselves from becoming a victim

Priority 3: Protecting our communities from serious threats

- Support investment in the Dyfed-Powys Police Digital Communications and Cyber-Crime Department;
- Raise awareness of cyber-crime through the provision of specialist training to officers and staff and the promotion of community cyber-crime champions;
- Work with partners to educate people on how to protect themselves from cyber-crime and where to go if they become a victim, with a particular focus on the most vulnerable

Priority 4: Connecting with communities

- Enhance our capabilities for tackling more complex crimes by developing specialist skills and knowledge through links with businesses, academia and by exploring apprenticeship opportunities;

Strategic assessment and Control strategy

CYBER DEPENDENT - Offences that can only be committed using a computer, computer network or other form of information communication technology. These acts include the spread of viruses or other malware, hacking and distributed denial of service (DDoS) attacks. Have a significant economic impact on victims and pose a risk to the infrastructure of businesses.

CROSS Cutting themes – Vulnerability / Digitally enabled crime

Key findings:

- 25% of populations 65 or over. Forecast to increase to 33% by 2039
- 151 fraud incidents reported monthly. 42% of victims over 60
- 49% rise in cyber related crime

2. Please tell us the level of resource committed to combatting financial exploitation in DPP

PCSOs

L1 – Frontline staff

L2 – CID detectives (Accredited investigators and public protection)

L3 – Financial and Economic Crime Team

L4 – Regional assets within Regional Organised Crime Unit (ROCU)

3. Please tell us how are DPP officers trained to deal with financial exploitation?

PCSO – all PCSOs have undergone familiarisation training

Cyber Liaison PCSOs – a number of PCSOs have undergone enhanced cyber and fraud training

Uniform Policing – Trained to national occupational standards as defined by College of Policing. Additional local training in respect of vulnerability

BCU Detective – Trained to PIP 2 accreditation for investigation of serious and complex crime

ECT Investigator - Specialist Fraud Investigation Programme, which is hosted by the CoLP. They are also accredited by the NCA Proceeds of Crime Centre as Financial Investigators. The ECT Supervisor is an accredited Specialist Fraud Investigator and Financial Investigator and has also attended the Managing a Fraud Investigation and Election Fraud courses.

Cyber investigators – Specialist National Pursue, Protect and Prevent Programme, together with NCA Financial Investigator accreditation

4. Do you feel the DPP response to financial exploitation is commensurate with the scale of the problem?

Dyfed-Powys has necessary capabilities to deal with a wide range of financial exploitations that encompasses investigation and safeguarding elements.

No force is in a position to deal with scale of problem in terms of volume and global nature of how this crime is committed. Focus must be on Protect and prevent, as there will only be limited capacity to deal with investigations.

Key partners include

- National Crime Agency
- UK, Welsh and Local Government
- Banks and Financial institutions
- UK Finance and Take 5 campaign
- Social media platform
- Action Fraud / NFIB
- Charities and NGOs
- Individuals and businesses

5. Please tell us about any aftercare, victim support or measures that DPP provide to victims of financial abuse to ensure they do not become repeat victims.

Goleudy - Goleudy offers emotional, practical and personal support to all victims of crime, including victims of fraud. Goleudy supports victims via a range of services including face to face, over the phone or home visits and can put together bespoke plans to ensure a victim gets the support that is most appropriate to their individual needs.

High and Medium risk Operation Signature victims are referred into Goleudy and 3rd sector agencies by the FSO for enhanced support. The FSO also conducts victim visits to break the link between the offender(s) and victim. Goleudy reviews the weekly NFIB victim list on Qlikview to ensure completeness in their identification of and contact with fraud victims

NFIB Victim list - On a weekly basis NFIB provides DPP with a list of the victims who have reported fraud within the DPP Force area during the preceding seven days. The list contains each victim's details, the fraud type, a snapshot of the circumstances surrounding the offence and the amount of money lost. The NFIB victim list is reviewed by the FSO to identify additional vulnerability, which is fed in to Op Signature. NPTs also access the list and prioritise visits.

Operation Signature is a standardized initiative introduced to identify and support vulnerable victims of fraud. It provides preventative and supportive measures intended to protect victims and safeguard them from further targeting. An important strand of Operation Signature is its wider messaging and prevention advice, working with statutory and voluntary agencies to influence change.

The aim of Operation Signature is to work together to ensure that:

- Police deliver an excellent quality of service to vulnerable victims of fraud;
- Vulnerability is identified at the earliest opportunity and those requiring additional support are referred to suitable partner agencies;
- Available investigative opportunities are pursued in line with the Fraud Investigation Model and Force/National policies and procedures;
- Preventative measures are identified and implemented, with an emphasis on maximizing protection for the victim and reducing the risk of repeat victimisation.

Victims of fraud are assessed for vulnerability when making a Call for Service or reporting to AF by telephone or online.

All victims who are assessed as being vulnerable receive a face to face visit from either a Police Officer or PCSO. During that visit an initial questionnaire is completed which assesses a victim's vulnerability as High, Medium or Low Risk.

Depending upon the outcome of the questionnaire, differing levels of support are provided according to the specific needs and requirements of the victim. The Operation Signature process map is set out at Appendix 3.

Victims identified as being vulnerable by NFIB are referred into Operation Signature upon notification to DPP through the Vault.

The NFIB victim list is reviewed as a matter of course and cross referenced with Operation Signature to ensure completeness in the identification of vulnerable victims.

In October 2019 a Customer Satisfaction Survey was conducted with a dip sample of Op Signature victims. The survey received 93% positive feedback, with comments including:

- *“Reassurance from yourselves. It was reassurance that I shouldn’t beat myself up about it and that it could happen to anyone.”*
- *“The fact that I spoke to you and the phone calls have stopped”*
- *“Police from the call taker to the officer who visited me were very good”*
- *“Being told that I didn’t have to pay and that when the person rang again I told them that I had been in touch with the police and they told me that I should not pay it and they put the phone down”*
- *“I felt that they cared about how I felt and that it upset me”*
- *“The visit by the PCSO was a great help and reassuring. I did not feel judged and felt I was being taken seriously”*

The Fraud Safeguarding Officer (FSO)

The FSO oversees the management of Operation Signature and is responsible for:

- Working with vulnerable victims to break the link between them and the criminals who target them;
- Maintaining contact with key stakeholders;
- Delivering protect training to Police Officers and other Agencies;
- Raising awareness of fraud and the significant impact it has upon communities;
- Researching the multi-agency PROTECT database to assess victim’s vulnerability and history.

Fraud crimes with an immediate threat to vulnerable victims will always be referred to the ECT Fraud Safeguarding Officer without delay.

The Banking Protocol is a national scheme between the Police and financial sector organisations (banks, building societies and the Post Office). The aim is to identify customers who are in the process of being defrauded and implementing safeguarding procedures to prevent victimisation and loss of funds.

The Banking Protocol is an effective initiative and the minimum police response to such an incident, which is a ‘crime in action’ call for service, must be a recorded crime and a criminal investigation and referral in to the Operation Signature process completed.

Banking Protocol figures

Date range	Number of cases	Banks in Carmarthenshire	As a %	Amount Prevented from loss
January to December 2019	74	13	17.57	2,610,915.70
January 2020 to date (03.03.20)	15	2	13.33	99,673.00
Totals	89	15	16.85	2,710,588.70

6. How do you make it known to the public that you discharge your functions under Operation Signature?

Operation Signature figures 2019 / 2020

Date range	Number of cases	High	Medium	Low	Unknown/NA
January to December 2019	439	47	106	283	3
January 2020 to date (03.03.20)	94	8	15	69	2
Totals	533	55	121	352	5

The Force website contains a page dedicated to how to report Fraud. Corporate Communications maintain a Facebook and Twitter presence which promotes fraud safeguarding. The ECT has a Twitter account, which also raises fraud awareness and is linked to fraud prevention sites such as Take 5, Get Safe Online, AF and the CoLP. The Force website is being updated and enhanced with SOH.

Operation Signature has been widely publicised in the press and is a regular feature on our social media.

We will be participating in the forthcoming Take 5 week launch, which is aimed at raising awareness of key messages

We continue to provide regular events raising awareness of Op Signature across the force area.

7. Are you confident that you are engaging with all relevant partners and individuals?

The ECT sits on the Wales Against Scams Partnership, which is a partnership of organisations that are 'committed to the fight against scams and fraud'.

Representatives from the ECT attend a quarterly Fraud Safeguarding meeting with representatives from Gwent, South Wales Police and Trading Standards' 'Vulnerability lead for Wales'.

The ECT will continue to engage with the National Trading Standards Scams team, as well as the four local authority Trading Standards teams. Community engagement, particularly with third sector organisations, such as Age Cymru, Alzheimer's Society and the Older People's Commissioner for Wales

We are delivering a series of training events to staff at Pembrokeshire and Newtown College, a Foster Carer organisation, Action Hearing Loss and Young Farmers.

We are engaged with the Region on the Matrix Challenge, which is aimed at school children.

We are collaborating with Business Wales in delivering sessions to businesses at venues across the Force area.

We attend both the RWS and Pembs Show
We have arranged training events in April for Carms CC Executive Committee, Councillors, Audit and various other departments in respect of fraud, bribery and cybercrime.

We have agreed an MOU with Carms CC in respect of their reporting internal fraud to us, which awaits sign off.

8. How do you feel the police's response to financial exploitation could compliment that of Trading Standards and vice versa?

Currently Liaising with National Trading Standards and the ROCU to see whether a data exchange can be facilitated with access for the 3 forces and local TS

Carmarthenshire tasking and intelligence meetings

Shared understanding of persons causing issues within locality

Coordination of joint campaigns

TS attendance at the Fraud Safeguarding Group

9. How might a more consistent and coordinated response to financial exploitation be implemented in Carmarthenshire

Project Otello

Enhanced engagement with both Op Sig (inc. the BP) and FESS

Actions arising through discussion.

During the visit the police representatives raised the following actions which would benefit the function and purpose of FESS going forward, which will be included within the findings of the report:-

- A planned monthly open-dialogue between LA's Trading Standards Departments within the DPP area and the Police– via conference call. – Head of Crime/Paul Callard
- Police Engagement Officers and the Enablement Police Teams (4 areas) to make themselves known to Local Councillors. – PCC to raise matter with Chief Inspector
- Enable Trading Standards department to provide training to Police Officers – Paul Callard to facilitate.

Homes and Safer Communities Consumer & Business Affairs Trading Standards

COVID-19 and FESS

Environment and Public Protection Scrutiny Committee



Cynllun Diogelu Rhag Camfanteisio Ariannol
Diogelu ein Cymuned rhag Sgamiau a Chamdriniaeth Ariannol

Financial Exploitation Safeguarding Scheme
Protecting our Community from Scams and Financial Abuse



Introduction

This document was presented to the Task & Finish Group (T&FG) on 15 February 2021 as part of their Task & Finish review of Trading Standards' Financial Exploitation Safeguarding Scheme (FESS).

The T&FG felt that this work should be shared with the committee due to its importance at this time.

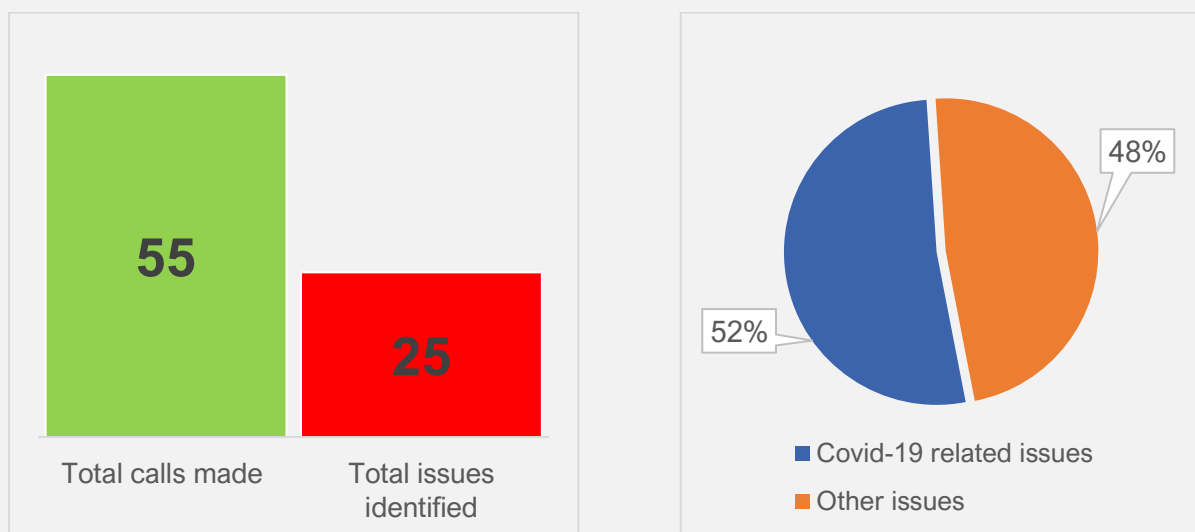
This document provides a summary of the work conducted by Trading Standards officers during the COVID-19 (C-19) period specifically concerning issues surrounding financial exploitation.

trueCall© welfare calls



In response to the C-19 pandemic, we conducted targeted communications with vulnerable consumers in the form of welfare telephone calls. Carmarthenshire consumers who have trueCall©¹ call blocking devices installed were contacted as they had been identified as particularly vulnerable and were therefore likely to need support. The initiative highlighted where additional support was needed, provided us with an opportunity to review the performance of the call blocking devices and helped combat loneliness.

Fig. 1. Graphics trueCall welfare calls March – April 2020



¹ A trueCall nuisance call blocker is a small electronic device that intercepts all calls coming into a resident's home via a standard landline telephone. The device compares the incoming numbers against a pre-programmed trusted caller list enabling only trusted callers to contact as normal. Where a caller's number is withheld or not on your trusted caller list, the device plays a pre-recorded message and requires the caller to press a button to get through.

Fig. 2. Welfare calls summary of issues identified

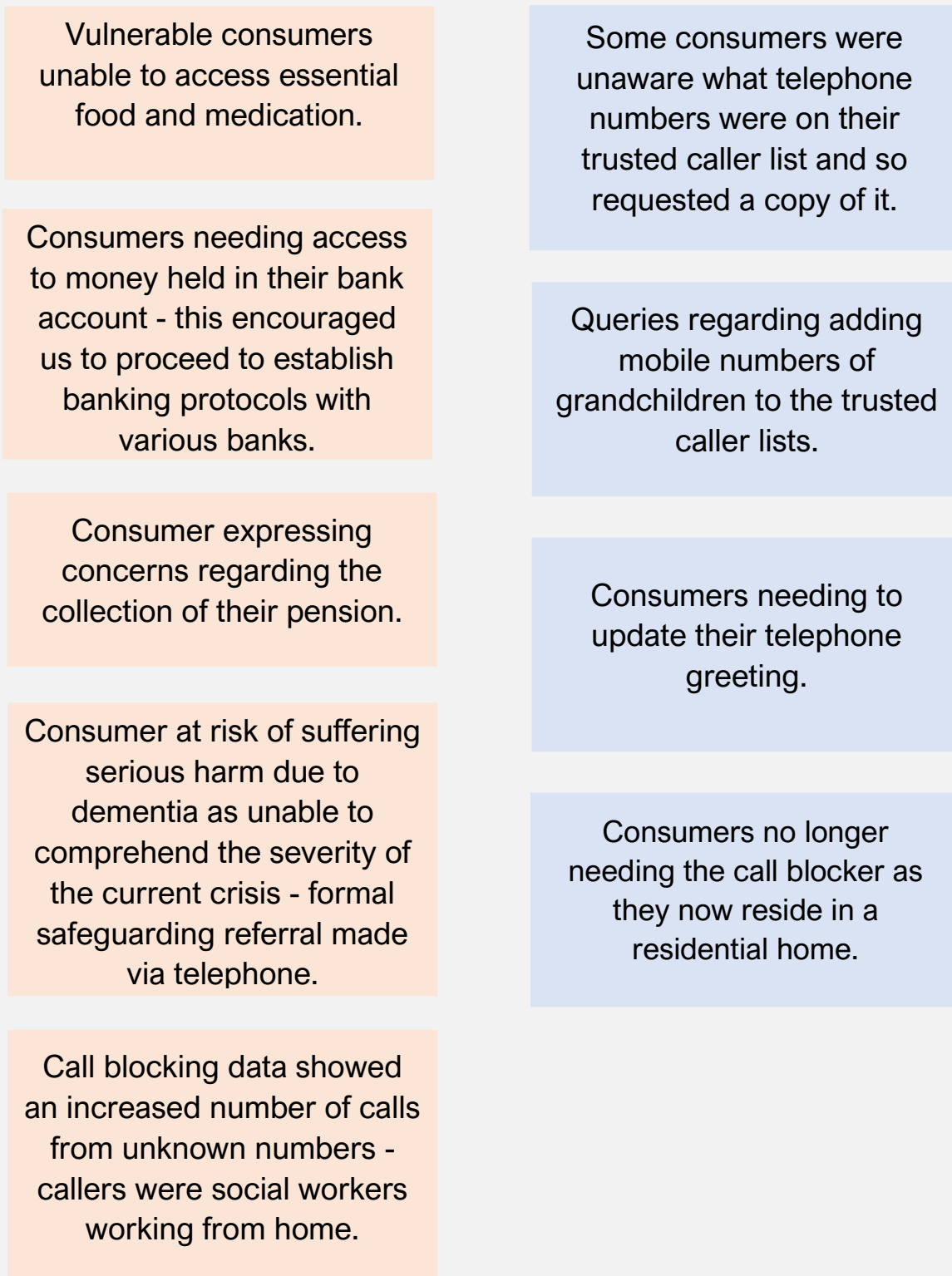


Fig. 3. Issues identified: Case studies

	COVID-19 RELATED ISSUES	OTHER ISSUES IDENTIFIED
<p>23 March - 29 March</p> <ul style="list-style-type: none"> ● <i>Data from 23 call blockers analysed.</i> ● <i>23 welfare calls made.</i> ● <i>11 issues highlighted.</i> ● <i>7 COVID-19 related issues.</i> 	<p>It was identified that a 93-year-old consumer in self-isolation, who normally relies on a family member for support, was unable to access essential food and medication as the relevant family member was at the time in self-isolation.</p> <p>One 81-year-old consumer, who had no family and was living alone, expressed concerns regarding the sustainability of their arrangement for accessing essential goods and services should their neighbours become unwell. The consumer also needed to access money held in their bank account. Having contacted the consumer's bank to arrange for money to be withdrawn by a third party, we proceeded to withdraw and deliver the money to the consumer. This encouraged us to proceed to establish banking protocols with various other banks.²</p> <p>Another 93-year-old consumer suffering from very poor health expressed concerns regarding the collection of their pension, normally collected by their 90-year-old relative. The consumer was also concerned about accessing essential goods including specific foods due to a health condition if the neighbour who was helping them at the time became unwell.</p> <p>One vulnerable consumer, living in a very isolated area needed access to medication. Conscious of placing an unnecessary burden on their family member who is a key worker, the consumer asked us for support. This was resolved by use of our Banking, Private and Third Sector Safeguarding Protocols.</p> <p>An elderly, vulnerable couple in self-isolation required support as they were facing difficulty in organising for the collection and delivery of their monthly prescriptions.</p> <p>During one call, it was identified that a consumer was at risk of suffering serious harm due to dementia. Following a discussion with the consumer's relative, who was unable to</p>	<p>Some consumers were unaware what telephone numbers were on their trusted caller list and so requested a copy of it.</p> <p>Queries regarding adding mobile numbers of grandchildren to the trusted caller lists.</p> <p>Telephone numbers provided to be designated as trusted callers.</p>

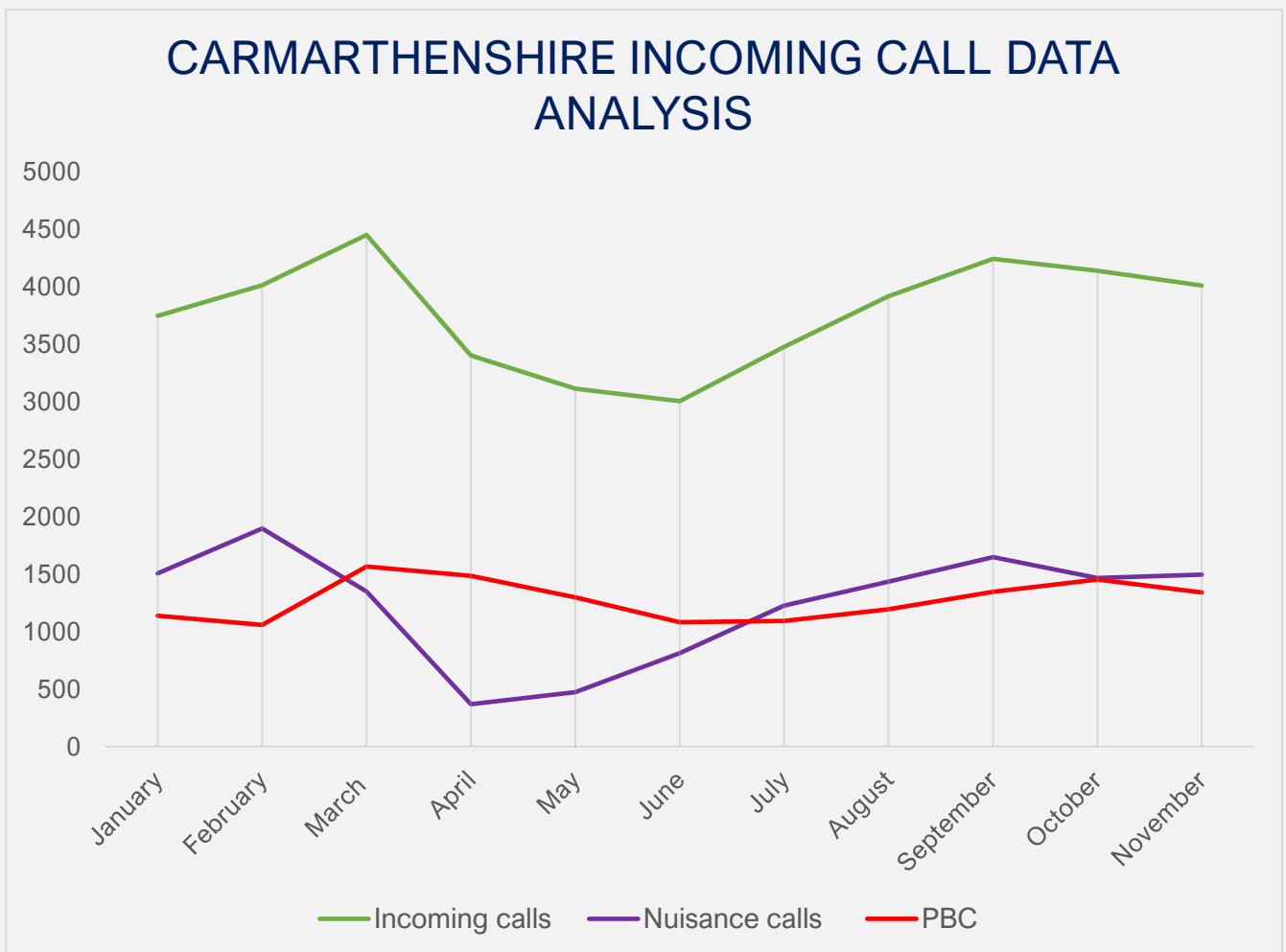
² **Banking, Private and Third Sector Safeguarding Protocols:** Safeguarding agreements with High Street Banks, Post Offices and Supermarkets that help support vulnerable persons in the community. During the Pandemic, we have established relationships to coordinate support for both professionals and self-isolating persons (where no other support exists) to undertake a third-party cash withdrawal and prescription collection & delivery service.

	<p>provide support due to other care obligations, it was apparent that the consumer was unable to comprehend the severity of the current crisis. It was reported that the consumer put themselves in danger by continuing to leave their home contrary to government guidance. The officer conducting the call had immediate concerns in relation to this and formal safeguarding referral was made via telephone.</p>	
<p>30 March – 5 April</p> <ul style="list-style-type: none"> ● <i>Data from 21 call blockers analysed.</i> ● <i>21 welfare calls made.</i> ● <i>10 issues highlighted.</i> ● <i>5 COVID-19 related issues.</i> 	<p>During a call to an 84-year-old consumer in self-isolation, it was identified that although they had managed to stockpile food, this supply would run low in the next few weeks and therefore assistance would be required to access essential goods.</p> <p>It was revealed that an 86-year-old consumer with no close relatives was continuing to collect their own groceries once a week using public transport. Although they had a cough since the beginning of the year, they were otherwise in good health and declined CCC support.</p> <p>It was discovered that one consumer in self-isolation was suffering from severe mental health issues as well as a respiratory condition. It was found that they required support as they had been unable to access essential goods and were living off yoghurts and diet drinks due to an eating disorder.</p> <p>One consumer seemed confused when their cleaner, who normally gets food on their behalf, had failed to do so. It was unclear whether they were self-isolating themselves and so the consumer required support.</p>	<p>Consumers needing to update their telephone greeting.</p> <p>Some consumers were unaware what telephone numbers were on their trusted caller list and so requested a copy of it.</p> <p>Queries regarding adding mobile numbers of grandchildren to the trusted caller lists.</p> <p>Telephone numbers provided to be designated as trusted callers.</p>
<p>6 April – 12 April</p> <ul style="list-style-type: none"> ● <i>Data from 11 call blockers analysed.</i> ● <i>11 welfare calls made.</i> ● <i>4 issues highlighted.</i> ● <i>1 COVID-19 related issue.</i> 	<p>Analysis of call blocking data indicated that a consumer was receiving an increased number of calls from unknown numbers. Following communication with the relevant consumer's support worker, we were advised that the unknown numbers were social workers working from home due to COVID-19. We liaised with the support worker to ensure the consumer received advice concerning nuisance calls as the consumer was physically and cognitively disabled.</p>	<p>Consumers no longer needing the call blocker as they now reside in a residential home.</p> <p>Queries regarding adding mobile numbers of grandchildren to the trusted caller lists.</p> <p>In one instance it was discovered that the consumer no longer needed the call blocker as they had gone into care. However, the consumer's partner remained at home and would benefit from keeping the call blocker installed. Our records were updated to reflect this.</p>

Using data from our fleet of nuisance call blockers

Prior to making each welfare call, we undertook an analysis of the data received from each call blocking device to establish its performance level. We used our findings to inform our conversation with the consumer and attempted to query any anomalies arising from the data to ensure optimum device performance.

Fig. 4. Graph trueCall© nuisance call rates March – November 2020



The graph above shows the number of incoming calls and nuisance calls received by our trueCall© clients between January and November 2020. It also shows the number of calls received from individuals not on the trusted caller list (PBC) during this period.

No Cold Calling Zone Flyer: C-19 Support, Rogue Trading, Fraud and Scams



Residents living in our No Cold Calling Zones (NCCZs) were targeted as part of a multiagency response to the reported increase in rogue trading, fraud, and scams during the emergency period. These consumers had been identified as particularly vulnerable and were therefore likely to need support. **1800** informative flyers were used to transmit essential information to residents and were delivered to our zones in conjunction with Dyfed Powys Police (DPP). We hoped that this would facilitate a channel of communication to the most vulnerable who are often neglected by the focus on digital communications. We also hoped that a Trading Standards and Police presence within our zones would reassure residents and provide an opportunity to engage with them at a distance.

Fig. 5. C-19 NCCZ support flyer

COVID-19 NO COLD CALLING ZONE SUPPORT: Rogue Trading, Fraud and Scams

Dear Resident

We would like to take this opportunity to check that all is well within your No Cold Calling Zone. Unfortunately, there have been increasing reports of rogue trading, fraud and scams during the pandemic and we would encourage you to report any suspicious activity to Trading Standards. If you would like to receive further updates, please contact Trading Standards using the details below.

SUPPORT AVAILABLE IN CARMARTHENSHIRE:

Ardal Gwahardd
Galw Diwahoddiad
No Cold Calling Area



trueCallTM
STOPS NUISANCE CALLS



Are you aware that your zone offers you extra protection against unwanted callers?

Please make sure you're displaying your No Cold Calling Sticker.

We would like to know if doorstep traders are operating in your area. Please report any suspicious activity—**you are our eyes and ears!**

Are you receiving nuisance telephone calls or concerned that you or others could be scammed?

Don't engage or give personal details to people you don't know over the phone.

Trading Standards can offer advice and assistance on call blocking and provide free call blockers to eligible residents.

Do you need any emergency repairs or essential home maintenance?

Please don't buy goods or services 'at the door'.

For a list of reputable traders approved by Trading Standards please go to buywithconfidence.gov.uk or telephone Trading Standards below.

Are you struggling with money, debt, employment or housing issues?

Citizens Advice can help.

Carmarthen **01267 234488**

Ammanford **01269 592267**

Llanelli **01554 759626**

Claiming Universal Credit :

07740945348

07957668187

Money/Debt: **01267 231275**

Benefits: **01267 231742**

Energy: **07565 562 282**

IF YOU ARE SELF ISOLATING AND ARE STRUGGLING TO ACCESS ESSENTIAL GOODS AND SERVICES E.G. FOOD, MEDICINE OR MONEY, OR HAVE CONCERNS FOR A NEIGHBOUR, PLEASE CONTACT US BELOW.

Carmarthenshire Trading Standards: 01267 234567 Tradingstandards@carmarthenshire.gov.uk

Please quote 'No Cold Calling Zone' when you contact us

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Please report rogue trading activity to Trading Standards or the Police on 101. In emergency call 999.

CYMORTH I BARTHOU DIM GALW HEB WAHODDIAD YN YSTOD COVID-19:

Masnachu Twyllodrus, Twyll a Sgamiau

Annwyl Breswlydd

Hoffem gymryd y cyfle hwn i sicrhau bod popeth yn iawn yn eich Ardal Gwahardd Galw Diwahoddiad. Yn anffodus, bu cynnydd mewn adroddiadau am fasnachu twyllodrus, twyll a sgamiau yn ystod y pandemig, a byddem yn eich annog i roi gwybod am unrhyw weithgaredd amheus i Safonau Masnach. Os hoffech dderbyn diweddariadau pellach, cysylltwch â Safonau Masnach gan ddefnyddio'r manylion isod

CYMORTH SYDD AR GAEL YN SIR GAERFYRDDIN:

Ardal Gwahardd
Galw Diwahoddiad
No Cold Calling Area



trueCallTM
STOPS NUISANCE CALLS



Ydych chi'n ymwybodol bod eich parth yn cynnig gwar-chodaeth ychwanegol i chi yn erbyn galwyr digroeso?

Gwnewch yn siŵr eich bod yn arddangos eich sticer Dim Galw Heb Wahoddiad.

Hoffem wybod a yw masnachwyr ar garreg y drws yn gweithredu yn eich ardal chi. Rhowch wybod am unrhyw weithgaredd amheus - **chi yw ein llygaid a'n clustiau!**

Ydych chi'n derbyn galwadau ffôn niwsans neu'n pryderu y gallech chi neu eraill gael eich sgamio?

Peidiwch â sgwrsio â phobl nad ydych yn eu hadnabod dros y ffôn, na rhoi manylion personol iddynt.

Gall Safonau Masnach gynnig cyngor a chymorth ar atal galwadau a darparu teclynnau am ddim i atal galwadau i breswylwyr cymwys.

A oes arnoch angen unrhyw atgyweiriadau brys neu waith cynnal a chadw hanfodol yn y cartref?

Peidiwch â phrynu nwyddau neu wasanaethau wrth y drws.

I weld rhestr o fasnachwyr dibynadwy a gymeradwywyd gan Safonau Masnach, ewch i **buywithconfidence.gov.uk** neu ffoniwch Safonau Masnach gan ddefnyddio'r manylion isod.

Ydych chi'n cael trafferth ag arian, dyled, cyflogaeth neu faterion tai?

Gall y ganolfan Cyngor ar Bopeth helpu.
Caerfyrddin **01267 234488**
Rhydaman **01269 592267**
Llanelli **01554 759626**

Hawlio Credyd Cynhwysol:
07740945348
07957668187
Arian/Dyled: **01267 231275**
Budd-daliadau: **01267 231742**
Ynni: **07565 562 282**

OS YDYCH CHI'N HUNANYNYSU AC YN CAEL TRAFFERTH CAEL GAFAEL AR NWDYDDAU A GWASANAETHAU HANFODOL E.E. BWYD, MEDDYGINIAETH NEU ARIAN, NEU OS OES GENNYCH BRYDERON AM GYMYDOG, CYSYLLTWCH Â NI GAN DDEFNYDDIO'R MANYLION ISOD.

Safonau Masnach Sir Gaerfyrddin: **01267 234567** safonau.masnach@sirgar.gov.uk

Dywedwch 'No Cold Calling' os ydych yn cysylltu â ni

Rhowch wybod am weithgaredd masnachu twyllodrus i Safonau Masnach neu Ffôn 101. Mewn argyfwng, ffoniwch 999.

Digital referral infographic

We created an infographic which was uploaded to the corporate intranet containing details of the interventions that Trading Standards can offer.

It contained links allowing frontline professionals/staff to refer clients instantly to us. A dedicated mailbox has been set up to receive referrals so that priority can be given to these referrals.

The infographic also contained a section dedicated to advertising the support available from Carmarthenshire Citizens Advice Bureau and the Citizens Advice Consumer Helpline and contained the relevant contact details so that referrals could be easily made to these organisations.

Fig. 6. Digital infographic



CYMORTH

SAFONAU MASNACH



A yw eich cleient yn cael galwadau ffôn niwsans neu sgamiau dros y ffôn?

ATAL
GALWADAU

AILGYFEIRIO
POST

A yw eich cleient yn derbyn post sgâm megis loteriau ffug, sgamiau buddsoddi, addewidion twyll am wella afiechydon neu gynlluniau pyramid?



A yw eich cleient yn cael trafferth delio â materion defnyddwyr oherwydd ei fod yn agored i niwed?

CYNGOR I
DDEFNYDDWYR
AGORED I NIWED

PRYNU Â
HYDER

A yw eich cleient yn cael anhawster dod o hyd i fasnachwr dibynadwy?
Gallwch weld y rhestr Prynu â Hyder [yma](#).



A yw eich cleient yn berson agored i niwed ac a oes angen cymorth arnoi gael mynediad i'r banc, swyddfa'r post neu ddarparwyr gwasanaethau eraill?

PROTOCOLAU'R
SECTOR PREIFAT

CYNGOR
ARIANNOL

A oes angen cyngor ar ddyled neu fudd-daliadau lles ar eich cleient?
Cysylltwch ag arbenigwr CAB [yma](#).

cyngor ar
bopeth

citizens
advice

Sir Gar
Carmarthenshire

CYSYLLTWCH Â NI I WNEUD ATGYFEIRIAD





TRADING STANDARDS SUPPORT



Is your client receiving
nuisance or scam
telephone calls?

CALL BLOCKING

POSTAL
REDIRECTION

Is your client receiving
scam mail such as fake
lotteries, bogus health
cures, investment scams
or pyramid schemes?



Is your client struggling
to deal with a consumer
issue due to their
vulnerabilities?

VULNERABLE
CONSUMER ADVICE

BUY WITH
CONFIDENCE

Is your client struggling
to find a reputable
trader?
Access the BWC list
[here](#).



Is your client a vulnerable
person and do they need
support accessing their
bank, post office or other
service providers?

PRIVATE SECTOR
PROTOCOLS

MONEY ADVICE

Is your client in need of
Debt or Welfare Benefits
advice?
Contact a CAB specialist
[here](#).

cyngor ar
bopeth

citizens
advice

Sir Gar
Carmarthenshire

CONTACT US TO MAKE A REFERRAL

01554 742249

TSSupport@carmarthenshire.gov.uk



General consumer advice
is provided by CACS
contact [here](#).

Business scam infographic

To safeguard Carmarthenshire businesses against scams, we created an infographic containing examples of common business scams and essential information on how businesses can protect themselves in the form of links to advice and guidance. We utilised various mailing lists, including an Economic Development mailing list and our Buy With Confidence members mailing list, to share the infographic with 1500 businesses.

Fig. 7. Business advice infographic

RHYBUDD I FUSNESAU AM SGAMIAU



Safonau Masnach
Trading Standards

SGAMIAU O RAN AD-DALIADAU'R LLYWODRAETH

Mae'n bosibl bydd troseddwr yn cysylltu â chi dros y ffôn, ar e-bost, neges destun neu drwy'r post yn gofyn am wybodaeth ariannol am eich busnes.



- Cyfeiriad e-bost nad yw'n gyferiaid e-bost y Llywodraeth
- Ymddangos yn swyddogol
- Heb ei bersonoli
- Addewid am arian
- Creu ymdeimlad ei fod yn fater brys
- Dim llofnod
- Nid yw'n wefan .gov
- Gramadeg gwael

Byddwch yn wylidwrus o negeseuon annisgwyl brys sy'n cynnig cymorth ariannol. Ceisiwch feddwl o ble mae'r neges hon wedi dod. Gwiriwch fod y wybodaeth yn ddilys drwy ddefnyddio cysylltiadau a [gwefannau swyddogol y llywodraeth](#). [Cliciwch yma i gael rhagor o wybodaeth](#).

Sgamiau am anfonebau

Yn 2019, dywedodd UK Finance fod busnesau wedi colli

£82m

oherwydd sgamiau am anfonebau

- ❑ Rydych yn cael cais annisgwyl i newid manylion banc cyflenwr cyfredol.
- ❑ Rydych yn derbyn mwy o anfonebau na'r arfer neu sawl anfoneb am gynnyrch neu wasanaeth.
- ❑ Gallech hefyd dderbyn anfoneb ffug.

Meddylwch. A oes gennych chi gyfrif gyda'r busnes hwn? Allai hwn fod yn dwyll? Cysylltwch â'r busnes gan ddefnyddio rhif ffôn neu e-bost yr ydych wedi'i ddefnyddio o'r blaen i sicrhau bod hwn yn gais dilys. [Cliciwch yma i gael rhagor o wybodaeth](#).

Y DECHRAU

Gall troseddwr dreulio misoedd yn ymchwilio i fusnes er mwyn esgus bod yn Brif Weithredwr neu'n uwch- swyddog yn y busnes.

GWE-RWYDO

Anfonir ffug-negeseuon ar e-bost i weithwyr yn y sefydliad.

YR YMATEB

Mae'r gweithiwr awdurdodedig yn cael y neges ac yn ymateb ar unwaith oherwydd yr ymdeimlad o frys heb wirio'r ffynhonnell.

Y NIWED

Mae'r sgam wedi llwyddo a bellach mae'r troseddwr wedi derbyn taliad neu mae ganddo fynediad at wybodaeth bwysig am y busnes.

Y CANLYNIAD

Yn dilyn sgam llwyddiannus, gall y canlyniadau fod yn niweidiol iawn: colled ariannol, gweithdrefnau disgyblu, posibilrwydd o golli enw da, ymchwiliadau hirfaith

Sgamiau o ran Prif Swyddogion

Mae hon yn sgam soffistigedig sy'n chwarae ar awdurdod cyfarwyddwyr busnesau ac uwch-reolwyr. Y gost gyfartalog i Brif Weithredwyr o ganlyniad i sgam tebyg yw

£35k

Dilynwch y gweithdrefnau mewnol a **gwiriwch y cais yn bersonol** os yn bosibl, neu dros y ffôn— cofiwch ddefnyddio rhif dilys yn hytrach na'r rhif ar y cais. [Cliciwch yma i gael rhagor o wybodaeth](#).

Sgamiau am gymorth technoleg

Wrth i ragor o bobl weithio o bell ac wrth i systemau TG fod o dan bwysau, gallai troseddwr esgus bod yn fusnes adnabyddus a chynnig atgyweirio dyfeisiau.

- **Byddwch yn amheus** o alwyr digroeso sy'n honni eu bod yn ffonio o ganolfan fusnes neu'ch adran TG ac sy'n cynnig unrhyw fath o gymorth technegol.
- Ni fydd busnes go iawn yn cysylltu â chi heb rybudd a gofyn am wybodaeth ariannol, cyfrineiriau na manylion mewngofnodi.
- Peidiwch byth â rhoi caniatâd i rywun gael mynediad o bell i'ch cyfrifiadur na gosod meddalwedd arno yn dilyn galwad digroeso. [Cliciwch yma i gael rhagor o wybodaeth](#).

STOPIO

Os byddwch yn derbyn cais i wneud taliad brys, newid manylion banc cyflenwr neu ddarparu gwybodaeth ariannol, arhoswch am eiliad a meddylwch.

HERIO

Allai hwn fod yn ffug? Yn y lle cyntaf dylech wirio'r holl fanylion o ran y taliadau a'r cyflenwr gyda'r busnes ar rif ffôn cydnabyddedig neu wyneb yn wyneb

DIOGELU

Cysylltwch â'ch banc busnes ar unwaith os ydych o'r farn eich bod wedi cael eich twyllo a rhowch wybod i [Safonau Masnach](#) ar 01267 234567 [Cliciwch yma i gofrestru a chael gwybodaeth am y Tîm Sgamiau Safonau Masnach Cenedlaethol - Busnesau yn erbyn Sgamiau](#)



If you receive a request to make an urgent payment, change supplier bank details or provide financial information, take a moment to **stop and think**.



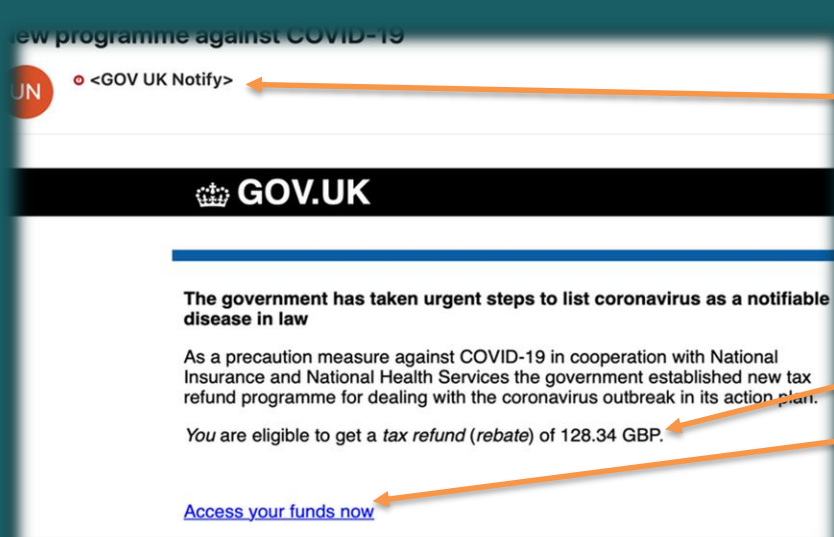
BUSINESS SCAM WARNING



Safonau Masnach
Trading Standards

GOVERNMENT REFUND SCAMS

You may be contacted by phone, email, text message or post by criminals seeking your business financial information



- Non government email address
- Designed to look official
- Not personalised
- Promise of reward
- Creating a sense of urgency
- No sign off
- Not .gov website
- Poor grammar

Be cautious of unexpected urgent communications offering financial assistance. Think about where this message has come from. Check that the information is genuine by using [official government websites](#) and contacts. [Click here to find out more.](#)

Invoice/mandate scams

In 2019, UK Finance reported that businesses had lost over

£82m

to invoice/mandate fraud.

- ❑ You receive a request out of the blue to change the bank details of an existing supplier.
- ❑ You receive more frequent than usual or duplicate invoices for a product or service.
- ❑ You could also be contacted and supplied a false invoice that is under your authority limit.

Think about it. Do you have an account with this business? Could this be fraudulent? Contact the business using a phone number or an email that you have used before to ensure that it is a genuine request. [Click here to find out more.](#)

THE START

Criminals can spend months researching a business in order to impersonate a CEO or senior figure within the business.

THE PHISH

Spoofed emails are sent to employees in the organisation

THE RESPONSE

Employee with authority receives the communication and acts on the sense of emergency without questioning the source

THE DAMAGE

The scam has been successful and the criminal now has received a payment or has access to important business information

THE RESULT

Following a successful scam, the results can be damaging: Financial loss, Disciplinary procedures, Potential loss of reputation, Time consuming investigations

CEO scams

This is a sophisticated scam that plays on the authority of business directors and senior managers. The average loss to a CEO scam is

£35k

Follow internal procedures and **check the request** in person if possible, or by phone – make sure to use a verified number rather than the one in the request. [Click here to find out more.](#)

Tech support scams

With more people working remotely and IT systems under pressure, criminals may impersonate a well known business and offer to repair devices.

- **Be suspicious** of cold callers claiming to be from a major business or your businesses IT department offering any form of technical support
- A genuine business would never contact you out of the blue and ask for financial information, passwords or login details
- Never install any software, or grant remote access to your computer as the result of a cold call. [Click here to find out more.](#)

STOP

If you receive a request to make an urgent payment, change supplier bank details or provide financial information, take a moment to **stop and think**

CHALLENGE

Could it be fake?
Verify all payments and supplier details directly with the business on a known phone number or in person first

PROTECT

Contact your business bank immediately if you think you've been scammed and report it to [Trading Standards](#) on 01267 234567
[Click here to sign up & learn more from the National Trading Standards Businesses Against Scams team](#)



If you receive a request to make an urgent payment, change supplier bank details or provide financial information, take a moment to **stop and think.**



Buy With Confidence (BWC)



buywithconfidence.gov.uk



buywithconfidence.gov.uk

We continued to operate our BWC scheme throughout the pandemic, we used a virtual audit process to assess new members and suspended fees for approved traders already on the scheme.

We provide advice to traders on trading in people's homes during the pandemic to ensure compliance with government restrictions. The BWC scheme provides a valuable list of tradespersons legitimately able to undertake emergency repairs and essential works during this period.



We have developed an innovative trueCall© device monitoring tool and dashboard that correlates call activity data with user risk profiles to generate an alert when a service user is exposed to a high number of telephone fraud approaches and/or exhibits behaviours that put them at increased risk of telephone fraud victimisation.

The purpose of the alert system is to initiate a welfare call and/or visit from local officers and to protect service users from fraud victimisation. The nature of trueCall© means that many interventions can be performed remotely. Such protection and remote oversight has proven invaluable during the pandemic.

Fig. 8. Seraphimbeta© alerts page



IMPORT DATA

HELP

[LINK TO MASTER SPREADSHEET](#)

Alert											
Alert											
	LEVEL 6	LEVEL 5	LEVEL 4	LEVEL 3	LEVEL 2	LEVEL 1	NO PBC CALLS	NO SYNC HIGH RISK	NO SYNC	ID NOT REPORTED	INPUT RISK RATING
Unit ID	Client Name	Client Risk Rating	Alert	Calls Received	% I	% U	% W	PBC			
		H	LEVEL 6	70	15%	8%	8%	46			
		H	LEVEL 6	141	38%	8%	0%	71			
		H	LEVEL 6	87	10%	0%	0%	39			
		H	LEVEL 6	103	0%	30%	0%	57			
		H	LEVEL 6	103	0%	30%	0%	57			
		H	LEVEL 6	125	0%	0%	3%	56			
		H	LEVEL 5	55	2%	0%	4%	6			
		H	LEVEL 5	74	4%	0%	14%	17			
		H	LEVEL 5	70	4%	0%	2%	23			
		H	LEVEL 5	46	35%	0%	6%	20			
		H	LEVEL 5	75	11%	7%	0%	3			
		M	LEVEL 5	83	20%	0%	0%	52			
		M	LEVEL 5	262	4%	7%	1%	74			
		M	LEVEL 5	141	0%	0%	3%	32			
		H	LEVEL 5	84	14%	7%	7%	16			
		H	LEVEL 5	94	22%	0%	4%	4			
		M	LEVEL 4	74	3%	3%	0%	25			
		M	LEVEL 4	25	0%	8%	0%	1			
		M	LEVEL 4	40	50%	0%	0%	3			
		M	LEVEL 4	81	2%	0%	2%	4			
		M	LEVEL 4	17	0%	0%	100%	11			
		M	LEVEL 4	45	0%	14%	14%	14			
		L	LEVEL 4	61	38%	0%	0%	35			
		H	LEVEL 4	81	0%	0%	0%	29			
		H	LEVEL 3	54	0%	0%	0%	19			
		H	LEVEL 3	61	0%	0%	0%	10			
		L	LEVEL 3	22	47%	7%	0%	5			
		L	LEVEL 3	47	8%	0%	15%	12			
		M	LEVEL 3	52	0%	0%	0%	31			
		M	LEVEL 3	75	0%	0%	0%	33			
		M	LEVEL 3	91	0%	0%	0%	59			
		M	LEVEL 2	33	0%	0%	0%	1			
		M	LEVEL 2	32	0%	0%	0%	25			
		M	LEVEL 2	18	0%	0%	0%	13			
		L	LEVEL 2	96	0%	0%	0%	59			
		L	LEVEL 1	48	0%	0%	0%	15			
		L	LEVEL 1	103	0%	0%	0%	1			
		M	NO PBC CALLS	5	0%	0%	0%	0			
		H	NO PBC CALLS	111	7%	0%	1%	0			
		H	NO PBC CALLS	89	0%	4%	0%	0			
		H	NO SYNC HIGH RISK	0	0%	0%	0%	0			
		H	NO SYNC HIGH RISK	0	0%	0%	0%	0			
		H	NO SYNC HIGH RISK	0	0%	0%	0%	0			
		H	NO SYNC HIGH RISK	0	0%	0%	0%	0			
		L	NO SYNC	0	0%	0%	0%	0			
		L	NO SYNC	0	0%	0%	0%	0			
		L	NO SYNC	0	0%	0%	0%	0			
		M	NO SYNC	0	0%	0%	0%	0			
		H	ID NOT REPORTED		0%	0%	0%	0			
		M	ID NOT REPORTED		0%	0%	0%	0			
			INPUT RISK RATING		0%	0%	0%	0			
			INPUT RISK RATING		0%	0%	0%	0			
			INPUT RISK RATING		0%	0%	0%	0			
			INPUT RISK RATING		0%	0%	0%	0			
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			INPUT RISK RATING		0%	0%	0%	0			
			INPUT RISK RATING		0%	0%	0%	0			
			INPUT RISK RATING		0%	0%	0%	0			

The following is an example individual device report which is generated by Seraphim**beta**© and provides a breakdown of device performance against the county average telephone fraud threat.

Fig. 9. Seraphimbeta**© individual device report**


Seraphimbeta[©]

True Call Nuisance Call Blocker - Integrated Victim Risk Analysis

Device performance report

2 - 23 September 2020

1018



Last month you received **91** calls

- 59 of these calls were from people who proceeded with the call after hearing the Trading Standards message
- 22 of these calls were from unknown callers who did not proceed with the call after hearing the Trading Standards message
- 10 of these calls were nuisance calls that were blocked by trueCall before reaching you

Based on last month's call data, your exposure to scams score is...

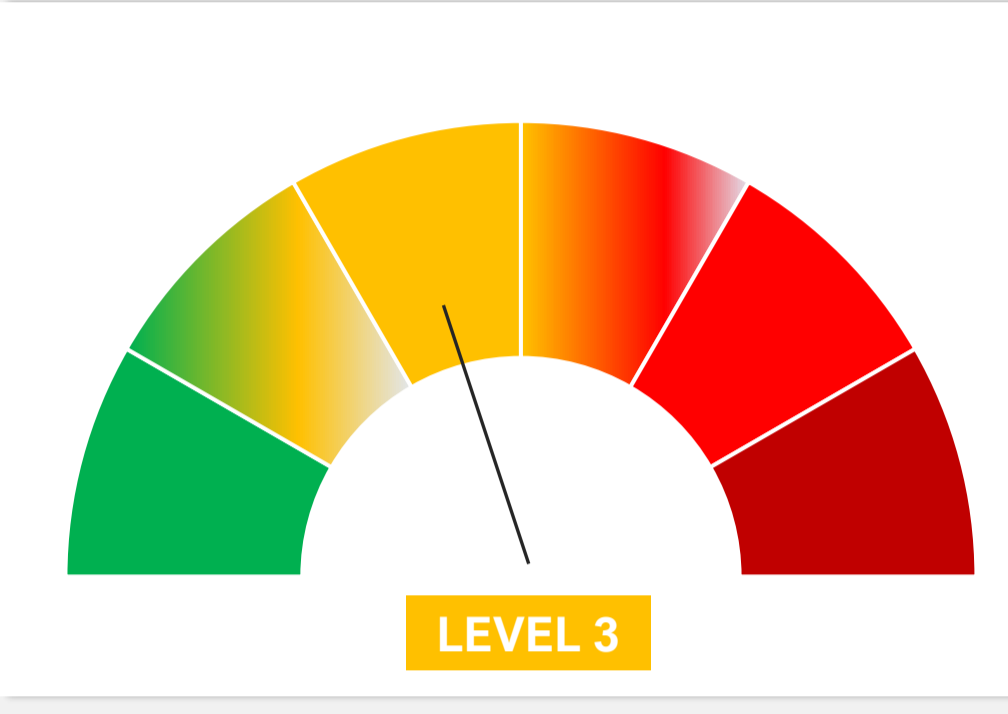
3

This means that you experienced a moderate level of exposure to scam calls.

Your score explained

You are at moderate risk of exposure to scam calls

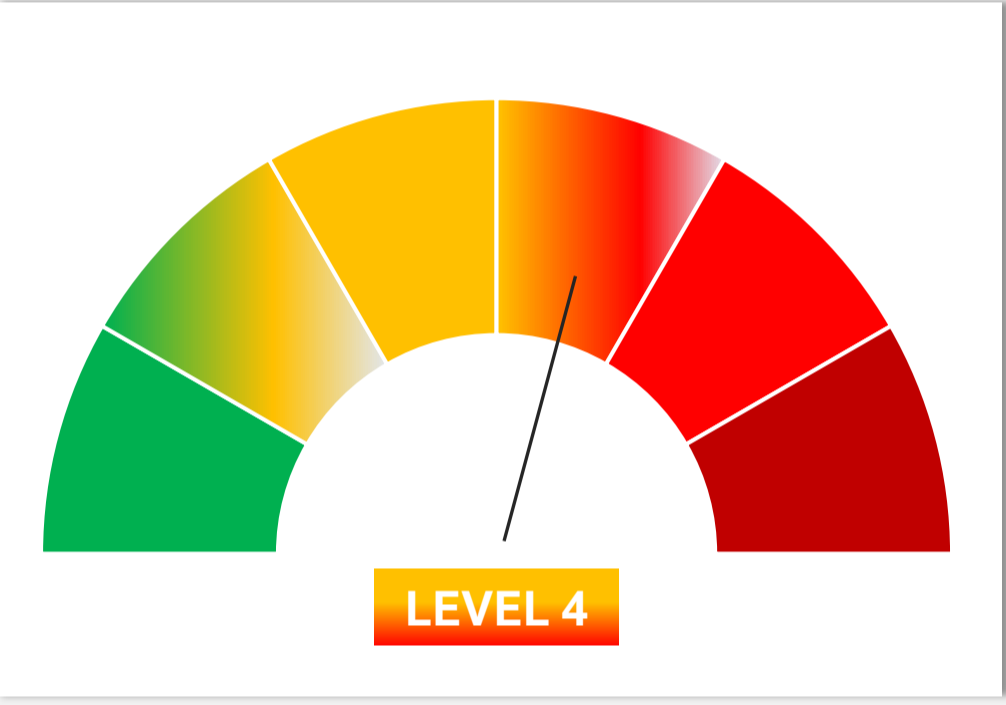
You received an above average amount of calls from persons not on your trusted caller list in comparison with other trueCall users in Carmarthenshire



How do I compare with other trueCall users in Carmarthenshire?

The average exposure to scams score in Carmarthenshire is 4

You score below average, but steps could be taken to improve your score...



How to improve your score...

To reduce your exposure to potential scams, please contact the trueCall admin team to update your trusted caller list.

Tel: 01554 742249 Email: Tradingstandards@carmarthenshire.gov.uk



Safonau Masnach
Trading Standards

Personal Protective Equipment (PPE)

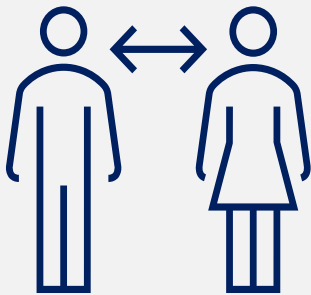


Unscrupulous criminals have been exploiting fears about C-19 to prey on members of the public, particularly older and vulnerable people who are isolated from family and friends. They also used the unprecedented global demand for PPE to their advantage with many bogus online offers leading to a high risk that businesses and organisations were not purchasing useable clinical quality PPE.

We received many requests for assistance with PPE where the authority was concerned with the purchase of adequate and compliant PPE for staff as well as requests for advice from businesses selling/purchasing PPE. We have received **85** enquiries in relation to these issues since 23 March 2020.

Much of these enquiries were dealt with by one of our officers who is also the lead Trading Standards Safety officer for Wales. In this capacity, she also advised other authorities on PPE matters ensuring that significant losses were avoided.

Consumer & Business Affairs: Business Compliance Team

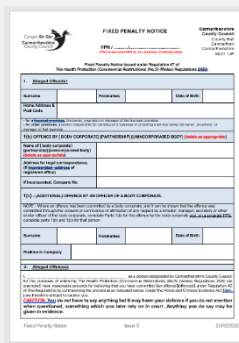


FESS forms only a small part of the work of the team and to give this some context, Consumer & Business Affairs have been tasked with delivering a significant C-19 response including business compliance and consumer and trader advice and guidance.

Our teams adapted rapidly to provide an effective C-19 response, but to ensure a consistent and efficient approach to the delivery of advice, guidance and enforcement, a single Business Compliance Team was formed in October 2020 comprising officers from within Consumer & Business Affairs and officers redeployed from other CCC departments.

In addition to their work relating to FESS, officers have focused heavily on C-19 work which includes:

- Conducting over **4000** visits to business premises.
- Responding to enquiries received from traders and consumers (including over **1000** received since the formation of the Business Compliance Team in October 2020).
- The issuing of **59** notices including:



Prohibition notices	1
Closure notices	24
Improvement notices	30
Fixed Penalty notices (£1000)	4*

*1 rescinded (All figures 23 March 2020 to 17 February 2021)

After receiving Welsh Government funding, we have recently recruited 6 dedicated C-19 officers, and are in the process of recruiting a further officer (all on fixed term 6-month contracts).

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ENVIRONMENT AND PUBLIC PROTECTION SCRUTINY COMMITTEE

19TH APRIL 2021

ENVIRONMENT DEPARTMENTAL BUSINESS PLAN 2021/22

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 relevant to this Scrutiny's remit as identified below:-

- Highways & Transport – page 7
- Waste & Environmental Services – page 10
- Business Improvement – page 14

Reasons:

To show how the department, for which this Scrutiny has a remit, supports the Corporate Strategy.

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

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:-

Cllr. Hazel Evans (Environment); Cllr Philip Hughes (Public Protection); Cllr Cefin Campbell (Communities and Rural Affairs)

Directorate

Environment

Name of Head of Service:

Stephen Pilliner

Ainsley Williams

Report Author:

Jackie M Edwards

Designations:

Head of Highways & Transport

Head of Waste & Environmental Services

Business Improvement Manager

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ENVIRONMENT AND PUBLIC PROTECTION SCRUTINY COMMITTEE

19TH APRIL 2021

ENVIRONMENT DEPARTMENTAL BUSINESS PLAN 2021/22

- **BRIEF SUMMARY OF PURPOSE OF REPORT.**

- This is the Environment Departmental Business Plan, but the following service areas are under the remit of this Scrutiny:

- Highways & Transport
- Waste & Environmental Services
- Business Improvement

- Due to the Coronavirus COVID-19 pandemic this is an abbreviated plan, usually it would include a review section, but this has been covered in the Service COVID-19 Impact Assessments previously submitted to this Scrutiny.

- The purpose of the business plan is nevertheless to show how this plan will support the delivery of the Corporate Strategy.

- **OTHER OPTIONS AVAILABLE AND THEIR PROS AND CONS**

- The impact of the pandemic and BREXIT create a lot of uncertainty in future planning and this plan is subject to change.

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: **Stephen Pilliner**
Ainsley Williams
Jackie M Edwards

Head of Highways & Transport
Head of Waste & Environmental Services
Business Improvement Manager

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

- This departmental business plan shows how the department supports the Corporate Strategy and its Well-being Objectives.
- It will be supported by more detailed divisional business plans.
- The actions that support the Well-being Objectives and the steps taken to achieve them will be monitored throughout the year.
- The COVID-19 pandemic has had a considerable impact on departments and business plans reflect this. There have been many lessons learnt and new ways of working developed that will be maintained.

2. Legal

The Well-being 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 national Goals of the Act and demonstrate the five ways of working.

1. Finance

The Well-being Future Generations Act (2015) requires that we ensure that resources are allocated annually to meet our objectives. The budget breakdown has been reported to a previous meeting.

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 Implications

As identified within the plan.

7. Physical Assets

Some projects might be included in the business plan.

CONSULTATIONS

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

Signed: **Stephen Pilliner**
Ainsley Williams
Jackie M Edwards

Head of Highways & Transport
Head of Waste & Environmental Services
Business Improvement Manager

(Please specify the outcomes of consultations undertaken where they arise against the following headings) –

- 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**

EXECUTIVE BOARD PORTFOLIO HOLDERS AWARE/CONSULTED	YES
--	------------

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
Corporate Strategy		<u>Corporate Strategy 2018-2023</u>

Environment Department's Summary Business Plan 2021-22

for delivering our Corporate Strategy
and Well-being Objectives

MARCH 2021

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

carmarthenshire.gov.wales

Cyngor **Sir Gâr**
Carmarthenshire
County Council



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Contents

How the Department's Services support the Well-being Objectives	2
Summary Departmental & Divisional Plans	3
APPENDIX 1 - Well-being of Future Generations Act 2015	15
Environment Department Budget	16

This is a Departmental Business Plan to show at a high level what the department will do to support the Corporate Strategy 2018-23 and the Well-being Objectives we have set. Within this framework we have examined our priorities for 2021/22 and the impact of COVID-19.

DRAFT

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.

Director's Overview

I would like to thank all staff and services for their excellent contribution, often under challenging circumstances. The impact of Covid-19 on the Environment Department in 2020 and ongoing impact has raised challenges in continuing to provide essential key services. The dedication, commitment, flexibility and personal resilience shown and applied by the department's staff deserve to be recognised and their aptitude and contribution cannot be overstated.

The department manages a diverse range of services which include highways and transport, waste collection and recycling, property maintenance and design, and planning. All divisions in the department have been working hard throughout the Covid-19 pandemic to maintain frontline services and support other departments, adapting to the new ways of working and developing safe working practices to enable the continuity of service delivery. Operationally, new services have included the establishment of a central store for personal protective equipment for the authority, improved customer communications and development of an online Household Waste Recycling Centre booking system.

Our high priorities for this year are to address the recent years flooding in Carmarthenshire, and support and contribute to the Net Zero Carbon agenda. Our Active Travel plans will support the reduction in carbon, whilst promoting a healthy lifestyle. We will continue to review and implement our Waste Strategy to improve recycling rates. We will deliver sustainable, energy efficient schools. And, we will continue to deliver our obligations under the Environment Act to enhance biodiversity and our green spaces. Our plans have been developed in line with the Future Generation sustainable development principles of planning for the long-term, prevention, integration, collaboration and involvement.

How the Department's Services support the Well-being Objectives

Well-Being Objective	Transportation & Highways Division	Property Division	Waste & Environmental Division	Planning Services Division	Specific focus for 2021/22
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, achievement, and outcomes for all learners		✓			
4. Tackle poverty by doing all we can to prevent it, helping people into work and improving the lives of those living in poverty	✓				
5. Creating more jobs and growth throughout the county	✓	✓		✓	<ul style="list-style-type: none"> • Focus on SME • Foundational economy • Rural regeneration • Pentre Awel
6. Increase the availability of rented and affordable homes		✓		✓	Local housing crisis - escalating costs and second homes
7. Help people live healthy lives (tackling risky behaviour and obesity)	✓			✓	
8. Support community cohesion and resilience					
9. Support older people to age well and maintain dignity and independence in their later years	✓		✓		
10. Looking after the environment now and for the future	✓	✓	✓	✓	<ul style="list-style-type: none"> • Climate change with particular focus on flooding • Net Zero Carbon
11. Improving the highway and transport infrastructure and connectivity	✓				
12. Promoting Welsh Language and Culture	✓				Supporting national target of a million Welsh speakers
13. Better Governance and Use of Resources	✓	✓	✓	✓	Embed tackling inequality across all of the Council's objectives



[HOS and Well-being Objective Map](#)
[Steps within Well-being Objectives](#)

Divisional Business Plans will include supporting actions for the Well-being Objectives.

Environment Departmental Key Priorities

Ref	Key Priorities	By When?	By Whom?	WBO Ref
PA1	Consider how we are set up as a department. Are there better synergies of services within and across other departments? Allow collaborative working across <u>structures</u> and reduce duplication. Consider working patterns for all groups of staff e.g. operatives, supervisors and managers; Consider the potential for multi-functional workforce not necessarily confined to specific work types.	Mar 2022	Ruth Mullen	WBO 13 B6
PA2	Review the interaction and service provision with respect to Corporate Procurement Unit and the Departmental Procurement Unit. More emphasis needed on performance and contract management.	Mar 2022	Ruth Mullen	WBO 13 B6
PA3	Review and evaluation of suitable technology and software, to aid efficient operational delivery and provide links with management systems that will avoid duplication and allow easy extraction of management and performance data, access to real time data for customers and improve mobile working opportunities.	Mar 2022	Ruth Mullen	WBO 13 B6
PA4	Review current communication channels and identify improvements to enable timely and effective two-way communication with all colleagues across the Directorate. To include specific solutions to address difficulties with communicating with non-office based and part-time colleagues.	Mar 2022	Ruth Mullen	WBO 13 B6
PA5	Identify property assets the department requires. Work with Regeneration Division to re-evaluate the concept of a single depot to provide modern and functional facilities for our operational staff, including vehicles and plant parking/storage. Given the reduced need for office content due to potential for greater homeworking a new depot may be more viable. Also, consider options for centralising WES operations at a single depot, co-located with CWM Environmental at Nantycaws. Aspects of Highways/TMU operational delivery could also be considered. Carbon Zero agenda to be considered also, along with plant and machinery.	Mar 2022	Ruth Mullen	WBO 13 B6
PA6	Review managerial, supervisory and operational resource levels and skills to allow sufficient resilience. Ensure skills and competencies match the service delivery and response expectations and include support for change management and staff wellbeing. Response to emergency project work and sufficient resource to ensure longer term delivery.	Mar 2022	Ruth Mullen	WBO 13 B6
PA7	One team approach – disparity of work allocation during the Pandemic to resource projects. Inequality of teams and individuals supporting delivery of services needs to be addressed, such as workloads/furlough/volunteering /capacity/willingness to work/flexibility.	Mar 2022	Ruth Mullen	WBO 13 B6

Departmental Actions

Ref	Key Actions and Measures	By When?	By Who?	WBO Ref
1	To ensure the department takes into account and fully supports the embedding of progressive procurement arrangements in line with the whole Council approach.	31/3/2022	Ruth Mullen	WBO13-B6

Corporate /Departmental Risks

Risk Ref or New?	Risk Score	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 (scored16+) (3. Service High Risk(scored 12+) – see Divisional Plan)
CRR190016	20	Delivery of the Authority's waste management and recycling obligations (including meeting Landfill Targets) Owner: Ainsley Williams
Control Measure		Maintain current provision and infrastructure for recycling. Continue education and awareness activity to improve participation. Develop recycling strategy and direction of travel recycling rates of greater than 70% beyond 2025 (subject to publication of WGs new waste/beyond recycling strategy).
CR19/20023	20	Ash die back and the risk to public safety Owner: Llinos Quelch
Control Measure		Officers developing strategy for managing risk for ash die back for trees adjacent to the highway. Identification and consideration of risk where Ash trees are located on Council land. Pilot survey proposed for Highways Inspectors to establish the extent of Ash tree adjacent to the highway. Chainsaw training for Council operatives, specific to Ash die back
CRR190029	20	Failure to deliver the Council's commitment to become a net zero carbon local by 2030 Owner: Ruth Mullen
Control Measure		<ul style="list-style-type: none"> Public participation strategy being produced. Petition scheme being developed. In discussions with WG on proposal in the Bill for webcasting formal meetings. Remote attendance of members being discussed with WG and Public-i Collaborative working with Principal councils - awaiting further guidance from WG. Corporate Joint Committees - Guidance awaiting from WG - LG engagement will be expected in developing regulation.
CRR190032	20	Flooding - Strategic risk: The effects of more frequent and intense storm conditions that compromise homes, businesses, essential infrastructure and services.

		Owner: Ruth Mullen
Control Measure		<ul style="list-style-type: none"> • Flood Risk Strategy and FRMPs • Community plans in terms of self-help where practicable • Continue to work with our professional partners (as a LLFA). • S19 Reports and action plans. • Pro-active maintenance programme for flood assets. • Making more use of contemporary flood data and information from partner agencies. • SAB for future development and TAN 15 compliance. • Effective communication strategy.
CRR190033	20	<p>Flooding - Operational risk: The effects of more frequent and intense storm conditions that compromise our operational ability to respond to widespread and prolonged emergencies both in the immediate response phase and recovery phase of an incident.</p> <p>Owner: Ruth Mullen</p>
Control Measure		Review maintenance methodology, continue to update winter maintenance plan, gather improved intelligence of the network performance. Present case for supporting additional capital investment
CRR190055	25	<p>Coronavirus – COVID19 : Impact on the Passenger Transport bus sector</p> <p>Ability of the sector to sustain financial stability in the short and long term and to source adequate staffing resources for the sector to support delivery of Passenger Transport services as a result of the impacts of the Covid 19 outbreak on the Department and Authority.</p> <p>Owner: Ruth Mullen</p>
Control Measure		To work closely with Regional and Welsh Government partners, other Departments and the Passenger Transport sector to implement contingency plans and measures to deal with the financial and staffing impacts of the Covid 19 outbreak
New	20	<p>SAC Phosphate & NRW Interim Planning Advice</p> <p>Owner: Ruth Mullen</p>
Control Measure		<p>Triage applications with grant implications as a matter of urgency along with other applications with economic benefits to see whether they can be progressed.</p> <p>Lobby and work with WG/NRW to get clarity around the scope of the requirements resulting from the Interim Advice to ensure that the authority can progress with determinations whilst still meeting its duties as a Competent authority in relation to the Habitat Regulations.</p>

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 Services Division

Transportation & Highways Summary Divisional Plan - HoS Steve Pilliner

Ref	Key Actions and Measures	By When?	By Who?	WBO Ref
1	We will continue to work with national and regional bodies to develop the public transport network to support carbon reduction and economic development.	31/03/2022	Stephen Pilliner	WBO 11-B MF5-6
2	We will support the Council's vision for Carmarthenshire to become the Cycling Hub of Wales by continuing to develop Active Travel infrastructure. We will also support the delivery of major on road cycle events. (13264)	31/03/2024	Stephen Pilliner	WBO11-A MF5-1
3	We will continue to support and contribute to the Weltag process with Welsh Government to support the delivery of a bypass for Llandeilo to improve air quality and safety in the town of Llandeilo. (13271)	31/03/2022	Stephen Pilliner	WBO11-A MF5-4
4	We will develop the Highway Maintenance Policy to in accordance with the Highways Asset Management Plan .	31/03/2022	Richard Waters	WBO 11-A
5	We will deliver the 3 year capital investment program for highway maintenance in accordance with the resources available. (14092)	31/03/2022	Chris Nelson	WBO11-A MF5-8
6	Develop, maintain and deliver a 3 year capital maintenance programme of highway bridge strengthening and replacement schemes . Prioritising delivery of schemes with the resources available	31/03/2022	Chris Nelson	WBO 11-A
7	We will continue to develop the infrastructure for the use of electric vehicles across the county including in rural areas. (13270)	31/03/2022	Simon Charles	WBO11-A MF5-6
8	We will work with communities to submit bids to the Welsh Government to secure funding for the development of Safer Routes in Communities and Active Travel to improve walking routes to encourage more sustainable travel to assist with achieving the objective of decarbonisation. (14096)	31/03/2024	Thomas Evans	WBO11-E MF5-7

9	<p>We will update the Council's Fleet Strategy to reduce the level of Carbon and Nitrogen Dioxide emissions from our transport operations over the next five years.</p> <p>We will:</p> <ul style="list-style-type: none"> • Reduce fossil fuel use by introducing alternative fuel powered Ultra Low Emission vehicles. • Procure vehicles and plant using whole of life costing for procurement. • Maintain and service our vehicles in accordance with manufacturers' recommendations. • Train our staff in new technologies. • Reduce the need to travel through new ways of working • Explore the use of alternative vehicles such as e scooters • Use vehicle telematics to improve efficiency. • Promote Active Travel journeys. <p>(14097)</p>	31/03/2022	Antonia Jones	WBO11-F MF5-5
10	<p>We will conclude the study into the feasibility of developing an overnight lorry park/s within the County.</p> <p>(13272)</p>	31/03/2022	Simon Charles	WBO11-A MF5-9
11	<p>We will continue to support the delivery of the Modernising Education Programme – redesigning networks to facilitate the movement of pupils as set out in our home to school transport policy.</p>	31/03/2022	Alwyn Evans	WBO 11-C
12	<p>Develop a joint working strategy between the Countryside Access Unit and the Countryside Operations/Ranger Unit to ensure an effective working partnership.</p>	31/03/2022	Richard Waters	WBO 10-B
13	<p>Work with community organisations to improve access to the network of footpaths and bridleways across the County. (14028)</p>	31/03/2022	Alan Warner	WBO7-A MF5-68
14	<p>We will review systems and processes across our business units and modernise our IT systems to improve efficiency.</p>	31/03/2022	Stephen Pilliner	WBO 13-B6
Measures				
1	<p>Number of people killed and seriously injured on the roads to meet the 40% reduction by 2020. (5.5.2.21)</p>	31/03/2022	Stephen Pilliner	WBO11-E
2	<p>Number of motorcyclists killed and seriously injured on roads to meet the 25% by 2020. (5.5.2.22)</p>	31/03/2022	Stephen Pilliner	WBO11-E
3	<p>Number of young people (aged 16-24) killed and seriously injured on roads to meet the 40% reduction by 2020. (5.5.2.23)</p>	31/03/2022	Stephen Pilliner	WBO11-E
4	<p>% of A roads in poor condition. (PAM/020)</p>	31/03/2022	Stephen Pilliner	WBO11-A
5	<p>% of B roads in poor condition. (PAM/021)</p>	31/03/2022	Stephen Pilliner	WBO11-A
6	<p>% of C roads in poor condition. (PAM/022)</p>	31/03/2022	Stephen Pilliner	WBO11-A
7	<p>% of principal (A) roads, non-principal (B) roads and non-principal (C) roads that are in overall poor condition. (THS/012)</p>	31/03/2022	Stephen Pilliner	WBO11-A
8	<p>The average number of calendar days taken to repair all street lamp failures during the year. (THS/009)</p>	31/03/2022	Stephen Pilliner	WBO8-D

Property Summary Divisional Plan – HoS Jonathan Fearn

Ref	Key Actions and Measures	By When?	By Whom?	WBO Ref
1	Further develop relationships with internal and potential external customers to encourage collaboration and commercial opportunities to make best use of Carmarthenshire's property-related Frameworks and operational teams.	31/03/2023	Jonathan Fearn	WBO6-A
2	Continue to design and manage projects to deliver the Authority's Modernising Education Programme	31/03/2023	Hywel Harries	WBO3-C
3	We shall deliver phase 2 of the development of Glanamman Workshops to provide improved workshop availability. (13170)	31/03/2023	Hywel Harries	WBO5-B MF5-10
4	Develop, implement and monitor compliant procurement exercises for the Division, working in conjunction with the Corporate Procurement Unit.	31/03/2023	Jonathan Fearn	WBO13-B6
5	Continue with recruitment programmes, together with graduate and apprentice appointments, to fill ongoing vacancies. Support construction apprentice programmes and develop further in-sourcing arrangements, subject to appropriate business cases.	31/03/2023	Jonathan Fearn	WBO4-C
6	Complete the review of Maintenance Operational teams to ensure effective and prioritised in-house delivery	31/03/2022	Jason Jones	WBO13-B6
7	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.	31/03/2023	Chris Derrick	WBO6-A
8	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 effective IT developments to support efficient delivery of services	31/03/2022	Jonathan Fearn	WBO13-B6
9	Ensure that risks relating to all premises owned or occupied by CCC are suitably & sufficiently identified & managed. Roll out the condition survey programme to develop the "one property" approach to compliance and condition	31/03/2023	Andrew Rees	WBO13-B6
10	Contribute to delivering the Authority's Affordable Homes Delivery Plan and Swansea Bay City Deal 'Homes as Power Stations' programme to help generate sustainable and affordable homes and address fuel poverty for our residents by developing new homes with innovative technologies to limit energy usage	31/03/2022	Hywel Harries	WBO6-A
11	Develop projects and programmes to contribute to the Authority's net-zero carbon ambitions	31/03/2023	Jonathan Fearn	WBO10-C
12	We will continue to maintain and manage the PPE and cleaning stores	31/03/2023	Jonathan Fearn	WBO13-B6
Key Measures				
1	Average number of days to complete housing repairs. (PAM/037)	31/03/2022	Jason Jones	WBO6-A

Waste & Environmental Summary Divisional Plan – HoS Ainsley Williams

Ref	Key Actions and Measures	By When?	By Who?	WBO Ref
1	<i>We will continue to review and develop our waste treatment strategy options and recycling infrastructure needs to ensure that we can continue to meet our statutory recycling targets and landfill diversion targets from April 2018. (13256)</i>	31/03/2022	Ainsley Williams	WBO10-E MF5-16
2	We will continue to work with CWM Environmental to review our waste treatment/disposal arrangements in the immediate term and long term by securing appropriate arrangements for treating and disposing of our waste.	31/03/2022	Ainsley Williams	WBO10-E
3	We will continue to review existing household recycling participation rates to maximise landfill diversion and increase recycling. Undertake a programme of door-stepping to advise and encourage householders to participate in our recycling schemes.	31/03/2022	Ainsley Williams	WBO10-E
4	Undertake a full review of our waste collection methodology at the kerbside, with a view to assessing alternative models of delivery on a cost vs performance gain basis. This will include a consultation exercise with a range of stakeholders.	31/03/2022	Ainsley Williams	WBO10-E
5	Continue to target local environment quality issues, including dog fouling, fly-tipping and general litter blight. Review effectiveness of Public Space Protection Order.	31/03/2022	Ainsley Williams	WBO10-E
6	Review and update our Public Convenience Strategy as necessary.	31/03/2022	Ainsley Williams	WBO9-B
7	We will work in accordance with our Flood Risk Management Plan and commence implementation as part of the strategy for identifying, managing and mitigating flood risk within our communities.	31/03/2022	Ainsley Williams	WBO10-D
8	To undertake the role of Lead Local Flood Authority in investigating widescale incidents of flooding in accordance with the Flood and Water Management Act. This will include the coordination of flood investigations where there are multiple sources of flood causations involving partner organisations as asset owners/Risk Management Authorities (RMAs). We will work with RMAs to find solutions or mitigations where appropriate and viable.	31/3/2022	Ainsley Williams	WBO10-D, WBO8-C
9	Manage the determination of all Sustainable Drainage Approval Body (SAB) applications within the 7 or 12-week deadline Manage the determination of all Flood Defence Consent (FDC) applications within the 2-calendar month deadline; Establish and implement a process for the adoption of Sustainable Drainage Systems.	31/03/2022	Ainsley Williams	WBO10-D
10	We will develop and produce a flood guidance document	31/03/2022	Ainsley Williams	WBO10-D

11	Provide technical advice and support to Town Councils, Community Council`s and Sporting Organisations in relation to transferred assets.	31/03/2022	Ainsley Williams	WBO13-B6
12	Review all SLAs with internal clients on an annual basis (schools and Housing)	31/03/2022	Ainsley Williams	WBO13-B6
13	We will work with local stakeholders to manage the local environment quality in terms of managing blight and associated problems on public land by undertaking litter and fly-tipping management arrangements across the County, including enforcement work. This will include a particular focus on some areas of Llanelli that have specific problems.	31/03/2022	Ainsley Williams	WBO13-B6
14	We will develop and implement a comprehensive plan to fully utilise the assets at Parc Howard. (13248)	31/03/2022	Ainsley Williams	WBO10-A MF5-19
15	Review our operational arrangements for the cleansing service.	31/03/2022	Ainsley Williams	WBO13-B6
16	We will review future plans for Nantycaws in relation to Net Zero Carbon.	31/03/2022	Ainsley Williams	WBO10-C
Measures				
1	% of streets that are clean. (PAM/010)	31/03/2022	Ainsley Williams	WBO10-E
2	% of waste reused, recycled or composted. (PAM/030)	31/03/2022	Ainsley Williams	WBO10-E
3	Average number of working days taken to clear fly tipping incidents. (PAM/035)	31/03/2022	Ainsley Williams	WBO10-E
4	Kilograms of residual waste generated per person. (PAM/043)	31/03/2022	Ainsley Williams	WBO10-E
5	The Cleanliness Index. (STS/005a)	31/03/2022	Ainsley Williams	WBO10-E
6	Monitoring of Flooding measure to be developed	31/03/2022	Ainsley Williams	WBO10-D

Planning Summary Divisional Plan – HoS Llinos Quelch

Ref	Key Actions and Measures	By When?	By Who?	WBO Ref
1	<p>Fully implement the Strategic Planning Review Report received Jan 2020.</p> <p>Most actions complete by end of March 2021, with exception of amendments to Structure (staff consultation post budget decision March 2021), introduction of pre-app fees (1st September 21 a possible start date subject to capacity review & sign off) & one office location (could be 2021 or 2022 – depending on New Ways of Working outcomes)</p>	01/09/21	Llinos Quelch	WBO13
2	Prepare a Welsh Language Action Plan (Strategic Planning Review Recommendation 2)	31/4/ 2021	Ian Llewelyn	WBO12
3	Set up a Corporate Planning Group (Strategic Planning Review Recommendation 11, 12, 15 and 21).	31/03/22	Llinos Quelch	WBO05 WBO06 WBO13
4	<p>Planning Service Managers to commit to Planning Performance improvement (Strategic Planning Review Recommendation 32)</p> <p>Performance Management Schedule to be written and implemented for whole Division. Includes specific measures for the development management function</p>	<p>31/03/21 (measures in place)</p> <p>31/03/22 (monitoring)</p>	Llinos Quelch	WBO13
5	<p>Address historic and new planning applications Backlog (Strategic Planning Review Recommendation 24)</p> <p>Use consultants on a temporary basis with regards the historic backlog. Address capacity issues within the structure to ensure sustainable caseloads moving forward</p>	<p>31st June 2021 (backlog)</p> <p>31st May 2021 (structure)</p>	Llinos Quelch	WBO13
6	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.	<p>31/03/2022</p> <p>(subject to capacity this could be 1st Sept 21)</p>	Julian Edwards	WBO13-B6
7	<p>We will work towards ensuring that CCC meets its Biodiversity and Ecosystem Resilience Duty under Section 6 of the Environment (Wales) Act: planning what actions it will deliver and reporting on outcomes achieved to WG. Evidencing links between this work and the requirements of the Well-being of Future Generations (Wales) Act 2015.</p> <p>We will work towards ensuring that CCC regularly updates its Environment Act Forward Plan as required by the legislation</p>	31/03/2022	Rosie Carmichael	WBO10-A

	<p>Ensure staff across CCC at all levels are aware of the need to deliver CCC's Environment Act Forward Plan and their role in doing this.</p> <p>We will ensure that CCC's own development projects deliver biodiversity enhancements, ecological mitigation and compensation, as per the legislation and policy</p>			
8	We will continue to review the implementation and effectiveness of the Dangerous Structures Policy.	31/03/2022	Steve Pound	WBO13-B6
9	<p>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</p> <p>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.</p>	31/03/2022	Rosie Carmichael	WBO10-A MF5-23
10	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. We will expand this successful approach and use S 106 agreements and developer contribution to deliver other necessary biodiversity benefits where this is appropriate, dependent on securing the necessary resources	31/03/2022	Rosie Carmichael	WBO10
11	Undertake a review of the Built Heritage function will be reviewed to consider whether there is any scope regarding fee generating opportunities (e.g. training, advisory service etc.).	31/03/2022	Julian Edwards	WBO13-B6
12	We will produce and publish the Annual Monitoring Report (AMR) in relation to the adopted LDP by the 31 st October 2021. This reflects the impact on monitoring arising from Covid-19.	31/10/2022	Ian Llewelyn	WBO10-B
13	We will progress to the adoption of the Revised LDP 2018 - 2033 in accordance with statutory provisions.	31/08/2022	Ian Llewelyn	WBO02 WBO05 WBO06 WBO07 WBO10 WBO11 WBO12 WBO13 MF5-20
14	We will prepare an integrated Green Infrastructure Strategy to build on the national and local policies incl. Revised LDP and content of the Green Infrastructure Assessment.	31/08/2022	Ian Llewelyn	WBO02 WBO10
15	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	31/03/2022	Llinos Quelch	WBO10-B MF5-21

	turn around in the use of funds in collaboration with colleagues from the Regen Team. (14079)			
16	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. We will where appropriate develop and implement other LDO's in relation to other Town Centres and appropriate regeneration opportunities. Preparing and adopting these in accordance with regulatory provisions.	31/03/2022	Ian Llewelyn	WBO05
17	We will continue to maintain and where possible develop the internal Planning delivery/advice service.	31/03/2022	Llinos Quelch	WBO05 WBO06 WBO13
18	We will review the current Service Level Agreements to ensure that they are reflective of the demands on the service and the work being undertaken. SLA's will be revised as necessary.	31/03/2022	Hugh Towns	WBO13-B6
19	We will develop a customer charter for Planning services.	31/03/22	Llinos Quelch	WBO13-B6
20	We will develop and implement a training programme for Members	31 st December 2020 (programme in place) Implementation by 31/03/2022	Llinos Quelch/Nel I Hellier	WBO13-B6
Key Measures				
1	% of all planning applications determined in time. (PAM/018)	31/03/2022	Llinos Quelch	WBO13
2	Percentage of planning appeals dismissed. (PAM/019)	31/03/2022	Llinos Quelch	WBO13

Business Support

Ref	Key Actions and Measures	By When?	By Who?	WBO Ref
1	We will review departmental communication plan	31/03/2022	Jackie Edwards	Wb013-B5
2	We will deliver the outcomes as identified from the Departmental Health & Wellbeing Group	31/03/2022	Jackie Edwards	Wb013-B5

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



Environment Department Budget

As agreed at a previous Scrutiny.

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**ENVIRONMENT AND PUBLIC PROTECTION
SCRUTINY COMMITTEE
19TH APRIL 2021**

**DEPARTMENT FOR COMMUNITIES DEPARTMENTAL
BUSINESS PLAN 2021/22**

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 relevant to this Scrutiny's remit as identified below:

- Homes & Safer Communities (Public Protection) – Page 9

Reasons:

To show how the department, for which this Scrutiny has a remit, supports the Corporate Strategy.

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

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:-

Cllr Phillip Hughes (Public Protection)

**Directorate
Department for Communities**

**Name of Head of Service:
Jonathan Morgan**

**Report Author:
Silvana Sauro**

**Designations:
Head of Homes and Safer
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**Performance, Analysis &
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ENVIRONMENT AND PUBLIC PROTECTION SCRUTINY COMMITTEE

19TH APRIL 2021

DEPARTMENT FOR COMMUNITIES DEPARTMENTAL BUSINESS PLAN 2021/22

Purpose:

To give members an opportunity to review the Department's Business Plan.

1. BRIEF SUMMARY OF PURPOSE OF REPORT.

- This is the Department for Communities Departmental Business Plan, but the following service areas are under the remit of this Scrutiny:

Homes and Safer Communities (Public Protection)

- Due to the Coronavirus COVID-19 pandemic this is an abbreviated plan, usually it would include a review section, but this has been covered in the Service COVID-19 Impact Assessments previously submitted to this Scrutiny.
- The purpose of the business plan is nevertheless to show how this plan will support the delivery of the Corporate Strategy.

2. OTHER OPTIONS AVAILABLE AND THEIR PROS AND CONS

- The impact of the pandemic and BREXIT create a lot of uncertainty in future planning and this plan is subject to change.

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 Head of Homes & Safer Communities

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

- This departmental business plan shows how the department supports the Corporate Strategy and its Well-being Objectives.
- It will be supported by more detailed divisional business plans.
- The actions that support the Well-being Objectives and the steps taken to achieve them will be monitored throughout the year.
- The COVID-19 pandemic has had a considerable impact on departments and business plans reflect this. There have been many lessons learnt and new ways of working developed that will be maintained.

2. Legal

The Well-being 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 national Goals of the Act and demonstrate the five ways of working.

3. Finance

The Well-being Future Generations Act (2015) requires that we ensure that resources are allocated annually to meet our objectives. The budget breakdown has been reported to a previous meeting.

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 Implications

As identified within the plan.

7. Physical Assets

Some projects might be included in the business plan.

CONSULTATIONS

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

Signed: **Jonathan Morgan** Head of Homes & Safer Communities

(Please specify the outcomes of consultations undertaken where they arise against the following headings)

- 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

EXECUTIVE BOARD PORTFOLIO HOLDER(S) AWARE/CONSULTED	YES
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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
Corporate Strategy		<u>Corporate Strategy 2018-2023</u>

Department for Communities Departmental Business Plan 2021 / 2022

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

DRAFT

March 2021

How the Department's Services support the Well-being Objectives

Well-Being Objective	Adult Services	Integrated Services	H&SC	Leisure	Commissioning	Specific focus for 2021/22
Start Well						
1. Help to give every child the best start in life and improve their early life experiences						Expansion of Flying Start
2. Help children live healthy lifestyles						Mental health issues post lockdown
3. Support and improve progress, achievement and outcomes for all learners	✓					Re-engage in learning and regain any learning lost due to COVID
Live Well						
4. Tackle poverty by doing all we can to prevent it, helping people into work and improving the lives of those living in poverty			✓			Poverty
5. Creating more jobs and growth throughout the county						<ul style="list-style-type: none"> • Focus on SME • Foundational economy • Rural regeneration • Pentre Awel
6. Increase the availability of rented and affordable homes			✓			Local housing crisis - escalating costs and second homes
7. Help people live healthy lives (tackling risky behaviour and obesity)	✓	✓		✓		
8. Support community cohesion and resilience	✓	✓			✓	Community cohesion and resilience
Age Well						
9. Support older people to age well and maintain dignity and independence in their later years		✓				
In a Healthy and Safe Environment						
10. Looking after the environment now and for the future						<ul style="list-style-type: none"> • Climate change with particular focus on flooding • Net Zero Carbon
11. Improving the highway and transport infrastructure and connectivity						
12. Promoting Welsh Language and Culture				✓		Supporting national target of a million Welsh speakers
In addition a Corporate Objective						
13. Better Governance and Use of Resources						Embed tackling inequality across all the Council's objectives

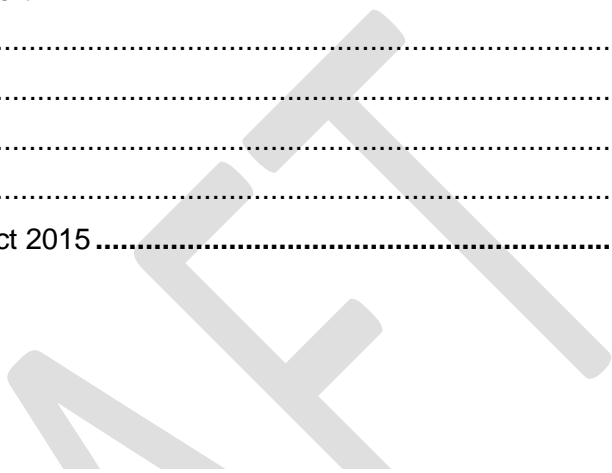


HOS and Well-being Objective Map

Steps within Well-being Objectives

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This Departmental Business Plan has been produced to give staff, customers, 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. We aim to show at a high level what the department will do to support the Corporate Strategy 2018-23 and the Well-being Objectives we have set (see Page 2 below), also taking account of the impact caused by the COVID-19 pandemic.

Executive Board Member Foreword

We have great pleasure in introducing the new Department for Communities Summary Business Plan for 2021/22. 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 2021/22.



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 for Department for Communities



The Directorate for Communities is a large department employing over 2,000 people with overall spend close to £167 million. It generates nearly £65 million of income. The department is diverse but focussed on supporting vulnerable people and supporting the health and wellbeing of the communities we serve. Amongst its services are Adult Social Care, Integrated services with Health, Public health, Housing, Museums, Country Parks, libraries, and Leisure services.

After a challenging year dealing with COVID 19 we plan for services to develop in a post COVID world. We do so from a position of strength in which the whole local authority has responded well to the unprecedented challenges. Key functions such as reduction in the number of housing voids, meeting growing demand for social care, and returning income and user levels to pre pandemic levels will be central to our work. We will do this alongside playing our part corporately in the recovery of the whole council. To do this successfully we will need to reshape many services, establish a greater emphasis on prevention and public health and ensure our workforce are supported to recover from the pandemic where they have faced personal and professional challenges.

Our vision is strongly linked to the priorities of the whole council and summarises our central purpose- **'Helping Communities Thrive..... Enabling Healthier Lives'**

The last year has taught us that our communities, staff, and services are strong and resilient, and we will build on our successes moving forward through this optimistic, ambitious and confident business plan.

Jake Morgan, Director for the Department for Communities

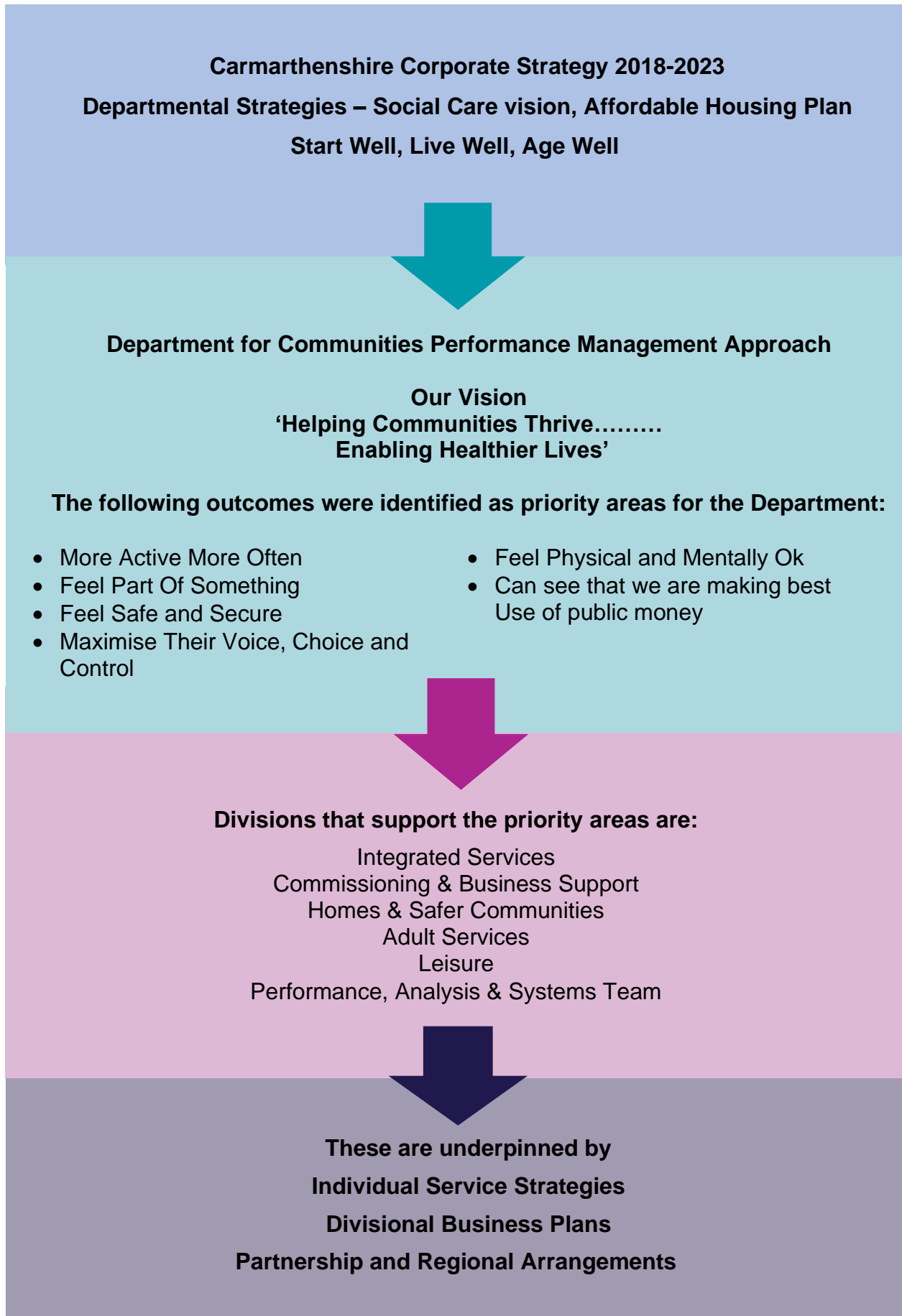
Management Team Structure

Management Team - Department for Communities

Structure Chart 2021



Our approach is to link our Council's (and partners) priorities, through the directorate, to teams and individuals.



Homes and Safer Communities

Homes & Safer Communities

Head of Service: Jonathan Morgan

Ref	Key Actions and Measures	By When?	By Who?	WBO Ref
A1	We will deliver a new, ambitious Housing and Regeneration Delivery Plan that will provide at least an additional 900 Council homes over the next 5-10 years, as well as low-cost affordable homes, particularly in rural areas. The plan will also assist in regenerating our town centres and ten towns initiative in rural areas. Our first phase will take us through to March 2022 (14700)	March 2022	Rachel Davies	WBO6/MF5
A2	We will develop, with our tenants and partners, a new Carmarthenshire Homes Standard and decarbonisation plan which will mean greener, more energy efficient homes and ensure we support the local and national decarbonisation agenda (14701).	March 2022	Rachel Davies	WBO6/MF5
A3	We will continue to implement our homelessness strategy, with increased focus on "front of house" universal preventative activities as well as more targeted approaches for those groups at higher risk of homelessness (14699).	March 2022	Jonathan Willis	WBO4/MF5
A4	Through the re-structure we will ensure that we set ourselves up for the post COVID world in terms of housing services, ensuring that we maximise income in terms of rents, and that we continue to deliver high levels of tenant satisfaction.	March 2022	Jonathan Morgan	HSCBP
A5	We will deliver a sustainable plan for Council House Voids that will reduce their number and quicken turnaround times when properties are vacant.	September 2022	Jonathan Willis	HSCBP
A6	We will implement a transformational master plan for the Tyisha ward which will address the concerns of residents and provide a sustainable future from a housing, environment, community safety and economic regeneration perspective (14702).	March 2022	Jonathan Morgan	WBO6/MF5
A7	We will deliver an innovative investment programme for Care Homes and Sheltered Housing Schemes that meets the future needs of older people in the County (14703).	March 2022	Rachel Davies	WBO9/MF5
A8	We will ensure we let Care Homes voids as efficiently as possible in a post COVID world.	March 2022	Heike Clarke	HSCBP
A9	We will develop a new pro-active Public Health and Infection Control Service that will build on what we have learned from the COVID experiences.	Sept 2021	Jonathan Morgan	HSCBP
A10	We will continue to ensure we meet regulatory requirements to high standards in terms of environmental health functions e.g. food standards and hygiene.	March 2022	Sue Watts	HSCBP
A11	We will develop a pro-action Air Quality Delivery Plan, in conjunction with other Council Divisions and key partners.	Sept 2021	Sue Watts	HSCBP
A12	We will continue to be pro-active in the trading standards field (e.g. financial exploitation, licensing, POCA, COVID enforcement) ensuring we do as much as is possible to protect the public.	March 2022	Roger Edmunds	HSCBP
D2	Making best use of resources to improve services to the public, through innovation.	March 2022	Jonathan Morgan	HSCBP

D3	New apprenticeships / upskilling opportunities created link to emerging dept workforce plan measures including Welsh Language.	March 2022	Jonathan Morgan	HSCBP
D4	Departments Digital Infrastructure and connectivity programme.	March 2022	Jonathan Morgan	HSCBP
D5	Ensuring compliance with the external regulated reports recommendations.	March 2022	Jonathan Morgan	HSCBP
Key overarching measures of success				
B1	How many affordable homes were delivered?.	March 2022	Jonathan Morgan	HSCBP
B2	Percentage of households successfully prevented/relieved from becoming homeless.	March 2022	Jonathan Morgan	HSCBP
B3	Percentage of rent arrears relative to rent debit.	March 2022	Jonathan Morgan	HSCBP
B4	Tenants satisfaction with housing services delivery.	March 2022	Jonathan Morgan	HSCBP
B5	Number and turnaround times for all void council properties.	March 2022	Jonathan Morgan	HSCBP
B6	Number of nights void (Care Homes).	March 2022	Jonathan Morgan	HSCBP
B7	NPS - On a scale of 1-10, how satisfied are you with the care and support service?.	March 2022	Jonathan Morgan	HSCBP
B8	Carmarthenshire Incident rate per 100k – Number of cases over a rolling 7 days, and a comparison to previous 7-day period.	March 2022	Jonathan Morgan	HSCBP
B9	% of Proactive Visits that resulted in improvement, Closure, and Fixed Penalty notices being served.	March 2022	Jonathan Morgan	HSCBP

Key Divisional Risks

Risk Ref or New?	Risk Score After control measures	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 (scored16+)	See row # xx above
SS30033	Medium 8	Maintain the current Carmarthenshire Homes Standard (CHS), and develop a new standard for the future. Failure to maintain and develop the CHS in the future will result in: A lack of investment in the Council's housing stock as homes fall into disrepair and will not meet tenants needs; and Tenants not seeing the benefits of decarbonisation and energy efficient measures.	A2
New		Maximise income in council house rents and voids, and mitigate the effects of welfare reform and introduction of universal credit. Failure to mitigate and plan may result in: Lower income will have an adverse impact on the well-being of residents and on the 30 year HRA business plan itself	A5
New		Manage changes in environmental health, trading standards and licensing regulatory requirements. Failure to do so will result in:	A10

		Council not meeting its legislative requirements in these key regulatory services	
New		<p>Ensuring we continue to have a robust public health response and infection control measures in place.</p> <p>Failure to have a response and measures in place will result in:</p> <p>COVID rates increasing and the impact this will have on the general population, businesses and schools; and</p> <p>The economic recovery of the County being slowed down</p>	A10/A12
New		<p>Provide a pro-active preventative service and accommodation for homeless people as a result of changes in homeless legislation. Failure to do so will result in:</p> <p>Council not meeting its statutory duty; and</p> <p>Health and well-being issues for homes people</p>	A3
SS300041 (New Wording)		<p>Maximise the supply of affordable homes the County and assist in the regeneration of the County post COVID. Failure to do so will result in:</p> <p>Potential increase in homelessness and impact on residents' health and well being; and</p> <p>Major regeneration programmes e.g. Tyisha/Town Centre's will not be delivered and the impact this will have on economic recovery.</p>	A6

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Leisure Services

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Leisure Services
Head of Service: Ian Jones

Ref	Key Actions and Measures	By When?	By Who?	WBO Ref
A	General			
1	Recovery of memberships and user numbers at facilities to pre-covid levels and beyond by 31/3/22	March 2022	Ian Jones	LSBP
2	Development of online service platforms e.g. membership Apps'; Online fitness classes; broadcasting of Theatre productions to Care Homes	March 2022	Ian Jones	LSBP
3	Contribute towards CCC Economic Recovery plan: capital investment schemes (Pendine, Oril Myrddin and Pentrawel)	March 2022	Ian Jones	LSBP
4	Making best use of resources to improve services to the public, through innovation.	March 2022	Ian Jones	LSBP
5	New apprenticeships / upskilling opportunities created link to emerging dept workforce plan measures including Welsh Language.	March 2022	Ian Jones	LSBP
6	Departments Digital Infrastructure and connectivity programme	March 2022	Ian Jones	LSBP
A	Key Measure of success			
A2	Digital Reach and deliverability of each service	March 2022	Ian Jones	LSBP
A1	Income (new and additional)	March 2022	Ian Jones	LSBP
A4	Quality measures for each service e.g. NPS 'would you recommend us..?' / Accreditations and standards e.g. National Library standards / Green Flag awards	March 2022	Ian Jones	LSBP
A3	Social value indicators to highlight value service brings to areas such as Health, Education, Policing etc	March 2022	Ian Jones	LSBP
B	Culture			
1	Oriel Myrddin Project initiated on site - review governance and deliver re-development options for Oriel Myrddin to improve the provision for residents and visitors (13530)	March 2022	Jane Davies	WBO12 MF5
2	Abergwili Museum refurbishment completed - transformation plan with the delivery of a £1.2 million redevelopment of the County museum at Abergwili (13290)	March 2022	Jane Davies	WBO12 MF5
3	Tywi Gateway Trust scheme to develop gardens at Abergwili Museum completed (13289)	March 2022	Jane Davies	WB12 MF5
4	Deliver a fully functioning archive repository and information hub for Carmarthenshire (13292)	March 2022	Jane Davies	WBO12 MF5
5	Re-furnishment of Parc Howard Museum (13289)	March 2022	Jane Davies	WBO12 MF5
6	Open new Museum of Speed as part of Pendine Attractor project (13289)	March 2022	Jane Davies	WB012 MF5
7	We will promote our Welsh Culture & Heritage supporting annual culture awards and town and village of Culture (14037)	March 2022	Jane Davies	WBO12 MF5

8	Review and re-develop the Council's Theatre Services provision for future resilience i.e. online, outdoor, community and traditional programming and development plan (14706)	March 2022	Sharon Cassey	WBO 12 MF5
9	Develop digital skills of local communities by appointing 2x MakerSpace apprentices;	March 2022	Mark Jewell	LSBP
10	Develop 24/7 access concept for Libraries, including remote locker solutions at rural hubs	March 2022	Mark Jewell	LSBP
B	Key Measure of Success			
B1-8	Visits to Cultural venues	March 2022	Mark Jewell	WBO12
B1-8	Number of library visits per 1,000 population. (LCL/001)	March 2022	Mark Jewell	WBO 7
B1-8	%of Quality Indicators (with targets) achieved by the library service. (PAM/040)	March 2022	Mark Jewell	WBO 7
C	Outdoor Recreation			
1	Pendine Outdoor Education centre – new service delivery model agreed	March 2022	Neil Thomas	LSBP
2	Pendine Attractor operating model is established	March 2022	Neil Thomas	LSBP
3	Continue to deliver the Country park site masterplans at Pembrey Country Park, MCP, Llyn Llech Owain and Mynydd Mawr	March 2022	Neil Thomas	LSBP
4	Protect and manage our coast, working with Environment department	March 2022	Neil Thomas	LSBP
5	Deliver a £2million programme to re-develop Burry Port Harbour (13201) – completion of Harbour wall repairs. Wider elements of BPH masterplan led by Regeneration	October 2022	Neil Thomas	WBO10 MF5
C	Key Measure of success			
C1	Visits to Country Parks	March 2022	Neil Thomas	WBO7
C2	No. of attendances (including residential) for opportunities facilitated by the Outdoor Education Team	March 2022	Neil Thomas	LSBP
C3	Income returning to pre Covid levels.	March 22	Neil Thomas	LSBP
D	Sport & Leisure			
1	Pentre Awel – development of wellness hub (new Leisure Centre). Invest in the County's leisure centre provision with the development of a new facility in Llanelli as part of the Wellness Village (12602)	March 2022	Carl Daniels	WBO7 MF5
2	Review delivery structure as service and customer demand continues to evolve.	March 2022	Carl Daniels	LSBP
3	Development of site masterplans including Amman Valley Leisure Centre, and Llandovery Leisure Centre	March 2022	Carl Daniels	LSBP
4	Increase the range of physical activity opportunities available for children and adults to increase ongoing participation rates	March 2022	Carl Daniels	LSBP
5	Continued support for Community Sport clubs and County-wide plans for focus sports of Athletics; Cycling; Aquatics and Triathlon	March 2022	Carl Daniels	WBO 7 MF5
6	Development of a proposal of town centre Gym offer	March 22	Jan Jones	LSBP

D	Key Measure of success			
D1-5	No of attendances to promote physical activity	March 2022	Carl Daniels	WBO7
D3-4	Visits to Leisure Centres. Number of visits to leisure centres per 1,000 population. (PAM/017)	March 2022	Carl Daniels	WBO7
D3-4	% of children who can swim 25m aged 11 (3.4.2.1)	March 2022	Carl Daniels	WBO2
D3-4	% of people referred to the National Exercise Referral scheme that attend the 1st session of the programme. (3.4.2.6)	March 2022	Carl Daniels	WBO7
D3-5	No. of attendances at Sporting Opportunities facilitated by the Sports Development Unit. (3.4.2.8)	March 2022	Carl Daniels	WBO7
D3-4	% of people referred to the National Exercise Referral scheme that complete the 16 week programme. (PAM/041)	March 2022	Simon Davies	WBO7
D3-4	% of NERS clients whose health had improved on completion of the exercise programme. (PAM/042)	March 2022	Simon Davies	WBO7
D3-4	Income levels to return as pre Covid	March 2022	Carl Daniels	LSBP

LSBP = Leisure Services Business Plan

Key Divisional Risks

Risk Ref or New?	Risk Score After control measures	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 (scored16+)	See row above
New risk	High 12	Inability of service to recover participation, membership, and income levels as a result of Covid-19 pandemic.	A1
SS600018	Low 4	Public, staff and participant safety, especially around water areas is a key consideration for the service.	A4
SS600019	Low 4	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.	A4
SS600020	Low 3	The service has to deliver what people want. Understanding customer demand and adapting to meet these challenges are a key risk for the service.	A3/A4
SS600021	Low 3	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.	A3/A4
SS600022	Low 3	Maintaining a strong and positive public perception of services is essential in income generating areas where there is competition from the private sector.	A3/A4
SS600023	Low 4	Buildings infrastructure and environments must be safe and appropriate in order to manage the service effectively.	A3/A4

Commissioning & Business Support Service

Commissioning and Business Support Head of Service: Chris Harrison

Ref	Key Actions and Measures	By When?	By Who?	WBO Ref
1	Provide support for carers, and young carers in particular, to enable them to continue providing the invaluable care they offer to family and friends in need (14693)	March 2022	Alison Watkins	WBO8/MF5
2	Covid Sector Support-Continued Covid commissioning response team to coordinate support for the care & support sectors, including care home review action plan.	March 2022	Alison Watkins	CBSBP
3	Development of Market Stability Reporting- regulatory requirement under the Social Service and Wellbeing (Wales) Act 2014	March 2022	Alison Watkins	CBSBP
4	Implement the review of Direct Payments, including the decommissioning of contracted service and development of in house service.	March 2022	Alison Watkins	CBSBP
5	Continued implementation of the Accommodation Plan (2019-24) for learning disabilities	March 2022	Alison Watkins	CBSBP
6	Recommissioning of Community Support (Domiciliary Care) - including the service requirements, procurement, contract award and implementation of a new framework contract.	March 2022	Alison Watkins	CBSBP
7	To continue to develop a more strategic approach, to strengthen and develop the preventative network of services & build community resilience, especially in relation to the third sector, housing related support and the wider community, including carers.	March 2022	Alison Watkins	CBSBP
8	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 2022	Alison Watkins	CBSBP
9	To work with the Eclipse Team to Develop and implement the Fiscal Module for charging.	March 2022	Rhys Page	CBSBP
10	To Review and reduce Debt within Social Care charging, and to work with legal to recover outstanding debt.	March 2022	Rhys Page	CBSBP
11	Review systems and processes across the division and digitalise services, so they can be more accessible to the public	March 2022	Rhys Page	CBSBP
12	To Review the Transport & Facilities services in-line with the alternative offer for Day Care in Carmarthenshire	March 2022	Rhys Page	CBSBP
13	Making best use of resources to improve services to the public, through innovation.	March 2022	HOS	CBSBP
14	New apprenticeships / upskilling opportunities created link to emerging dept workforce plan measures including Welsh Language.	March 2022	HOS	CBSBP
15	Departments Digital Infrastructure and connectivity programme	March 2022	HOS	CBSBP
16	Ensuring compliance with the external regulated reports recommendations.	March 2022	HSO	CBSBP

CBSBP = Commissioning and Business Support Business Plan

Key Divisional Risks

Risk Ref or New?	Risk Score After control measures	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 (scored16+)	See row # xx above
SS700016	Medium 6	Review our structures for commissioning & business support division to ensure that it is fit for purpose to respond to future requirements.	A2
SS700021	Medium 6	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.	A5
SS700022	Medium 6	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.	A3
SS700023	High 9	Capacity to delivery against major commissioning projects (namely recommissioning of community/domiciliary care support and Direct Payments - Clarify the risk score	A4

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Integrated Services

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Integrated Services

Head of Service: Alex Williams

Ref	Key Actions and Measures	By When?	By Who?	WBO Ref
A1	We will develop our overall approach to Integrated Services, so we are able to help develop strong communities, help people to help themselves, provide help when people need it and provide long-term support whilst keeping people safe. We will ensure we are in a position to do this through agreement of a vision for Integrated Services between the Local Authority and Health Board, a new Section 33 agreement setting out our collective responsibilities and agreement and of a new structure to support delivery.	August 2021	Alex Williams/ Rhian Dawson	ISBP/ WBO8/ 09
A2	We will implement Phase 1 and Phase 2 of the new structure.	March 2022	Alex Williams/ Rhian Dawson	ISBP/ WBO8/ 09
A3	<p>We will develop our overall vision and strategic plan/pathways for prevention, proactive care including approach dementia, intermediate care and long-term care, to ensure that we can deliver the vision for integrated services and effectively manage demand.</p> <p>As part of this, we will deliver the corporate objectives as follows:</p> <ul style="list-style-type: none"> We will develop the Information Advice and Assistance (IAA) service by enhancing the Multi-Disciplinary Team, to ensure that as many individuals as possible are supported to achieve preventative outcomes. (14694) We will continue to support people living with dementia and the development of more dementia friendly and supportive communities and provisions across the County (14695) We will work with partners to ensure that people remain socially connected, particularly through the use of virtual support such as the Connect project, in order to reduce loneliness, tackle inequalities and poverty (14696) 	March 2022	<p>Alex Williams/Rhian Dawson</p> <p>Dean C Jones</p> <p>Neil Morgan</p> <p>Julia Wilkinson</p>	ISBP/ WBO8/ 09
A4	We will reshape our approach to support patient flow and home first by developing the above pathways and ensure that monitoring and escalation processes are in place to ensure effective patient flow.	March 2022	Alex Williams/ Rhian Dawson	ISBP/ WBO9
A5	We will further strengthen the provision and use of the Welsh language within social care services, supporting our staff to learn virtually currently, to be able to provide services in the language of service users' choice and ensure compliance with the 'Active Offer' (14697)	March 2022	Angharad Jenkins	WBO1 2/MF5
A6	We will develop an overall recovery model to redesign support and services during and after the Covid-19 pandemic. This will include how we safely restart day services/develop day opportunities as well as bed-based reablement.	March 2022	Alex Williams	ISBP/ WBO9

A7	Establish Delta Connect as a primary prevented telecare service within the county. Develop with the health boards intervention with telecare/telehealth	March 2022	Rhian Dawson	ISBP
A8	Making best use of resources to improve services to the public, through innovation.	March 2022	Alex Williams	ISBP
A9	New apprenticeships / upskilling opportunities created link to emerging dept workforce plan measures including Welsh Language.	March 2022	Alex Williams	ISBP
A10	Departments Digital Infrastructure and connectivity programme	March 2022	Alex Williams	ISBP
A11	Ensuring compliance with the external regulated reports recommendations.	March 2022	Alex Williams	ISBP
B	Key Measures of Success			
B1	Hospital – Average length of stay – Ready to leave	March 2022	Alex Williams/ Rhian Dawson	WBO9
B2	Number of reviews completed	March 2022	Alex Williams/ Rhian Dawson	WBO9
B3	Number of clients receiving direct payments at month end	March 2022	Alex Williams/ Rhian Dawson	WBO9
B4	Number of Hours commissioned for Domiciliary care	March 2022	Alex Williams/ Rhian Dawson	WBO9
B5	Funded residential care, nursing care and CHC placements	March 2022	Alex Williams/ Rhian Dawson	WBO9
B6	Number of SSWBA forms competed by the Carmarthenshire Access Team outcomes broken down by IAA and Further assessment. Safeguarding ASRF forms also measured.	March 2022	Alex Williams/ Rhian Dawson	WBO9

ISBP= Integrated Services Business Plan

Key Divisional Risks

Risk Ref or New?	Risk Score After control measures	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 (scored16+)	See row # xx above
SS100021	High 15	Not delivering on financial efficiencies will compromise our ability to deliver future services and progress the modernisation agenda.	A1
SS100035	High 12	It is likely that the ICF and Transformation funding will end March 2021, with a risk of a number of services being unfunded and/or an impact on core funding.	A2

ISBP= Integrated Services Business Plan

Adults Services

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Adult Social Care

Head of Service: Avril Bracey

Ref	Key Actions and Measures	By When?	By Who?	WBO Ref
1	We will ensure that we have a through age approach to community support. This will include new models of service delivery to respond to Covid -19. (12540)	March 2022	Sharon Frewin	WBO7/MF5
2	Maintain a strong and sustainable in-house domiciliary provision for Council and support the commissioning team in developing a new framework including the redevelopment of the reablement services (13225)	March 2022	Julie Duggan	WBO7/MF5
3	We will continue to work with partners to transform mental health and learning disability services. We will promote independence, early intervention and prevention and ensure that support and services are accessible (14698)	March 2022	Mark Evans Kelvin Barlow	WBO7/MF5
4	Implement measures to respond to operational and strategic imperatives associated with Safeguarding including Deprivation of Liberty Safeguards (DOLS) Liberty Protection Standards (LPS) and Violence Against Women , Domestic Abuse and Sexual Violence Act (VAWDASV)	March 2022	Cathy Richards	WBO8
5	Collaborate with colleagues in commissioning, housing and the Health Board to develop a range of supported accommodation	March 2022	KB/ME	WB09
6	Making best use of resources to improve services to the public, through innovation.	March 2022	Avril Bracey	ASBP
7	New apprenticeships / upskilling opportunities created link to emerging dept workforce plan measures including Welsh Language.	March 2022	Avril Bracey	ASBP
8	Departments Digital Infrastructure and connectivity programme	March 2022	Avril Bracey	ASBP
9	Ensuring compliance with the external regulated reports recommendations.	March 2022	Avril Bracey	ASBP
B	Key Measures of Success			
B1	Compliance with new All Wales Safeguarding procedures	March 2022	HOS	WB09
B2	Compliance with Implementation of Liberty Protection Safeguards	March 2022	HOS	WB09
B3	Services: Number and percentage of young people aged 16-25 with an LD in employment, education and training.	March 2022	HOS	WB09
B4	Number of service users leaving reablement who don't require a future service	March 2022	HOS	WB09
B5	Number of new units of supported accommodation developed	March 2022	HOS	WB09
B6	Number of individuals accessing community-based alternatives to building based day services	March 2022	HOS	WB09
B7	Number of hours delivered vs capacity and cost (Domiciliary Care)	March 2022	HOS	WB09
B8	Number of Adults in residential care and associated costs	March 2022	HOS	WB09

Key Divisional Risks

Risk Ref or New?	Risk Score After control measures	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 (scored16+)	See row # xx above
SS500022	Medium 8	Failure to fulfil our Statutory Duty for young people if outcomes are compromised if we do not have a seamless pathway from transition into adult care.	A1
SS500024	High 12	Individuals may not be safeguarded, or their human rights upheld and the risk of legal challenge and financial penalty if we do not manage the DoLs referrals.	A4
SS500027	High 12	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.	A5
SS500028	Medium 8	There will be over provision/poor outcomes for individuals, inefficiencies and dependency if care/support plans and service delivery plans are not person centred and outcome focussed.	A2/A1
New		Individuals may not be safeguarded from abuse or neglect if we fail to fulfil our statutory safeguarding duties within the SSWBA.	A4
SS00031	Medium 9	Failure to meet future demands on our workforce.	A7

Partnership and Collaboration

Ref	Key Actions and Measures	By When?	By Who?	WBO Ref
1a	We will continue to implement a range of programmes within the 'Healthier West Wales' programme, funded through the Welsh Government's Transformation Fund, to improve wellbeing outcomes for older people in the county	March 2022	Martyn Palfreman	WBO9
1b	We will continue to play a key role on the West Wales Regional Partnership Board and support the wider programme of the West Wales Care Partnership to integrate and transform care and support across the region.	March 2022	Martyn Palfreman	WBO9

Resources

Link to Budget to be added.

Departments Performance Framework (Draft)



v1Departments



App A Final

Performance FramevPerformance_Framev

Workforce report (Draft)



Department
workforce Plan DRA

Welsh Language report March 21



Welsh Language
Speaking Levels for

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



ENVIRONMENT AND PUBLIC PROTECTION SCRUTINY COMMITTEE

19th APRIL 2021

THE CHIEF EXECUTIVE'S DEPARTMENTAL BUSINESS PLAN 2021/22 *EXTRACTS RELEVANT TO THIS SCRUTINY'S PORTFOLIO*

Purpose:

To give members an opportunity to review the Department's Business Plan extracts.

To consider and comment on the following issues:

Actions from the business plan relevant to this Scrutiny's remit as identified below:-

- Community Safety
- Net Zero Carbon

Reasons:

To show how the department supports the Corporate Strategy.

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

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:-

Cllr. Cefin Campbell (Communities and Rural Affairs)

Directorate

Chief Executive

Name of Head of Service:

Noelwyn Daniel

Jason Jones

Report Author:

Gwyneth Ayers

Kendal Davies

Designations:

Head of ICT & Corporate Policy

Head of Regeneration

Corporate Policy & Partnership
Manager

Sustainable Development Manager

Tel Nos.

E Mail Addresses:

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JaJones@cararthenshire.gov.uk

GAyers@cararthenshire.gov.uk

JKDavies@cararthenshire.gov.uk

**ENVIRONMENT AND PUBLIC PROTECTION
SCRUTINY COMMITTEE**

19TH APRIL 2021

**THE CHIEF EXECUTIVE'S
DEPARTMENTAL BUSINESS PLAN 2021/22
EXTRACTS RELEVANT TO THIS SCRUTINY'S PORTFOLIO**

Purpose:

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

1. BRIEF SUMMARY OF PURPOSE OF REPORT.

The following two actions relating to Community Safety and Net Zero Carbon are from the Chief Executive's Departmental Business Plan, these are relevant to the portfolio of this Scrutiny:

Ref	Key Actions and Measures	By When?	By Who?	Well-being Objective
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COMMUNITY SAFETY

Extract from ICT & Corporate Policy Division

14.	We will ensure the Council fulfils its duties relating to the current Contest Strategy (counter terrorism) and respond to any duties as they arise.	31/03/2022	Gwyneth Ayers	8 - Support community cohesion, resilience & safety
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NET ZERO CARBON

Extract from Regeneration Division

21.	We will implement the Action Plan contained in the Route towards becoming a Net Zero Carbon Local Authority by 2030	April 2030	Kendal Davies	10 - Look After the Environment Now and In The Future
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2. OTHER OPTIONS AVAILABLE AND THEIR PROS AND CONS

- The impact of the pandemic and BREXIT create a lot of uncertainty in future planning and this plan is subject to change.

DETAILED REPORT ATTACHED?

NO

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: Noelwyn Daniel Head of ICT & Corporate Policy
 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	NO	NO

1. Policy, Crime & Disorder and Equalities

- The departmental business plan extracts show how the department supports the Corporate Strategy and its Well-being Objectives.
- They will be supported by more detailed divisional business plans/action plans.
- The actions will be monitored throughout the year.
- The COVID-19 pandemic has had a considerable impact on departments and business plans reflect this. There have been many lessons learnt and new ways of working developed that will be maintained.

2. Legal

The Well-being 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 national Goals of the Act and demonstrate the five ways of working.

3. Finance

The Well-being Future Generations Act (2015) requires that we ensure that resources are allocated annually to meet our objectives. The budget breakdown has been reported to a previous meeting.

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 Implications

N/A

7. Physical Assets

N/A

CONSULTATIONS

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

Signed: Noelwyn Daniel Head of ICT & Corporate Policy
 Jason Jones Head of Regeneration

(Please specify the outcomes of consultations undertaken where they arise against the following headings) –

- 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

EXECUTIVE BOARD PORTFOLIO HOLDER AWARE/CONSULTED	YES
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**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
Corporate Strategy		<u>Corporate Strategy 2018-2023</u>

ENVIRONMENTAL AND PUBLIC PROTECTION SCRUTINY COMMITTEE

19TH APRIL 2021

FUTURE KERBSIDE WASTE COLLECTION STRATEGY

Purpose:

To provide the future options and route for future service delivery for kerbside collection of waste and recycling

To consider and comment on the following issues:

For the reasons set out and contained within this report, the service seeks the opinion and views on the following service considerations:

- the move to weekly recycling collections
- the change to three weekly restricted residual collections
- the collection of glass at the kerbside
- The collection methodology of recycling

Reasons:

Whilst the current service model has enabled the Authority to exceed the statutory 64% target, further change is required to meet the 70% target from 2024/25 and the potential 80% target by 2030.

This report sets out the considerations, measures and strategy options for future improvement of the waste kerbside collection service.

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

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:-

Cllr. Hazel Evans - Executive Board Member for Environment

<p>Directorate:</p> <p>Environment</p> <p>Name of Head of Service:</p> <p>Ainsley Williams</p> <p>Report Author:</p> <p>Dan John</p>	<p>Designations:</p> <p>Head of Waste and Environmental Services</p> <p>Environmental Services Manager</p>	<p>(01267) 224500</p> <p>AiWilliams@carmarthenshire.gov.uk</p> <p>DWJohn@carmarthenshire.gov.uk</p> <p>(01267) 228131</p>
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EXECUTIVE SUMMARY

ENVIRONMENTAL AND PUBLIC PROTECTION SCRUTINY COMMITTEE

19TH APRIL 2021

FUTURE KERBSIDE WASTE COLLECTION STRATEGY

Introduction and background

1. Carmarthenshire County Council currently provides waste services to approximately 91,000 households through the delivery of a fortnightly residual general waste collection and co-mingled kerbside recycling service as well as a weekly food collection.
2. in 2018-19 the Council's recycling performance had fallen to 59% presenting a significant risk of failing the statutory recycling target of 64% due the following year 2019/20. To ensure performance improvement the Authority undertook a series of policy changes, targeted at our HWRC's and kerbside residual waste. As a result of these changes performance increased to 64.66% in 2019/20, exceeding the target by a fine margin.
3. To understand how the Council's service could be developed in the future to maximise cost efficiency and increase recycling performance, a thorough service review project has been undertaken. The Council are working with support of Wrap Cymru funded through the Welsh Government's Collaborative Change Programme to review potential options for the future.

Drivers for change

4. Whilst the current service model has enabled the Authority to exceed the statutory 64% target, further change is required to meet the 70% target from 2024/25 and the expected potential 80% target by 2030.
5. The Council is now in a position where it is developing its future waste strategy and collection methodology to meet future targets and ensure that we are working towards reducing the carbon impact of the service in line with our future carbon reduction ambitions, whilst ensuring we meet our obligations under the Wellbeing of Future Generations (Wales) Act.
6. Welsh Government strategy contains specific legislation to deliver more sustainable approach to waste and resource management, with particular emphasis on developing the Circular Economy. This is being reinforced through their impending future strategy *Beyond Recycling* which will dictate a separate collection of high-quality materials with low levels of contamination.
7. Our waste collection fleet is due for renewal in October 2021 at the earliest assuming a 5-year renewal programme. Whilst we could extend this by a maximum of three years, it will become economically and operationally difficult beyond this point.

8. The service needs to focus on the requirement for significant public behavioural change which is promoted and fostered by the council collection methodology and service delivery.
9. Operating the alternative collection methodology and with the increasing performance of kerbside recycling, the service is witnessing an ever-widening gap of workload imbalance between the two-core material streams on alternative weeks - residual, and dry recycling.
10. In practical terms for recycling collections, it is leading to streets, properties and in some cases whole areas left uncollected on their scheduled collection day due to route over capacity. This leads to complaints, service requests and member lobbying. The service in its current form is no longer fit for purpose to deliver its principal function and future requirements.
11. With increasing volumes of bags presented, utilising the co-mingled approach and using single use plastic bags, it is becoming increasingly difficult to identify and address contamination. This is limiting the education and enforcement process for recycling and compounding the issue further.
12. Currently the service design has reached capacity with unmanageable and unsustainable workloads on recycling weeks, with no capacity for future growth and limited ability to manage operational challenges, such as severe weather, staff shortages and vehicle breakdowns.
13. Material quality is a growing and significant focus within recycling markets with further restrictions on sale. Our current service fluctuates between 13-20% level of contamination; almost all of which will be sent for disposal at additional cost.
14. In future, those Authorities who produce clean, dry, and uncontaminated material streams will find their materials easier to place in sustainable demand-led UK markets, directly with reprocessors to command the highest rebates and provide certainty of off-take.
15. Enforcement of contamination at the scale we are now seeing is not effective with the enforcement resource we have available. A service which can deliver education through direct rejection of materials at the kerbside would lead to a perpetual improvement in quality of material and self-priming education process.
16. Currently Carmarthenshire is the only Authority in Wales which does not deliver a weekly dry recycling service, nor does it collect glass at the kerbside. With 46% of the contents of our black bag waste being recyclable and almost 5% of this being glass, the need to address this for cost and resource efficiency is necessary.
17. Glass community bring sites have to date meant an extremely efficient service, however, we are experiencing increasing issues of fly-tipping and general abuse of these sites. Additionally, about 5% of our residual waste is Glass. These issues combined with public pressure for a kerbside glass collection means that the need to address this is now required.
18. In February 2019 members unanimously resolved to declare a climate emergency and committed to become a net zero carbon local authority by 2030. In planning for our future service delivery, it is essential that we analyse and consider the whole lifecycle carbon impact of our proposed future service approach.

19. In service design the net carbon benefit takes into consideration the vehicle type and number but the most dominant feature of the carbon assessment is the management and processing of mixed recycling materials and their onward transportation and end destination for re-use.
20. The Council has specifically included in the Corporate Plan the objective “Looking after the Environment now and for the future”, specifically to address the aims of the Well-Being of Future Generations (Wales) Act. The delivery of a sustainable collections model, which addresses wider carbon reduction and economic circular economy benefits is a key area of delivery against this Corporate objective.
21. There has been a history of capital financial support from Welsh Government for Local Authorities in undertaking waste service changes. However, this is funding is predicated on Authorities specifically adopting Blueprint compliant collections (including kerb sort) and realising wider carbon and resource efficiency benefits.

Service Review Results

22. In terms of cost and potential impact on recycling performance, the collection at the kerbside and treatment of waste from households has a greater impact than any other part of the service. There is a range of viable options for collecting dry recyclables, food waste and residual waste at the kerbside, all of which have different impacts on what happens downstream in terms of the treatment and recycling process.
23. Three main recycling collection options have been developed for the purposes of the modelling process, ensuring that the Council has the best possible opportunity to deliver the most cost-effective service and improve recycling performance as part of any service change.
24. If it is agreed that a move to weekly recycling collections is a necessity, all future service options would significantly increase the staffing and vehicle base, due to the nature and collection frequency of our current service.
25. In addition to cost and recycling performance benefit assessment for all future options, in planning for our future service delivery, it is essential that we analyse and consider the carbon impact of our proposed future service approach. To fully understand the carbon impact on each of the potential options carbon modelling has been undertaken by Wrap Cymru.

26. The results below present an indication of cost, performance and carbon impact for the collection options based on a 3-weekly residual waste collection.

27.

Recycling Collection Methodology	Description of Service	Cost above baseline	Recycling % gain	Carbon benefit ranking
Current (baseline)	Fortnightly collection of dry mixed recycling and residual waste. Weekly food waste collections Glass collected at the kerbside	-	-	4
Weekly Co-mingled	Weekly collection of dry mixed recycling and food waste. Three weekly collection of residual waste and glass at the kerbside	£1.73m	3.2%	2
Weekly three stream	A weekly collection of dry recyclables and food waste collected in three containers and placed in separate compartments of a vehicle. Paper and Card in one container and Cans and Plastics in another with a separate fortnightly glass collection. Residual waste three weekly	£2.47m	2.9%	3
Weekly Kerbsort (Blueprint)	A weekly collection of dry recyclables and food waste collected in 4 containers and collected separately on one vehicle including a weekly glass service. Three weekly residual waste collections.	£1.67m	3.2%	1

Conclusions

28. Currently the kerbside service is extremely cost effective and performing reasonably against the current statutory target of 64%. However, as detailed throughout this report the need for change and investment in service delivery is now a necessity in the immediate and longer term.
29. The greatest carbon benefit service proposal is the Blueprint methodology. Which significantly outperforms all other options available.
30. To ensure future performance and a change in public behaviour to a more resource efficient and recycling focused society, there is a need to address the current service delivery methodology. A recycling service will need to be designed to maximise public acceptance and participation.
31. The design and implementation of a waste kerbside collection service demands a long-detailed lead in time. The service affects all 91,000 households every week so the scale of disruption can be significant. The collection routing, service design, vehicle procurement and delivery are all resource intensive matters, meaning a long-term view is required.
32. Given the current low-cost service (single fleet on alternative weekly collections), all modelled future weekly recycling and glass collection options result in increased annualised costs from the baseline.
33. A kerb-sort collection is seen to exhibit the lowest full system cost for all the weekly recycling options. As well as being the lowest-cost option, it is the only collection system where all recyclables and food are collected on the same vehicle on a weekly basis.

Future Service Configuration Considerations

34. For the reasons set out and contained within this report, the service seeks opinion and steer on the following service configuration and delivery options:
35. Recycling Collection Frequency – Weekly/Fortnightly
36. Residual Waste Collection Frequency – Fortnightly, Three-weekly, Monthly
37. Residual Waste restrictions – (1 bag per week)
38. Recycling Materials Collected (Glass, textiles, paper, card, food, plastics, cans, batteries).
39. Recycling material presentation:
40. The approach to service change
 - a. Phased transistional approach
 - i. Transistional change to weekly recycling followed by any other wider service change
 - ii. Locality based change – undertaking service change at different times across county

b. Single phase roll out approach

Next steps

41. Due to our corporate ambitions to engage with communities in shaping our services for the future and to fully comply with Wellbeing of Future Generations Act we will undertake a full consultation process to inform our decision-making process. Further discussion on designing and delivering this consultation programme as to times lines, leads and stakeholders is required for action.
42. We intend to undertake further detailed modelling and design the options which will dictate our resource requirements going forward, this will be presented for consideration once complete. The finalisation of the timeline will be dictated by this work.
43. In finalising the proposals, the development of a business case for submission to WG for funding support is required. Once a definitive response has been acquired from WG the service can present a final option business case and fully costed service change programme for consideration.

DETAILED REPORT ATTACHED ?

NO

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: A. Williams

Head of Waste and Environmental Services

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	NONE	YES	YES	YES	YES	YES
<p>Finance</p> <p>To deliver service change with a move to weekly recycling collections and glass collected at the kerbside there is going to be additional costs incurred for the service. With the cheapest option costing £1.67m per annum.</p> <p>The Blueprint (Kerbsort) collection methodology is the only collection method which could potentially achieve Welsh Government funding subsidy. This opportunity needs to be explored so that a final service cost profile can be presented.</p>						
<p>ICT</p> <p>There is a comprehensive IT development programme for Waste and Environmental Services with resource currently identified. IT Development for information systems relating to our kerbside collection fleet will be required to deliver our long-term aspirations of service improvement.</p>						
<p>Risk Management Issues</p> <p>The current Welsh Government statutory target is 64% recycling, increasing to 70% recycling by 2025, and possibly 80% by 2030, with the aim for Wales to be a zero waste (100% recycling) nation by 2050. If the Authority fails to meet the statutory targets, it could face large financial penalties. This risk of recycling performance failure is identified as part of the corporate risk along with mitigating measures.</p> <p>There is also a risk that materials from a comingled collection service (current system) may be less attractive to processors in future, but it is too early to say with any certainty.</p>						
<p>Staffing Implications</p> <p>Additional staffing resources will be necessary in all of the options set out. Detailed modelling will be undertaken to fully understand the requirements going forward.</p>						
<p>Physical Assets</p> <p>Additional physical resources will be necessary in the interim and longer-term options set out. Detailed modelling will be undertaken to fully understand the requirements going forward.</p>						

CONSULTATIONS

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

SIGNED: A WILLIAMS

Head of Waste & Environmental Services

1. Local Members

Yes - we will undertake a full consultation process to inform our decision-making process.

2. Community / Town Council

Yes - we will undertake a full consultation process to inform our decision-making process.

3. Relevant Partners

N/A

4. Staff Side Representatives and other Organisations

Yes - we will undertake a full consultation and engagement programme with staff side representatives to deliver the strategy.

**EXECUTIVE BOARD PORTFOLIO HOLDER(S)
AWARE/CONSULTED?**

YES

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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ENVIRONMENTAL AND PUBLIC PROTECTION SCRUTINY COMMITTEE

19TH APRIL 2021

EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORTS

ITEM:

Air Quality Management Area (AQMA) – Future Delivery Plan

RESPONSIBLE OFFICER:

Sue Watts, Environmental Protection Manager

EXPLANATION:

Apologies to Scrutiny Members for the continued delay of this report.

However, as reported at the last meeting held on 5th March 2021, the report would be more informative if presented after the meeting of the Action Planning Group in March. Whilst this meeting has taken place it became clear that further review is required for some of the measures before it is finalised and this meeting will take place towards the end of this month. The outcomes from the 2 Welsh Government consultations on Air Quality are awaiting publication and once received may further influence measures contained within the Delivery Plan.

REVISED SUBMISSION DATE:

18th May 2021

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ENVIRONMENTAL AND PUBLIC PROTECTION SCRUTINY COMMITTEE

19TH APRIL 2021

FORTHCOMING ITEMS

for next meeting to be held on 18th May 2021

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.

Proposed Agenda Item	Background	Reason for report	Executive Board Member
E&PP Forward Work Programme 2021/22	The Committee met informally on 9 th April 2021 to develop its Forward Work Programme 2021/22.	The Committee is required by Article 6.2 of the Council's Constitution to develop and publish an Annual Forward Work Programme To adopt the 2021/22 Forward Work Programme	N/A
Task and Finish Planning and Scoping Document on Fly Tipping	The Committee at its Forward Work Programme Development session on 9 th April 2021, having considered a topic suggestion relating to the issues regarding fly tipping agreed to undertake a focused time restricted Task and Finish to review the issues being experienced throughout the County and departmentally within the Council.	To enable a focused time specific Task and Finish to review the issues arising as a result of fly tipping	Councillor Hazel Evans – Environment And Councillor Philip Hughes – Public Protection
Anti-Social Behaviour Policy <i>Carried over from 2020/21 Forward Work Programme</i>	As a result of the development of the Neighbourhood Team in the Environmental Protection Section in 2018, complaints of anti-social behaviour have increased considerably. Whilst successful investigations have been achieved through increased and improved partnership working, the demand on the service is resulting the requirement to prioritise complaints in order to focus resources on more serious issues which could result in harm to neighbours/ community.	To enable the scrutiny committee to consider and comment on the Anti-Social Behaviour Policy prior to submission to the Executive Board for consideration.	Councillor P.M. Hughes EBM for Public Protection

Air Quality Management Area (AQMA) - Future Delivery Plan	We have regularly monitored air quality levels at various locations across the County in recent years. The delivery plan will focus more on planned actions to further improve air quality levels, across the County, as opposed to just producing monitoring figures.	For members to scrutinise our delivery plan in relation to improving air quality across the County	Councillor P.M. Hughes - EBM for Public Protection
Place Making Charter	<p>The Placemaking Wales Charter has been developed by Welsh Government and the Design Commission for Wales in collaboration with the Placemaking Wales Partnership.</p> <p>The Charter builds on the strengthening focus on Placemaking in policy and practice.</p>	To consider the Council becoming a signatory of the Placemaking charter and its contribution in planning. To outline placemaking principles that cover the range of considerations that contribute to establishing and maintaining good places.	Councillor Mair Stephens – Strategic Planning
<p>Items to be circulated under a separate cover to Scrutiny Committee members <i>(as agreed at the Committee’s Forward Work Programme development session on 9th April 2021.</i></p>			
Budget Monitoring 2020/21 for April 2020 to February 2021	This item will be circulated by email to allow members to undertake their monitoring role of the Environment Department, Public Protection Services and Community Safety Team’s revenue and capital budgets.	Members of the Committee are being requested to scrutinise the budget information and forward any queries or concerns to the Scrutiny Support Officer who will seek to get a response to Committee Members.	Councillor D. Jenkins – EBM for Resources

Items circulated to the Committee under separate cover since the last meeting held on 5th March 2021

No items have been circulated to members of the Environmental and Public Scrutiny Committee for information since the last meeting.

ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE

5 MARCH 2021

PRESENT: Councillor J.D. James (Chair)

Councillors:

J.M. Charles, T.A.J. Davies, J.A. Davies, K. Davies, S.J.G. Gilasbey, T.M. Higgins, E. Morgan, B.D.J. Phillips, J.S. Phillips, A.D.T. Speake, D. Thomas and A. Vaughan Owen.

Councillor K. Lloyd - Substitute for Councillor P. Edwards.

Also in attendance:

Councillor C.A. Campbell, Executive Board Member for Communities and Rural Affairs;
Councillor H.A.L. Evans, Executive Board Member for Environment;
Councillor P.M. Hughes, Executive Board Member for Public Protection.

The following Officers were in attendance:

R. Mullen, Director of Environment,
N. Daniel, Head of I.C.T. and Corporate Policy,
J. Morgan, Head of Homes & Safer Communities,
S. Pilliner, Head of Transportation & Highways,
A. Williams, Head of Waste and Environmental Services,
G. Ayers, Corporate Policy and Partnership Manager,
R. Carmichael, Rural Conservation Manager,
R. Edmunds, Consumer and Business Affairs Manager,
K. Davies, Sustainable Development Manager,
S.E. Watts, Environmental Protection Manager,
H. Neil, Senior Consumer Protection Officer,
M. Evans Thomas, Principal Democratic Services Officer,
S. Rees, Simultaneous Translator,
J. Corner, Technical Officer,
E. Bryer, Democratic Services Officer,
J. Owen, Democratic Services Officer.

Virtual Meeting - 10.00 am - 12.43 pm

1. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillor Penny Edwards.

2. DECLARATIONS OF PERSONAL INTEREST INCLUDING ANY PARTY WHIPS ISSUED IN RELATION TO ANY AGENDA ITEM.

There were no declarations of any prohibited party whips.

Councillor	Minute Item(s)	Nature of Interest
K. Lloyd	Item 6 – Net Zero Carbon Plan	Councillor Lloyd is a member and a shareholder of Carmarthen Energy Ltd

3. PUBLIC QUESTIONS (NONE RECEIVED)

The Chair advised that no public questions had been received.

4. CORPORATE STRATEGY 2018/23 - UPDATE APRIL 2021

The Committee received a report presented by Councillor C. Campbell, Executive Board Member for Communities and Rural Affairs providing an update on the Council's Corporate Strategy for 2018-23, as at April 2021.

The report detailed the progress being achieved against the Council's Well Being objectives adopted in June 2018, as amended to reflect developing priorities and the impact of the Coronavirus (Covid-19) pandemic, Brexit and climate change.

The Committee noted that while it was considered good practice to ensure the Corporate Strategy was up to date and resources allocated to priorities, the Improvement Objectives must be published annually in accordance with both the Local Government (Wales Measure 2009) and The Well-being of Future Generations Act.

Supporting presentations were also made by Executive Board Members Councillors H. Evans, Executive Board Member with responsibility for Environment and P.M. Hughes, Executive Board Member for Public Protection in relation to their specific portfolios.

The following questions/issues were raised on the report:-

- Reference was made to Well-being objective 8 - Support community cohesion, resilience & safety. In relation to the statistic that five years ago 73% of Carmarthenshire residents felt they lived in a cohesive community, concern was expressed that this had reduced to half (51.5%). It was asked, if there was an explanation for the significant reduction? The Executive Board Member for Communities and Rural Affairs explained that a report was recently presented to Executive Board on work surrounding social cohesion. Following extensive consultation, it was evidenced that tensions had arisen around the Brexit debate, which had divided families, friends and communities. In addition, the report recognised that the Covid-19 pandemic was also a contributing factor as well as the public debate on the Black Lives Matter movement.

It was requested that the abovementioned report to Executive Board be forwarded to Committee Members. This was duly noted and would be actioned accordingly.

- Reference was made to Community Resilience (WBO 8). Whilst acknowledging that the pandemic was a significant challenge which brought communities together, however there was an escalating issue in Carmarthenshire due to climate change, the consequences of which had resulted in reoccurring examples of flooding. It was asked if the Council was able to learn from this period in order to build more community resilience? The Executive Board Member for Communities and Rural Affairs explained that during the pandemic many communities worked together to help the most vulnerable. In relation to flooding specifically, it was accepted that flooding incidents were occurring more frequently, highlighting that due to the complexity of the of the issues it was suggested that the best way to tackle the reoccurring issues would be to develop a strategic long-term solution by working together with the Welsh Government, Natural Resource Wales (NRW), Carmarthenshire Council and Farmers Unions.

Whilst understanding the challenges, it was raised that it would be beneficial for more opportunities to be available for communities to work alongside 3 sector organisations, particularly in the recovery process.

- Reference was made to WBO 10. It was raised if the role of 'Plastic Free Carmarthenshire' should be present in this objective as a Healthy and Safe Environment and is the Council still working towards this? The Executive Board Member for Communities and Rural Affairs stated that the Council had passed a policy to cease 'Single Use Plastics' and that whilst there were discussions currently taking place with other public bodies it was acknowledged that there was still a lot of work to be achieved. However, it was further reported that by now, many of the schools throughout Carmarthenshire would be plastic free. The Executive Board Member for Environment added that following a brief hiatus on this matter due to the pandemic the Council was now actively working towards the goal of discontinuing sourcing all Single Use Plastic. In relation to the question of including with WBO 10 this would be considered.
- In reference to WBO 11 and the section of improving transport to school, it was asked if there had been any progress made with the Welsh Government on changing the distances for home to school transport? The Executive Board Member for Environment explained that the Welsh Government had asked all Local Authorities for detailed feedback and that she was waiting for the results to be published.
- It was asked if the Committee would consider setting up a climate commission similar to some other councils who were working with the Climate Foundation. It was suggested that a feasibility study could be undertaken to look into forming a climate commission

- Reference was made to WBO 7 – Live Well – Help people live health lives. In relation to substance misuse it was asked if consideration had been made into looking into safe places/rooms for individuals to go to in desperate need. Executive Board Member for Public Protection stated that there were a number of safe places available for individuals who substance misuse to utilise. The Executive Board Member for Community and Rural Affairs explained that there was a very effective organisation called DDAS who provide support for drug users and provide safe places. Following a recent meeting with the Chief Superintendent specifically about drugs where it was reported that there was a significant problem with County lines all across Carmarthenshire. In light of this information, the importance of DDAS and other such organisations who currently provide invaluable support was highlighted.
- With regard to the flooding issues, it was commented that in years gone past gravel was removed from the riverbeds to prevent rivers overflowing. It was suggested that that reintroducing dredging of the rivers to make room for the water would serve as preventative measure to avoid further flooding incidents. The Executive Board Member for Environment stated that NRW were currently investigating the possibility of reintroducing the method of dredging rivers.
- In response to a query raised regarding the impact that the Covid-19 pandemic has had on the air quality in Carmarthenshire, the Executive Board Member of Public Protection stated there had been a significant improvement in the air quality since the beginning of the pandemic. A report will be presented to the Committee at the next meeting which will refer to this information.
- Reference was made to the key success measures of WBO 10 located on page 34 of the report. It was suggested to include an additional key success measure in relation to the energy reduction. The Executive Board Member for Communities and Rural Affairs agreed with the suggestion as a significant amount of work had been undertaken to reduce carbon emissions and the inclusion of this key measure would show the success in many aspects of the work.

UNANIMOUSLY RESOLVED that the Corporate Strategy 2018/23 Update April 2021 report be received.

5. COVID 19 AND THE FINANCIAL EXPLOITATION SAFEGUARDING SCHEME (FESS)

The Committee received a report which was introduced by the Chair of the Task and Finish Group currently reviewing the Financial Exploitation Safeguarding Scheme (FESS). The Task and Finish Group, which was conducting a review of the wider interventions the team operate under FESS, proposed that the information provided in the report would be beneficial to all members of the Committee.

The aim of the report was to raise awareness and inform the Committee members of the proactive work undertaken by the Trading Standards team on financial exploitation and its work in protecting those vulnerable to exploitation during the Covid-19 Pandemic.

The report included the following information:-

- Covid-19 No Cold Calling Zones support flyer, Rogue Training, Fraud and Scams
- Digital infographics - details of the interventions that Trading Standards offer
- Business Advice infographic - containing examples of common business scams and other essential information
- Information on the Buy with Confidence scheme
- Statistical information in relation to the innovative trueCall© device monitoring tool

The report was presented by Councillor Philip Hughes, Executive Board Member for Public Protection supported by the Consumer and Business Affairs Manager.

The following questions/issues were raised on the report:-

- A member expressed that as a victim of fraud, the support provided by the Trading Standards team throughout the ordeal was invaluable and advocated the departments work on FESS.
- It was commented that with cold calling on the increase it was good to note that the Trading Standards team were working together with the police.

The Executive Board member wished to extend his sincere thanks to all the officers of the Trading Standards team for their excellent work.

UNANIMOUSLY RESOLVED that the Covid-19 and the Financial Exploitation Safeguarding Scheme report be received.

6. NET ZERO CARBON PLAN - UPDATE REPORT (DRAFT)

[Note: Councillor K. Lloyd having earlier declared a personal interest in this item remained in the meeting, participated in the consideration but did not partake in the decision thereof].

Following the approval of the Net Zero Carbon (NZC) Plan by County Council on 12th February 2020, the draft Net Zero Carbon Plan update was developed in accordance with Action NZC-28 of the Plan that required performance reports on progress towards becoming a net zero carbon local authority by 2030 to be published annually.

The Committee received the draft progress report presented by Councillor Cefin Campbell, the Executive Board Member for Communities and Rural Affairs. The draft report comprised of detailed information within following sections:-

- High Level Summary including Progress against Actions
- COVID-19 and Climate Change
- Progress Update
- Future Actions
- Wider Response to Climate Emergency (Appendix 1)

The following questions/issues were raised on the report:-

- In terms of flooding matters, a query was raised how the Council was going to work with the farming unions? The Executive Board for Communities and Rural Affairs stated that the Rural Affairs Working Group had considered slurry management which had noted that river pollution had decreased, however there were a number of other factors involved not just farming industry. Farmers were required to adhere to set regulations, whereby breaches of the regulations could be a better measurement.
- Reference was made to the funding that had been awarded by Welsh Government to install an electric vehicle superfast charging hub at Crosshands, it was asked if more information on this could be received? The Executive Board Member for Communities and Rural Affairs stated that there were currently 26 charging points across the County and the ambition was to install more. The Head of Transportation & Highways provided an update confirming that a grant bid had been submitted to the Welsh Government to install a further 14 charging points next year. In terms of development of the Crosshands superfast charging hub, it was confirmed that this was on schedule to ready for commission in April this year.
- It was asked if electric vehicle charging points should be included as a planning condition for large developments e.g., supermarkets? The Head of Highways and Transportation explained that Welsh Government were currently developing a national strategy on electric vehicle charging for release later this year. Following the release of this strategy, the Council's electric vehicle strategy could potentially seek a developer's commitment regarding electric charging infrastructure.
- In response to a query on whether Western Power Distribution had any plans to improve the capacity of the local electricity distribution network system (Grid), the Executive Board Member for Communities and Rural Affairs stated that he was aware of discussions with Western Power Distribution on this matter. The Sustainable Development Manager confirmed that Officers were in discussions with Western Power Distribution and Welsh Government Energy Service. It was reported that Western Power Distribution had recently issued a call for evidence to identify 'ready to go' low carbon projects should there be sufficient Grid capacity. The Council would be responding to this call for evidence in conjunction with the Welsh Government Energy Service prior to the 19th March 2021 deadline.

In response to a further query, the Director of Environment stated that there was an example of a scheme that had been put forward by the Council's waste and disposal company Cwm Environmental Ltd who had worked with Welsh Government Energy Service to introduce a second wind turbine at Nantycaws. Initial discussions with Western Power Distribution had indicated that it would be possible to install a wind turbine of a certain size to export to the Grid. However, upon further discussion it was disappointing to learn that the proposed wind turbine would have to be downsized due to the Grid not having sufficient capacity to accept the electricity generated by the proposed wind turbine. This demonstrated that there were Grid constraint issues in connecting even a single wind turbine. However, it was reported that the scheme was ready, and this would be fed back into Western Power Distribution's recently issued call for evidence.

- In response to a query in relation to whether there was sufficient energy to supply planned large developments, the Sustainable Development Manager stated that Western Power Distribution have an on-line interactive Network Capacity Map which provides information on available Grid capacity in specific areas (a hyperlink was provided on page 20 of the draft Update Report). Western Power Distribution have also produced on-line interactive Distribution Future Energy Scenarios that outline a range of futures for the growth of the Grid.
- Disappointment was expressed that after two years since the Council initially declared a climate emergency in March 2019, the Welsh Government had not yet distributed its reporting guidance to Local Authorities. It was asked if there was any sign of receiving the Wales Carbon Reporting guidance from Welsh Government? The Sustainable Development Manager, in response, reported that it was anticipated that the guidance would be received before the end of March 2021.
- Acknowledging the Grid infrastructure issues, it was asked if there was any high-level plan or strategy for Wales to increase its distribution capacity in order for all Authorities that have declared a climate emergency to meet the 2030 target? The Sustainable Development Manager in response, acknowledged that this issue was not confined to individual Local Authorities stating that Carmarthenshire was just one of the potential developers wishing to invest in renewable energy. It was reported that the Welsh Government were in the process of developing a Decarbonisation Strategy which was likely to be completed before the Climate Change Conference (COP26) in Glasgow, November 2021.
- In response to a query in relation to the Council investing in renewable energy where reinforcement costs were necessary to increase the capacity of the Grid, the Executive Board Member for Communities and Rural Affairs stated that the cost of putting the necessary infrastructure in place could be significant and reassured Members that no money would be committed unless assurances were received that sufficient Grid capacity was available. In addition, the Executive Board Member emphasised that it would be highly unlikely for any Local Authority to be Net Zero Carbon by 2030 unless the Grid had sufficient capacity, therefore it was important for discussions to take place at Welsh Government and a UK Government levels.

- Reference was made to the action regarding working with Carmarthenshire Public Services Board and Swansea Bay City Deal partners. It was asked if any of the partners on the Public Services Board had declared a climate emergency and committed to Net Zero Carbon? The Executive Board Member for Communities and Rural Affairs stated that he was not aware of any other public sector bodies in Carmarthenshire having declared a climate emergency, however the Public Services Board were currently discussing ways of reducing carbon footprint as a County. The Director of Environment added that whilst all members of the Public Services Board were aware of the climate emergency and have objectives in place to reduce their carbon footprint, she would enquire to include this discussion on a future Public Services Board agenda.
- **It was proposed** that this Committee write a letter to the Welsh Government to convey its concern regarding the limited capacity of the local electricity distribution network and to request that Welsh Government work with Local Authorities, and others, to develop a clear plan to address this issue. In addition, the Committee in its letter, convey its disappointment that the Wales Carbon Reporting Guidance has not been published to date. It was further proposed that the Committee request that the Executive Board, in a separate letter to the Welsh Government echo and support the Committee's comments. The proposals were duly seconded.
- In response to queries raised regarding the LED Street Lighting conversion project the Head of Transportation and Highways confirmed that the County road network had been completed with all 15,000 lights that were in the programme being converted to LED saving over 2.3m kilowatt hours of electricity used since 2015. In addition, it was reported that whilst he would need to confirm with Members after the meeting, he believed that the conversion work had been completed for the majority of Town/Community Councils who had signed up to the scheme.

UNANIMOUSLY RESOLVED that:

- 6.1 **the Environmental and Public Protection Scrutiny Committee write to the Welsh Government to convey the comments raised stated above;**
- 6.2 **IT BE RECOMMENDED TO THE EXECUTIVE BOARD that the Executive Board write a letter to the Welsh Government in support of and to reaffirm the Committee's comments.**
- 6.2 **the Net Zero Carbon Plan – Update Report be received.**

7. EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORT

The Committee received an explanation for the non-submission of the following scrutiny reports:-

- Air Quality Management Area (AQMA) – Future Delivery Plan
- Anti-Social Behaviour Policy
- Departmental Business Plans

The Executive Board Member for Public Protection informed the Committee that with regard to the Anti-Social Behaviour Policy, unfortunately there was a further delay and that this report would now be presented to the Committee next meeting in May 2021 and not April as stated in the report.

UNANIMOUSLY RESOLVED that:

- 7.1 the revised date for the Anti-Social Behaviour Policy be accepted;**
- 7.2 the explanation for the non-submission be noted.**

8. FORTHCOMING ITEMS

The Committee noted the number of reports on the agenda for the next meeting which was due to a cumulation of delayed reports over the last few months. However, the Chair explained that it was important to ensure that the Committee was provided to carry out quality scrutiny and therefore proposed to extend the Committee meeting into the afternoon.

UNANIMOUSLY RESOLVED that:

- 8.1 the list of forthcoming items to be considered at the next scheduled meeting on the 19th April 2021 be noted;**
- 8.2 the E&PP Scrutiny Committee meeting in April be extended into the afternoon.**

9. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING OF THE COMMITTEE HELD ON THE 1ST FEBRUARY 2021

RESOLVED that the minutes of the meeting of the Committee held on the 1st February, 2021 be signed as a correct record.

CHAIR

DATE

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