

WEDNESDAY, 14 JULY 2021

**TO: ALL MEMBERS OF THE POLICY & RESOURCES
SCRUTINY COMMITTEE**

I HEREBY SUMMON YOU TO ATTEND A VIRTUAL MEETING
OF THE **POLICY & RESOURCES SCRUTINY COMMITTEE**
WHICH WILL BE HELD AT **10.00 AM ON WEDNESDAY, 21ST
JULY, 2021** FOR THE TRANSACTION OF THE BUSINESS
OUTLINED ON THE ATTACHED AGENDA.

Wendy Walters

CHIEF EXECUTIVE

Democratic Officer:	Martin S. Davies
Telephone (Direct Line):	01267 224059
E-Mail:	MSDavies@carmarthenshire.gov.uk

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

POLICY & RESOURCES SCRUTINY COMMITTEE

13 MEMBERS

PLAID CYMRU GROUP – 6 MEMBERS

- | | | |
|----|------------|--------------------------|
| 1. | Councillor | Kim Broom |
| 2. | Councillor | Handel Davies |
| 3. | Councillor | Ken Howell |
| 4. | Councillor | Gareth John (Vice-Chair) |
| 5. | Councillor | Carys Jones |
| 6. | Councillor | Elwyn Williams |

LABOUR GROUP – 3 MEMBERS

- | | | |
|----|------------|--------------|
| 1. | Councillor | Deryk Cundy |
| 2. | Councillor | Kevin Madge |
| 3. | Councillor | John Prosser |

INDEPENDENT GROUP – 3 MEMBERS

- | | | |
|----|------------|----------------------|
| 1. | Councillor | Sue Allen |
| 2. | Councillor | Anthony Davies |
| 3. | Councillor | Giles Morgan (Chair) |

NEW INDEPENDENT GROUP – 1 MEMBER

- | | | |
|----|------------|--------------|
| 1. | Councillor | Jeff Edmunds |
|----|------------|--------------|

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. CARMARTHENSHIRE COUNTY COUNCIL'S ANNUAL REPORT FOR 2020/21. 5 - 94
5. STRATEGIC EQUALITY PLAN ANNUAL REPORT 2020-21 AND ACTION PLAN 2021-24. 95 - 134
6. WELSH LANGUAGE ANNUAL REPORT 2020-21. 135 - 170
7. DIGITAL TRANSFORMATION STRATEGY AND DIGITAL TECHNOLOGY STRATEGY ANNUAL REPORT 2021. 171 - 192
8. HANDLING PERSONAL DATA POLICY. 193 - 216
9. SICKNESS ABSENCE MONITORING REPORT - END OF YEAR REPORT - 2020/21. 217 - 246
10. EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORT 247 - 248
11. FORTHCOMING ITEMS 249 - 260
12. POLICY & RESOURCES SCRUTINY COMMITTEE ACTIONS AND REFERRALS UPDATE. 261 - 264
13. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING OF THE COMMITTEE HELD ON THE 10TH JUNE 2021. 265 - 268

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Policy and Resources Scrutiny Committee

21/07/21

CARMARTHENSHIRE COUNTY COUNCIL'S ANNUAL REPORT FOR 2020/21

To consider and comment on the following issues:

The Council's draft Annual Report.

Reasons:

- Under the Local Government (Wales) Measure 2009 we must publish an Annual Report on past performance by the end of October each year.
- Under the Well-being of Future Generations (Wales) Act 2015 we are required to publish an Annual Report on our Well-being Objectives.
- This report meets both these requirements in one document.

To be referred to the Executive Board / Council for decision

Executive Board: YES (27th September) / County Council: YES (13th October)

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:

Corporate Overview:

Cllr. Mair Stephens (Deputy Leader)

Well-Being Objective Portfolio Holders

Cllr. Mair Stephens (Deputy Leader)

Cllr David Jenkins (Resources)

Cllr. Ann Davies (Communities and Rural Affairs)

Cllr. Peter Hughes Griffiths (Culture, Sport and Tourism)

Directorate:

Chief Executive's /
Corporate Services

Designations:

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E Mail Addresses:

Names of Heads of Service:

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Principal Business Development Officer

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EXECUTIVE SUMMARY
POLICY AND RESOURCES SCRUTINY COMMITTEE
21ST JULY 2021

CARMARTHENSHIRE COUNTY COUNCIL'S
ANNUAL REPORT FOR 2020/21

1. The following sections within the document are **relevant to Policy and Resources Scrutiny Committee**:

- Introduction
- WBO 5: Tackling poverty
- WBO 14: Promoting Welsh language and culture
- WBO 15: Building a Better Council and Making Better Use of Resources
- Appendices

2020/21 was a year like no other due to the impact of the COVID-19 Pandemic. The vast majority of the Council's services had to adapt and change, with many being shut down completely for long periods of the year. For this reason, it is not possible for the 2020-21 Annual Report to act as a progress report on previous performance or as a comparator with other local authorities. The report reflects the actions the Council had to take to support its residents, communities and businesses through the pandemic. With many staff being redeployed to assist in the pandemic response and many set to work to aid recovery the Council's priorities had to shift significantly to face the challenges presented by the pandemic.

For these reasons, the Annual Report for 2020-21 has a different focus and approach to previous reports.

- Many of the actions and targets we set for 2020/21 were blindsided by the Coronavirus COVID-19 pandemic and we had to deal with the emergency in hand. An initial COVID-19 Community Impact Assessment was published in September 2020 and individual services reported their responses to Scrutiny Committees in the November / December 2020 cycle of meetings. We will when appropriate update the Community Impact Assessment on COVID-19 within Carmarthenshire.
- The Annual Report starts with an overview of our COVID-19 Year and outlines some key responses and impacts.
- The Annual Report then looks in turn at each of our 15 Well-being Objectives and assesses the progress and adaptations that have been made during this difficult year.

COVID-19

We have a statutory duty to publish an Annual Report for 2020-21 by the 31st October 2021. There has been no relaxation on this statutory duty despite the pandemic. It is not possible to provide as much in-depth analysis and evaluation as we have done in previous years due to some performance information not being gathered nationally as services focused on pandemic response. There are also some gaps in information that we would usually provide. For instance, Welsh Government has confirmed that comparative out-turn data will not be published for the 2019-20 and 2020-21 period

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:

Noelwyn Daniel	Head of ICT & Policy
Paul Thomas	Assistant Chief Executive
Linda Rees-Jones	Head of Admin & Legal
Randal Hemingway	Head of Financial Services
Helen L Pugh	Head of Revenues and Financial Compliance

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

1. Policy, Crime & Disorder and Equalities

To comply with the Well-being of Future Generations (WbFG) Act 2015, we must (in carrying out sustainable development):

<ul style="list-style-type: none"> Set and publish well-being objectives 	Corporate Strategy update published – June 2019, and further updated in May 2021.
<ul style="list-style-type: none"> Take all reasonable steps to meet those objectives 	
<ul style="list-style-type: none"> Publish a statement about well-being objectives 	
<ul style="list-style-type: none"> Publish an annual report of progress 	This will be accomplished by the enclosed Annual Report

Only when a public body can demonstrate it has taken into account the sustainable development principle in the setting, taking steps and meeting of its well-being objectives will it be compliant with the Act. Public bodies may take other matters into account when making their decisions, but in order to comply with the Act they must take into account the 5 ways of working.

1. Long term
2. Integrated
3. Involving
4. Collaborative
5. Preventative

2. Legal

We have to publish our Annual Report by the 31st October to comply with the Local Government Measure 2009.

This is the last year that we will be reporting under the requirements of the Local Government (Wales) Measure 2009 as this is being replaced by the duties of Local Government and Elections (Wales) Act 2021 in future years.

3. Finance

We Well-being Objective 15 - Building a Better Council and Making Better use of Resources covers financial matters.

CONSULTATIONS

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

Signed:

Noelwyn Daniel	Head of ICT & Policy
Paul Thomas	Assistant Chief Executive
Linda Rees-Jones	Head of Admin & Legal
Randal Hemingway	Head of Financial Services
Helen L Pugh	Head of Revenues and Financial Compliance

1. Scrutiny Committee

Scrutiny Committee	Date	Outcomes
Community and Regeneration	1 st July	
Environment and Public Protection	2 nd July	
Social Care and Health	7 th July	
Education and Children's Services	8 th July	
P+R	21 st July	

2. Local Member(s) N/A

3. Community / Town Council N/A

4. Relevant Partners N/A

5. Staff Side Representatives and other Organisations N/A

**EXECUTIVE BOARD PORTFOLIO
HOLDER(S) AWARE/CONSULTED**

YES

Include any observations here

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
Shared purpose: shared future Statutory guidance on the Well-being of Future Generations (Wales) Act 2015		SPSF 2 Individual Role (public bodies)
Local Government Measure (2009)		Local Government Measure (2009)
June 2019 - Corporate Strategy		https://www.carmarthenshire.gov.wales/media/1219049/corporate-strategy-revised-2019-20.pdf

Moving Forward in Carmarthenshire

ANNUAL REPORT for 2020/2021

on the Council's Corporate Strategy 2018-2023



October 2021

Cyngor **Sir Gâr**
Carmarthenshire
County Council



Page 9

Welcome from the Leader of the Council

This time last year I wrote here about the stark contrast between where we started the year and how it ended, and we find ourselves in the same position this year. At the start of this year, we were in the middle of a lockdown, and almost at the first peak of cases. Headlines were filled with mortality figures, the creation of emergency Field Hospitals and communities across the county had already pulled together to start supporting each other in ways we could not previously have imagined. I think we can agree that over the last year, we have witnessed some heroic efforts, sometimes overwhelming challenges, and some of our darkest times.



Writing this introduction has given me an opportunity to reflect on the last year, to view the year from start to finish. The report serves as a reminder of all we achieved. In a matter of weeks schools closed and childcare hubs were set up to support key workers. Leisure Centres and sporting venues were converted into Field Hospitals with hundreds of hospital beds. Thousands of food parcels were delivered to those who were shielding, and help and advice given to over 4,000 small businesses. As you read this report you will see in numbers and statistics what we have achieved, and it is a testament to the hard work and commitment of officers, members, frontline workers, and communities across Carmarthenshire. What we achieved was done by your efforts, and I would like to thank each and every one of you for working hard to bring us through this year

The pandemic has brought localism to the front and centre of our focus on Economic Recovery. Our Economic Recovery Plan is in tune with the needs of businesses and communities across Carmarthenshire, taking advantage of opportunities to accelerate change to enable success in the economy of the future. The plan identifies actions to support the recovery of the Carmarthenshire economy from the social and economic impacts of the COVID-19 pandemic and Brexit. It sets out our priorities for supporting business, people, and place. With this support Carmarthenshire's economy can recover as quickly as possible to become one which is more productive than before, more equal, greener, healthier, and with more sustainable communities.

This report also highlights our vision to significantly increase local procurement spend. The COVID-19 pandemic has provided greater impetus and focus on this area of work, and our plans to review local food procurement have been extended from just food to cover all the Council's procured spend. This work is very closely aligned with the Council's economic recovery plan with progressive procurement being a key theme of that plan.

In 2019 we were one of the first local authorities in Wales to declare a climate emergency and early last year became the first to publish a climate change action plan detailing how we plan to become net zero carbon by 2030. There is a lot to be done, but already a lot underway with our initial focus on our measurable carbon footprint. We've reduced carbon emissions from our buildings and our fleet significantly already, and this work will continue; we are investing in electric car charging points to support sustainable travel and in cycle facilities to encourage active travel; we are looking at ways to develop renewable energy sources, enhancing our biodiversity and looking at nature-based solutions – and this is only a small part of what we are doing. We will continue to protect and enhance Carmarthenshire so that it continues to grow and flourish for the benefit of our communities and our future. And in preparing for our future generations there are other foundations that must be laid, and it is these foundations that may be the most important of all - ensuring that the people of Carmarthenshire can live well and thrive.

I hope as you read this report that it gives you a clear view of the last year, and as we have seen, we can be innovative and forward thinking even under the most difficult of circumstances. We know that we have a challenging time ahead, but we're ready to grasp each opportunity, we're prepared, and we are ambitious.

Thank you.

Councillor Emlyn Dole

Leader of Carmarthenshire County Council

We welcome constructive comments on our strategies and services. Feedback from customers and service users is essential in identifying opportunities for improvement and we hope that if you have any comments or suggestions that you believe would help that you will share them with us. Please contact us at **Corporate Performance Management**, Carmarthenshire County Council, County Hall, Carmarthen SA31 1JP or email at performance@carmarthenshire.gov.uk

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OUR COVID-19 YEAR



Childcare Hubs were set up to support key workers and vulnerable children



Help and advice given to over **4,000** small businesses



100's of businesses helped to ensure robust processes in place to protect customers

Providing up to date information, with a **45% increase** in user sessions on the Council website



Supported over **2,000** staff working from home



...rising to support for over **3,000** remote connections on our network

TTP - Test, Trace, Protect



A dedicated team was set up to support the National TTP Programme

Assisted NHS with the setup of **4 field hospitals** with hundreds of temporary hospital beds



Over 8,000 Food Parcels distributed to help support those Shielding

HOW COVID-19 HAS CHANGED CARMARTHENSHIRE

Many of the actions and targets we set for 2020/21 were blindsided by the Coronavirus COVID-19 pandemic and we had to deal with the emergency in hand. We accounted for this period in a [COVID-19 Community Impact Assessment](#). Furthermore, Services reported their responses to Scrutiny Committees in the November / December 2020 meetings. We will when appropriate update the Community Impact Assessment on COVID-19 within Carmarthenshire.

Below are some key impacts during 2020 and our thanks must go to the Council staff from across a range of services, in many cases working with other partners, for their significant efforts and commitment in responding to previously unknown situations.

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

START WELL



CHILDREN AND SCHOOLS

Following the outbreak of the pandemic schools, nurseries and childcare provision all closed. As part of the response Carmarthenshire established 24 *childcare hubs* to provide much needed childcare for the children of key workers whilst 4 *specialist settings* remained open. Flying Start re-purposed childcare hubs to provide care for vulnerable and pre-school critical worker children and supported private settings to re-open. Summer holiday clubs remained open to fee paying parents throughout the summer.

In order to minimise the impact on pupils learning, a *Continuation of Learning Plan* was rapidly put in place. In support of this plan, devices including laptops, Chromebooks and 4G MiFi dongles were supplied to support families with remote learning across Carmarthenshire.

For schools to re-open the Department for Education and Children's Services coordinated a significant corporate response to make arrangements for schools to be COVID safe environments. This included producing Risk Assessments, checked and signed off, for every school site, signage, handwash basins and additional cleaning. This was to ensure that all staff and pupils felt safe in returning to school.

Children's Services continued throughout the pandemic by adapting working practices, using PPE, social distancing, etc. to maintain a full provision. The Inclusion team (Additional Learning Needs) and Behaviour teams also provided a full service throughout the pandemic with some Specialist settings remaining open while all offered remote support. Specialist staff from across the Department also worked in the Hubs with identified vulnerable learners. Support both academically and for emotional wellbeing was provided where necessary. Home Tutored pupils were offered remote support and wellbeing calls throughout the pandemic.

Free School Meals (FSM) – pupils entitled to FSM were supported promptly from the start of the pandemic. They were initially provided with food packs collected from schools before BACS payments were implemented, with some families continuing to receive food packs delivered throughout the county. The number of applications for FSM (and payments) has increased over the past 15 months due to families facing financial challenges and hardship.

The *Pupil Development Grant (PDG – Access)* offers financial assistance to families eligible for FSM to purchase school uniform and other resources. Take up of this funding has also increased as a result of the pandemic.

LIVE WELL



ECONOMY

At the start of the pandemic, the scale of the outbreak had already led businesses to change their working practice, such as sending staff to work from home. With the imposed lockdown, and banning all 'non-essential' travel, the resulting impact on businesses, jobs and the economy was severe. Businesses in Carmarthenshire are typically smaller (up to 9 employees) than businesses throughout Wales and the UK, and the sad reality of the pandemic is that many businesses will fail, and others will take a significant length of time to get back to where they were.

We helped over 4,000 businesses to receive Welsh Government's business rates grant payments of between £10,000 and £25,000 with a total amount of over £46 million.

There have been economic challenges for Carmarthenshire, the effects of which will be evident long after the pandemic ends. It may take many months for household income to recover to pre-pandemic levels resulting in lower levels of disposable income which feeds the local economy. So, we promoted a 'buy local' message, helping to stimulate growth at a local level, resulting in a steadier economic future for local businesses and their staff. Through acting together with our partners, we can take action to restore consumer and business confidence to stimulate investment in our economies, which will create employment and help the unemployed find new jobs. Planning for economic recovery started early on in the pandemic and will be a priority for the Council going forward.

There are currently 16 Food Banks in the County and we have been directly providing funding in supporting many of these during COVID-19.

HOMELESS

The COVID-19 crisis has had a significant impact on homelessness provision. In order to safeguard homeless people Welsh Government changed the law around priority need. This meant Local Authorities were required to prioritise all homeless people (previously local authorities prioritised families and vulnerable single people). This has increased demand significantly resulting in large numbers (up to 150) of homeless households being temporarily accommodated. Our priorities have been to tackle this new demand over the last 12 months.

AGE WELL



SOCIAL CARE

We tried as far as possible during the pandemic to maintain business as usual. This included continued support to people who need our help in the community and need support to be discharged from hospital. We have continued to offer Information Advice and Assistance (IAA) and carried out social care assessments where required.

The most significant area of risk and greatest impact of COVID-19 has been in relation to the Care Home Sector and Carmarthenshire has experienced a number of outbreaks and the sector, which includes our in-house and commissioned provision, has faced huge challenges to care for those who were very frail, and for some, sadly at the end of their life. Staff went above and beyond to protect residents following stringent infection control procedures using PPE in line with national guidance. They demonstrated remarkable resilience and commitment and continued to deliver care to our most vulnerable residents throughout the pandemic.

HEALTHY, SAFE AND PROSPEROUS ENVIRONMENT



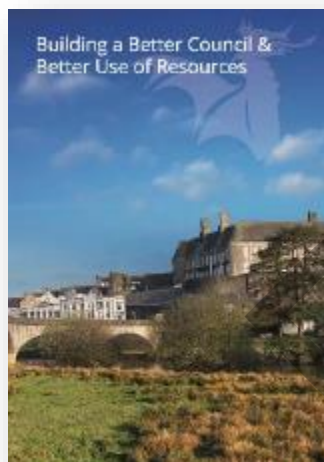
During lockdown people rediscovered the *environment*. More than ever before we have realised that our natural environment is vital for our well-being. More people used *footpaths and cycleways*.

Cleaners were retrained, and additional cleaners employed to develop an enhanced standard of cleaning across all settings. This helped to keep our school hubs, schools, food distribution centres, depots, critical offices and sheltered housing open. These enhanced cleaning standards were essential to reduce transmission of the virus and to build confidence and reassurance that the work environment is as safe as we can make it.

As a consequence of lockdown there was an improvement in *Air Quality* during the year because of reduction of road vehicle movements. The main pollutant of concern for Carmarthenshire is Nitrogen Dioxide (NO₂).

Waste and recycling collections were crucial to public and environmental health during the COVID-19 crisis, and waste workers were deemed 'key workers' by the Government and continued to carry out essential services during the epidemic. The full range of waste collection services at the kerbside continued throughout the pandemic, despite some of the logistical and resource challenges brought about by COVID-19 at times; this was testimony to the commitment and determination of all the teams involved in ensuring these important services continued. This was clearly appreciated by our residents.

GOVERNANCE



After a brief pause, democratic government and scrutiny were sustained by the introduction of virtual democratic meetings. Scrutiny was a possibility via Executive Board Meetings and group leader meetings. We were the first Council in Wales to hold a virtual Annual General Meeting. This required securing an on-line meetings software system and a method of providing Welsh translation facilities both for members and for the public.

Information Technology

The Authority's decision, before the pandemic, to spend £1.9m of investment in agile working initiatives, including providing staff with the right equipment to allow them to work in a more agile and flexible way, together with improvements to the resilience of the IT network, has helped support an almost seamless move to homeworking. Having the right equipment in place meant that staff could be operational from home immediately with no disruption to customers.

The use of technology, and especially the use of Microsoft Teams, has been a vital component of the Council's response to the pandemic, and is helping to support the adoption of a far more dynamic and productive way of working. It has facilitated improved communication and team working at a local, regional, and national level.

We currently have over 40 transactional council services available to the public online, many of these have been developed extremely quickly.

Workforce

Staff stepped up and showed caring, conscientious commitment in *'doing their bit'* and showed bravery when called for. Many went the extra mile and kept going.

We diverted resources from the outset to ensure UK and Welsh Government legislation and guidance was quickly interpreted and disseminated to managers and head teachers. We quickly adapted our existing policies and developed new guidance such as Temporary Homeworking, Annual Leave and Furloughing of Staff. We also undertook a range of risk assessments and put in place safe systems of work to make sure critical services continued to be delivered, which, for example, allowed critical workers to access the Learning Hubs in our schools so that they could go to work.

The health and wellbeing of all our people has been a key priority for us and in response, we have dedicated significant resources to supporting the mental health and wellbeing of all our employees. We have been keen to normalise discussions about mental health and as part of Mental Health Awareness Week we launched the Time to Talk initiative, which we will continue to build on as we move forward.

We will not be going back and doing everything the same as before the pandemic – some new ways of working, developed due the pandemic, proved so successful that we will continue with them.

Some of the alternative ways of working that were rolled out during the pandemic has seen service areas have their *"light bulb"* moment and realise that it is a better way of delivering the service to the customer and will be adopted as the *"new norm"*.

Partnership

During the pandemic working in partnership with other Public Service Board partners and wider community has been essential. Trust and relationships developed through partnership working over a number of years came to the fore as partners supported each other at our time of greatest need. From establishing field hospitals in a matter of weeks to ensuring food parcels were delivered to those shielding and vulnerable, the collaboration and co-operation between partners and stakeholders has been immense and will be something to build on for future developments.

We quickly developed a *Test, Trace and Protect (TTP)* service working collaboratively with Public Health Wales, Hywel Dda University Health Board and the Police to advise contact cases, identify hotspots, enforce if needed to prevent the further spread of COVID-19.

Incident Management Teams (IMTs) across services were set up and they have strategically driven the COVID response in the County. This work is certainly something we will look as a blueprint in the future as really good examples of partnership working.

Police and Public Protection services have also worked in collaboration undertaking site visits at licensed premises ensuring that COVID rules were being followed. This close working has resulted in only a limited number of enforcement notices being needed to be issued to date.

Lyndsay McNicholl, a Carmarthenshire County Council residential care manger, was awarded the British Empire Medal for her services to care during the COVID-19 pandemic.



Major Challenges

CLIMATE CHANGE

- We have the first **Net Zero Carbon Action Plan** in Wales (See Well-being Objective 12)

RECOVERY

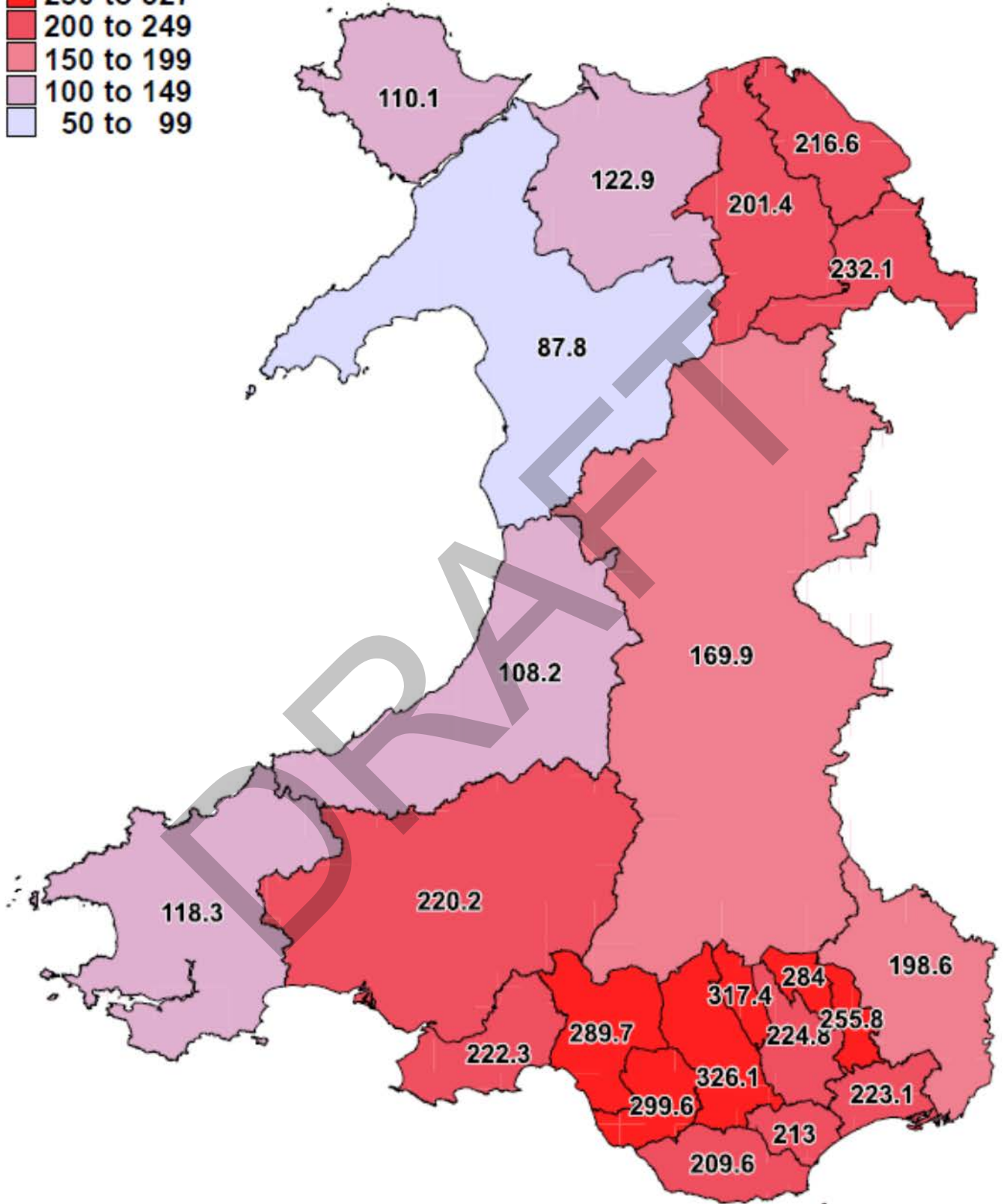
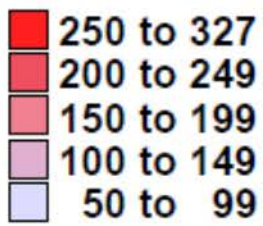
- We are one of the first in Wales to prepare an **Economic Recovery Plan** (See Well-being Objective 6)

COVID-19

- **Community Impact Assessment of COVID-19**
To learn from how we responded to the pandemic we are identifying transformational new ways of working (See Well-being Objective 15)

Wales COVID-19 death rates

Deaths per 100,000 people - occurring up to end March 2021



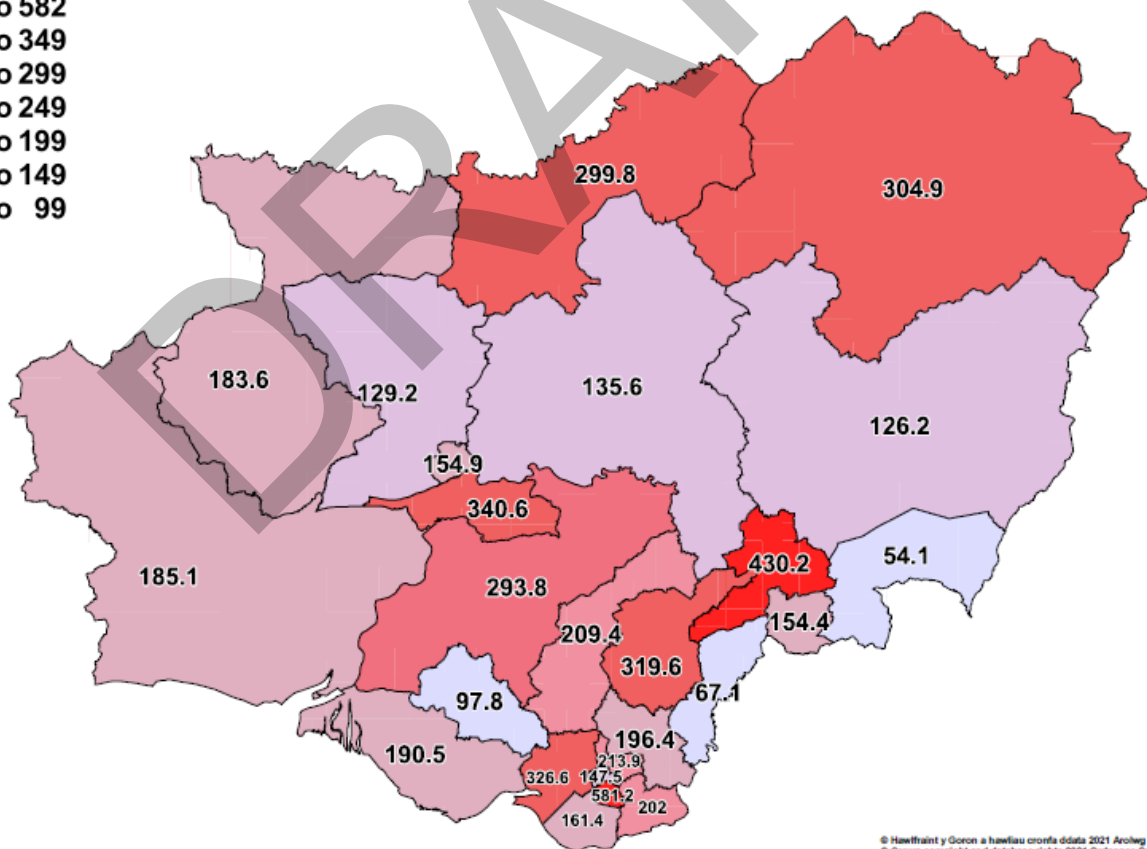
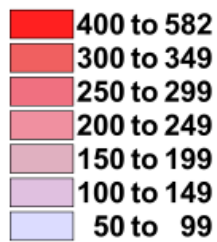
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COVID-19 Deaths in Carmarthenshire to end of March 2021

Carmarthenshire Middle Layer Super Output Areas	Deaths per 100,000 people	Carmarthenshire Middle Layer Super Output Areas	Deaths per 100,000 people
Brynaman, Y Garnant & Glanaman	54.1	Swiss Valley & Llangennech	196.4
Yr Hendy & Tŷ-croes	67.1	Bynea & Llwynhendy	202.0
Cydweli & Trimsaran	97.8	Glyn & Pontyberem	209.4
Llandeilo, Llangadog & Maenordeilo	126.2	Dafen & Felin-foel	213.9
Carmarthen West & Cynwyl Elfed	129.2	Llanddarog, Llangyndeyrn & Ferryside	293.8
Abergwili, Llanegwad & Carmel	135.6	Llandovery, Cil-y-cwm & Cynwyl Gaeo	304.9
Llanelli North	147.5	Llanfihangel-ar-arth & Llanybydder	317.5
Ammanford & Betws	154.4	Llan-non, Cross Hands & Pen-y-groes	319.6
Carmarthen North	154.9	Llanelli West	326.6
Llanelli South	161.4	Carmarthen South & Llangynnwr	340.6
Tre-lech, Cenarth & Llaneler	183.6	Llandybie & Saron	430.2
Whitland, Laugharne & Llansteffan	185.1	Llanelli Bigyn	581.2
Pembrey & Burry Port	190.5		

The area with the lowest number of deaths per 100,000 population in Carmarthenshire is *Brynaman, Y Garnant & Glanaman* and the highest was *Llanelli Bigyn*.

Carmarthenshire COVID-19 death rates per Middle Layer Super Output Areas Deaths per 100,000 people - occurring up to end March 2021



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INTRODUCTION TO OUR ANNUAL REPORT

At the time of preparing this report, Council resources remain committed to dealing with the crisis/recovery. There are some gaps in the information available, for instance, due to the pressures of dealing with the crisis Welsh Government has agreed that comparative *Out turn data* will not be published for 2020-21. We would usually compare our results to other Councils results. In past years we have also reported the results of the National Survey for Wales but much of this is unavailable.

This Annual Report is produced by the Council because we believe we should provide comprehensive and balanced information to the public about our services, so that they can see how we are performing and the challenges we are facing. It is also a statutory duty under the Local Government Measure (Wales) 2009 and the Well-being of Future Generations Act 2015 (*See Appendix 1*). In addition, establishing the baselines will be useful to assess recovery.

Working with Partners

As a Council we are not alone in working to improve the lives of Carmarthenshire's citizens. We are collaborating with other public bodies. We have set up a *Public Services Board (PSB)* and this partnership has published a [Carmarthenshire Well-being Plan](#). All the separate public bodies in the partnership publish their own Well-being Objectives and we will be working to meet many common objectives. The PSB has also published an [Annual Report for 2020/21- To be linked when published](#)

Consultation undertaken by the Council

- ⦿ During the pandemic we undertook a *Parental Survey* conducted with parents, carers and guardians of pupils, with 4,433 responses and asked what they think is having the biggest impact on their child(ren)'s well-being and mental health. An overwhelming majority of respondents noted that the issue which is causing the biggest impact on their child(ren)'s well-being is that they are unable to be with their friends and peers
- ⦿ In response to the COVID-19 pandemic, we consulted with *Carmarthenshire businesses* to gather their views on the impact of the pandemic on their business. In total, 574 businesses responded to the online survey in May. The responses to this engagement have helped shape our support toward these businesses.
- ⦿ In May, 2,543 (32%) of our *staff* across all departments took part in a survey on the new way of working following the COVID-19 outbreak, the results will help shape the future way of working.
- ⦿ Due to the restrictions of the pandemic, we undertook a *digital and virtual budget consultation* for the 2021/22. In response to the public feedback, the council reduced the increase of Council Tax based on the consultation results.
- ⦿ We have consulted on a number of *school projects* throughout the year. These included: consulting on the changing provision in primary schools, changing entry ages at schools, increasing capacity in schools and improving school buildings.
- ⦿ We have also assisted with a number of services on numerous consultations. These included but are not limited to: Proposals to change The Miners' theatre name, Public Services Protection orders, the use of historical monuments within the County, Active travel and Public realm safety improvements in response to the pandemic.

Equality and Diversity

Strategic Equality Plans (SEPs) are important documents that set out how public bodies will consider the needs of groups with protected characteristics, as outlined in the Equality Act 2010. This is intended to ensure that all individuals receive just and equitable treatment in respect of service delivery and strategy/policy formulation.

During the year, we have continued to develop our Integrated Impact Assessment process, which ensures due regard and diligence when the Authority makes key decisions. This process includes our responsibilities in terms of the **Equality Act 2010** and the **Socio-economic Duty**, which came into force on 31 March 2021. The key aim of the Socio-Economic Duty is to encourage better decision making and ultimately deliver better outcomes for those who are socio-economically disadvantaged.

The duty should be used to ensure that reducing inequalities of outcome now and for future generations is a central factor in decision-making. Organisations should consider current inequalities and future trends when deciding how they can have the most impact. And organisations must be guided by the voices of socio-economically disadvantaged people in doing this.

A cross-party **Equality and Diversity (Black, Asian, and Minority Ethnic) Task and Finish Group** was set up in response to two detailed debates in the Council chamber, with the purpose of engaging residents and gathering feedback to help break down barriers and support Carmarthenshire's BAME communities.

As part of their work, the group launched a public survey in response to commentary about historic monuments across the county. The survey encouraged people to give their views on whether the council needed to take any steps in response to public discussion, and what these steps should be.

The Task and Finish Group recommended erecting prominently placed information boards near the Picton Monument and within its grounds with reference to Sir Thomas Picton encompassing his military career as well as his known links with slavery, as well as reference to the local history of the area. The group also recommended a further information board placed in the vicinity of the Court Room at the Guildhall, where a portrait of Sir Thomas Picton is displayed.

As part of our duty to foster good relations between persons who share a relevant protected characteristic and persons who do not, we have developed a **Diversity Calendar**, which aims to establish a consistent and fair timetable across all characteristics. We will review and progress our calendar and ensure that it links in with the work promoted by Welsh Government through the Community Cohesion

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

We are continuing to implement the **Welsh Language Standards** across the Council with significant internal communication work undertaken during 2020-21. Messages about the Standards were conveyed to staff through presentations by the Policy Team, through the communication streams maintained by Marketing and Media and through the Departmental Language Leaders.

The **Welsh Language County Strategic Forum**, which continues to be led by the Council and includes representation from the county's language promotion organisations, as well as public bodies with language officers, has also continued with its role of developing a programme of promoting the Welsh language in the county and instigated much joint planning for the implementation of the Carmarthenshire Promotion Action Plan, which is in line with the Promotion standards. The forum met four times and specific attention was given to apprenticeships and post-16 education, the Language in our communities, priority areas and the Local Development Plan.

How we measure the success of our Well-being Objectives

Success Measures

The Well-being Future Generations Act promotes a shift in focus from service productivity, to all public bodies working together to progress outcomes that improves the quality of life of citizens and communities, both now and in the future. We have a suite of indicators we use to measure the success of our Well-being Objectives; a list of these measures can be seen in *Appendix 2*.

Public Accountability Measures

There is also a National suite of measures that all Councils in Wales normally have to collect, a list of these measures can be seen in *Appendix 3*. Due to COVID-19, Welsh Government decided not to collect and publish results from authorities for 2019/20 or 2020/21.

This has been a year like no other, with our own results for some of these measures not available or not comparable to previous year due to the effects of COVID-19.

Other Assessment Information

Citizen Satisfaction



National Survey for Wales

We usually include National Survey for Wales data that's available at Local Authority level in our Annual Report. Due to the pandemic, much of the data is not available for 2020/21 as Welsh Government had to make changes to how they conduct the survey. Therefore, only a few of the 2020/21 survey results have been included in this report due to lower participation as well as lack of continuity of the questions to previous years surveys.



[Link to 2020 National Survey for Wales - quarterly and monthly results](#)

Regulatory Verdict

During the year our Regulators issued a number of reports on and these are listed in **Appendix 4**.



<https://www.audit.wales/>

<https://www.estyn.gov.wales/language>

<https://careinspectorate.wales/>

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



Well-being Objectives

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

2. Help children live healthy lifestyles.

3. Support and improve progress and achievement for all learners

4. Ensure all young people are in Education, Employment or Training (EET) and are following productive learning and career pathways

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

6. Creating more jobs and growth throughout the county.

7. Increase the availability of rented and affordable homes.

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

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

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

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

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

13. Improving the highway and transport infrastructure and connectivity.

14. Promoting Welsh language and culture.

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

Executive Board Members and the Well-being Objectives



Cllr. Emlyn Dole
Leader

WBO6 - Creating more jobs and growth throughout the county



Cllr. Mair Stephens
Deputy Leader

WBO12 – Environment

WBO15 - Building a Better Council and Making Better Use of Resources



Cllr. Cefin Campbell

WBO5 - Tackling poverty

WBO9 - Good connections and safer communities

WBO12 - Environment



Cllr. Jane Tremlett

WBO9 - Good connections and safer communities

WBO10 - Older people

WBO11 – Ageing Well



Cllr. David Jenkins

WBO15 - Building a Better Council and Making Better Use of Resources



Cllr. Linda Evans

WBO7 - Affordable Homes

WBO9 - Good connections and safer communities

WBO11 - Ageing Well



Cllr. Glynog Davies

WBO1 - Child best start

WBO2 - Healthy Children

WBO3 - Education

WBO4 - Young people



Cllr. Peter Hughes-Griffiths

WBO2 - Healthy Children

WBO8- Healthy lives Adults

WBO14 – Welsh Language & Culture



Cllr. Hazel Evans

WBO12 - Environment

WBO13 - Transport and Highways



Cllr. Phillip Hughes

WBO12 - Environment

WBO8- Healthy lives Adults

Start Well





Well-being Objective 1

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

The number of Children Looked After has significantly reduced

A systemic approach to delivering social work practice alongside our continued focus on preventative work, has seen the number of looked after children continuing to reduce year on year with more and more families being supported to stay together. This has been despite the increased challenges faced due to the COVID-19 pandemic.

Why it is important

- Because giving every child the best start in life is crucial to reducing inequalities across the life course
- Early intervention is key to long term health and well-being. What happens during these early years has lifelong effects on many aspects of health and well-being – from obesity, heart disease and mental health, to educational achievement and economic status
- Because Looked After Children (LAC) are more likely to have been exposed to multiple risks associated with poor long-term outcomes before entering care.

Success Measure

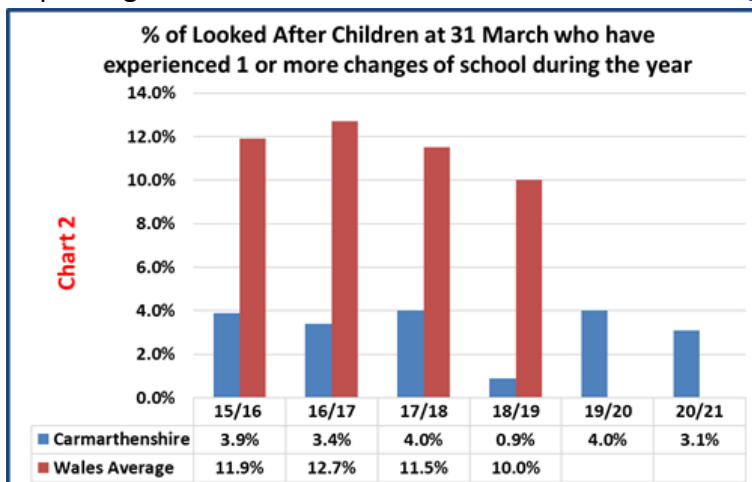
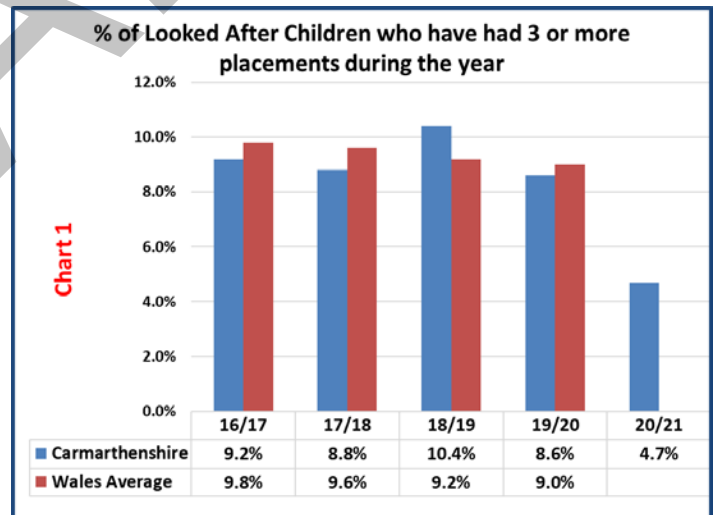
The % of children in care who had to move 3 or more times has reduced to **4.7%**



Explaining the Results

We are pleased to have seen an *improvement* in placement stability with a *reduction* in the number of children having moved 3 or more times during 2020/21, with 4.7% (7 out of 148) compared to 8.6% (14 out of 163) in 2019/20 and better than the Welsh Average of 9%. (See Chart 1)

Stability of looked after children has been excellent despite COVID-19. COVID and strict WG guidelines impacted on the opening of schools. We consistently perform well in maintaining looked after children in the same school, which is also an important factor in improving outcomes.



During 2020/21, 3 out of 96 children changed schools (See Chart 2). A summer programme of support was also put in place which was well received. Our **long-term** primary focus is on **prevention** and maintaining children at home with their families and out of the care system wherever possible, as well as providing extra resources for foster carers to support the children in their care to maintain placement stability and avoid the need to move wherever possible.

Progress on this Well-being Objective taking account the effect of COVID-19

Supporting Families

- ⦿ Throughout the COVID-19 pandemic both registered childcare settings, play providers, families and communities have continued to receive advice, support and guidance in ensuring that children and young people have access to play opportunities during times of lockdown and restrictions.
- ⦿ The *Childcare Assistance Scheme* enabled providers of childcare to remain open to ensure critical services continued to run. Between April to August 2020, 732 children of critical workers were supported by the scheme.
- ⦿ The number of enquiries to the *Family Information Service* has seen a 62% increase this year with 30,197 users and 89,923 pageviews.
- ⦿ *Flying Start Carmarthenshire* became the **first Flying Start in Wales to use a mobile App** to help keep in touch with families. The team developed the App as a way to increase engagement, and to signpost families to important information and promote events in the local areas. The App continues to be pivotal in delivering services, key messages and providing information to all of our families.
- ⦿ *Team Around the Family* (TAF) are continuing to re-shape the service to meet future need and have begun to develop partnership work with the 3rd sector alongside co-production, community development and use of volunteers. TAF continue working alongside schools and the *Attendance and Safeguarding Team* and *Early Help* team to provide a seamless service to education.
- ⦿ Each of the childcare teams have continued to use a systemic approach to delivering social work services. 30 members of staff including managers are about to complete the qualification Foundation year of Systemic Social Work Practice and in addition social workers from across the service undertook a 3-day Introduction to Systemic Practice. The training has helped increase confidence as well as ensuring consistency of approach across the teams. A recent Assurance check by [Care Inspectorate Wales](#) (CIW) remarked on the benefits of 'pod' working which '*clearly promoted a holistic and strengths-based approach to working with families. Records that clearly articulated outcome focused planning. Plans outlined clear achievable goals to safeguarded children and improve their well-being through the provision of a range of services best suited to their needs*'.



Additional Learning Needs (ALN)

- ⦿ The *Inclusion* section has continued to deliver all service areas throughout the pandemic to ALN and all vulnerable pupils. Methods of delivery have been modified following consultation with stakeholders such as families, schools, ECPS and Health thus ensuring all best endeavours are undertaken to continue to deliver statutory processes and support services.
- ⦿ ALN Transformation is reaching a point of implementation and as such the primary focus for improvement is on transitioning into the new mechanism for upholding the statutory duties for children and young adults with ALN from 0-25 as set out by the new act and statutory code of practice.

Activity Packs gifted to Flying Start Families

Nearly 1,800 Flying Start families in Carmarthenshire have been gifted activity packs for their young children to use during lockdown. Each pack contains a range of age-appropriate resources and comes in a box which can be turned into a 'tap tap' box as used in the language and play sessions delivered by Flying Start. Other activity items include books, animal toys, bubbles, paints and art materials, a ball, song puppets, playdoh making kits, shaker bottle kits, lotto boards, crayons and chalk and various sensory materials which will help keep children motivated whilst staying at home.

A parent whose children have benefited from the packs said:

"The girls have had hours of fun doing activities, and they loved the sticking and gluing, painting and using the playdoh. These packs are a lovely idea and have come at just the right time."

Flying Start is a Welsh Government funded programme which supports families in disadvantaged areas of Wales to give children under the age of four a flying start in life. The Council's Executive Board Member for Children's Services, Cllr Glynog Davies said:

"These activity packs are fun, exciting and help to keep young minds active and inspired during lockdown. We're pleased to be working with the police who are helping deliver the packs across the county"

Dyfed Powys Police has also linked up with Carmarthenshire County Council to help with distribution by using their police vans and drivers. Dyfed Powys Police, Chief Inspector Thomas Sharville said:

"The Flying Start scheme offers much needed support to young families during this difficult time. Dyfed Powys Police is delighted to work with Carmarthenshire County Council by supplying drivers and vehicles to deliver Flying Start activity packs to our communities."



Going forward...

During our annual review of the Well-being Objectives, this Objective will remain a Well-being Objective within the updated Corporate Strategy for 2021/22



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



Well-being Objective 2 Start Well - Help children live healthy lifestyles

Obesity in children increases in Carmarthenshire

The 2018/19 Child Measurement Programme data published in March 2021 shows that **over 30%** of children aged 4 to 5 in Carmarthenshire are overweight or obese, the **5th highest** figure in Wales.

Why it is important

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

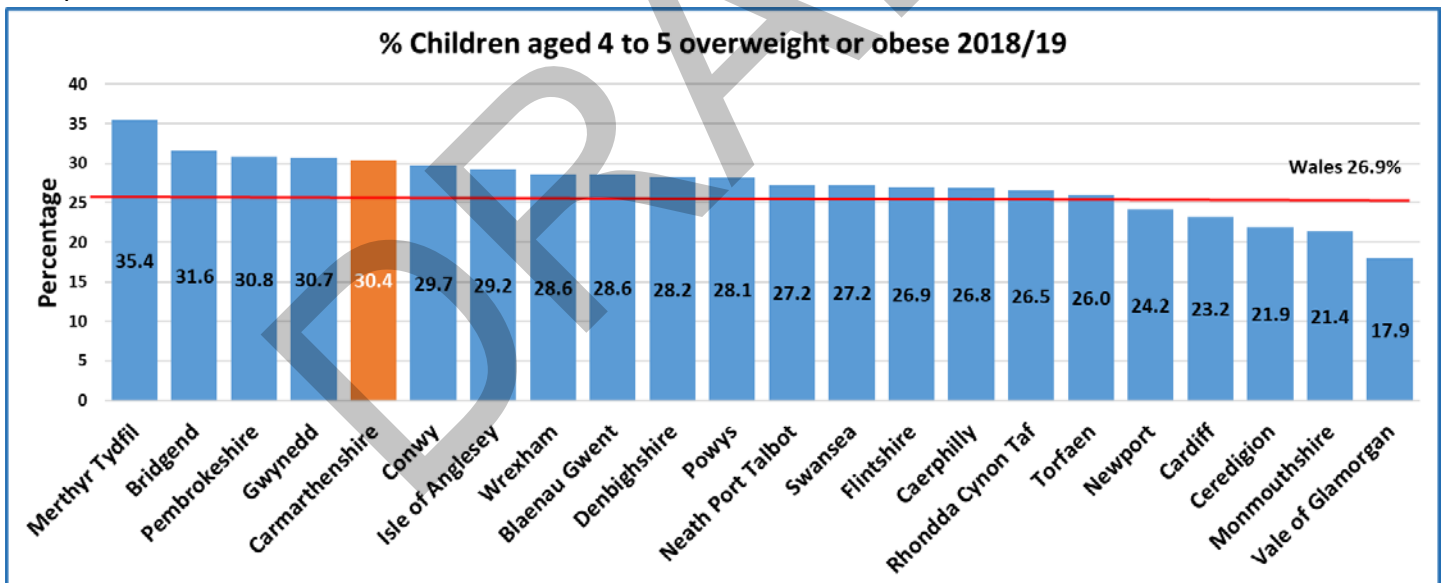
Success Measure

30.4% of children are overweight or obese (2018/19)

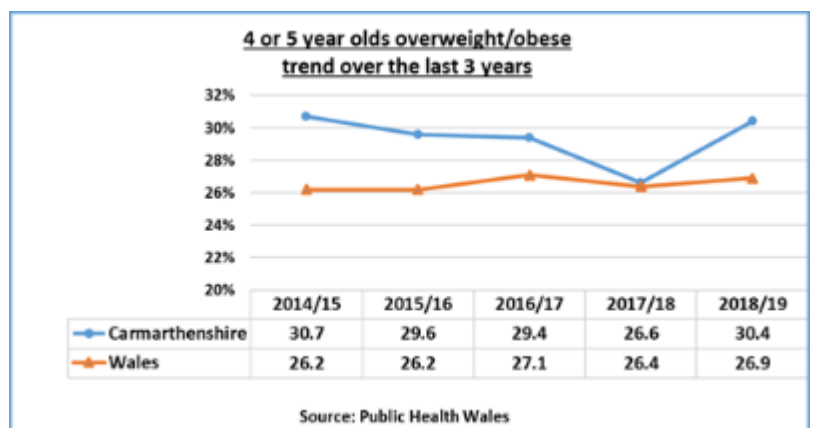
(This is an increase on the previous year of 26.6% 2017/18)



The programme of child measurements is carried out by [Public Health Wales](#) with children attending reception class in schools in Wales.



There had been a downward trend in recent years from having 3rd highest figures in Wales in 2014/15 to just above the Welsh average in 2017/18. Unfortunately, 2018/19 data (published March 2021) shows an increase in the **% overweight or obese to 30.2%**, this is the 5th highest in Wales and just below our 2014/15 result of 30.7%. Obesity in childhood often persists into adult life, leading to related health problems like type 2 diabetes, liver disease, higher rates of heart disease, and some cancers.



Progress on this Well-being Objective taking account the effect of COVID-19

Physical Activity

- Leisure Services successfully secured an All Wales Play Opportunity Grant of £25K and matched funded £52k in order to completely re-develop Llansteffan Beach Playground.
- Work related to utilising school grounds outside of teaching hours remains paused due to the COVID-19 pandemic and associated restrictions. Welsh Government allocated two funding streams during quarter three via the All Wales Play Opportunities Grant to be utilised by the 31st March 2021. Carmarthenshire have been allocated £31,000 in revenue funding to be allocated to providing staffed play provision for vulnerable children during school holidays up until and including the Easter Holidays 2021. A total of £184,092 has been allocated to Carmarthenshire in the form of a capital grant. Advice, guidance and support has been given to Whitland Town Council in relation to developing a playground for Whitland town in line with the Section 106 Contributions regulations. Advice, guidance and support has been given to the Playworker staff within the Integrated Children's Centres in delivering virtual Play Sessions to families as a result of COVID-19 restrictions.
- The Healthy Schools Team worked in partnership with Active Carmarthenshire in promoting the 'Million Minutes' Campaign via our Network and Cluster Meetings and utilised our Termly Cluster meetings to inform schools of the latest guidance published by Public Health Wales regarding Physical Activity Promotion during COVID-19 times and also signposted them to PE Guidance published by the Youth Sport Trust in relation to the delivery of PE lessons and Physical Activity Promotion.



Healthy Eating

- The Healthy Schools team produced a Healthy Packed Lunch Toolkit for Families.
- The Local Authority committed to providing free school meals throughout the pandemic providing food bags, vouchers and direct payments as appropriate. Free School Meal food bags were always as nutritional as we could make them taking into account food safety (dependent how long they would be taking to transport). We also offered ideas of what to make with the items, e.g. tuna pasta salad.

Mental Health

- The Healthy Schools Scheme has undertaken the following work to address Mental Health:
 - Organised and funded 6 x 'Strategies to Support an Anxious Young Person' Courses;
 - Organised and funded 2 x Youth Mental Health First Aid Training Courses;
 - Organised and Co-ordinated 2 x Secondary School Personal and Social Education (PSE) - Professional Learning Community (PLC) activities which had Mental & Emotional Health & Well-being as a focal area;
 - Contributed to the Consultation regarding the Whole School Approach to Mental Health by providing suggestions on how to improve the Whole School Approach to Mental Health Assessment Tool for schools;
 - Played an instrumental role in establishing a Task and Finish Group for the production and publication of a Transgender Toolkit for Schools.

Raise Awareness

- The Healthy Schools Scheme has created and updated several Directories of resources which promote Physical Health, Mental and Emotional Health, Healthy Eating and an increased awareness of Healthy Lifestyles, uploaded onto the Healthy Schools Network on Hwb, Sharepoint and Council website. The resources were designed for use by pupils of all ages and their families, to be utilised by the School Hubs, families with pupils learning from home and for blended learning by schools during the second lockdown.

- ⦿ The Team also placed emphasis on the importance of Outdoor Learning / Provision and have informed schools of relevant training being delivered and excellent websites that can support them in increasing Outdoor Learning provision. As a result, a number of teachers attended training that was delivered by Natural Resources Wales and have signed up to the SOUL Website (Outdoor Learning Website) which provides free resources for schools.
- ⦿ The Health and Wellbeing area of learning is a key focus area as we prepare for the new Welsh curriculum. A cross-disciplinary strategic group is focussing on supporting schools to undertake purposeful activity within the area of learning, as exemplified by the health and happiness programme, which was developed to assist schools over the course of the pandemic. Physical literacy is an important consideration, with further opportunities to learn in the outdoors e.g. via our Learning through Landscapes project.

The way we work

Million Actif Minutes

With the news that schools across Wales would not be opening their doors for some time in the new year due to another lockdown, the Actif Communities team set a fun and engaging challenge for schools that would capture the attention of the County.

The Million Actif Minutes Challenge aimed to engage and motivate children and young people to get active through these difficult times. Schools promoted physical activity, PE, resources available from Actif Communities and activities from National Governing Bodies across Wales in a bid to get children moving more.

The aim of the challenge was for all schools to collectively achieve 1,000,000 active minutes across the County with each school receiving their own specific target which was based on the number of pupils in the school. The schools were challenged to reach their targets in order to be included in a live draw with a chance of winning £500 worth of sports equipment.

The challenge started on the 1st of February and a whopping 76 schools registered to be part of this countywide challenge. The challenge itself was initially aimed at school pupils but due to the influx of emails from staff who wanted to take part, it was decided that they the challenge would also include staff members too!

Within the first 2 weeks an amazing 580,000 active minutes were recorded, with 880,115 by the third week and then a final figure of **2,033,874**



Outdoor Learning in Carmarthenshire Schools

Schools across Carmarthenshire are embracing the great outdoors for learning.

With a strong focus on supporting the health and well-being of learners and staff, Local Authority teams have been highlighting the physical, emotional and educational benefits of outdoor learning. Schools have been supported through a range of training opportunities, resources and projects, resulting in some wonderful developments across the county.

Many schools have constructed outdoor classrooms, and most are keenly developing their garden areas and outdoor spaces. During *Outdoor Learning Week in April*, a fantastic range of cross-curricular learning was captured and shared on school websites.



Pupils have been seen out and about in the local area looking for signs of spring. This term they are planting fruit, vegetables and learning about healthy eating. Many are helping to improve biodiversity by creating 'wild' areas in the locality.

Several projects have been initiated to support the outdoor learning agenda, including: *Walk The Global Walk, The Lightbringers and Lost Words Projects*, which all promote connection to nature and awareness of sustainability issues. Supported by the Incredible Edibles team, pupils are creating 'peace gardens', which will provide places for children to relax, reflect and learn.

Two Erasmus projects, '*Utopia*' and '*Growing Together For Successful Futures*', are also underway to enable our teachers to learn from best practice in countries such as Sweden and Greece.

The *Carmarthenshire Outdoor Schools (CODS)* programme has been established to support and guide schools in their quest to be healthier, happier places for all.

Video: Outdoor learning at Johnstown Primary School

<https://www.i2e.com/johnstown-primary-school/Mr+C/Outdoor+Learning+Autumn+2020/>

Going forward...

During our annual review of the Well-being Objectives, this Objective will remain a Well-being Objective within the updated Corporate Strategy for 2021/22



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



Well-being Objective 3

Start Well - Support and improve progress and achievement for all learners

Support for progress, achievement and well-being has continued in difficult circumstances

Unfortunately, due to COVID-19 and the situation at the moment, we do not have end of key stage data for the summer term 2020 for Foundation Phase, Key Stage (KS) 2 and KS3. Schools are currently re-assessing pupils and gaining a new baseline for individuals following the lockdown period. KS4 and KS5 pupils were awarded their predicted grades. *We do not have access to this data centrally as a county therefore comparison to previous years cannot be made.*

Why it is important

- ⊙ We all want all of our children and young people to have the best possible start in life by supporting them to gain the skills and knowledge they need to lead happy, healthy, fulfilling lives.
- ⊙ We want to improve outcomes for all ages through lifelong learning, to enable them to thrive in 21st Century living and the world of work.
- ⊙ Research by *The Institute of Education* suggests that attending a good pre-school and primary school can have more impact on children's academic progress than their gender or family background (Taggart, 2015)
- ⊙ Our service remains committed to both the principles and priorities as outlined in the Welsh Government's most recent strategic document [Education in Wales: Our National Mission](#).

Success Measures

Average score for Year 11 pupils - based on Teacher assessment rather than examinations due to COVID-19

- ⊙ The last published average score based on the **best 9 exam results** for Year 11 pupils during 2019/20 (2018/19 Academic Year) is 367.2 where girls had an average score of 378.5 and boys 356.4. This is an improvement on the previous year and well above the Welsh average of 354.4.

Attendance at Primary and Secondary Schools - updated data is unavailable due to COVID-19

- ⊙ Due to the pandemic, the disruption to Schools and the need for home learning for most of the year, **attendance data has not been recorded in the same way and therefore not reported**. The last published data was for 2019/20 (2018/19 Academic Year), this showed that Secondary schools had declined further to 93.5% with Primary school attendance staying the same at 93.9%.

Satisfaction with Child's Primary Schools - updated data is unavailable due to COVID-19

- ⊙ Due to COVID-19, there is **no updated data available for the National Survey for Wales measure of satisfaction with child's primary school**. The most recent data of 2019/20 showed that 95% of participants were satisfied with their child's primary school in Carmarthenshire, this had increased from the previous year of 84% and above the Welsh average. This can be volatile dependant on the households questioned during the year.

Progress on this Well-being Objective taking account the effect of COVID-19

- ⦿ Officers from the Education and Children's services department provided support in line with local and national priorities providing schools with a bespoke range of support in line with the priority areas for individual schools and the current COVID Pandemic context. Educational support advisers, Inclusion officers, Educational Psychologists Behavioural support officers and Social Services work closely alongside our schools and settings, supporting evaluative processes and ensuring that the support provided and facilitated by the local authority, partner schools and the region is impacting positively on the learning experiences of the pupils, their progress and their well-being.
- ⦿ Investment in Schools continues as part of the Modernising Education Programme:



New £4.3m school for children and staff at Ysgol Rhys Prichard



Children in Five Roads move into new £4.5m school



£4.5m investment transforms Ysgol Llangadog for staff and pupils

- ⦿ The current Welsh in Education Strategic Plan (WESP) document is now in its penultimate year. We will continue to ensure that the key messages are adhered to and that specific changes in school provision continue to progress. Due to COVID-19, interaction with school leaders regarding moving along the language continuum has been delayed. However, dialogue on the WESP continues with the focus on language progress.
- ⦿ The past twelve months has proved challenging for school governors. We have worked with them to develop their digital skills to facilitate on-line meetings. We continue to encourage and promote participation in the governorship of schools.
- ⦿ Following a review of our specialist behaviour support services, the new Four Phase Model has been implemented; in Phase 1 increasing the provision in schools; Phase 2 more robust packages of support from central team to be delivered on site; and improving provision in Phase 3 and 4 which are the off-site Pupil Referral Units (PRUs) and long term Emotional, Social and Behavioural Difficulties (ESBD) settings. The Behaviour Support Community Team is in development to increase capacity working directly with whole school processes for training and advice to support and upskill staff to work with individuals with the long-term aim of upskilling schools to work with complex pupils reducing the number of pupils requiring long term specialist provision and working more in line with a short-term intervention model.

The way we work

The Health and Happiness Programme

In the spirit of hopefulness, the school improvement team created an approach to classroom routines and activities that can be used to support staff and their pupils return to school in a safe and joyful way. All age groups and varied levels of need were considered. The psychological approaches and principles presented in the *Health and Happiness Programme* can be applied flexibly by schools and can be interpreted to suit the school's context. Research has identified five key principles that support recovery following a serious incident or event: *A sense of safety; a sense of calm; a sense of self and collective efficacy; social connectedness and the promoting of hope.*

For many pupils, returning to school is a welcome return. However, for others, it is a time of worry and anxiety. Some pupils may be carrying a large emotional burden and school might be their only place to talk about this. Adults in school who listen with empathy perform an important therapeutic function, without being therapists. Activities set out in the programme allow time and opportunities for pupils to talk about their experiences and emotions.

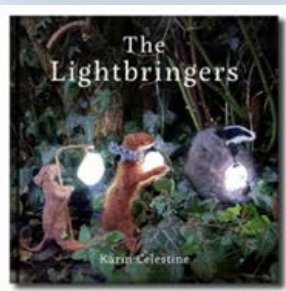
The Health and Happiness Programme is divided into 3 main areas:

- a sense of place, a sense of belonging
- looking after our bodies and minds
- our learning journey

An inclusive activity page is presented for each school phase for each of the 3 main areas. All activities are colour coded demonstrating their relevance to the 5 ways to good well-being. The programme also includes extended literacy and numeracy activities and a wealth of suggestions and activities promoting the Power of Story. The programme is interactive with hyperlinks to additional resources and materials. It also includes live links to supportive websites and apps.



The Lightbringers' Project



The Lightbringers' Project was inspired by the book *The Lightbringers/Y Lanternwyr*, created by Karin Celestine, 'a story of hope... that the light will always return, even in the darkest of days.'

The project was launched in January 2021 to offer support and educational inspiration to school communities during the darkest days of the pandemic building upon the principles of the *Health and Happiness Programme*. All Carmarthenshire schools received bilingual copies of the book, along with a bank of practical ideas and resources to support health, well-being and a collaborative approach to the Curriculum for Wales. Although much of the project has had to be delivered online, it supports a holistic approach to 'blended learning', providing a range of cross-curricular ideas for schools and families to connect with nature and be creative. As part of the project, pupils have enjoyed working with the author, Karin Celestine; Rufus Mufasa, Poet for Future Generations; art specialists and well-being experts.

The first unit, 'Shine A Light', culminated with the Lantern Challenge, when windows across Carmarthenshire were illuminated with beautiful lanterns, shining out positive messages of friendship and solidarity.

The Lightbringers' Project has provided opportunities for families to enjoy learning together, whilst promoting strategies to support positive mental health across the wider school community. The positive impact of this work has been recognised by headteachers and has recently received recognition in the Senedd: https://twitter.com/senedd_hmj/status/1359578890419789825?s=12.



Going forward...

During our annual review of the Well-being Objectives, the updated Corporate Strategy for 2021/22 will show this Well-being Objective 3 combined with Well-being Objective 4 to become -

Start Well - Support and improve progress, achievement, and outcomes for all learners



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



Well-being Objective 4

Start Well - Ensure all young people are in Education, Employment or Training (EET) and are following productive learning and career pathways.

Work towards ensuring EET continues

The number of Year 11 NEET young people in Carmarthenshire, has remained constant compared to two years ago. However, we have seen a decrease in Year 13 NEET young people in 2021. The results are obtained from Careers Wales Destination Survey which was not concluded in March 2020 due to the COVID-19 outbreak, therefore we cannot compare to the previous year. Despite COVID-19 we have worked closely with schools to support pupils at risk of NEET, delivering qualifications, ensuring successful transition to college and improving engagement with additional activities and support.

Why it is important

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

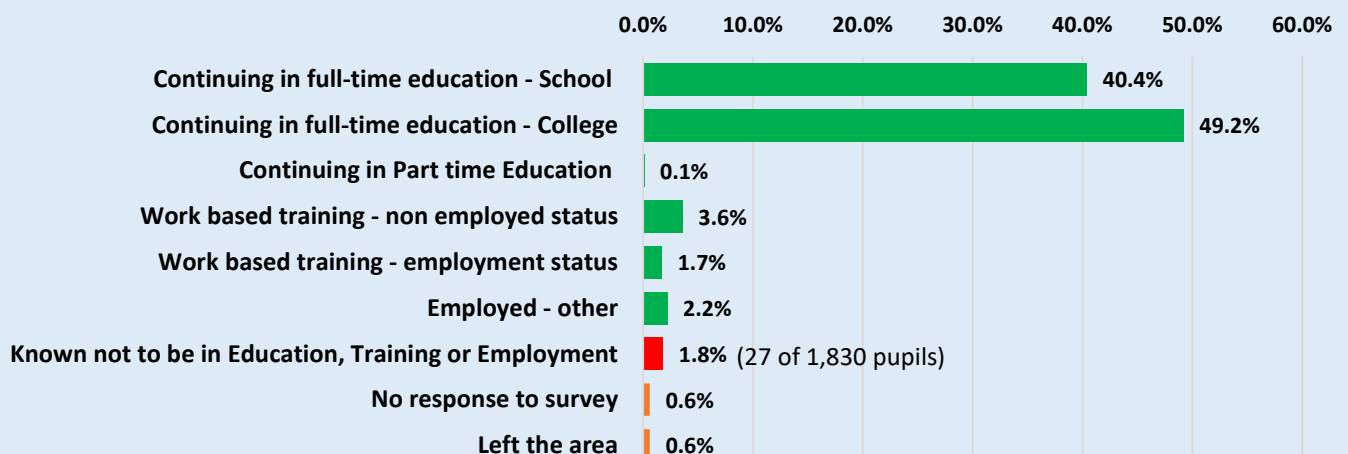
Success Measures



Explaining the Results

- ⊙ 1.8%, or 32 of **Year 11** pupils becoming NEET in 2020/21 (2019/20 Academic Year), this equates to 96.1%, or 1,765 pupils remaining in Education, Employment or Training. A small number of pupils (22), either did not respond to contact or were known to have left Carmarthenshire. The result ranked 15th in Wales and above the Welsh average of 1.7%.

Destination data for Carmarthenshire Y11 pupils (Academic Year 2019-20)



- 3.5%, or 23 out of 652, **Year 13** pupils were known to become NEET, with 15 pupils either not responding to contact or being known to have left the area. The result ranked 9th in Wales and was equal to the Welsh average. Factors previously affecting the result include the rising cost of higher education, young people's awareness of training and employment opportunities and limited identification of this group of young people by schools following the A Level results. We will seek qualitative data to improve on this situation.

Progress on this Well-being Objective taking account the effect of COVID-19

- Since the *Cynydd* project began four years ago 141 young people have been referred to the team, with only 15 (11%) of those young people not being in education or training. Although the pandemic saw a decline in referrals, there were 32 young people referred and 75% of them went on to further education, a traineeship or work.
- Post 16 staff have maintained contact with the children and young people they support. If any child/young person is deemed to be vulnerable/at risk, permission has been sought from the Head of Service as to being able to conduct face to face visits. When and where possible, detached youth work has taken the place of youth club delivery, and Streets and Bwlch Youth Centres have been permitted to re-open via Silver/Gold Command. The centres are being utilised for appointment only drop-ins for vulnerable children and young people. The same applies to Dr Mz Youth Centre under partnership arrangements.
- A post 16 learning review has been initiated, which will encompass the appropriateness of learning pathways at Key Stage 4 into post compulsory education, world of work and training. This will also involve liaising closely with our local Further Education provider.
- During the past year the Community Learning Service has developed new and innovative blended learning opportunities for Essential Skills and ESOL learners. Staff have undertaken training in Digital Pedagogy and supported learners in their digital learning as well as their literacy, numeracy and language learning. Learners have remained engaged and achieved outcomes where possible.
- The Youth Support Service has signed up to the Participation Charter in the final quarter of this year, following on from discussions with Children in Wales, and resulting from work linked to the last self-assessment that was completed by the service. This means that each team within the service will undertake a self-assessment against the National Participation Standards from March 2021 onwards in terms of more effectively engaging those children and young people that are NEET.
- YEPF delivery has continued throughout the year. Use has been made of MS Teams to hold Support into Employment, Education and Training Meetings, as well as Vulnerability Assessment Profile Meetings. Liaison has continued with Careers Wales. Youth Support Workers have provided one to one support to children and young people.
- The Local Authority and Regional Consortia are developing a Professional learning offer for Curriculum for Wales aligning with inclusion team. Ensuring good pedagogy meets individual pupil needs at all levels. All Carmarthenshire schools have started the Journey to curriculum for Wales planning. The engagement and progress to end goal varies due to different circumstances schools find themselves in. 88 schools have engaged with ERW's offer last year and 105 have now engaged with ERW's training opportunities this year. Science and Technology project supported by ERW saw 42 Schools engaged using the small and rural schools' grant. A Task and Finish group is being initiated to address key areas of need e.g. Assessment informing curriculum design (Cross departmental work).
- We have identified several areas for service development: Well-being and Music Therapy, Music for All Initiative (Music for Vulnerable and Disadvantaged Learners) and Year 6 Transition (Performing Arts). These have been identified through pilot initiatives and suggestions / proposals from Head Teachers.

- ⦿ We have extended and developed the Seren Programme for More Able and Talented (MAT) pupils to pre-16 learners. We have merged with Ceredigion to help provision for pre-16 learners in three counties (Carmarthenshire, Pembrokeshire and Ceredigion). We have provided Brilliant club, a non-profit organisation that aims to widen access to university for students from underrepresented groups, to all 30 schools in the 3 counties. We pioneered a partnership with Aberystwyth's new vet school with events for years 8 and 9 and 10-12 and piloted a humanities project around the theme of the holocaust with University of Wales Trinity St David's for students from all schools. We also ran masterclasses in specialist subjects; philosophy; physics; literature and writing; Humanities and Mandarin.

The way we work

Council offers a step on the career ladder with successful apprenticeship programme

Appropriate picture to be added

Over 160 apprentices are working with Carmarthenshire County Council, supporting the authority in a variety of roles whilst progressing their career. The council runs a long and successful apprenticeship programme and is recognising the contribution apprentices make during National Apprenticeship Week (February 8-14). Apprenticeships are a great opportunity for people to develop practical skills and get ready for the world of work. The programmes provide a mix of workplace and academic modules leading to a nationally recognised qualification. Many apprentices go on to full-time employment with their apprenticeship employer or move on to the next stage of their career with another employer.

Over recent years Carmarthenshire County Council has worked with many apprentices to complete a wide range of qualifications. Currently, the authority has 166 apprentices undertaking many different roles, working towards several different qualifications. Over the last year, despite being in the midst of a pandemic, 10 new apprentices have joined the council's team.

They include Alaw Roberts and Eve Bryan who are *MakerSpace* apprentices based with Carmarthen and Ammanford libraries; Alex Caswell, Evan Davies and Ben Cooke who joined the council as *Next Steps* apprentices, working on property maintenance.

And Finn Quick, Elliot Lewis, Rhydian Jones, Tomos Williams and Elliot Brice who are undertaking Chartered Institute of Building higher apprenticeships in construction management.

Council apprenticeships are also flexible - Poppy Evans started her apprenticeship with the council as a business support assistant but has recently progressed into the Children and Family Services team helping to engage and recruit new foster parents.

Poppy, who is taking her apprenticeship through the medium of Welsh, is one of 10 apprenticeship ambassadors for Coleg Cymraeg Cenedlaethol's 2020/2021 academic year and runs a successful vlog about her apprenticeship experience.

Going forward...

During our annual review of the Well-being Objectives, the updated Corporate Strategy for 2021/22 will show this Well-being Objective 4 combined with Well-being Objective 3 and become-

Start Well - Support and improve progress, achievement, and outcomes for all learners



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

Live Well



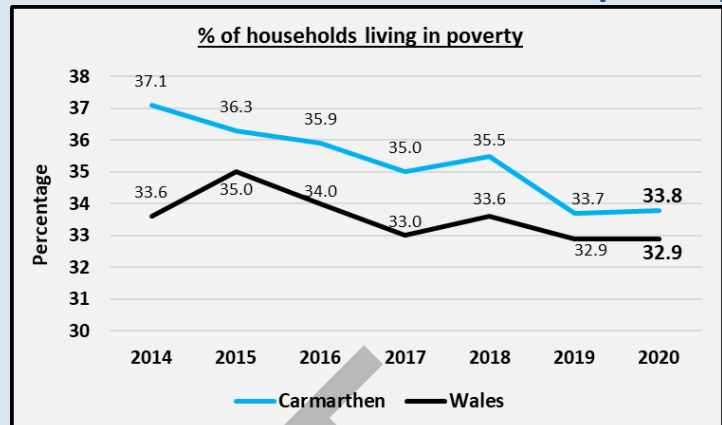


Well-being Objective 5

Start Well/Live Well - Tackle poverty by doing all we can to prevent it, help people into work & improve the lives of those living in poverty

Over a third of households in Carmarthenshire continue to live in poverty

During 2020, **27,691** households in Carmarthenshire were classed as living in poverty, this is a slight increase on the previous year of 27,576.



Poverty is defined as when a "household income is less than 60% of the GB median income" (in 2020 less than £19,967)

Why it is important

- ⊙ Poverty and deprivation have serious detrimental effects across all aspects of well-being. It limits the opportunities and prospects for children and young people, damages the quality of life for families and communities
- ⊙ Poverty can be a barrier to full participation in society and is too often an intergenerational experience which poses a significant threat to experiencing positive well-being both now and, in the future,
- ⊙ Two Carmarthenshire wards (Tyisha and Glanymor) were in the top 20 worst wards for childhood poverty in Wales (both at 41.3%) *Source: End Child Poverty, Loughborough University, 2019*

Success Measures / Explaining the Results

Households Living in Poverty - see comment and chart above.

Homelessness Prevention

46.4% of households threatened with homelessness were successfully prevented from becoming homeless

The same as the previous year (46.4% 193/416 x100)



- ⊙ Of the 377 households **threatened with homelessness** during 2020/21, **175 were successfully prevented from becoming homeless - 46.4%**, the same % result as 2019/20 but a reduced number of households threatened with homelessness. As a result of COVID-19, Welsh Government changed the law around homelessness in that all single homeless people regardless of their previous history were deemed a priority and local authorities were required to provide both temporary and permanent accommodation. This new demand resulted in a new cohort of people presenting themselves to us (rough sleeping and sofa surfers) Their circumstances made it difficult for us to undertake prevention work. Regardless of these increased new demands, overall, we were able to maintain our homeless prevention work compared to last year.

Gap in exam results for pupils receiving Free School Meals and those who do not - updated data is unavailable

- ⊙ The last published data on the **gap between exam results** for pupils receiving **Free School Meals (FSM)** and **those who do not (Non-FSM)** was for the period 2019/20 (2018/19 Academic Year) at **17.9%**, this had reduced by 1.8 percentage points from the previous year and continued to be the 7th smallest gap in Wales.

Living in material deprivation - updated data is unavailable due to COVID-19

- ⊙ The 2019/20 National Survey for Wales of showed that **11.3%** of participating households in Carmarthenshire were classed as **living in material deprivation**, this is below the Welsh average of 12.9% and a reduction on the previous year of 13.5%. Due to COVID-19, there is no updated data available for the measure.
- ⊙ According to the 2019 Welsh Index of Multiple Deprivation (WIMD) which is the official measure of relative deprivation for small areas in Wales, Carmarthenshire has 3 areas within the 100 most deprived areas in Wales. These are Tyisha^{area2} ranked as 17th most deprived area in Wales, followed by Glanymor^{area4} in 68th and Bigyn^{area4} in 84th position.

Progress on this Well-being Objective taking account the effect of COVID-19

Preventing poverty

- ⊙ Flying Start is the Welsh Government targeted Early Years programme for families with children under 4 years of age in some of the most disadvantaged areas of Wales. It aims to mitigate the impact of deprivation and poverty on families through the delivery of services in the first 1000 days of a child's life. During 2019. *Flying Start Carmarthenshire* became the **first Flying Start in Wales to use a mobile App** to help keep in touch with families. See Well-being Objective 2.
- ⊙ As an *employer*:
 - We are committed to guaranteeing the equivalent of the **"real living wage"** as set by the Living Wage Foundation by paying a supplement to those workers whose total hourly pay falls below the living wage. We are now paying the Living Wage supplement to only 115 employees therefore ensuring that our whole workforce is paid at least the real living wage.
 - Signposting information is available to financial advisory services for staff and our occupational health service will also provide support and signposting where necessary.
 - The Council has also adopted the **'ethical employment in supply chains'** code of practice which asks our suppliers to consider paying the Living Wage as a minimum. This is incorporated into our procurement and tendering processes.
- ⊙ In *Revenues and Benefits*:
 - We provide benefit maximisation advice, help to service users to identify how expenditure can be reduced, referral to specialist support, help to apply for grants and benefits and the issue of foodbank vouchers.
 - Whilst processing claims, Housing Benefit staff are often able to identify if people need to be referred for more detailed benefit maximisation advice, personal budgeting or debt advice. In addition, they provide support in completing applications for benefits.
 - Our Council Tax recovery team also identifies when individuals could be claiming Council Tax reduction or benefit from budgeting or debt advice.
 - We administer a number of benefits payment schemes accessed by our residents needing support to pay their rent or council tax bills:
 - Housing benefit helps people on low incomes to pay their rent. It can cover rent to a private landlord, to a Housing Association, or if you pay rent to Carmarthenshire County Council; 9600 claimants received Housing Benefit in 2020/21.
 - Discretionary Housing Payment (DHP) is a short-term payment which can be applied for by those claiming Housing Benefit or Universal Credit (with Housing costs) but are finding it difficult to pay their rent and 816 claimants received DHP in 2020/21.
 - The Council Tax Reduction scheme supported 16,541 households in Carmarthenshire in 2020/21 in paying council tax bills for people on a low income who claim benefits or Universal Credit.
 - Staff at the Council's Hwbs provide advice and assistance to residents on several Council services face to face, with customers able to return their benefit application forms to the Hwbs where staff check that all supporting evidence is included.

Helping people into work

	2019/20			2020/21		
	Participants	Qualifications	Got a job	Participants	Qualifications	Got a job
Workways+	184	155	70	111	30	55
Volunteering	84			29		
Communities for work	53	33	28	111	16	7
Communities for work+	101	180	45	154	79	58

The impact of the Pandemic had a significant impact on the above figures and some teams were redeployed.

Improving the lives of those living in poverty

- ⊙ In 2019/20, Carmarthenshire had 17.4% of children (4,771 pupils) who are eligible for free school meals in Wales (18%). However, as of 27th January 2021, there was a 16% increase with an additional 766 pupils eligible pupils in Carmarthenshire since January 2020.
- ⊙ **Free breakfast in primary schools** - This service, which is provided at 95 schools in the county (89 in the month of March with the others coming back slowly), was greatly disrupted during the last year by the pandemic. When schools first re-opened in some schools Breakfast 'bags' were served just before the start of the school day. Clubs are now offering limited numbers/spaces due to social distancing rules, with an average daily number of 1,898 children being fed between during March 2021.
- ⊙ **Pupil Development Grant** - This Welsh Government funded grant is available to families on low incomes for the purchase of school uniform, sports kit and equipment. Funding is available to pupils who are eligible for Free School Meals entering certain years in primary and secondary school and also to all looked after children. Funding of up to £125 is available to each eligible learner, with those in Year 7 being entitled to a maximum of £200. The grant is administered by the Council and the total allocation to Carmarthenshire for 2020/21 is £5,221,000.
- ⊙ Providing housing advice is one of the main functions of the **Advice and Tenancy Support team**. The team have a co-ordinating role in terms of ensuring clients in difficulties get welfare benefits advice and support. Staff also support council tenants to claim the correct benefits, including assistance with completion of forms, complete applications to reduce the cost of water rates, signpost to energy efficiency help and advise on eligibility for free school meals and uniform grants
- ⊙ During the pandemic we have prioritised all **homeless** people resulting in 193 households prevented from being homeless. Previously we prioritised families and vulnerable single people, but the pandemic resulted in a new cohort of people presenting themselves to us.
- ⊙ Since January 2019, eligible working parents of 3 and 4 year-olds in Carmarthenshire have been able to access 30 hours a week of Welsh Government funded early education and childcare. The childcare offer was suspended by Welsh Government in March due to COVID 19 but was reinstated in September 2020. The Childcare Offer fully resumed during the last quarter of the year with various promotional methods
- ⊙ There are currently **16 Food Banks** in the County and the Council has been directly providing funding in supporting many of these during COVID-19.
- ⊙ The Tyisha project is continuing to deliver a bold and transformational plan to create vibrancy, cohesion, and sustainability for the community. In turn this will provide the residents and future generations with ambition, aspirations and investment for their future.
 - We are working to deliver new homes, better green space, improve waste issues, tackle crime, reduce poverty and deprivation by working closely with partners.

- We are being proactive both, in developing a sense of place for the longer term but also on an operational daily basis. We now have a dedicated team of community wardens, development officers, housing officers to tackle the core issues at Tyisha which the residents are telling us.



We have committed to undertake a fundamental review of our approach to Tackling Poverty and prepare a cross-departmental Council action plan to respond to key issues relating to poverty, rural poverty and child poverty. We will discuss this further with relevant stakeholders and Carmarthenshire PSB members during 2021-22.

The way we work

Council recognised for help to food banks



We have been recognised nationally after gifting over £42,000 in food vouchers to foodbanks during the coronavirus pandemic.

Egni Sir Gâr Cyfyngedig won a community award in the British Renewable Energy (REA) Awards 2020 after distributing the vouchers to 14 food banks across the county out of income generated from rooftop solar panels.

The REA judging panel said: "They have responded very generously compared to their income stream. What a remarkable and impactful immediate response to a crisis. If only other organisations followed their lead."

The donation represents a value of approximately £70,000 for every mega-watt of solar installed, which is the highest single payment per megawatt of installed solar for any community benefit society, commercial solar farm or portfolio in the UK.

The Council's Executive Board Member for Resources and Director of Egni Sir Gâr, Cllr David Jenkins, said: *"The last year more than ever before people are having to use the foodbanks to put food on their table so we didn't hesitate to repurpose these funds when they became available to help more families that are struggling and cannot afford the essentials of life."*

Egni Sir Gâr Cyfyngedig is an energy community benefit society established by Carmarthenshire County Council in 2015. Since then, it has installed 16 rooftop solar on council owned buildings. With a total capacity installed of 636 kWp (kilowatt peak), the electricity generated by these sites over the last 12 months equates to the equivalent of over 290 tonnes of CO₂e offset which contributes towards the council's commitment to become a net zero carbon local authority by 2030.

If you are struggling and cannot afford food, then please contact your local food bank.

Going forward...

During our annual review of the Well-being Objectives, this Objective will remain a Well-being Objective within the updated Corporate Strategy for 2021/22



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



Well-being Objective 6

Live Well - Create more jobs and growth throughout the county

Median Gross Weekly Pay has increased by 7% in Carmarthenshire (from £536.2 to £572.1)

Carmarthenshire has gone up from 8th in 2019 to 3rd highest wage in Wales for 2020.

This is now above the Welsh average of £541.7

Why it is important

- ⊙ Providing secure and well-paid jobs for local people is central to everything we are seeking to achieve.
- ⊙ Increasing employability is fundamental to tackling poverty, reducing inequalities and has a dramatic impact on our health and ability to function in everyday society.

Success Measures / Explaining the Results

Median Gross Weekly Pay - See updated data above

Employment

Employment figure is **TBC%**

(April 20 – March 21)

(Previously 71.5%)

TBCth highest in Wales

Source: ONS – Annual Population Survey



Employment figures in Carmarthenshire at the end of March 2020 is **71.5%**, this is slightly down from 71.6% the previous year. This is below both the Welsh (73.7%) and UK average (75.9%), both of which have increased. We have also moved from 15th to 16th in Wales.

Although employment rates are not purely the Council's responsibility, these figures are disappointing. However, we have continued to put a number of funding initiatives in place again during 2019/20 to stimulate jobs and growth in the county in the form of Property Development Fund, Carmarthenshire Rural Enterprise Fund and Business Grants and created 393 jobs. The employment figures for 2020/21 are expected to drop in Carmarthenshire as in many parts of the UK due to effect of COVID-19. **Employment figures April 2020-March 2021 due to be published July 2021**

Qualified to NVQ Level 4 or above



40.7%

Qualified to NVQ Level 4 or above

@ December 2020

(previously 41.4% December 2019)

Source: ONS – Annual Population Survey

40.7% of working age adults living in Carmarthenshire are **qualified to NVQ Level 4 or above** @ December 2020, this is a slight decline on 41.4% the previous year and falls just below the Welsh average of 41.4%. This result moves us from 5th **highest figure** in Wales the previous year down to 10th.

Satisfied with jobs - updated data is unavailable due to COVID-19

- ⊙ The 2019/20 National Survey for Wales showed that **78.9%** of those participated were moderately or very **satisfied with their jobs**, this is below the previous result of 82.5% and we have moved down from 11th to 17th position in Wales. Due to COVID-19, there is no updated data available for the measure.

Progress on this Well-being Objective taking account the effect of COVID-19

Pentre Awel

- ⦿ Pentre Awel will deliver significant benefits in respect of employment, recruitment and training, supply chain and community engagement. A cross-departmental team has worked extensively to prepare the highest value tender to be placed by the Authority at circa £70m. The development of quality criteria, greater quality vs. price apportionment (a departure from the default position) and emphasis on community benefits aims to maximise local social and economic impact. Reflecting on the year, important milestones have been achieved which will set the project up well moving forward. These include:



- City Deal Business Case approval by UK and Welsh Governments on 17th March 2021;
 - Pre-Application Consultation undertaken for the Hotel site in January;
 - Completion of RIBA Stage 3 design;
 - COVID-19 service planning to ensure Pentre Awel is responsive to new ways of working;
 - Ecology work (protected species surveys, translocation) for planning conditions;
 - MoUs with education, health and research partners.
- ⦿ We provided additional support to help and advise Carmarthenshire businesses and residents when the pandemic struck. A dedicated help line was established and was available seven days a week initially. Council officers were on hand to provide guidance on financial support and other help for businesses tackling the effect of the pandemic. Plus, a *dedicated business team* was established to speak to businesses directly.
 - ⦿ **We helped over 4,000 businesses to receive Welsh Government’s business rates grant payments of between £10,000 and £25,000 with a total amount of over £46 million.**
 - ⦿ Lack of footfall in town centres had an impact on trade in our *market halls*, we offered our tenants free rent between April and June 2020 during the first national lockdown, and offered a 25 per cent concession on rent from July to September to traders who demonstrated that their turnover was affected. Traders were also supported by a range of Welsh Government grants
 - ⦿ 1,000 businesses responded to a *questionnaire/telephone survey* conducted in May 2020 to find out more about the impact that COVID-19 had, had on Carmarthenshire businesses - identifying what was important to them in the short, medium and long-term, so that going forward we can provide them with the assistance they most need. The findings of this engagement will provide the platform upon which we will develop our economic response and recovery proposals going forward
 - ⦿ A new online showcase was launched shining a spotlight on the best of Carmarthenshire’s local independent businesses. [100% Sir Gâr](#) has been developed by ourselves with support from town and community councils, business, and retail groups, to give local retailers and producers a platform to highlight their products. Any local independent business or producer can sign up to be included and take advantage of the free marketing opportunity. By signing up they are able to access support to grow and improve their business. 100% Sir Gâr is a virtual shop window, highlighting a wide range of wonderful home-grown and handmade products by talented local people to become a vital resource for people shopping, as well as supporting local traders when they need it the most.

Shelley Williams-Davies, who runs *Attic Vintage Interiors*, in King Street, Carmarthen, said: “100% Sir Gâr will give us an opportunity to attract new customers and showcase what our shop has to offer. We hope it will encourage people to support small local independent businesses too.”



- ⦿ **97.3% of our invoices** were paid within 30 days – our best ever performance. Prompt payment is essential for businesses especially at a time on uncertainty due to the pandemic.

- ① The [Regional Learning and Skills Partnership \(RLSP\)](#) worked with employers and training providers to measure the economic and skills impact of the COVID-19 pandemic and produced reports on the impact across the region. The RLSP identified a number of key skills that have arisen as a result of the pandemic that links to the City Deal projects. Work continued with businesses to understand the economic impact of COVID-19 and the impact on skills and training. The Skills and Talent Business Plan is nearing completion, with presentations having been made to the City Deal Programme Board and the Employer Strategy Board with a review by Welsh Government in April 2021.

The Way We Work

How We Have Helped Our Businesses



Having been made redundant from his former employer, *Ryan Jones* set up his new business, *Pentre Plumbing & Heating*, in April 2019.

With the help of a grant of almost £3,000 from the *Carmarthenshire Business Start Up Fund* operating at that time, Ryan purchased all the tools and equipment necessary for delivering his services and very quickly won contracts with clients such as Leekes and Ammanford Town Council, as well as building a reputation as a domestic plumber and heating engineer. This venture has not only created and secured a full-time job for Ryan going forward but has also laid the foundation to possibly creating another job within the business in the near future.

Having become much in demand as a reputable plumber, the arrival of COVID-19 and the closure of Leekes, Ammanford Town Council's facilities and cancellations from domestic clients not wanting any trades people in their homes, meant that unfortunately

Ryan's work all but stopped.

Ryan sought support through the Council's newly set up **COVID helpline** where he was referred to a business support officer for advice. Being a start-up business with no business rates liability meant that, unfortunately he fell through the net of many of the business support schemes which were being introduced at that time, but he was held on a reserve list and advised to apply for Universal Credit to help him through the lockdown period.

Upon the launch of the *COVID Start Up fund* introduced by Welsh Government in June and being delivered by Carmarthenshire County Council, Ryan was contacted and advised to apply as he met the criteria. Through this scheme, Ryan received £2,500 to help keep his business afloat until he can fully resume his services.

Ryan said *"I am grateful to Carmarthenshire County Council for the support they have given me in establishing Pentre Plumbing & Heating. From starting up last year to maintaining support when all went quiet during lockdown, their assistance has been invaluable to keeping the business going and sustaining my job"*.

Going forward...

During our annual review of the Well-being Objectives, this Objective will remain a Well-being Objective within the updated Corporate Strategy for 2021/22



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



Well-being Objective 7

Live Well - Increase the availability of rented and affordable homes

We have delivered over 1,000 additional affordable homes

Good quality, affordable homes are the bed rock of healthy and sustainable communities. We have delivered **1,129** additional affordable homes since 2016 as part of the affordable homes plan

Why it is important

- Good quality affordable homes promote *health and well-being*, meeting the individual needs of the residents, building strong sustainable communities and places where people want to live.
- Good quality energy efficient affordable homes are good for the People and the Environment – our homes are well insulated and have the latest innovative technologies (solar panels and batteries to store energy) that do not only significantly reduce our carbon emissions, they promote affordable warmth for our tenants. The average savings to fuel bills can be as much as 60% per year.
- It's good for the *Social Structure* - well-placed affordable housing developments allow communities to welcome a wide range of families and to create a vibrant, diverse, group of residents.
- It's good for the Economy – Our plans to increase affordable housing will see the investment of over £150m over the next ten years in the county. This will help stimulate the local economy, grow the construction industry, the local supply chain and the green economy. This will also create jobs for local people as well as providing more homes to help local people remain in their communities.

Success Measure

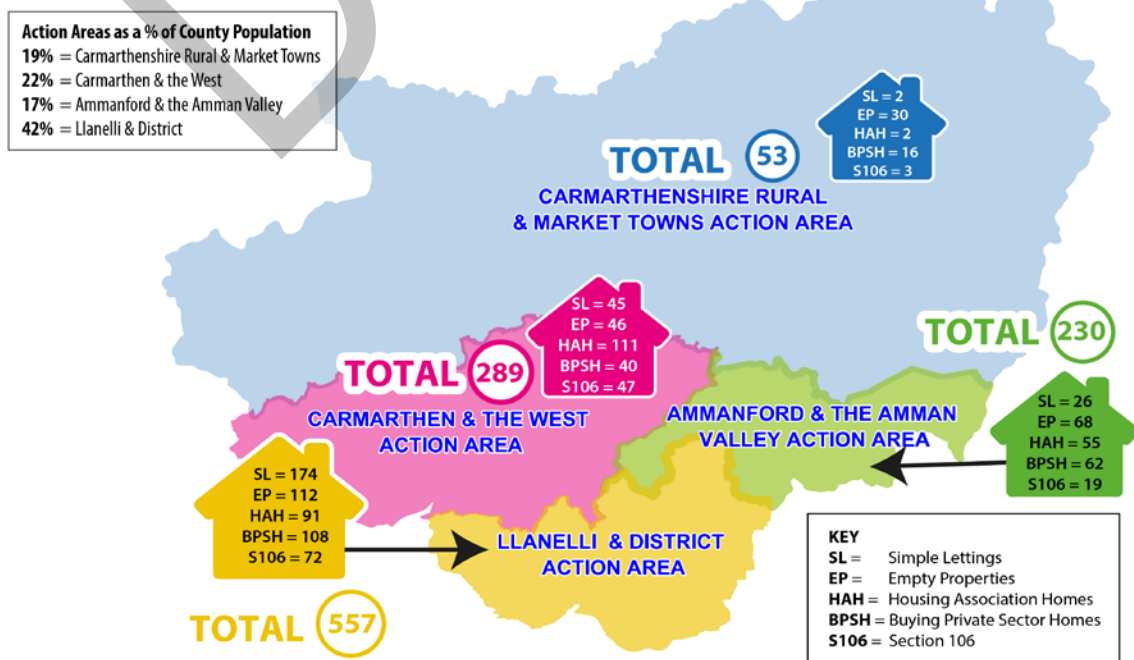
+ 158 Additional Affordable Homes during 2020/21



Explaining the Results

Affordable Homes Performance – Overall Performance from April 2016

1,129 Affordable Homes Delivered



Progress on this Well-being Objective taking account the effect of COVID-19

- Through our Affordable Homes Delivery Plan we aimed to deliver over 1,000 additional affordable homes between 2016 and 2021. We are pleased to report that we have exceeded this target and delivered **1,129** additional affordable homes. We have delivered the homes through the following solutions:

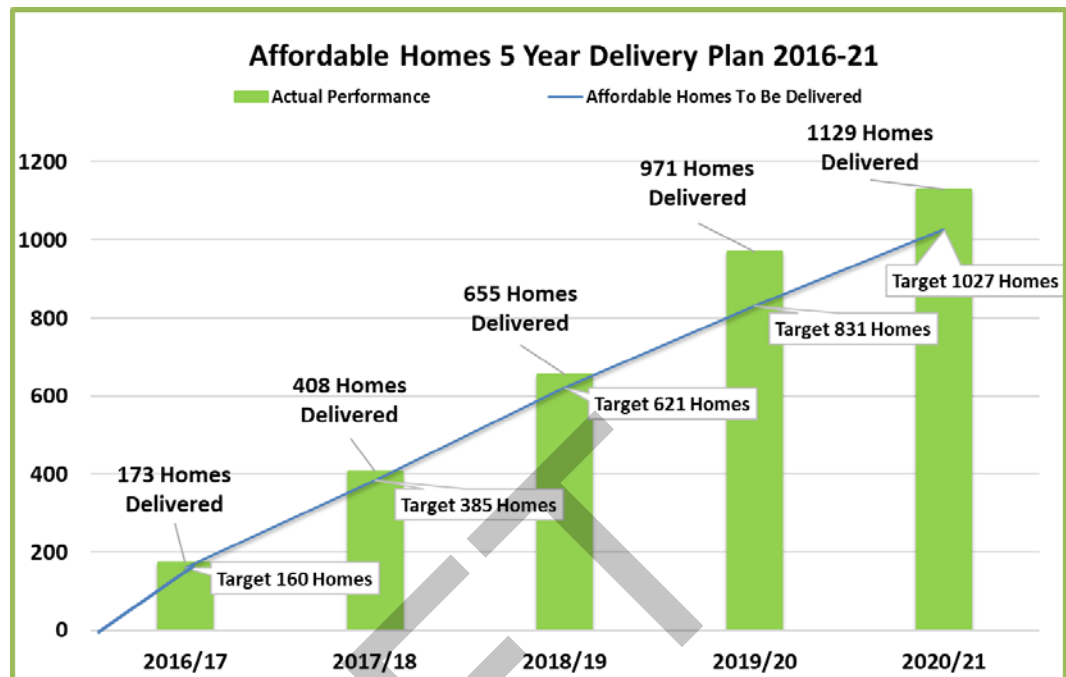
247: Simple lettings agency
(32: 16/17; 63: 17/18; 61: 18/19;
61:19/20; 30 20/21)

256: Empty homes brought back into use
(28: 16/17; 63: 17/18; 67: 18/19;
64:19/20; 34 20/21)

245: Buying private sector homes
(45: 16/17; 69: 17/18; 81: 18/19;
43:19/20; 7: 20/21)

240: Housing Association new build development
(45: 16/17; 20: 17/18; 17: 18/19;
107:19/20; 51: 20/21)

141: Section 106 Contribution by Developers
(23: 16/17; 20: 17/18; 21: 18/19;
41:19/20; 36 20/21)



Our new energy efficient affordable homes are well insulated and have the latest innovative technologies which will reduce our carbon emissions by on average 70% and reduce fuel bills for tenants by up to 60% promoting affordable warmth, growing the green economy and creating sustainable communities.

- In September 2019, we published our plans to build over 900 new council homes in our communities. Our plans will help stimulate the local economy and grow the green economy creating energy efficient homes and much needed local jobs. Our new build standards exceed the requirements of the Building Regulations and follow the principles of the Cardiff University's Welsh School of Architecture SOLCER house model for energy and include:

- Highly insulated walls, roofs and floors
- Triple glazed windows
- Solar PV Panels
- Battery Storage for any unused electricity produced by the solar panels
- Electric car charging point
- LED lighting
- Achieve an average energy rating (SAP level) between 98 and 105

- ⦿ We currently have 8 council new build developments onsite including: Dylan, Garreglwyd, Glanmor Terrace, Gwynfryn, Maespiode, YMCA in Llanelli, Coleshill Terrace and Glanamman. These developments will create 145 new affordable homes. With a further 18 sites being prepared for either planning or tender. This includes 6 sites in rural areas that will be developed on a mix tenure basis and will provide homes for low-cost home ownership
- ⦿ In May 2020 the Future Generations Commissioner published a [report](#) on the progress of the Well-being of Future Generations Act the report states: *“Carmarthenshire’s new build programme is identified as an excellent example of what can be delivered in the social housing sector”*.



**Building over 30 new innovative council homes
in Glanmor Terrace, Burry Port**

Going forward...

During our annual review of the Well-being Objectives, this Objective will remain a Well-being Objective within the updated Corporate Strategy for 2021/22



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



Well-being Objective 8

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

Excellent progress has been made in diversifying our health and well-being offer for the residents of Carmarthenshire by developing opportunities to engage online whilst supporting people to stay healthy locally during this challenging year

Why it is important

- ⊙ Our way of life is changing, people are living longer with a higher quality of life.
- ⊙ The challenge is to prevent ill health.
- ⊙ Living healthy lives allows people to fulfil their potential, meet educational aspirations and play a full part in the economy and society of Carmarthenshire.
- ⊙ Many of the preventive services and interventions required to maintain health, independence and well-being lie outside health and social care.
- ⊙ Playing a part in providing accessible, inclusive, exciting, sustainable services, which promote and facilitate learning, culture, heritage, information, well-being and leisure.

Success Measures / Explaining the Results

The following two [National Survey for Wales](#) results are based on a lower response level compared to previous years due to restrictions and resources due to COVID-19:-

General Health Good or Very Good



70% of Adults who say their general health is Good or Very Good
Previously 70%

Source: National Survey for Wales

70% of Carmarthenshire participants said their **general health is Good or Very Good**, this is the same as the previous year, comparatively we have moved down from 15th to 18th position in Wales. We continue to work with partners such as Public Health via the

Public Services Board to promote a healthy environment for Carmarthenshire residents, including exercise, nutrition, and cleaner air.

Long-term Illness



51% of Adults who say they have a long-term illness
Previously 51%

Source: National Survey for Wales

51% of Carmarthenshire participants **said they had a longstanding illness, disability or infirmity**, this is the same as the previous survey result, we have moved up from 15th position in Wales to 6th. Whilst this measure has numerous influences we continue

to see increases in the number and impact of schemes such as National Exercise Referral scheme with almost 1,400 referrals in the past 12 months.

Due to COVID-19, there is no updated data available for the following two National Survey for Wales results:-

Adult Mental Health - updated data is unavailable due to COVID-19

- ⊙ The 2018/19 **Mental well-being score** showed Carmarthenshire participants having a score of 51 out of a possible score of 70, same as the average score for Wales. This is based on 14 positively worded statements asked as part of the survey which represents positive attributes of well-being and covers both feeling and functioning as opposed to mental illness or disorder and is suitable for use in the general population.

Less than 2 Healthy lifestyle behaviours - updated data is unavailable due to COVID-19.

- ⊙ The combined 2018/19 & 2019/20 result showed that **12.4%** of participants have **fewer than two healthy lifestyle behaviours** this had declined on the previous result of 8.8% and moved down from 5th best to 18th in Wales.

Progress on this Well-being Objective taking account the effect of COVID-19

- Our specialist social work team have assessed 138 adults with drug and alcohol problems in the past year.
- £130k from the Valleys Regional Park fund has been invested in Llyn Llech Owain which has included a new toddler play area, improvements to the entrance and walkways, improvements to the Boardwalk and Visitor Centre and an enhanced outdoor area for the café.
- Our Library services have provided online access to residents throughout the pandemic, with 226,543 visits being made to our Libraries Corporate website, and a new 'click 'n collect' service being established in the three regional libraries.
- Over £500k has been spent at Ammanford Leisure Centre to re-furbish the wet side changing rooms, with further plans to upgrade the all-weather pitch and improve car parking facilities on site.
- Carmarthen Leisure Centre's external upgrades are nearing completion, with a new 2G AstroTurf surface laid, the 4x external community Tennis Courts re-surfaced, the Athletics Track re-surfaced and widened, and additional parking and traffic calming measures in place. Works are also well underway in Llandovery, where there is a £350k investment into the school conversion to provide the town with health & fitness facilities adjacent to, and complimenting, the swimming pool.
- Plans for the new leisure facility in Llanelli are now moving forward with over £25 million earmarked for a new leisure centre on the Pentre Awel site.
- During COVID-19, we have supported Sport Wales with 66 Sports Club Applications for the Emergency Relief Fund, totalling over £40k of funding to protect clubs during lockdown. In recent months, our internal Actif community sports team have been critical in promoting and supporting the award of Emergency Relief Funding, where Sport Wales (funding body) relied on our guidance and advice in allocating a proportion of the £500k+ of national funding to clubs and organisations in Carmarthenshire. This will continue as Sport Wales switch to an £8m+ 'Sport Relief Funding' mechanism moving forward.
- Due to the pandemic the National Exercise Referral Scheme was suspended, despite this we have maintained contact with 583 of our National Exercise Referral clients, making 13,657 contacts taking nearly 6,820 hours, with 693 home programmes sent to vulnerable clients.
- We have created a number of online fitness classes for our Actif Leisure members to access free of charge, during the period that our leisure facilities have been closed, whilst developing a new Actif Anywhere offer to deliver online memberships and activities in future.



John is 72 years old and lives alone following the death of his wife. He lives in the South of Carmarthenshire but was not a member of Actif until he saw an advert for the new Actif Anywhere digital platform in September.



The platform has been a life saviour for John during the pandemic as he would have otherwise spent the vast majority of his time alone. John has a background in martial arts and now practices Thai Chi.

Since the launch of the platform, John has been identified as being one of the major attendees and one of our biggest advocates. He has attended over 170 sessions to date and is now sometimes joined by his daughter or grandchildren when they visit. Over months, John trialled all the classes that have been on the timetable and has since found his favourites in Yoga, Dance, HIIT, BoxFit, legs bums & tums and Walk your way to Fitness. John says:

"Good morning all, just finished HiiT with Cath. Woke me up from my slumber, warmed me up from a chilly morning and set me up for the rest of the day. Thank you all at Actif Anywhere."

Beach Wheelchairs

Hi..

Last year I emailed you, asking about the possibility of introducing beach wheelchairs to Pembrey. I just need a few minutes each week breathing in the sea air to get myself calm and happy, and I'm usually content to just sit in my chair or scooter at the top of the beach for 20 minutes while hubby plays with the dog.

This used to be a nightmare, as getting onto the beach was very difficult, usually involving my husband dragging the chair backwards across the sand with the help of anyone available... but your fabulous chairs will change all that.

The chair itself was amazing, very comfortable indeed, and it moved so smoothly across the sand, hubby was really impressed.

So, a huge thank you for all your team has done, it is really, much appreciated.

Sian

Mental Health

People Speak Up is a social, mental-health, arts, health and wellbeing enterprise with inclusion, individual empowerment, and community involvement at its heart. It works closely with the local Carmarthenshire community and arts/health networks.

Reaching 450 / overall attendance of 2,000 / 15 projects
from the start of the pandemic in April 2020 – March 2021

- **Stories By Phone** – Our professional applied storytellers and practitioners facilitated weekly calls to people living in isolation and living with dementia: <https://wahwn.cymru/knowledge-bank/stories-to-the-door-and-stories-by-phone>
- **Story care & Share** – weekly wellbeing and mental health creative story sessions for ages 18+, this was adapted during the pandemic to Zoom, currently we are running workshops online and face to face.
- **Care Home sessions** – Weekly storytelling sessions, pre-pandemic at our base and at care homes. Since the pandemic, we have worked over zoom.
- **Intergenerational** - Main aim is to bring older and younger people together to re-connect through sharing time by working with professional storytellers, Spoken Word Artists & Visual Artists: <https://youtu.be/rVnLSsh4Dco>
- **Creative companions** – Bringing young volunteers together to an older person living in isolation, to create resilience and cohesion.
- **Young people Speak up** – Well-being creative sessions for ages 11-24/ adapted on to various platforms and face to face. These young people are integrated into all our other projects with mental health, connectivity, training and volunteering being our main objectives.

Going forward...

During our annual review of the Well-being Objectives, this Objective will remain a Well-being Objective within the updated Corporate Strategy for 2021/22



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

Age Well





Well-being Objective 9

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

We have seen remarkable spike in community spirit

Over the past year, in the face of the huge challenges of COVID-19 we have seen our communities supporting each other. Neighbours helping each other, colleagues supporting each other, and strangers working together for community good.

In a recent commissioned survey of Mid and South West Wales 77% of the interviewees referred to community cohesion as good, rising to 92% who said good but needing improvement. However, there is some concern that these gains may be short lived.

Why it is important

- ⊙ Safety and a feeling of belonging are important to personal well-being and more people appreciate the value of kindness and being part of a community.
- ⊙ Public bodies have clear obligations to create and support cohesive communities in Wales. Cohesive Communities is one of the National Goals set out in the Well-being of Future Generations (Wales) Act. A Cohesive Community is an area where those from different backgrounds share positive relationships, feel safe in their neighbourhood, and have a sense of mutual respect and shared values.
- ⊙ Community Resilience is also essential to enable communities to respond to, withstand, and recover from adverse situations. The COVID-19 crisis has shown what can be achieved when communities work together.

Success Measures

A sense of community - updated data is unavailable due to COVID-19

Feeling Safe - updated data is unavailable due to COVID-19

We normally measure the success of this Well-being Objective with the above National Survey for Wales results but unfortunately due to COVID-19 these questions were not asked during 2020/21. The most recent data published in June 2019 showed that **51.6%** of participants felt they had a **'Sense of Community'**, 14th position in Wales. With the number **feeling safe** was **76.1%** and in 7th place.

Progress on this Well-being Objective taking account the effect of COVID-19

Community Cohesion

In order to ensure our communities are as cohesive as possible, we work with organisations at a grassroots level to develop initiatives that bring people and communities together and provide opportunities for people from different backgrounds to meet and get to know and understand one another.

- ⊙ During 2020, we ran two Community Cohesion Small Grants funds for projects across the region. We have funded 20 projects across the region, two examples are:
 - Story Connections – People Speak Up Llanelli. This project brought approximately 200 people from diverse communities together to share space and create stories and involved a wide range of partners including Syria Sir Gâr, Llanelli Pride, Ffwrnes Theatre and Youth service.
 - 'Faces & Places' project which is celebrating diversity across Mid & West Wales.

The Cohesion team have recently completed a research project, delivered by Premier Advisory Group to look at the impact that Brexit and COVID-19 had on communities. The purpose of this was to provide an evidence base, identifying potential community hotspots, tensions and issues and recommendations as to how we embed good practice into our work moving forward. We are now considering how to embed several recommendations into our policies and strategies.



- ⊙ One of the key areas of work that we are engaged with is to raise awareness of *Hate Crime* and how to report it. Ensuring people understand what constitutes a hate crime, what is and isn't acceptable behaviour is so important and we work closely with agencies like Victim Support to develop campaigns and projects which support this work.
- ⊙ Another key area of our work is to promote a *Cohesion calendar* of events and campaigns throughout the year, focusing on National campaigns and highlighting these with a regional or local perspective if possible.
- ⊙ We have developed a perpetrator intervention programme on a regional basis to combat *Violence Against Women and Domestic Abuse and Sexual Violence*
- ⊙ 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 with 2020 seeing an overall rise in the numbers of frauds reported nationally. trueCall Nuisance Call Blocking Devices which have been installed in elderly and vulnerable residents' homes in the county have for the year 2020/21 blocked 16,277 nuisance calls – based on national intelligence 4,883 of those calls were identified as calling from numbers used by known criminals.
- ⊙ An *innovative alert system Seraphimbeta®* was developed in the wake of the pandemic to notify authority officers when a trueCall user was experiencing high volume of calls from suspected fraudsters. The system has generated 66 high level alerts leading to welfare calls and officer intervention to prevent vulnerable residents engaging in telephone fraud. Funding has been secured to develop the wider call blocking project further.

Sir Gâredig – Sharing Carmarthenshire's kindness

- ⊙ This year, the act of kindness to others has been more prevalent than ever due to COVID-19, therefore Sir Gâredig – Sharing Carmarthenshire's kindness was introduced with the aim to connect people in need with those that can help. It was an opportunity to provide a focal point for community activities and a friendly term that people could use to share positive stories, images, and video on social media. This campaign was also an opportunity for people to be inspired to sign up and volunteer within their communities. To help their neighbours and share the good work and kindness that is being shared across Carmarthenshire.



Community Safety in Tyisha

Partner organisations are working closely together to tackle the drug, alcohol and anti-social behaviour issues in Tyisha, aiming to make the area a safer place to live. A survey has been completed by 217 residents in Tyisha – 10% of households - to give information on how they feel about policing, reassurance and safety in their neighbourhood. The results are being analysed and an action plan will be developed to tackle local concerns.

Two community wardens, part funded through a partnership bid with Dyfed Powys Police to the Home Office 'Safer Streets' fund, have been recruited by the Council and are working in Tyisha and Glan-y-môr to provide reassurance and support to the local community and raise awareness of crime prevention measures. The community wardens are setting up Neighbourhood Watch schemes and are working with partners to reduce crime relating to drug and alcohol use and to tackle anti-social behaviour including the use of CCTV and video doorbells provided by the Safer Communities Partnership using Home Office 'Safer Streets' funding. The Council are also working in partnership with neighbourhood policing teams and local housing associations to tackle anti-social behaviour within tenancies and deliver robust action plans to prevent it from reoccurring.

The Council introduced a Public Spaces Protection Order (PSPO) into parts of Llanelli Town Centre in October 2020 to help combat alcohol related crime and anti-social behaviour in public places and improve the quality of life for the local community.

Tackling Serious Violence and Organised Crime

We have continued to work closely with police and other partners to *successfully tackle 'County Lines'*, including the sharing of information and participating in targeted weeks of action. County Lines is a term used for illegal drug-dealing networks, usually controlled by a person using a telephone number – the 'county line'. They distribute drugs via 'runners' who are vulnerable children and adults recruited to transport drugs and cash all over the UK. This crime is often associated with other serious crimes such as sexual exploitation, violence, money laundering and human trafficking.

A new '*INTACT*' Strategy for 2021-24 has been developed by partners to tackle Serious Violence and Organised Crime across Dyfed Powys. A work plan has been produced, information and awareness sessions arranged for staff of partner organisations and clear prevention messages are being promoted widely to the public, with a new theme per month. A new Early Intervention and Prevention Team is being introduced, consisting of 10 community support officers across the region and an analyst. This team will aim to prevent children, young people and vulnerable adults from engaging in, or becoming victims of Serious Violence and Organised Crime. This team will develop and deliver early intervention activities, identifying opportunities for diversion activities, undertake targeted vulnerability patrols and support partners when working with young people.

Zero-tolerance approach to racism pledge

We have pledged to take a zero-tolerance approach to racism within the authority.

We have joined other organisations and individuals who have signed the policy as part of the Zero Racism Wales campaign which has been launched by Race Council Cymru.

By signing the pledge, we have committed to promoting a zero tolerance to racism approach throughout the organisation, this means that:

- ⦿ We will take a stand against racism and promote a more inclusive and equal society for all.
- ⦿ We will not tolerate racial prejudice, discrimination, harassment, victimisation, abuse, or violence against any individual.
- ⦿ We will stand in solidarity, come together, and say no to racism, in all its forms.
- ⦿ We will promote good race relations between people from diverse ethnic backgrounds in organisation.
- ⦿ We will promote equal and fair opportunities for people from diverse ethnic backgrounds to attain promotion.
- ⦿ We will eliminate unlawful race discrimination, harassment, victimisation and abuse.

The way we work

Living in the community

We have redeveloped a property to provide accommodation for individuals stepping down from residential care.

The individuals have lived together for many years in a care home in Carmarthenshire which was scheduled for closure. Given their significant and complex needs, the likely outcome was that they would be placed in various other residential establishments. An Intermediate Care Fund grant was utilised in this project to find a suitable large residential property with outdoor space to meet their needs and maintain their longstanding relationships.



A property was purchased, and three individuals moved in in October 2020 with 24/7 support. They have been encouraged to be involved in the decoration and set up of their new home, particularly in the personalisation of living areas and their own rooms. They have also renamed the property.

The local community affords many opportunities for participation, as well as there being many leisure pursuits available within easy travelling distance. Family members have been consulted throughout and are now looking forward to visiting their relatives in their new home, maintaining these important links.

Going forward...

During our annual review of the Well-being Objectives, this Objective will have specific emphasis on *Community Cohesion* within the updated Corporate Strategy for 2021/22 and will be renamed:

Live Well - Support community cohesion, resilience, and safety



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



Well-being Objective 10

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

Support for older people has continued despite the pandemic:

We have continued to support older people and ensure that they can remain as independent as possible and maintain their dignity, despite the challenges that the pandemic has presented.

Why it is important

- ⊙ Consultations have demonstrated that ‘*what matters*’ to individuals is to be able to be as independent and well as possible for as long as possible.
- ⊙ Our frail population demographic is increasing and will require support to remain as independent as possible.
- ⊙ It is essential that we lay robust foundations to future proof the availability of services that promote and support ongoing well-being and independence for our frail older adult population.

Success Measures / Explaining the Results

Good Social Care Service available in the area



66%

Agree there’s a good social care service available in their area
(Previously 47.5%)

Source: National Survey for Wales

According to the monthly [National Survey for Wales](#) questionnaires completed between May and September 2020, **66%** of participants believed that there is **good Social Care Service available in the area**. This result is based on a lower response level than previous years due to lower participation because of COVID-19.

This is a good improvement on the previous result of 47.5%, which maybe partly attributable to the pandemic which highlighted the excellent work and commitment shown by Social Care staff during this period.



99%

of people we surveyed during the pandemic within Adult Social Care said that we responded quickly to their needs

"Very, very fast response to my needs in a time of national lockdown"

Progress on this Well-being Objective taking account the effect of COVID-1

- ⊙ We implemented new processes and procedures to ensure effective and safe assessment and support of individuals during the COVID-19 pandemic.
- ⊙ We revised the approach to support discharges from hospital to ensure that risk of exposure to COVID-19 is minimised for all.
- ⊙ We provided alternative support instead of day services and respite which have not been possible during the pandemic; this has included increased support to individuals and their carers at home as well as an increase in uptake to the CONNECT project to ensure that people can have regular social contact. (see *Well-being Objective 11*)
- ⊙ Wide scale consultation with service users and their carers who attended day centres prior to closure due to COVID-19 restrictions has resulted in a revised model of support in partnership with the third sector. This is including a pilot of 1 to 1 support at home and the development a virtual offer which allows people to join activities that they are interested in.



- A Care Inspectorate Wales Quality Assurance Check 2021 found that the local authority ensures people's voices are heard, their choices respected, and people routinely achieved self-identified outcomes and that the Delta/Connect project has been successful in promoting prevention and early intervention and reducing need for increased or formal support from statutory agencies.

Supporting Care Homes in the County During the Pandemic

Within weeks of the national lockdown, multiple care homes were being hit by COVID-19 outbreaks, with significant numbers of staff and residents contracting the virus. Carmarthenshire County Council was in the unprecedented position as a commissioner of care home placements, and the key agency to help, advise and support care homes to deal with the challenges they faced linked to COVID-19. Carmarthenshire has the highest number of care homes of any county in Wales with 91 care homes, despite only having the 4th largest population of 188,771.



Faced with this challenge a Daily Operational Command virtual meeting was set up with all aspects of the Health and Social Care integrated community services system represented.

The aim was to help prevent acute hospitals becoming overwhelmed by ensuring safe and timely discharge from hospital and preventing admissions to hospital where not necessary, as well as ensure that care providers were effectively supported. This enabled rapid identification of the parts of the system that were experiencing pressure, and a joint problem-solving approach to alleviate the pressure points and ensure availability of hospital beds for those that most needed them. This was the first time that a wide range of services had been brought together, which was a significant achievement.

The Daily Operational Command was overseeing the impact of the temporary closure of admissions to Care Homes on the whole Health and Social Care system - when the availability of Nursing beds became very limited, the issue was escalated, and it was decided to re-open the Field Hospital to prevent long delays in being able to discharge patients awaiting these placements.

A Care Home Escalation Procedure was developed. This set out a blueprint on how outbreaks should be managed, adopting a standard multi-agency approach to support care homes through outbreaks. The Council's Commissioning Team took the lead on a multi-disciplinary team which included Commissioning, Care Management, Health Board Infection Prevention and Control, Environmental Health, Community Nursing and Primary Care to support the home with infection control reviews, help maintain acceptable staffing levels and nursing support and remained in place until the outbreak had ended. The processes which were put in place enabled a rapid response to an outbreak situation and the measures of success were that at no point was availability of acute hospital beds significantly compromised, and at no point was any care home unable to provide appropriate care for its residents.

Going forward...

During our annual review of the Well-being Objectives, the updated Corporate Strategy for 2021/22 will show this Well-being Objective 10 combined with Well-being Objective 11 to become -

Age Well - Support older people to age well and maintain dignity and independence in their later years



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



Well-being Objective 11

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

Over 10,000 pro-active well-being calls were made over the last year

Why it is important

- ⊙ Ageing well – ‘*adding life to years, not just years to life*’ – is important for each of us, and for our country as a whole. Older people should be seen as a vital part of society and should be able to have more opportunities to participate in and contribute to our economy and our communities. Older people are a significant asset to our community and economy.
- ⊙ Wider services can make an important contribution in supporting and sustaining the independence of older people and reducing the demand on Social Services and Health Care.
- ⊙ The *Older Peoples Commissioner, Heléna Herklots* sets the ambition of ‘Making Wales the best place in the world to grow older’.

Success Measure

Feeling Lonely - updated data is unavailable due to COVID-19

We normally measure the success of this Well-being Objective with the above National Survey for Wales result but unfortunately due to COVID-19 there is no updated data available for the measure. The most recent data published in June 2020 showed that **16.2%** of participating adults in Carmarthenshire **classed themselves as lonely**, this was above the Welsh average of 14.43% but had reduced from the previous result of 18.3%.

Progress on this Well-being Objective taking account the effect of COVID-19

- ⊙ We have rolled out of the CONNECT programme across Carmarthenshire that provides proactive well-being support, including proactive well-being calls and digital inclusion.
- ⊙ We have funded intergenerational projects where connection between children and older people were promoted, such as the school children ‘virtually’ attending care homes.
- ⊙ We have increased digital inclusion of older people in response to the COVID-19 pandemic.
- ⊙ We have launched *Connect to Carmarthenshire*, time-banking platform and active volunteering schemes in partnership with the third sector to promote social connectedness.



CYSYLLTU
Sir Gâr
CONNECT
Carmarthenshire

Carmarthenshire Project CONNECT finalists for an award

Carmarthenshire has designed and implemented an innovative and large-scale programme focused on supporting older people's independence and #wellbeing through a technological and digital approach that has been acknowledged as good practice not only across Wales but across the UK. This programme is called **CONNECT** and is delivered in partnership with Delta Well-being, health and social care and the third sector, funded by Welsh Government Transformation funds.



The project in Carmarthenshire is a finalist in the Public Sector Transformation Award for Excellence, as it exemplifies our ambition of working across sectoral boundaries to deliver a radical, person-centred approach to well-being, care and support. It involves implementing a new model of self-help and pro-active care, enabled by Technology Enabled Care (TEC), improving the well-being of individuals, which in-turn allows people to stay independent for longer, reducing demands on long term or acute care.

This programme is based on a model operating Spain which we adapted to fit in Carmarthenshire. This has not been done before in the UK and certainly not at the scale implemented in Carmarthenshire. Since February 2020 nearly 2,000 Carmarthenshire residents have been supported by the project and it has been instrumental in our response to the COVID pandemic. We do this is through:

- Well-being calls
- Digital support and TEC packages
- Help to re-engage with the local community (digitally currently, but physically longer term)
- Access to an appropriate Community Response Team 24/7, if in crisis



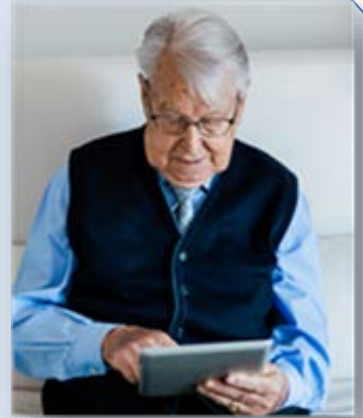
Over **10,000** pro-active well-being calls were completed between April 20 and January 21

An additional **9,000** well-being calls to provide COVID support



When surveyed **88%** of clients feel considerably safer with the service

Raymond's story...



Widower Raymond moved into sheltered accommodation after his beloved wife sadly lost her battle to cancer a few years ago. He was referred to CONNECT after being hospitalised for six weeks.

Paying tribute to his family, he said although he had always received great support from them due to COVID-19 he was unable to see them as he had received a shielding letter advising him to self-isolate.

Without being able to spend time with his loved ones and friends socially, and with no sporting activities taking place to go and watch, he began to feel "very depressed and lonely."

Through CONNECT, Raymond receives vital weekly well-being calls. This includes checking he has enough food at home and can access any prescriptions or medication.

Speaking about the benefits of the well-being calls he told us, "I really look forward to the calls. I appreciate them. It's nice to have a friend to talk to. I used to feel depressed in the week, but now I look forward to the calls every Monday morning. They have helped me regain my confidence, which is important. These calls help save lives as without them, I'd feel very down and would likely need more help from the NHS. I really feel like a different person after we've spoken."

Through the CONNECT service, Raymond also has a red button lifeline which he can press any time he needs help or support, and it goes directly through to the team's 24/7 Monitoring Centre. CONNECT also enables Raymond to have access to a 24/7 Community Response Service, if in crisis.

Going forward...

During our annual review of the Well-being Objectives, the updated Corporate Strategy for 2021/22 will show this Well-being Objective 11 combined with Well-being Objective 10 to become -

Age Well - Support older people to age well and maintain dignity and independence in their later years



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

Healthy, Safe & Prosperous Environment



Well-being Objective 12 Healthy & Safe Environment - Look after the environment now and in the future

First local authority in Wales to publish a climate change action plan

In February 2020, we became [the first local authority in Wales to publish a climate change action plan](#) detailing how we work towards becoming net zero carbon in the next 10 years.

[We were one of the first councils in the UK to declare a climate emergency, pledging, the ambitious and challenging target of becoming net carbon zero by 2030 - 20 years ahead of Welsh and UK government targets.](#) Actions include developing new carbon reductions from council's buildings, purchasing more energy efficient fleet, collaboration with other public bodies to deliver wider change, exploring opportunities for tree planting and renewable energy generation on council-owned land.

Why it is important

- ⊙ The Natural Environment is a core component of sustainable development. The Environment (Wales) Act 2016 expands the duty placed on public bodies, requiring them to maintain and enhance biodiversity and promote ecosystem resilience.
- ⊙ A biodiverse natural environment, with healthy functioning ecosystems, supports social, economic and ecological resilience. Carmarthenshire's natural environment is the natural resource on which much of our economy is based – tourism, farming, forestry, and renewable energy. It is a major factor that attracts people, both young and older to live, work and visit the county, bringing inward investment with them.
- ⊙ There is a strong relationship between residents' well-being and their surrounding environment from providing recreational opportunities, to psychological positivity, health benefits and a connection to heritage and culture.

Success Measures



We generated **TBC kWh** of renewable energy during 2020/21
(increased from 997,480 kWh in the previous year)



The Council's Energy Consumption (kWh) increased by **TBC%**
from 70,332,291 kWh in 2019/20 to **TBC** kWh in 2020/21



Our recycle rate is **66.08 %**
(This is an increase on the previous year's figure of 64.66%.
(Fly-tipping has increased by 29% and kerbside collection increased by 22%)

Explaining the Results

- ⊙ Renewable energy**updated figures due in TBC**
- ⊙ Energy Consumption by the Authority see table below. **Updated figures due in TBC**
- ⊙ **Recycling** increased in 2020/21 to 66.08% (51,494 Tonnes) from 64.66%(50,544 Tonnes) the previous year. We continue to exceed Welsh Government statutory targets (64% March 2020) avoiding any financial penalties.
 - Thanks to residents and the way in which they have used our recycling services, there has been a significant increase in recycling.
 - Looking ahead, how we collect recyclable materials in future and the way our residents use our recycling services will become even more important so that we can meet even more stringent recycling targets and our carbon reduction ambitions.
 - The recyclable material that we collect is used to make new products and can aid the circular economy, thereby minimising the need for raw materials and reducing our carbon footprint.

- In order to allow that waste material to be efficiently used to make new products, we have to ensure that the quality of the materials is the best it can be and that these materials are not contaminated, which could render them unusable for recycling.
- Consequently, looking ahead, we will need to review our kerbside waste collection strategy to address current problems, but this will mean that as residents of Carmarthenshire we all will need to have an open mindset towards new ways of collecting recyclable waste and to adopt the most effective way of recycling in the near future; ultimately, we are safeguarding our environment for future generations.

Progress on this Well-being Objective taking account the effect of COVID-19

Net Zero Carbon

- ⊙ Working towards Net Zero Carbon we are trying to reduce energy consumption and emissions and the table below shows that whilst consumption has increased emissions have reduced.

Updated table extracted from the [Net Zero Carbon Action Plan Report-February 2020](#):

	2017/18	2018/19	2019/20	2020/21	2019/20 vs 2020/21	
	Results				Progress	% change
Non-Domestic Buildings						
Consumption (kWh)	63,690,923	64,857,362	66,407,242	TBC		
Carbon Emissions (tCO2e)	16,258	14,822	14,443	TBC		
Street Lighting						
Consumption (kWh)	4,873,979	4,202,381	3,925,149	3,875,843	Improved	1.3%
Carbon Emissions (tCO2e)	1,874	1,291	1,088	981	Improved	9.8%
Fleet Mileage						
Mileage (Miles)	5,121,289	*5,293,249	5,154,668	4,427,070	Improved	14.1%
Diesel Used (litres)	1,441,751	1,434,583	1,419,336	1,267,437	Improved	10.7%
Carbon Emissions (tCO2e)	3,852	3,856	3,814	3,407	Improved	10.7%
Business Mileage						
Mileage (Miles)	3,948,586	3,846,615	3,971,513	2,251,986	Improved	43.3%
Carbon Emissions (tCO2e)	1,159	1,118	1,132	621	Improved	45.1%
TOTAL						
Consumption (kWh)	68,564,902	69,059,743	70,332,391	TBC		
Mileage (miles)	9,069,875	8,829,043	9,126,181	TBC		
Carbon Footprint (tCO2e)	23,143	21,087	20,477	TBC		
Note:* This figure has been updated to correct for incorrect mileage entries						

- ⊙ Street Lighting makes up 6% of our carbon footprint, with 1,088 tCO2e emitted in 2019/20. This is a decrease of 16% from 2018/19. We have completed the conversion of almost 100% of our 20,000 streetlights to low energy light-emitting diode (LED) lighting, funded by the Welsh Government's interest-free Wales Funding Programme. This has resulted in a 33% decrease in electricity consumption from street lighting over the past five years.
- ⊙ We have replaced almost 5,000 community lights with LED units working in partnership with Town and Community Councils.
- ⊙ We completed Phase 1 of our Re:Fit Cymru Programme, a £2.5m project funded by an interest free loan from the Wales Funding Programme, which aims to carry-out energy efficiency opportunities in our non-domestic buildings. Despite COVID-19 restrictions, energy efficiency measures were delivered across 17 schools and 13 other Council buildings including leisure centres, care homes and Council office buildings.

These measures will result in overall carbon savings of 675 tonnes of carbon equivalent (tCO₂e) and cost savings of £315,726 each year.

- ⊙ Business Mileage in 2020/21 has reduced by 1,719,527 Miles (43.3%) and amount paid has reduced by £757,904 (43%). The reduction in mileage has reduced our carbon emissions to 621 tCO₂e (45.1%). In addition, numbers of staff working from home has reduced the commuting mileage and emissions.
- ⊙ A major audit of all our electricity and gas meters has recently been completed. This will allow us to work with our energy suppliers to roll-out a comprehensive programme of smart meter installation as soon as possible. We will then focus on extending smart meters to our water consumption.
- ⊙ We continue to work with Welsh Government Energy Service (WGES) to explore and deliver large-scale renewable energy projects. WGES are currently reviewing our land holdings to determine feasibility for renewable energy. We are also actively pursuing other opportunities, including a possible power purchase arrangement with Hywel Dda UHB linked for a proposed 500 kWp solar farm at their Hafan Derwen site – some 50% of the generated electricity would be available to supply our adjoining Parc Dewi Sant offices



United Nations



The [Walk the Global Walk](#) international project in Carmarthenshire.

- Over the last three years, growing numbers of Carmarthenshire schools have been working to raise awareness of the United Nations Sustainable Development Goals.
- They have published Carmarthenshire Global Goalkeepers Climate Action 8-point [Manifesto](#) and presented this at the December 2020 Youth Climate Summit Cymru hosted by Welsh Government. The Council has endorsed the manifesto and agreed to include this action plan in its Corporate Strategy for 2021/22.
- This work is part of the EU-funded Walk the Global Walk project which involves schools in 12 nations.
- During the first lockdown, the Walk the Global Walk project carried out a series of events online. For example, a model UN debate on climate change as well as an international summer school involving pupils from different countries.

“Thank you to connecting us to the outside world.” Carmarthenshire pupil

Natural Environment

- ⊙ Ash dieback is a fungal disease which is having a devastating effect on ash trees across the UK – it is thought around 95% of ash trees could die from the disease. The council is currently having to remove affected trees for which it is responsible along A and B roads throughout the county as the trees are at risk of falling posing a serious risk to the public. Other landowners are also having to take similar action.
 - Carmarthenshire County Council has been actively looking for areas where new trees can be planted to help make up for the loss of trees that are being affected by ash dieback disease.
 - As well as helping to make up for the loss of ash trees, these will bring a number of other benefits. These new woodlands will, in time, absorb carbon dioxide, improve air quality and soil structure and support biodiversity by providing new wildlife habitats.
 - We have removed **648** Ash trees from our Council owned highways and **370** Ash trees from the Council owned sites. We are planning to plant 8.8ha of new trees and have started with planting **77** trees at St David’s Park.

Bio- Diversity

Returning land to a species rich grassland which supports pollinating insects, reptiles, birds, and mammals.

Llyn Llech Owain Country Park in Gorslas is owned and managed by Carmarthenshire County Council. The park is a popular destination for local people to enjoy Carmarthenshire's spectacular countryside, which has become all the more important in the last year.



Within the park there are some special habitats which are designated as Sites of Special Scientific Interest (SSSI) and Special Areas of Conservation (SAC). One of these sites on the northern side of the park contains a large area of grassland and heathland which had started to become neglected due to lack of grazing.

In March, we were fortunate to have funding from the Green Recovery Grant to pay for the installation of fencing around the site and have arranged for native breed cattle to graze the site this summer to return the site to a species rich grassland which supports pollinating insects, reptiles, birds and mammals.

The site will give visitors the opportunity to see nature friendly farming in practice, showcasing the benefits this has for both habitat management and sustainable food production.

Flooding

The County has been subject to a number of significant weather events in recent years.

- Storm Callum caused widespread damage in 2018.
- Storm Lorenzo and Hannah in October 2019 and Storm Ciara and Dennis in February 2020
- During 2020-21 Storm Ellen and Storm Francis in August and Storm Aled in October

It is considered that the frequency of these events is increasing and are linked to climate change.

During the recent storms this year members of staff worked to support affected communities. We worked with Natural Resources Wales and emergency services to prepare for and respond to the rising waters.

- ⊙ We have assisted in the management and investigation of significant flooding through the winter of 2020/21. While affected by COVID-19, all high-risk flood assets have been inspected.
- ⊙ We worked with Natural Resources Wales and emergency services to prepare for and respond to rising water at Llanybydder, Newcastle Emlyn and Pontweli, and in Carmarthen around Pensarn and the Quayside.
- ⊙ We have developed operational plans and purchased mobile pumps to manage flood risk in high risk areas of Carmarthen.
- ⊙ We have invested in a bespoke weather service to better inform officer of storms and heavy rainfall events
- ⊙ All high-risk flood and coastal erosion risk management assets were inspected.
- ⊙ We have continued to develop our capital works portfolio and are continuing to develop schemes to manage flood risk in Pensarn, Llanybydder, Pont Tywelim, Llangennch, Ammanford and Newcastle Emlyn.
- ⊙ We are also developing a natural flood risk management scheme in Ammanford that will seek to use natural process to manage flood risk.
- ⊙ We have worked to address coastal erosion of the MCP and Bynea and coastal erosion at Burry Port and Pembrey.
- ⊙ As a Sustainable Drainage Approval Body (SAB) we are working with professional and amateur developers to advise them on sustainable drainage systems and adopt the systems when applicable.

Air Quality

- There is evidence that air quality has improved across the County during lockdown. Across all sites in 2020 the greatest improvements to Air Quality were observed during the first lockdown, particularly during the months of April and May as non-essential travel was restricted. The busiest roads that normally experience the highest levels of Nitrogen Dioxide with higher traffic counts benefitted the greatest, reporting around 50% decreases compared to 2019 [Impact of COVID-19 Lockdown on Air Quality Report](#)

Waste Services

- As a result of the changes in residents' lifestyles due to the virus, front line services saw a staggering increase in kerbside collection recycling tonnages. Blue bag recycling and food waste increased by 28% in addition to 706 tonnes more bulky waste materials being collected via our appointment-based collection service. Changes to the number of appointments per day had to be made to accommodate the demand for the service!



Residents kept the crews morale high with their paintings, thank you notes and posters and home baking treats, several are now on display in their cabs. Domino's Pizzas donated over 100 pizzas to the key works at our operational depots, and at Easter Morrison's Carmarthen donated easter eggs.

Due to the closure of the Household Waste Recycling Centres, we established additional temporary outlets for blue bags in order to meet Welsh Government 'essential travel – stay local' messages and as a result 67,000 rolls have been delivered to outlets and a further 40% increase in home deliveries achieved due to demand. Once more, our programme of annual deliveries of blue recycling bags and food waste liners are well under way with operational crews working additional hours in order to ensure that all 91,274 households receive their recycling bag packs by the end of spring 2021!

The way we work

Some of the changes we have made during the pandemic have proved so successful that we will change the way we worked before the pandemic.

Household Waste Recycling Centres (HWRCs) - online appointment system to visit

In order to make sure Household Waste Recycling Centres (HWRCs) were opened after the first lockdown on 26th May adhering to all government guidelines, officers rallied to set up an appointment-based system online to make residents visits safe for all concerned whilst making it as easy as possible for people to dispose of their waste. The result of this has seen 85,000 appointments successfully made since reopening. Partnership working with Cwm Environmental, IT, marketing and media and customer services was paramount to this success.



Going forward...

During our annual review of the Well-being Objectives, this Objective will remain a Well-being Objective within the updated Corporate Strategy for 2021/22



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



Well-being Objective 13

Healthy & Safe Environment - Improve the highway and transport infrastructure and connectivity

Helping to gain access through the pandemic

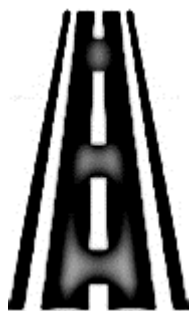
Our Transportation and Highway related services facilitate the safe movement of goods and people. Enabling access to raw commodities and markets as well as providing opportunities for people to gain access to employment, education, health, leisure and social activities. We have continued to develop Active Travel by investing in shared paths and cycle paths, improved the road infrastructure to encourage economic activity and maintained a rural bus service through our Bwcabus and country cars service.

Why it is important

- ⊙ *Transportation and highways* play a key role in sustaining our community. A modern, successful economy is reliant upon the safe and efficient movement of people and goods; providing opportunities for people to gain access to employment, education, health, leisure, social and retail services.
- ⊙ *United and connected* is one of the Welsh Government's four aims in its 'Taking Wales Forward' plan. Providing integrated and affordable access for businesses, residents and visitors can stimulate economic development, reductions in deprivation and social exclusion and an increase in well-being.
- ⊙ *Sustaining access to services* through Active Travel plans will deliver improvements in health and well-being for all sections of the community including walking, cycling, passenger and road transport.
- ⊙ By 2030 South West Wales will be a confident, ambitious and connected City Region.

Success Measures

Roads that are in poor condition:



4.1% of our A Class

(An improvement on 5.4% in 19/20)

3.4% of our B Class

(An improvement on 4.7% in 19/20)

12.0% of our C Class

(An Improvement on 12.5% in 19/20)

Our road casualty numbers have **increased** with **TBC** people being killed or seriously injured on the roads



(111 in 2019)

(2nd highest in Wales)

Source: Stats Wales

Updated data will be published in July 2021

Explaining the Results

- ⊙ **Road conditions in Carmarthenshire have improved during 2020/21.** Carmarthenshire has the second largest highway network in Wales (3,482 Km of highways) and more than double the Welsh average of 1,578Km. We also have the third highest traffic volume in Wales at 2.06 billion vehicle km/per year (2018) far higher than the Welsh average of 1.33 billion (Cardiff highest at 3.0 billion followed by Rhondda Cynon Taff at 2.15 billion). The % of A class, B and C class roads in Carmarthenshire in a poor condition (red zone) has reduced; with the % of A class roads in poor condition decreasing from 5.4% to 4.1%, B roads from 4.7% to 3.4% and C roads from 12.5% to 12.0%.
- ⊙ **A total of 111 people were killed or seriously injured** on Carmarthenshire's roads in 2019, this is the 2nd highest figure in Wales behind Powys and an increase on 2018 of 97. These include 25 motorcyclists and 27 persons aged 16-24. Although we cannot control the number of road traffic incidents on the county road network, we do work with partner agencies to encourage the safer use of the road, engage with high-risk road user groups (motorcyclists, the elderly, young drivers), invest in targeted road safety engineering projects and assist the Police with speed enforcement campaigns and address community concerns about speeding. **Updated data will be published in July 2021**

Progress on this Well-being Objective taking account the effect of COVID-19

- It was crucial that in order to help as many of our *town centre businesses to get back* operating safely as soon as possible, we needed to create safe town centre environments and enable sensible movement throughout, that gave residents and businesses confidence to resume activity and business. Priorities include: Signage; Communications with businesses; Public Conveniences; Bus Stations; Car Parks; and Street Furniture issues (e.g. benches) – with the aim for better access to the town’s public transport link. We introduced a range of traffic management and access measures in town centres along with public messaging to encourage shoppers and visitors back to our town centres.
- Despite the restrictions brought about by COVID-19 we also delivered a full capital programme which included the implementation of 25 highway support schemes and 97 road surfacing schemes.
- Public transport* was significantly reduced during lockdown, and in fact usage has plummeted even before the formal lockdown. This created an issue for operators where there was significantly reduced income on those routes which they managed to maintain a service on. This has created a funding issue going forward. It could take a considerable amount of time to restore patronage levels, and with many having grown familiar with home working there could be long-term adverse effects on service levels. Despite the challenges there may be an opportunity to re-visit and re-prioritise provision according to need.

“Bwcabus drivers have gone above and beyond...assisting key workers...they are wonderful and are so very appreciated”

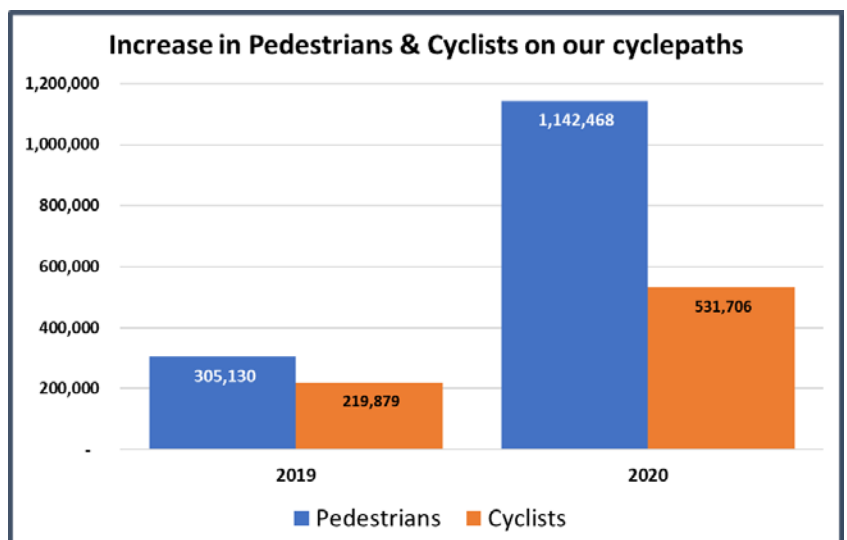


- School transport* was provided during the period that schools reopened in late June and July. Transport was available in accordance with our usual policy but only to those who specifically requested it. Transport operated as normal from September. The need to provide social distancing between driver and passenger created quite a challenge as it means that some seats nearest the drivers need to be left unused, creating loading issues and the need for additional vehicles. There is also concern that there may be a shortage of drivers and passenger assistants, bearing in mind the older age-profile of many of these.

Active Travel

This year due to the pandemic and more people working from home there is an increase in the numbers of walkers and cyclists.

Data based on a sample of our cycleways through the year shows that we had 837,388 (274%) more walks taken and 311,827 (142%) increase in cycling during the year.



The total number of recorded walks on all our cycleways in 2020 was 1,308,706 and 601,613 cycle counts, but we don't have comparable data for 2019 on all our cycleways.

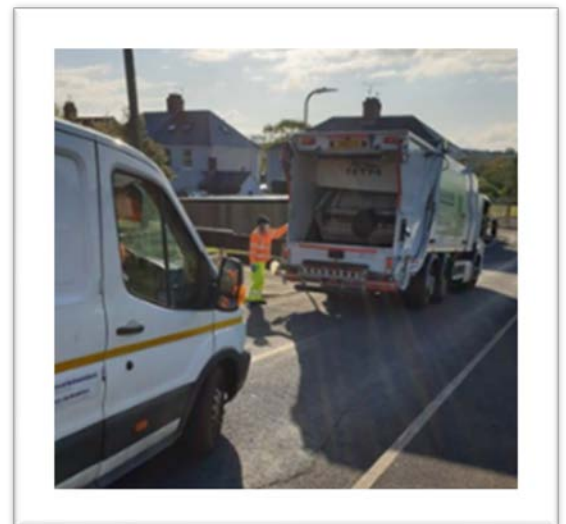


- ⦿ £1,050,000 for the Llanelli Masterplan: providing the first step in creating an easily accessible and mostly traffic free shared use route through the spine of Llanelli.

The way we work

- ⦿ Roadworkers from our Cillefwr, Glanamau and Trostre depots initially assisted with food deliveries to our schools from Castell Howell in Crosshands, and then assisted with food packages being delivered direct to homes from schools.

We also had a number of roadworkers from our Trostre depot redeployed each day to the Waste / Refuse Unit as drivers in a support vehicle on refuse rounds. The support vehicle ferried one loader around the refuse round following behind the Refuse lorry.



Going forward...

During our annual review of the Well-being Objectives, this Objective will remain a Well-being Objective within the updated Corporate Strategy for 2021/22



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



Well-being Objective 14

Healthy & Safe Environment - Promote Welsh Language and Culture

We will increase the confidence of Welsh speakers and therefore the use of the language in every sphere of life and encourage and support the county's organisations to make the Welsh Language an increasingly natural medium for their services.



Why it is important

- ⊙ Carmarthenshire is a stronghold for the Welsh language and is considered to be of high strategic importance in its future.
- ⊙ Bilingualism is beneficial to both the economy and individuals through cognitive and social benefits.
- ⊙ It is a unique selling point. Tourist and hospitality industries throughout Europe are now realising the importance of offering unique experiences. Having two languages and a sense of Welsh history and culture places Carmarthenshire in a strong position.
- ⊙ Engaging in cultural activity has demonstrable positive impact on starting well, living well and ageing well.

Success Measures

We normally measure the success of this Well-being Objective with the below National Survey for Wales results but unfortunately due to COVID-19 there is no updated data available for these measures:

People who can Speak Welsh - updated data is unavailable due to COVID-19

The most recent data published in June 2020 showed that **37.4%** of participants said they could **speak Welsh**, this continues to be 4th highest in Wales despite a slight decline on the previous result of (37.8%). The National Survey for Wales gives a good annual indication, based on a sample of the population, of the number of Welsh speakers, however, the Census is the only source that gives a whole population figure, with 43.9% (78,000 speakers) noted in 2011, the highest number of Welsh speakers in any county.

People who visited Arts Events, Historic Places and Museums - updated data is unavailable due to COVID-19

The most recent data published in June 2020 for participants from Carmarthenshire **attending an arts event, visiting historical places or visiting a museum** had increased. Both visits to Arts events and museums were below the Welsh average of 70.4% and 42.5% respectively but the % visiting historic places are above the Welsh average of 62.5. *Please note that the questions asked whether they attended or visited these places in Wales and not specifically in Carmarthenshire.*



Progress on this Well-being Objective taking account the effect of COVID-19

Language

- ⊙ Our Marketing and Media team have ensured compliance with the Welsh Language Standards in all communication during the pandemic. This includes all web based and social media-based information and all emergency messages.
- ⊙ We have continued to promote our Work Welsh opportunities to our staff and have seen an increase in the staff accessing the online Croeso modules available through the National Centre for Learning Welsh. In March 2021, Carmarthenshire were awarded the 'Employer of the Year' award at the Work Welsh 2020-21 Awards through Aberystwyth University. These awards were given across Carmarthenshire, Ceredigion and Pembrokeshire. We were presented with the Welsh in the Workplace award for our work in creating a very supportive environment for Welsh speakers and learners.
- ⊙ During the year, we have continued to support our pupils and parents within Welsh-medium education and have circulated the 'Welsh homework? No problem!' guide to all parents. The aim of the guide is to alleviate any concerns parents may have in supporting their children to study and complete homework through the medium of Welsh.
- ⊙ To support our staff to use the Welsh language daily and whilst using new technology, a new electronic guide was prepared to explain the key features available. Technology facilitates the use of the language daily and with staff working remotely and accessing more online meetings, the guide signposts to online resources and features within Outlook and Teams.

Culture

- ⊙ A new Archive Building is nearing completion at the rear of Carmarthen Library.
- ⊙ Funding has been secured to secure the future of Oriel Myrddin as the foremost visual arts and crafts gallery in West Wales. A development project that will see £1.9m invested to refurbish and extend the gallery which will in future have the capacity and security standards to attract loans from National art collections.
- ⊙ £1m has been invested in Abergwili County Museum and improvements have been made to the roof and entrance to the building to return the Bishop's Palace to its former glory.
- ⊙ A West End at Christmas concert was filmed at the Ffwrnes Theatre for care home residents and staff across West Wales. Care homes were offered a link to watch the concert on YouTube or a DVD sent in the post. **71** individual care homes across West Wales registered for the online link to watch, with a further **100** homes receiving DVDs.
- ⊙ Theatrau Sir Gâr supported colleagues within Carmarthenshire County Council to successfully make a bid for capital funding from the Integrated Care Fund bid which funded new smart TVs, tablets, and other digital equipment to enable care homes across Carmarthenshire and Pembrokeshire to become more connected during the pandemic. Our live streaming of concerts coincided with this bid and helped the care homes to access theatre which they had been unable to do previously.
- ⊙ A series of 4 Welsh language gigs were streamed as part of our 'Yn Fyw o'r Ffwrnes series' featuring ALFFA, GWILYM, MELLT and Eädyth, with Eädyth's set coinciding with Welsh Music Day 2021.



Abergwili County Museum



Welsh in Business

The private sector is not obliged to operate bilingually by law. However, Carmarthenshire County Council, like the Welsh Government, is keen to see the county's businesses reflect the bilingualism of our residents and offer people the opportunity to use their Welsh. Our aim, therefore, is to promote the Welsh language, and facilitate and support its use, with Carmarthenshire's businesses, in accordance with our Welsh Language Promotion Strategy. During 2020-21 we took the opportunity to do this by producing a comprehensive leaflet, *Welsh in Business*, to assist the county's businesses to operate bilingually, and this was done in partnership with the regional business officers of the *Welsh Government & the Mentrau Iaith*.

Research was gathered from the Welsh Language Commissioner's Office and Welsh Government to provide a sound basis for the information in the leaflet. The team then worked with *Helo Blod* officers on the design and content of the booklet from the outset, collating local case studies to give the leaflet a local flavour and to ensure that it was relevant to Carmarthenshire. The content was designed to reflect the message that the Welsh language is for everyone; for those businesses who want to take small steps towards increasing their use of Welsh to reflect the bilingualism of the county, as well as for businesses who want to operate fully bilingually.

A distribution plan was created involving several new partners. It was arranged for the Council to disseminate the electronic link through our work with economic development, trading standards, leasing, tourism and childcare. We also worked with business promotion agencies to ensure that it was included in the they used to give advice to businesses. *Menter a Busnes* sent the booklet to all businesses on the *Cywain project* for example.



Going forward...

During our annual review of the Well-being Objectives, this Objective will remain a Well-being Objective within the updated Corporate Strategy for 2021/22



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

Building a Better Council & Better Use of Resources





Well-being Objective 15a - Building a Better Council

When the pandemic struck, we were in a good position in terms of IT

Our [Digital Technology Strategy](#) set out a new approach that would underpin just about everything we do as a Council and when the pandemic struck we were in a good state of preparedness. We had been taking advantage of new digital platforms so that our residents and businesses could find information or complete their dealings with the local authority in ways that are convenient to them and also saved public money. This vision and investment put us in a favourable position at the onset to move services on-line and to facilitate home working.

Why it is important

- ⦿ The general purpose of the Well-being of Future Generations Act (Wales) 2015, 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. To make this work there are 7 key areas of corporate change that are required by the Act.

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

Success Measures

We normally measure the success of this Well-being Objective with the above National Survey for Wales results, but unfortunately due to COVID-19 there is no updated data available for these measures. The most recent data published in June 2020 showed that:

People can Access Information - updated data is unavailable due to COVID-19

- **71.2%** of participants agreed that they **could access information about us in the way they preferred**, below the Welsh average of 74.9%, and in 17th position.

People can find out what services we provide - updated data is unavailable due to COVID-19

- **74.6%** agreed that they **knew how to find what services we provide**; below the Welsh average of 75.8% and in 13th position in Wales.

People have opportunity to participate in making decisions - updated data is unavailable due to COVID-19

- Only **9%** agreed that they **have an opportunity to participate in making decisions about the running of our services**. Well below the Welsh average of 17% and in 21st position.

We also measure our success with **Staff Sickness data**, the 2020/21 result shows that: -



Staff Sickness dramatically reduces to

7.7 days per year

(previously 10.7 days)

Sickness levels within the Authority have reduced by an average of **3 full time equivalent days** per employee during 2020/21. *From 10.7 days in 2019/20 to 7.7 days.*

Short-term sickness has reduced by over 50% during the period of the COVID-19 pandemic with shielding and working from home being key factors in this.

Progress on this Well-being Objective taking account the effect of COVID-19

Building new and better ways of working is something that we have trying to do for some time. However, the pandemic accelerated changes to the way we work and has taught us much.

Through a talented and committed workforce and continued investment in our digital infrastructure we are now well placed to deliver even better public services. By using what we have learnt and modernising the way we provide services, we have the opportunity to make work better for everyone whilst building a better, more productive, and healthier Carmarthenshire now and for the future generations.

Corporate Planning

- Our *Corporate Strategy and Well-being Objectives* were last refreshed in June 2019 and as a result of the impact of the COVID-19 pandemic, Brexit and Climate Change we have refreshed the Corporate Strategy for 2021/22.

Performance Management

- An *Annual Report* was produced for 2019/20 and published in October 2020.
- Many of the actions and targets set for the year were blindsided by the pandemic and a *Community Impact Assessment* of COVID-19 was published in October 2020 to account for the first half of the year.
- We have been reporting at half year and quarterly on Performance Measures and Regulatory Report Recommendations.

Workforce Planning

- An integral part of the business planning process. In 2015 we developed a toolkit for managers and held bespoke development sessions. We will be running further development sessions for managers (facilitated by the LGA) to help managers respond to future service demands. To support the process, we continue to provide people data for managers' use.
- We have launched a new appraisal process that focuses on the individuals' strengths. It aims to **recognise** good work and successes, to help individuals and the service **grow** by exploring what individuals have done well, and how we can work **together** to achieve our ideas. Initial discussions have begun with schools to support the development of an appraisal process for non-teaching staff.
- During the pandemic we developed creative digital solutions to keep the organisation learning and to re-skill staff so that they could be deployed to critical service areas. We also undertook a skills audit which will provide a valuable resource for services to call on
- We redeployed 900+ staff during the pandemic to support essential service delivery.

Staff Health & Well-being

- We have continued to ensure we fully *support staff to maintain a healthy lifestyle*, which includes proactive and preventative actions, education to raise awareness on key health topics and, where necessary, ensuring the careful management of staff sickness absences in the interest of the staff and the provision of services.
- 160 volunteer *Well-being Champions* have been trained and are working, encouraging and motivating their colleagues - developing clubs, teams, activities and corporate messages which improve mental and physical health and well-being.
- The Council has achieved the highest award in recognition of the work we do to support our staff's health and well-being. The *Platinum Corporate Health Standard* is the quality-mark for workplace health promotion in Wales led by the Welsh Government.



We are the first Authority in Wales to achieve the [Platinum Corporate Health Standard](#)

Mental Health of Staff

- We have re-signed the *Time to Change Pledge* which confirms our continued support, priority and work on reducing mental health discrimination and the stigma around the topic. Alongside this, work continues on our mental health action plan which works in partnership with the Authority's well-being agenda.
- Since first signing the pledge in 2015, we have created a mental health e-learning module and rolled out mental health awareness training for managers and all staff across the Authority.
- We are also looking to recruit mental health first aiders/supervisors across the authority and in our schools as well as recruiting a new Well-being Coordinator which will focus on mental health and initiatives supporting this work.

The way we work

From a strategic perspective, the *Transformation, Innovation and Change (TIC) team* has been responsible for evaluating the Council's response to the COVID-19 crisis to ensure that any learning and positive changes are used to inform the approach to the re-setting of services and the Council's future strategic and operational delivery framework. The review focused on the following key questions:

*"Life has changed, and work life is changing too. Building on the learning through the pandemic, Carmarthenshire is transforming its working practices and accommodation to modernise, and support the shift to, the way we need to work. We will create vibrant, collaborative, and dynamic workspaces that are fit for purpose and flexible enough to sustain the way everyone works to deliver outstanding services. **Case for Change (March 2021)**"*

What's gone well and how this may have contributed to better/smarter ways of working?

What hasn't gone well and why?

What specific learning and examples of good practice do we need to ensure are now embedded in future ways of working?

What further support/other arrangements need to be put in place to ensure that any positive changes are sustainable?

An example of a new way of working developed during the COVID-19 pandemic that we will continue with...

The Adult Learning Disability Day Service

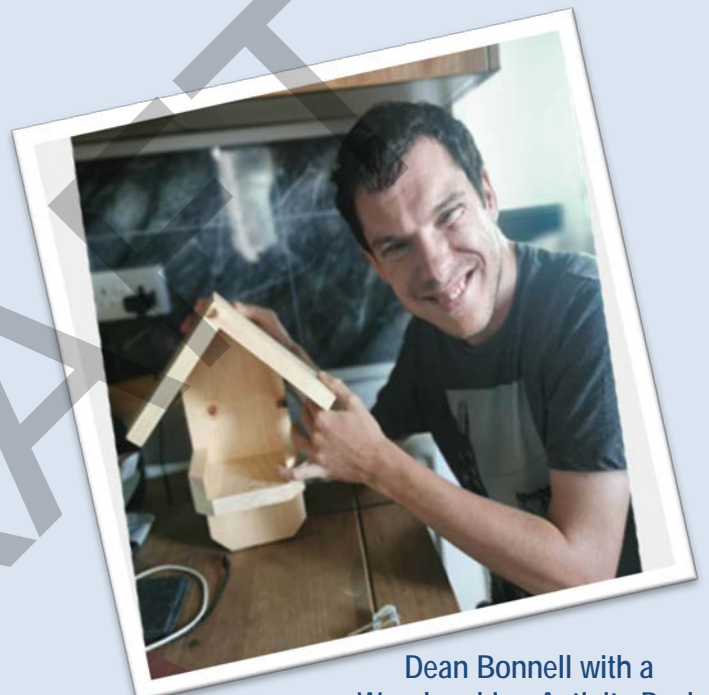
These services were severely reduced at the start of lockdown period. To mitigate the impact of this on service users, services were provided virtually according to individual plans and interests such as cooking, gardening, bingo, karaoke etc. Targeted support was also provided for those with the greatest needs via an overnight support at home and emergency respite care.

- Service Users have been able to access a broader range of virtual sessions and engage with a wider number of participants, which has resulted in new peer groups being formed.
- Carers have been able to participate alongside service users in the online activities, which has allowed them to see how their dependant engages and responds to the sessions, engage with other carers, and strengthen links with support staff and, likewise, form peer groups.
- Staff have been given the opportunity to be innovative in developing and delivering online sessions, engage with a broader range of services users and their carers.

Activities have been expanded to provide service users with additional “life skills. For example, virtual cooking lessons also factored in elements of menu planning, how to shop for ingredients, food preparation, cooking and cleaning up.



Chris Boner
Baking



Dean Bonnell with a
Woodworking Activity Pack

With reduced capacity in our building-based service as we need to develop more community-based options to ensure everyone gets the support they need.

The transformational journey for service delivery has always aspired to make better use of facilities and services available in local communities. The service is working closely with colleagues in leisure and third sector partners to provide service users with access to a cohesive range of community-based services. This will also have a positive impact on travel costs and support the net zero-carbon agenda as we reduce the number of service users who have to travel [some distance] to building based activities.

Supporting adults to grow, develop and feel safe, belonging to their community

Going forward...

During our annual review of the Well-being Objectives, this Objective will remain within the updated Corporate Strategy for 2021/22 and will be renamed:

Better Governance



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



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

The financial position faced by Local Authorities across Wales has been greatly impacted by the COVID-19 pandemic with Welsh Government Funding and Grants to support our community during this pandemic

Why it is important

- There are increasing demands and expectations yet less resources are available. Under these conditions we need to work even more efficiently and effectively to maintain services and improve where we can, delivering *'more (or even the same) for less'*.
- The general purpose of the Well-being of Future Generations Act (Wales) 2015, 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. To make this work there are **7 key areas** of corporate change that are required by the Act.

- 4 Financial Planning
 - 5 Assets
 - 6 Procurement
 - 7 Risk
- Making Better Use of Resources**

Success Measures

'Do it online' payments - See infographic and comments below

Organisational 'running costs' - See infographic and comments below

People agree that the Council asks for their views and as part of Carmarthenshire County Council budget consultation we sort views of members and public before setting the budget - updated data is unavailable due to COVID-19



Financial impact of the pandemic was £30m

(£20m extra costs and £10m lost income). This will be claimed back from Welsh Government.



£72m of Grants paid to support local business.

£308K of Self Isolation Grants were paid.

410 person weeks of targeted recruitment & training

16.09% increase of *'Do it online'* payments (From 46,044 to 53,454 transactions)

Explaining the Results

- Due to the COVID-19 Pandemic and with increased access to online services, this has created a natural shift with many customers contacting us, submitting forms and documents and paying for our services electronically with a 16% increase in the number of online payments from 46,044 in 2019/20 to 53,454 transactions increasing customer satisfaction and efficiency of service.
- There is a forecasted underspend of £1.98 million of which £1.7 million relates to Capital charges not incurred during the year due to capital schemes being delayed due to the pandemic.
- The 2019/20 National Survey for Wales showed the number of participants agreed that *we ask for their views before setting our budget* was 9% (Welsh average 9.2%), this is a decline on the previous year of 11.3% and in 9th position (previously 7th). Due to COVID-19 there is no updated data available for the measure, although we continued to hold our annual budget consultation and engaged with councillors and members of the public.

- ⊙ We have supported local businesses and town centres with payments to the sum of £72 million being paid from the 1st April 2020 in Discretionary and Non-Discretionary grants to ensure the survival of local businesses.
- ⊙ £308K of financial support has been paid to eligible claimants who have been contacted by NHS Wales, Test, Trace, Protect Scheme to isolate on or after 23rd October 2020 via the Self Isolation Payment Scheme.
- ⊙ Through our delivery of Community Benefits over 410 person weeks of targeted recruitment and training was delivered in 2020/21 through the Council's 21st Century Schools project across the County.

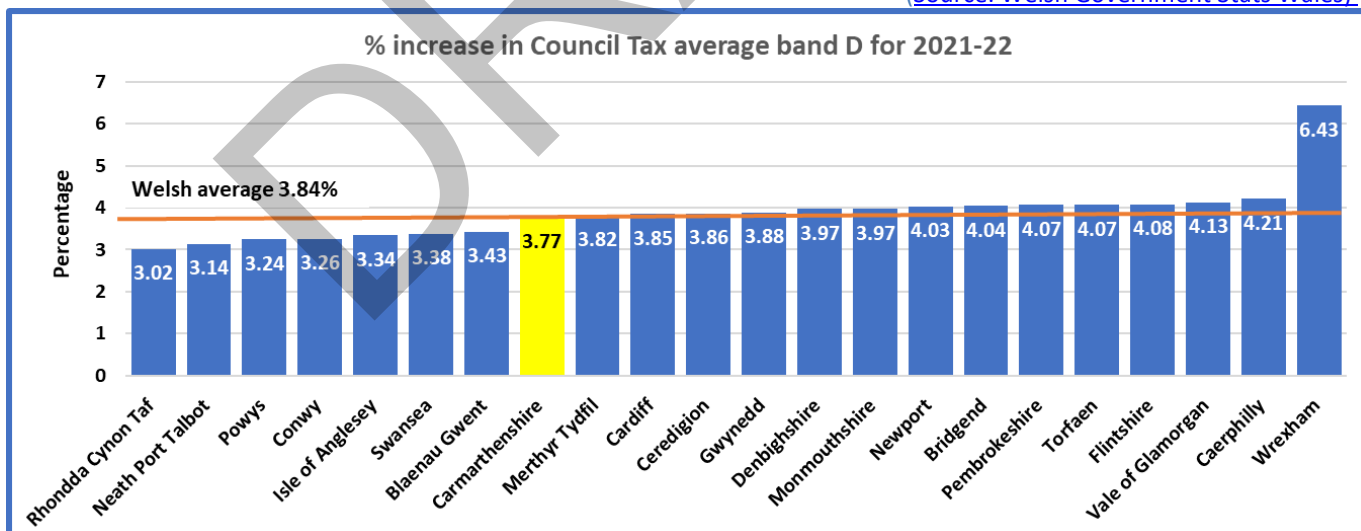


Progress on this Well-being Objective taking account the effect of COVID19

Financial Planning:

- ⊙ It was agreed at full Council in March 2021 that the Council Tax increase for 2021/22 will be set at 3.45%, for County Council services. The table below illustrates the average increase to be paid for residents in Carmarthenshire including Town and Community and Police and Crime Commissioner. This is the 8th lowest increase in Wales and below the Welsh average of 3.84%.

(Source: [Welsh Government Stats Wales](#))



- ⊙ Our financial reporting arrangements have been adapted throughout the year with consideration given to address any underlying pressures with the ongoing impact of the COVID-19 pandemic as well as the emerging impact of the post Brexit trading arrangements.
- ⊙ A mixed method approach to ascertain views of the 2021-24 budget took place including Councillor involvement and Public Consultation. The survey was advertised via social media, local and regional press and radio and via various groups including Equality Carmarthenshire, Ageing Well Network, the Carmarthenshire Disability Coalition for Action and via Town and Community Councils. All responses received were considered as part of the budget setting process.

Assets:

Asset Management

- ⊙ Recent examples of where we've reduced accommodation and generated revenue from lettings or capital from sales are:
 - Nant Y Ci, Carmarthen
 - Parc Dewi Sant (Block 14 and part of Block 3 and 8), Carmarthen
 - 5-8 Spilman Street, Carmarthen
 - 2-4 Coleshill Terrace, Llanelli
- ⊙ We have continued to support local ownership of assets through our *Community Asset Transfer* work with most of Council playing fields and playgrounds transferred to Town and Community Councils and community groups enabling new sources of funding and safeguarding these assets for future generations.
- ⊙ We have also supported our business tenants in meeting the challenges faced over the last 12 months with rent concessions and flexible terms.

Facilities Management

- ⊙ As a result of continued office accommodation rationalisation and the ongoing working from home strategy, two buildings were able to be closed and several others had restricted opening hours or days. Our Property team carried out additional legislative checks on these sites, such as Legionella flushing, which was needed due to the increased risk due to the reduced number of staff.

Agile working areas were created in various offices - Tŷ Elwyn, Llanelli; 3 Spilman St / St David's Park, Parc Myrddin and County Hall, Carmarthen; and Town Hall / Tŷ Parcyrhun, Ammanford.

Cleaning Services

- ⊙ As infection control and cleaning in schools played a significant role in enabling schools to reopen at the end of June, we launched a significant recruitment drive in May and June. Within a short window of 4 weeks, we employed and trained over 150 new employees to increase the team of cleaners from around 550 to 700.

The revised cleaning regimes and recruitment required a huge retraining programme which was supported by redeployment of additional staff from other services including Public Protection, Highways and Planning Services. Cleaning arrangements were enhanced across all our buildings to ensure the safety of our staff and the public.

Risks:

- ⊙ The Corporate Risk Register is reviewed by the Corporate Management Team every 2 months and by Audit Committee every 6 months. Corporate, Departmental and Service Risks are updated in line with the Risk Management and Contingency Planning strategy 2018-22 and the Well-being of Future Generations Act.

Procurement:

- ⊙ We had some difficulties in sourcing high demand products such as Personal Protective Equipment (PPE), so we were actively engaging with partner organisations such as Welsh Government, NHS and other Local Authorities within Wales to source these products from specialist suppliers.

Through the Environment Directorate we set up a PPE, hygiene and cleaning store, that has been operating for all non-social care settings across the Authority.

- ⊙ We have undertaken a considerable piece of work with the *Centre for Local Strategies (CLES)* with the Council being key partners in the PSB foundational economy challenge fund project. The project looked at the Council's current approach, our Procurement Spend, engagement with key stakeholders and suppliers to develop an advanced progressive procurement action plan that will further support opportunities for the Council to build community wealth into our procurement activity. Embedding this approach will be central to the County's wider Economic Recovery Plan.

The way we work

Making Better Use of our Resources by Supporting our Suppliers and Providers virtually



Due to COVID-19 and the restrictions placed on Supplier Engagement, we have adapted our ways of working and have held virtual Procurement Surgery Sessions and Webinars to further enhance procurement support available. Procurement support is now offered virtually to suppliers and providers and we have worked with Business Wales to hold 'Live Tender Workshops'.

The aim of the Workshops initiative managed by our Corporate Procurement team and delivered by Business Wales Tender Advisers is to pro-actively engage with suppliers who require this level of assistance with submitting their tenders via the electronic tender portal, Bravo; an example being a Virtual Market Engagement Event for the Flying Start Programme tender whereby 25 providers attended. Due to the nature of the business of the organisations who had an interest in this tender, the event was held on a Saturday allowing childcare providers the opportunity to attend the virtual session.

A briefing paper was drawn up for the event summarising the requirements and specification of the tender which provided as much information as possible to providers prior to the tender advertisement. This allowed opportunity for providers to ask more relevant/pertinent questions at the virtual event. This was followed by a Live Tender Workshop for the Flying Start Childcare Programme organised by us and run in conjunction with Business Wales Tender Support Team whereby 7 Providers attended



Going forward...

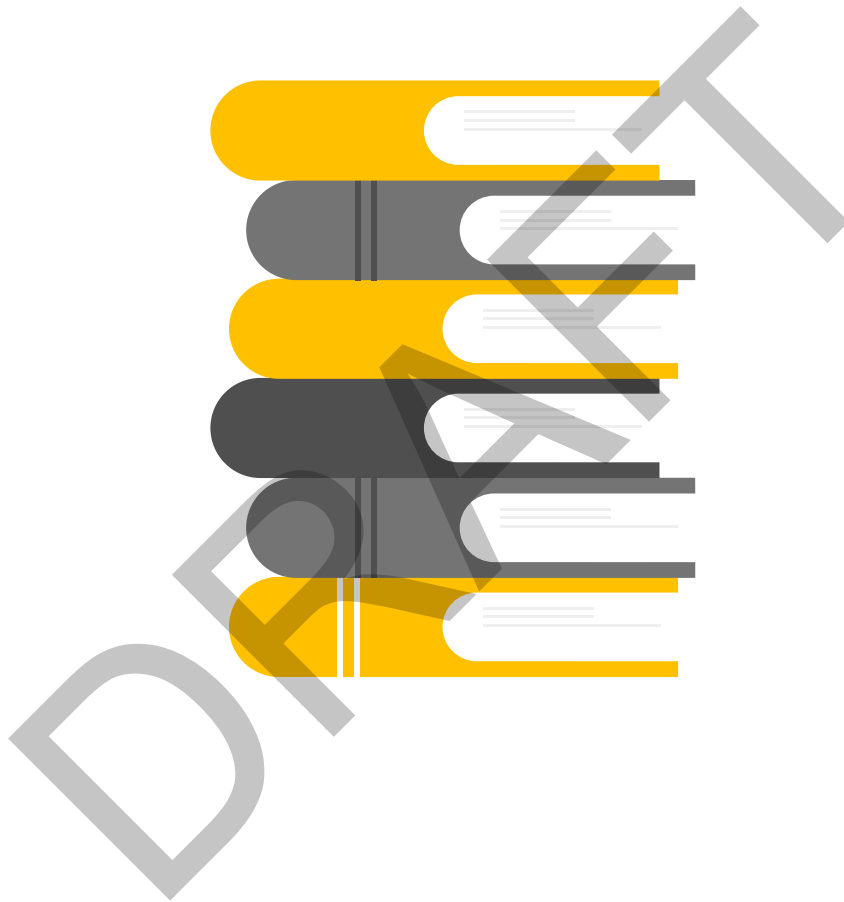
During our annual review of the Well-being Objectives, this Objective will remain a Well-being Objective within the updated Corporate Strategy for 2021/22 and will be renamed:

Better Use of Resources



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

APPENDICES



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

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

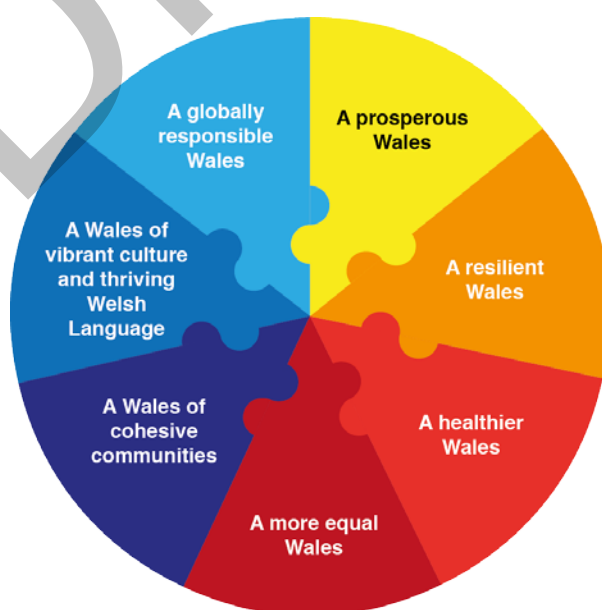
The Local Government (Wales) Measure 2009

- The Local Government (Wales) Measure 2009 requires the Council to set Improvement Objectives every year. They do not have to change every year or be deliverable within one year.
- Our Improvement Objectives are essentially the same as our Well-being Objectives as they are based on a thorough evidence-based understanding of the communities we serve and local needs. We compare our Service performance and satisfaction results with all Councils in Wales to make sure we improve where we most need to.
- We have a duty to improve, often delivering 'more (or even the same) for less'.

Well-being of Future Generations Act (Wales) 2015

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

- 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.'**
- We must demonstrate 5 ways of working:
Long term, integrated, involving, collaborative and preventative (see **Appendix 1**)
- We must work towards achieving all of the 7 national well-being goals in the Act. Together they provide a shared vision for public bodies to work towards.



For the first time in Wales, the Well-being of Future Generations Act, provides a shared vision for all public bodies in Wales to work towards. As a public body subject to the Act we were required to set and publish Well-being Objectives that maximised our Contribution to the Well-being Goals.

How our Well-being Objectives contribute to the 7 National Well-being Goals

Carmarthenshire's 2019/20 Well-being Objectives			7 National Well-being Goals						
			Prosperity	Resilience	Healthier	More equal	Cohesive Communities	Vibrant culture & Welsh Language	Global responsibility
Start Well	1	Help to give every child the best start in life and improve their early life experiences.	✓	✓	✓	✓	✓		
	2	Help children live healthy lifestyles	✓	✓	✓	✓	✓	✓	
	3	Support and improve progress and achievement for all learners	✓	✓		✓		✓	✓
	4	Ensure all young people are in Education, Employment or Training (EET) and are following productive learning and career pathways	✓	✓	✓	✓	✓		
Live Well	5	Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in poverty	✓	✓	✓	✓	✓		
	6	Create more jobs and growth throughout the county	✓	✓	✓	✓	✓	✓	
	7	Increase the availability of rented and affordable homes	✓	✓	✓	✓	✓	✓	✓
	8	Help people live healthy lives (tackling risky behaviour & obesity)	✓	✓	✓	✓	✓	✓	
Age Well	9	Support good connections with friends, family & safer communities	✓	✓	✓	✓	✓		✓
	10	Support the growing numbers of older people to maintain dignity & independence in their later years	✓	✓	✓	✓	✓	✓	
	11	A Council-wide approach to support Ageing Well in the county	✓	✓	✓	✓	✓	✓	
In a Healthy, Safe & Prosperous Environment	12	Look after the environment now and for the future	✓	✓	✓				
	13	Improve the highway and transport infrastructure and connectivity	✓	✓	✓	✓	✓		
	14	Promote Welsh Language and Culture	✓	✓		✓	✓	✓	
	15	Building a Better Council and Making Better Use of Resources	✓	✓	✓	✓	✓	✓	✓


Success measures for our Well-being Objectives

Well-being Objective		Success measures	Updated for 2020/21	
			YES	NO
1	Best Start in Life	Children in care who had to move 3 or more times (PAM/029)	YES	
2	Children - Healthy Lifestyles	Childhood obesity (Child Measurement Programme NHS)		NO
3	Improve Learner Attainment for all	Educational attainment - Average Capped 9 points score (Year 11 pupils) (PAM/032)		NO
		School attendance rates (Primary) (PAM/007) (Secondary) (PAM/008)		NO
		Satisfaction with child's primary school (NSW)		NO
4	Reduce NEETs (Not in Education, Employment, Training)	Number of leavers Not in Education, Employment or Training (NEETs) (PAM/009) Year 11 & Year 13 (5.1.0.2)	YES	
5	Tackle Poverty	Gap in the Average Capped 9 points score (Year 11 pupils) for those eligible for Free School Meals and those who are not eligible (NWBI)		NO
		Households successfully prevented from becoming homeless (PAM/012) (NWBI)	YES	
		Households in material deprivation (NWBI)		NO
		Households Living in Poverty (CACI's 'PayCheck' Data)	YES	
6	Creating Jobs and Growth	Employment figures (ONS – Annual Population Survey) (NWBI)	YES	
		Average Gross weekly pay (ONS – Annual Survey of hours and earnings)	YES	
		Number qualified to NVQ Level 4 or above (Stats Wales) (NWBI)	YES	
		People moderately or very satisfied with their jobs (NSW) (NWBI)		NO
7	Affordable Homes	Number of affordable homes in the County (7.3.2.24)	YES	
8	Healthy Lives	Adults who say their general health is Good or Very Good (NSW)	YES	
		Adults who say they have a longstanding illness (NSW)	YES	
		Adult mental well-being score (NSW) (NWBI)		NO
		Adults who have fewer than two healthy lifestyle behaviours (NSW) (NWBI) (Not smoking, drinking > 14 units or lower, eating 5 portions fruit & veg the previous day, having a healthy body mass index, being physically active at least 150 minutes the previous week).		NO
9	Supporting Good Connections	% Say they have a sense of community (NSW)(NWBI) (Derived from feeling of belonging; different backgrounds get on, treat with respect'.)		NO
		People feeling safe (NSW)(NWBI) (At home, walking in the local area, and travelling)		NO
10	Independent Lives	Agree there's a good Social Care Service available in the area (NSW)	YES	
		Number of calendar days taken to deliver a Disabled Facilities Grant (PAM/015)	YES	
11	Ageing Well	People who are lonely (NSW)(NWBI)		NO
12	Healthy and Safe Environment	Renewable energy generated (kWh)	YES	
		Council's Energy Consumption (kWh)	YES	
		Rates of recycling (PAM/030)	YES	
13	Highways & Transport	Road conditions (PAM/020, PAM/021 & PAM/022)	YES	
		Road casualties (5.5.2.21)	YES	
14	Welsh Language & Culture	Can speak Welsh (NSW)(NWBI)		NO
		People attended arts events in Wales in last year (NSW)		NO
		People visited historic places in Wales in last year (NSW)		NO
		People visited museums in Wales in last year (NSW)		NO
15	Building a Better Council and Making Better Use of Resources	'Do it online' payments	YES	
		People agree that they can access information about the Authority in the way they would like to. (NSW)		NO
		People know how to find what services the Council provides (NSW)		NO
		People agree they have an opportunity to participate in making decisions about the running of local authority services. (NSW)		NO
		Staff sickness absence levels (PAM/001)	YES	
		Organisational 'running costs'	YES	
		People agree that the Council asks for their views before setting its budget. (NSW)		NO

Key: PAM – Public Accountability, National Measures; ONS – Office for National Statistics; NSW - National Survey for Wales; NWBI – National Well-being Indicator.

Public Accountability Measures (PAM)

Public Accountability Measures (PAM) - is a National suite of measures that all councils in Wales have to collect, but due to COVID-19, DataCymru who centrally collect the data on behalf of Welsh Local Government Association decided not to collect data for 2019/20 or 2020/21. Therefore, we cannot measure how we perform against other authorities for 2020/21.		Our 2019/20 result	Our 2020/21 result
WBO1 - Help to give every child the best start in life and improve their early life experiences			
1	% Children in care with 3 or more placements in the year (PAM/029)	8.6%	4.7%
2	Percentage of child assessments completed in time (PAM/028)	Change in definition	93.6%
WBO3 - Support and improve progress and achievement for all learners			
3	% Pupil attendance in primary schools (PAM/007)	93.9%	Not available
4	% Pupil attendance in secondary schools (PAM/008)	93.5%	Not available
5	Average Capped 9 score for pupils in year 11 (PAM/032)	367.2 score	Not available
WBO4 - Reduce the number of young adults that are Not in Education, Employment or Training (NEET)			
6	% of Year 11 Leavers not in education, employment or training (NEETS) (PAM/046)	Not available	1.8%
WBO5 - Tackle poverty by doing all we can to prevent it, helping people into work and improving the lives of those living in poverty			
7	% of households successfully prevented from becoming homeless (PAM/012)	46.4%	46.4%
WBO7 - Increase the availability of rented and affordable homes			
8	% Private sector dwellings returned to occupation (PAM/013)	7.72%	6.99%
9	Number of new homes created as a result of bringing empty properties back into use (PAM/045)	0	0
10	Number of additional affordable housing units delivered per 10,000 households (PAM/036)	22	11
11	Average number of calendar days taken to complete all housing repairs (PAM/037)	13.8 days	10.5 days
12	% of homes that meet the Welsh Housing Quality Standard (WHQS) (PAM/038)	100%	100%
13	% of rent lost due to properties being empty (PAM/039)	3.4%	4.3%
WBO8 - Help people live healthy lives (Tackling risky behaviour and Adult obesity)			
14	% of Quality Indicators (with targets) achieved by the library service (PAM/040)	97.5%	86.1%
15	Visits to Sport & Leisure facilities per 1,000 population (PAM/017)	7,768	673
16	% of people referred to the National Exercise Referral scheme that complete the 16-week programme (PAM/041)	57.4%	0.00%
17	% of NERS clients whose health had improved on completion of the exercise programme (PAM/042)	78.4%	68.4%
18	% Food establishments that meet food hygiene standards (PAM/023)	96.02%	88.65%

Public Accountability Measures (PAM)		Our 2019/20 result	Our 2020/21 result
WBO10 - Support the growing numbers of older people to maintain dignity and independence in their later years			
19	Days taken to deliver a Disabled Facilities Grant <i>(PAM/015)</i>	176 days	347 days
WBO12 - Looking after the environment now and for the future			
20	% of all planning applications determined in time <i>(PAM/018)</i>	71.6%	60.3%
21	% of planning appeals dismissed <i>(PAM/019)</i>	80.0%	53.8%
22	% of streets that are clean <i>(PAM/010)</i>	98.0%	97.7%
23	Average number of working days taken to clear fly-tipping incidents <i>(PAM/035)</i>	2.5 days	10.5 days
24	Kilograms of municipal waste that is not reused, recycled or composted during the year per person <i>(PAM/043)</i>	156.3Kg	155.8Kg
25	% Municipal waste reused, recycled or composted <i>(PAM/030)</i>	64.66%	66.08%
WBO13 - Improve the highway and transport infrastructure and connectivity			
26	% A roads that are in poor condition <i>(PAM/020)</i>	5.4%	4.1%
27	% B roads that are in poor condition <i>(PAM/021)</i>	4.7%	3.4%
28	% C roads that are in poor condition <i>(PAM/022)</i>	12.5%	12.0%
WBO15 - Building a Better Council and Making Better Use of Resources			
29	Number days lost due to sickness absence. <i>(PAM/001)</i>	10.7 days	7.7 days
30	Number of apprentices on formal recognised apprenticeship schemes per 1,000 employees <i>(PAM044)</i>	34.4	27.0
 <p>Some measures are not fully comparable year on year because of disruption in service due to COVID-19. Full result details and comments are available in the Commitment updates link at the bottom of each Well-being Objective</p> <p>Please note that not all Well-being Objectives (WBO) have allocated National Measure(s)</p>			

Regulatory Reports 2020/21

Several regulatory reports were issued during the last twelve months.

- ⦿ Local reports, specific to Carmarthenshire are highlighted below.
- ⦿ National/Thematic reports are undertaken by regulators to look at all Councils in Wales (in an integrated programme of work consulted and agreed upon with local government) to identify best practice.
 - Most of these reports contain recommendations. Sometimes the recommendations are for Welsh Government only or and/or local government.
 - Not all recommendations contained in reports may apply to Carmarthenshire as in some instances we could be the area of best practice proposed, be already doing what is identified or it may be, just not be applicable.
- ⦿ All these report recommendations are entered onto the Council's monitoring system and any reasons for discounting recommendations are explained and recorded. Progress against relevant recommendations is monitored and reported.
- ⦿ COVID-19 has seriously disrupted agreed regulatory work during 2020/21.

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



July 2020	Rough Sleeping in Wales- Everyone's Problem; No One's Responsibility
August 2020	Financial Sustainability Assessment Carmarthenshire County Council
September 2020	Better Law Making
October 2020	National Fraud Initiative Commercialisation in Local Government
January 2021	Carmarthenshire County Council Annual audit summary 2020



March 2020	National review of the use of Deprivation of Liberty Safeguards (DoLS) in Wales
July 2020	Local authority annual performance review letter 2019/20 This letter summarizes the evaluation of performance of social services (adults and children's services) during 2019/20.
September 2020	Prevention and promotion of independence for older adults National review of care homes for people living with dementia
August 2020	Deprivation of Liberty Safeguards Annual Monitoring Report for Health and Social Care 2018-19
April 2021	Care Inspectorate Wales (CIW) Assurance Check 2021: Carmarthenshire County Council

June 2020	A level Welsh First Language
July 2020	Community schools: families and communities at the heart of school life
July 2020	Learner resilience - building resilience in primary schools, secondary schools and pupil referral units
August 2020	Business and social studies subjects at A level
October 2020	The Value of Youth Work Training
October 2020	Celebrating diversity and promoting inclusion
November 2020	Preparing for the Curriculum for Wales
January 2021	Post-16 partnerships
January 2021	Local authority and regional consortia support for schools and PRUs in response to COVID-19
March 2021	Developments in remote and blended learning practice
March 2021	Support for learners' mental health and emotional well-being
March 2021	English language and literacy in settings and primary schools
March 2021	Welsh language acquisition

DRAFT



In May 2020, the Future Generations Commissioner published the **Future Generations Report 2020** on the progress of the Act over the last 5 years and made a number of recommendations for public bodies, which we will consider as part of our future service planning and development.

In addition, the *Commissioner* has also made some post pandemic recommendations for public bodies in Wales to consider as noted below. We will take account of these as part of our recovery planning:

1	Develop an economic stimulus package that leads to job creation and supports the decarbonisation of homes, through building new low carbon affordable housing and investing in a national programme to improve the energy efficiency of existing homes.
2	Invest in better ways to connect and move people through improving digital connectivity, active travel and public transport.
3	Invest in skills and training to support the transition to a better future, creating new greener jobs.
4	Invest in nature and prioritise funding and support for large-scale habitat and wildlife restoration, creation and connectivity throughout Wales – including for natural flood defences, to implement the new national forest, and to ensure land use management and agriculture supports secure local food chains and distribution.
5	Invest in the industries and technologies of the future, and support for businesses that will help Wales to lead the low carbon revolution and lock wealth and jobs into local areas with investment in the foundational economy

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Policy & Resources Scrutiny Committee

21 July 2021

STRATEGIC EQUALITY PLAN ANNUAL REPORT 2020-21 AND ACTION PLAN 2021-24

Purpose:

To discuss the agreement of the Annual Report on the implementation of the Strategic Equality Plan 2020-21

To consider and comment on the following issues:

To consider the Annual Report for 2020-21 and the Action Plan for 2021-24

Reasons:

The Equality Act 2010 brings together legislation strengthening and refining the Law making it easier for people to understand and comply. The majority of the Act came into force on 1 October 2010.

Annual Reports provide a good opportunity for monitoring, review and reflection and an opportunity for the authority to identify its ongoing activity in meeting the general and specific duties. This includes considering whether the arrangements and actions are effective and still appropriate. Annual reports will assist authorities in monitoring their own work, as well as providing transparency for stakeholders.

Annual Reports are expected to include workforce, training and pay information. The Workforce Information Report is prepared by the People Management division.

To be referred to the Executive Board for decision: YES

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER: -

Cllr. Ann Davies, Executive Board Member for Communities and Rural Affairs

Directorate: Chief Executive's

Name of Head of Service:

Noelwyn Daniel

Report Author:

Llinos Evans

Designations:

Head of ICT & Corporate Policy

Policy Officer

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EXECUTIVE SUMMARY
POLICY & RESOURCES SCRUTINY COMMITTEE
21 JULY 2021

Strategic Equality Plan Annual Report 2020-21 and Action Plan 2021-24

The Equality Act 2010 includes a public sector equality duty, replacing the separate duties on race, disability and gender equality.

The new general duty covers the following protected characteristics:

- Age
- Gender reassignment
- Sex
- Race – including ethnic or national origin, colour or nationality
- Religion and belief – including lack of belief
- Disability
- Marriage and Civil Partnership
- Pregnancy and maternity
- Sexual Orientation.

The aim of the general duty is to ensure that public authorities and those carrying out a public function consider how they can positively contribute to a fairer society through advancing equality and good relations in their day-to-day activities.

Public bodies are required to have due regard to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Act
- Advance equality of opportunity between people who share a relevant protected characteristic and those who do not
- Foster good relations between people who share a protected characteristic and those who not.

Annual Reporting as a Specific Duty

The Wales specific equality duties set out the requirement to report annually under the heading *Reports by authorities on compliance with the general duty*. This is a useful reminder that the essential purpose of the specific duties is to help authorities to have better due regard to the need to achieve the 3 aims of the General Duty. The Regulations invite authorities to produce an annual report covering *any matter* that is relevant to the authority fulfilling the general and specific equality duties.

DETAILED REPORT ATTACHED?	YES Annual Report 2020-21 Action Plan 2021-24
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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

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

1. Policy, Crime & Disorder and Equalities

The development and publication of a Strategic Equality Plan is a Statutory responsibility under the Equality Act 2010.

Equality and Diversity issues are considered alongside the Well-being of Future Generations Act responsibilities.

2. Legal

There are legal obligations to non-compliance with the Equality Act 2010.

3. Staffing Implications

The publication of a Workforce monitoring report is a statutory duty. This report is published separately, due to its detailed nature.

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

1. Local Member(s) – N/A

2. Community / Town Council – N/A

3. Relevant Partners – A variety of organisations and individuals have been consulted with to collect data and opinions.

4. Staff Side Representatives and other Organisations – N/A

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

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

THESE ARE DETAILED BELOW:

Title of Document	File Ref No. / Locations that the papers are available for public inspection
Equality and Human Rights Commission Guidance for the Public Sector in Wales	http://www.equalityhumanrights.com/wales/publications/guidance-on-the-equality-duty-for-the-welsh-public-sector/ or through Llinos Evans (LlinEvans@carmarthenshire.gov.uk / 01267 224914)
Carmarthenshire County Council's Strategic Equality Plan 2020-24	http://www.carmarthenshire.gov.uk/english/council/pages/equalitydiversity.aspx or through Llinos Evans (LlinEvans@carmarthenshire.gov.uk / 01267 224914)

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Strategic Equality Plan

Annual Report

2020-21

carmarthenshire.gov.wales

Cyngor **Sir Gâr**
Carmarthenshire
County Council



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Foreword to the Strategic Equality Plan Annual Report 2020-21

We are pleased to present Carmarthenshire County Council's Annual Report for 2020-21 detailing the implementation of our Strategic Equality Plan and our Strategic Equality Objectives. This report outlines our work to implement the first year of our revised SEP and our new Strategic Equality Objectives for 2020-24, which are –

1. Being a leading employer
2. The needs and rights of people with Protected Characteristics shape the design of services
3. Safe and Cohesive communities that are resilient, fair, and equal
4. Improving access to our services and access to our environment.

Strategic Equality Plans (SEPs) are important documents that set out how public bodies will consider the needs of groups with 'protected characteristics', as outlined in the Equality Act 2010. This is intended to ensure that all individuals receive just and equitable treatment in respect of service delivery and strategy/policy formulation.

Carmarthenshire County Council is a Proud Employer, through the **Stonewall Diversity Champions** programme and during the year, we have worked closely with Stonewall to address key areas noted in the soft audit that we completed in 2019-20. This includes work led by our People Management Team on thorough policy reviews to ensure that we use inclusive language and discussion on learning and development opportunities for our staff. Through our previous membership, we learnt so much as an employer and provider of services and we are now ready to build upon that good work as we prepare to formally submit in 2021-22.

Councillor Cefin Campbell has been the Chair of the **Equality and Diversity Task & Finish Group (Black, Asian, and Minority Ethnic)** during the year. Members are fully committed to listening to and understanding the key challenges and barriers for the Black, Asian, and Minority Ethnic community and both Cefin and I would like to thank the guest speakers and various organisations for their time and feedback.

Our first focus was to consult on our county memorials with a specific focus on Sir Thomas Picton and to prepare recommendations for the Executive Board to consider. I would personally like to thank everyone who took part in the consultation and gave us as a group further evidence to consider.

Our discussions continue and we are looking forward to presenting our further recommendations on areas such as education and employment, to the Executive Board, during 2021. We will of course be reflecting on the work undertaken by the Welsh Government in preparing a national Race Equality Action Plan as part of our discussions.

2020-21 is our first year of implementing our **Diversity and Equality Promotion Calendar and the Flag and illumination protocol**. The aim of the calendar is to provide a standardised

and authorised timetable of key equality and diversity celebratory / designated days. It provides a platform for both internal and external communication, across all the protected characteristics, as noted in the Equality Act 2010. Further details and examples can be seen as part our Strategic Equality Objectives section. We have ensured that our work within the national Community Cohesion programme also links in with the calendar and we will continue to review the dates and events included, to ensure that a wide range of events, days and groups are reflected.

2020-21 has been an unprecedented year, and as a council, we have had to adapt, realign, and recover our services due to the **Covid-19 pandemic**. Carmarthenshire has always had a strong sense of community and this became even more apparent during the lockdown as a number of community groups were established, mainly online through social media platforms, with the aim of supporting vulnerable people in their communities. As we reflect on the impact of the pandemic on our communities and our citizens, we will ensure that due regard is given to our responsibilities under the Equality Act and the Public Sector Duties and that are protected groups are involved in rebuilding and recovering our services.

To close, I would like to extend a sincere thank you to Cllr. Cefin Campbell for his work and leadership as the Executive Board Member for Communities and Rural Affairs, with specific responsibility for Equality and Diversity. As a local authority, we recognise that there is more work to be done and we look forward to developing partnerships with our communities and with the protected groups to learn more.

Councillor Ann Davies

Executive Board Member (Equalities)

Section 1 - Introduction

Introduction and background

Public Sector Equality Duties

The General Duty

The aim of the General Duty is to ensure that public authorities and those who carry out a public function consider how they can positively contribute to a fairer society through advancing equality and good relations in their day-to-day activities.

Public bodies are required to have due regard to the need to:

1. Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Act
2. Advance equality of opportunity between people who share a relevant protected characteristic and those who do not
3. Foster good relations between people who share a protected characteristic and those who do not.

Specific duties in Wales

The Equality Act 2010 made provision for Welsh Ministers to be able to make regulations that place specific public sector equality duties on relevant Welsh public authorities listed in Part 2 of Schedule 19 of the Act.

The duties have been developed to be proportionate in design, relevant to need, transparent in approach and tailored to guide relevant Welsh public authorities towards better performance of the general duty. The ambition is to better meet the needs of the citizens of Wales relying on the services provided to them by the public sector.

The Specific Duties in Wales are set out in the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011 and came into force on 6 April 2011 and note that the listed bodies will undertake and develop the following requirements:

- Objectives
- Strategic Equality Plans
- Engagement
- Assessing Impact
- Equality information
- Employment information
- Pay differences
- Staff training
- Procurement
- Annual reporting (by Public Authorities and Welsh Ministers)
- Publishing
- Review
- Accessibility

Section 2 - Identifying, collecting, and using relevant information

2.1 Our communities

Statistical background

Carmarthenshire has an estimated population of 186,452 and a population density (population count/area in sq. km) of 77 people per square km. The County is very diverse and rural. It consists of 58 Electoral Wards with 74 Elected Members. Demographic Profiles have been produced of each of the Electoral Wards and for the County which provides a picture of life in the individual communities as well as valuable local information. The profiles will give you information such as:

- Population Statistics
- Population density
- Birth and Death rate
- 2011 Census Data
- Housing Information

The [Ward Profiles](#) can be accessed through the Council's corporate website.

Statistical information provides us with a useful baseline of information; however, the Census results do not provide information on all protected characteristics.

As a local authority, we can access a wealth of data. Our key aim during the preparation of the evidence report was to identify data to support the General Duty in:

1. Eliminating unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Act
2. Advancing equality of opportunity between people who share a relevant protected characteristic and those who do not
3. Fostering good relations between people who share a protected characteristic and those who do not.

2.2 Our staff

Carmarthenshire County Council has been collecting employment data for several years and has developed specific resources to explain to staff why the information is collected and how the data can influence our workplace policies and support for staff. Our detailed Workplace Profile Report can be viewed on our corporate website. Following the publication of the Equality Act 2010, the People Management division have been working to improve the collection of workforce data and we recognise that this is a continuous process.

Section 3 – Equality Impact Assessments

Equality Impact Assessments are a key element of the Strategic Equality Plan and objectives and are integral to all budgetary, policy and strategic decisions. Heads of Service and Budget Managers are required to complete an assessment of all policy decisions as part of the budget setting process. It is also key that assessments are undertaken as part of all policy and strategy developments and that the Organisational Change template is completed when there are HR considerations.

The Policy and Partnership Team are leading on the introduction of an Integrated Assessment. This is due to the fact that the Council has a statutory requirement to complete impact assessments under a number of new and existing legislation.

These requirements are legal obligations for the Council and failure to meet these duties may result in the Council being exposed to legal challenge.

This integrated assessment incorporates the requirements of the following Acts into one Impact Assessment:

- Well-being of Future Generations (Wales) Act 2015
- Public Sector Equality Duty and the Equality Act 2010
- Welsh Language Measure 2011 and Welsh Language Standards
- United Nations Convention on the Rights of the Child (UNCRC) & Rights of Children and Young Persons (Wales) Measure 2011
- Environment (Wales) Act 2016 – Biodiversity and Resilience of Ecosystems Duty
- General Data Protection Regulation
- Socio-economic Duty (which came into force on 31 March 2021).

Section 4 – Training

The Council's Learning and Development Team prepare an annual Learning & Development Plan which outlines all the training and development opportunities available - including Equality and Diversity opportunities. Line Managers are required to discuss learning and development opportunities as part of staff appraisal and ensure that staff have opportunities to develop professionally.

All new members of staff are required to complete “Engaging Diversity”, an on-line learning module within six months of appointment. All Managers and Senior Managers are required to attend the Behavioural Standards in the Workplace training and, if involved in recruitment activities, Recruitment and Selection Training.

Section 5 – Procurement arrangements

The Policy and Partnership Team work closely with the Procurement Unit to ensure compliance. One of the key documents is the Supplier Qualification Information Database (SQuID). This Information is a template provided by the Value Wales Division of the Welsh Government.

The SQuID has been designed to simplify and standardise the selection stage of procurement whilst improving transparency. This approach also makes it easier for small businesses to tender for public sector contracts. Information in relation to Equalities is included in the SQuID documents and all potential suppliers must complete the section. The SQuID template specifically asks prospective suppliers for information in relation to any findings of unlawful discrimination by an Employment Tribunal, an Employee Appeal Tribunal, or any other court and/or any complaints upheld following an investigation by the Equality and Human Rights Commission or its predecessors (or comparable body in any jurisdiction other than the UK) on grounds of alleged unlawful discrimination. The guidance clearly notes that any prospective suppliers, who hold any findings against them, will not be selected to tender, unless they have provided adequate evidence that they have taken appropriate action to stop it happening again.

Colleagues from Stonewall held a tailored session with our Procurement Team to discuss opportunities to promote equality and diversity within our tender documents and contracts. Pre-tender documents include questions regarding whether a supplier has an equality and diversity policy in place that explicitly bans bullying and harassment on all protected characteristics in the Equality Act.

Welsh Government Code of Practice – Ethical Employment in Supply Chains

The Ethical Employment in Supply Chains Code of Practice has been established by the Welsh Government to support the development of more ethical supply chains to deliver contracts for the Welsh Public Sector.

The Executive Board have also nominated an Ethical Employment Elected Champion, Cllr. David Jenkins.

Case Study 1: Employee Well-being Advice and Support Centre

Following the lockdown on 23rd March 2020, all our employee's roles were adjusted to accommodate the situation at hand. Some were redeployed into areas of need, others were required to work from home whilst adjusting to working, living, and schooling in some cases and there were also staff who weren't able to attend work in any capacity. These significant changes brought challenges and disruption for all staff and in turn heightened levels of anxiety and stress. However, worryingly this was not reflected in the level of referrals we were seeing to the Occupational Health Department in particular management referrals requesting Well-being support.

Following analysis of Occupational Health referrals, Authority sickness figures and through discussion, we identified the requirement for the Employee Well-being Advice and Support Centre (EWA&SC) a self-referral form accessible to all to ensure that all employees, whether working from home, furloughed, redeployed, or shielding could access support when they needed it and without delay. This self-referral service was officially launched on 17 April 2020 and could be accessed via the internal and external intranet, whether in work or at home. The launch was communicated via the Staff news and manager bulletins were also sent to all heads of service and schools. EWA&SC communications were also distributed to all business partners, health and wellbeing champions and publicised widely during DMT'S and various meetings throughout the authority.

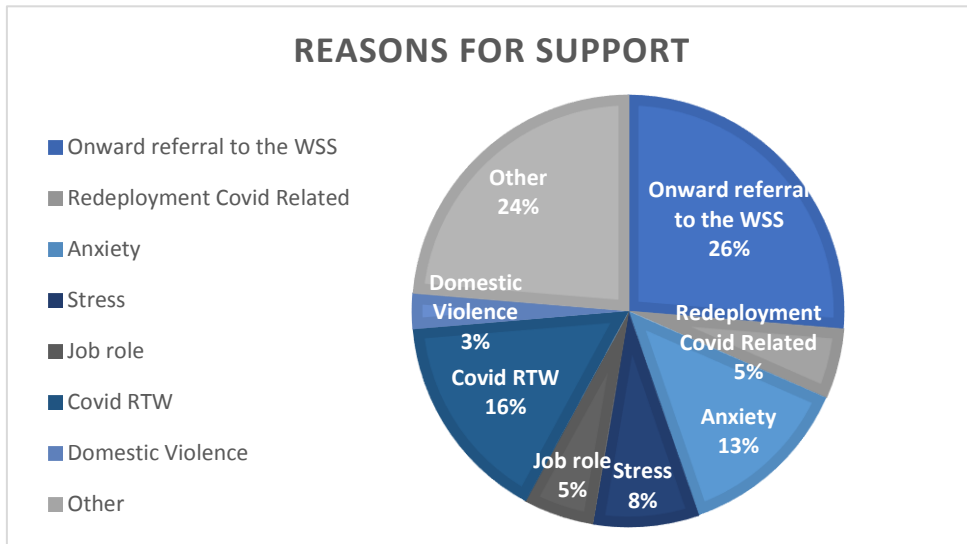
The EWA&SC was accessed via a short Microsoft form, where employees could request support for a variety of reasons. When submissions were received, one of our Clinical team reviewed and contacted the employee to provide: advice and guidance, signposting to relevant support/ external services and/ or onward referral email to manager for further Well-being Support via the Well-being Support Service or Occupational Health Practitioner.

Statistics

81% of responses were submitted by **females**.

The service was accessed by all departments but primarily **Education and Children**. With 66% of referrals being submitted by the department

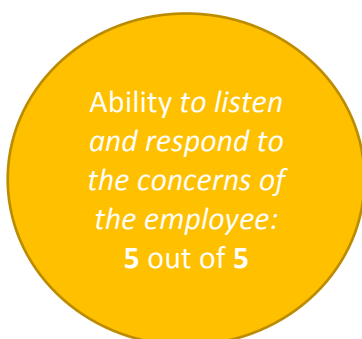
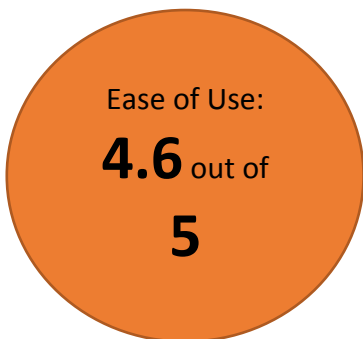
As can be seen from the below table the service was utilised for a plethora of reasons. We used this knowledge to continually improve the information, support links and articles provided to staff on our Health and Wellbeing, Occupational Health and Coronavirus pages.



**Other refers to: Pain, Lack of Support, Life after lockdown*

Feedback

Feedback was obtained a couple of months after launch to pick up on any areas we were overlooking and to learn ways to improve. However, all feedback from employees was very positive at every stage. Please see outcomes below:



“She was lovely, easy to talk to, listened and responded to my concerns.”

“Helpful service. Have received help in the past by person, but a telephone consultation was very helpful in reducing my anxiety slightly.”

Case Study 2: Organisational Development

During the year, the Organisational Development team have led and supported several initiatives to support our services and staff in our response to the pandemic. In terms of online delivery and addressing physical issues,

- Our Graduate Certificate Programme for Social Workers involved 1 day and 4-day workshops for learners. These workshops were previously held in accessible training rooms, but were moved online during the pandemic, delivered through Microsoft Teams. One of our participants in 2020 who was a wheelchair user, told us that the move to online learning removed the difficulty involved with travelling and physically attending courses, and that this helped them to focus on the learning.
- Research carried out in consultation with our Research in Practice Group, revealed that several participants expressed that online learning helped support their mental health, in situations where physically attending training sessions may have otherwise exacerbated their anxiety conditions.

In our work to support Disabilities

- During 2020, Organisational Development worked with the Wales Union Learning Fund who provided training to our Domiciliary Care Practitioners in developing their digital skills so that they could better support their clients, especially during the pandemic.
- Learners with dyslexia on our All-Wales Induction Framework (delivered by Carmarthenshire County Council) are provided with extra sessions to be able to catch up. We have supported two candidates in this way during 2020. The feedback received, is that the online 1:1 nature of this additional support, has supported these candidates in a private and supportive way, enabling them to meet their learning goals.
- An extensive range of learning and development was provided digitally and made freely available online, to support Care skills and services during the pandemic. This work was recognised by Social Care Wales and included: dementia, autism, positive behavioural support, personal resilience, and wellbeing

As a bilingual employer, we encourage and support our staff to learn and improve their Welsh Language skills

- Carmarthenshire County Council won 'Welsh Employer of the Year 2020' in the Learn Welsh Awards, awarded by Aberystwyth University



- A Welsh language learning area on the intranet was published, providing easy access to an extended range of Welsh language support and formal language courses for learners (compared to 2019/20), which correlates with an increased uptake in the registration of learners onto Welsh language courses during 2020/21. We also link to resources from the National Centre and Say Something in Welsh, where audio resources are used to support visually impaired learners. The online provision of courses has facilitated courses to start at different times throughout the year, resulting in learners having quicker and easier access to courses, without needing to wait for the start of the academic year in September.
- We supported candidates on the All-Wales Induction Framework (for Care) who have English as their second language; providing extra sessions and extra resources so that learners felt supported and equal with the other candidates in the cohorts. When referrals, especially for Welsh Language speakers were required, we liaised with other Welsh speaking Tutors to give tailored guidance.
- Our short learning videos created by Organisational Development and available on the Council's internet, include bilingual subtitles for Welsh and English participants.

YOU AND YOUR TEAM

People are facing a range of new challenges. This may mean that they need different support, or the same support provided in a different way.

This section helps you think about what staff might need from you and explore ways in which you can support them to perform.



Appraisals (Recognise. Grow. Together)

Effective 1-1 meets are vital to high performing teams. This new tool will support you to hold successful appraisals.



Managing a Remote Team: A short video to help you to avoid being "remote" as a remote manager. Tips that offer an immediate impact when managing a remote team.



Team Wellbeing

Information and advice to support the wellbeing of you and your team.

Case study 3: The impact of the Covid-19 pandemic

As a council, we have continued to **monitor the impact of the pandemic** across our communities and have ensured that we conveyed key communication messages to our seldom heard groups by sharing information in a wide range of Languages and formats.

Throughout the pandemic, we were aware of analysis published by the Office of National Statistics which showed that **the risk of deaths involving COVID-19** among some ethnic groups, in England and Wales, is significantly higher than that of those of White ethnicity. This difference is partly explained by socio-economic factors, geographical location, and other circumstances, but part of the difference remains unexplained.

This data is on an all-Wales basis and is not available at Carmarthenshire level; however, it shows that people from all minority ethnic groups, with the exception of Chinese and Mixed, are at a **greater risk of death from COVID-19**. In particular, black people are nearly twice as likely to experience a COVID-19 related death, taking into account different social and geographical factors. They are followed by the Bangladeshi/Pakistani community who are more than one and a half times more likely to die from coronavirus. Gypsies and Travellers are also an ethnicity and also have a relatively high risk of coronavirus in terms of underlying health issues and cultural factors.

Impact of Covid-19



From the onset of the pandemic, the authority established a Gold and Silver command structure to oversee and prioritise strategic decisions. Clear direction was given in terms of the impact of service closure on our protected groups and our employees. Also, as part of the re-starting of services that stopped when we went into lockdown, Gold Command established a robust four stage process, with clear guidance that no service would be asked to re-start until the four stages had been completed.

Our Leader and Chief Executive gave a clear vision that re-starting services needed to be done in a safe and planned way. We needed to make sure that our services were safe for the public to use and safe for our staff whilst working.

A Service Recovery Planning page was published on the intranet, including key information and a step-by-step guide for managers who are asked to plan the recovery of their service. As part of this template, managers were required to complete information on supporting the workforce, disability, and Equalities.

Disability	
When recovering your service, you must take steps to remove, reduce or prevent the obstacles a disabled worker might face. You must ensure that a disabled worker has the same access to everything that is involved in doing and keeping a job as a non-disabled person.	
	<i>Applicable (click box)</i>
Have you considered any obstacles which have arisen during closure of service? E.g. revision of office location or layout	Yes <input type="checkbox"/> No <input type="checkbox"/>
Have you reviewed any reasonable workplace adjustments that are already in place and discussed with employees and workers whether these need to be updated as part of any new working arrangements? (Ideally this would form part of ongoing updates you have been having with your staff).	Yes <input type="checkbox"/> No <input type="checkbox"/>
Have you considered how you can, as far as possible, remove or reduce any substantial disadvantage faced by your disabled workers, which would not be faced by a non-disabled worker? E.g. specialised equipment and technology-based support.	Yes <input type="checkbox"/> No <input type="checkbox"/>

Equalities	
Within the Equality Act 2010, public bodies have an additional responsibility to meet the Public Sector Equality Duty, as outlined below. When making decisions and delivering services, we must have due regard to:	
	<i>Applicable (click box)</i>
Eliminating discrimination, harassment, victimisation and any other conduct that is prohibited under the Act	Yes <input type="checkbox"/> No <input type="checkbox"/>
Advancing equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it	Yes <input type="checkbox"/> No <input type="checkbox"/>
Fostering good relations between persons who share a relevant protected characteristic and persons who do not share it.	Yes <input type="checkbox"/> No <input type="checkbox"/>
When recovering your service, please ensure that you consider the following in context of the Protected Groups (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation):	
The impact of your decisions on the Protected Groups e.g. look at the profile of service users and who could be affected by changes	Yes <input type="checkbox"/> No <input type="checkbox"/>
Ensuring the recovery of services does not unlawfully discriminate e.g. accessibility of the service and information	Yes <input type="checkbox"/> No <input type="checkbox"/>

Strategic Equality Objective - The needs and rights of people with Protected Characteristics shape the design of services

Case study 4: Equality and Diversity Task & Finish Group (Black, Asian, and Minority Ethnic)

The death of George Floyd in May 2020 drew the world's attention to racial inequality; subsequent marches, protests, and campaigning marked a global response and brought racism to the forefront of many agendas. In light of these events the council considered two Notices of Motions during 2020 and as a result a Task and Finish Group was established to review the referred matters.

Notices of Motion received by Council

The first Notice of Motion was received by Council at its meeting held on 12 February 2020. Council referred the following Notice of Motion to the Executive Board:

(Minute 7.1 refers)

That Carmarthenshire County Council –

- *Believe that more needs to be done to improve diversity within our workforce*
- *Commits to working with community groups to understand the barriers that exist for individuals BAME (Black Asian and Minority Ethnic)*
- *Calls on the Executive Board to create an Advisory Panel to consider what actions can be taken to increase diversity in the workplace*

The second Notice of Motion was received by Council at its meeting on 8 July 2020 Council referred the following notice of motion to the Executive Board: -

(Minute 7.1 refers)

The harrowing death of George Floyd in the USA and the weeks of protest and debate that have followed has given us all an opportunity to reflect on the harsh reality of racism across the world. We pride ourselves on being a caring, open, and inclusive County, but it has to be openly acknowledged that sadly elements of racism and intolerance remain within our society today. It is therefore incumbent on this Council to formally recognise these failings, reach out to the BAME community, formulate proactive educational programmes, and undertake a re-evaluation of our historical monuments in the light of recent events.

Therefore, this Council

- *Makes a clear and unequivocal statement that it abhors racism, prejudice, and discrimination in all its forms – past and present.*
- *Supports the message of 'Black Lives Matter' and believes in the right of citizens to protest peacefully in a safe environment.*

- *Recognises the importance of BAME communities in our county and commits to working with them. We aim to educate, identify, and eradicate racism in Carmarthenshire.*

The council will:

- *Listen to the voice of BAME communities in our county and will set up a Cross Party Task and Finish group to take evidence to ensure that their concerns, fears, and proposals are fully heard and informs future policy, with the group completing the work within six months.*
- *Work with the Dyfed Powys Police and Crime Commissioner to deal with racism, prejudice, and discrimination within the judicial system.*
- *Continue to learn from historical events in a factually balanced approach*
- *Commit to working with our schools to include the themes of colonialism, exploitation, discrimination, and racism in the new National Curriculum and in lifelong learning*
- *Welcome the First Minister's announcement to undertake a national review of public monuments, including the one to Thomas Picton in Carmarthen, as well as street names and report upon their appropriateness in 21st century Wales.*
- *Embrace Black History Month (October) by holding public events to highlight the reality of the negative impact of racial inequality and celebrate the contribution made by BAME communities to our local and national life*

The Executive Board gave due regard to both Notices of Motion and as a result decided that they should be addressed in conjunction with each other and proposed that a Cross Party Task & Finish Group should be established.

Equality and Diversity Task & Finish Group (Black, Asian, and Minority Ethnic)

The first meeting was held on 3 August 2020, whereby terms of reference were agreed, and a work plan for the following six months was initiated. One of the first areas of discussion for the Group was a review of public monuments and street names and the Wales-based review being undertaken via Welsh Government. Members of the Group were aware of public comment and discussion about monuments and memorials across Wales and in Carmarthenshire, noting that the Picton Monument in Carmarthen Town had drawn particular attention. The Group considered all aspects of their work and agreed that the matter of the interpretation and history of Sir Thomas Picton and the monument in Carmarthen Town should be dealt with at the outset. This decision was made considering the great public and media interest. The Group also agreed at an early stage that to move forward and focus on the more significant areas of review, including equality and diversity in the workplace, education and the broader issues effecting BAME communities in Carmarthenshire, this matter should be dealt with first.

Strategic Equality Objective - Safe and Cohesive communities that are resilient, fair, and equal

Case study 4: Diversity Calendar

The aim of the Equality & Diversity Promotion Calendar is to provide a standardised and authorised timetable of key Equality and Diversity celebratory / designated days. The calendar aims to provide a platform for both internal and external communication, across all protected characteristics, as noted in the Equality Act 2010.

Teams from the council have worked on the Equality and Diversity Calendar to promote awareness, celebrate diversity, and commemorate certain historical events. During 2020/21 the Community Cohesion team promoted and supported a number of campaigns including Hate Crime Awareness Week, Black History Month sharing social media on an ITV documentary exploring what it is to be Welsh and Black. Also, Holocaust Memorial Day, LGBT History Month, International Womens Day, Refugee Week and Gypsy Traveller History Month.

A few examples are noted below -

White Ribbon campaign

How you can support this year's White Ribbon campaign

186 days ago



There's just a couple of days to go until this year's White Ribbon Day on November 25 which aims to raise awareness and work towards ending male violence against women.

As part of the campaign the day is followed by 16 Days of Action.

Last year in Carmarthenshire over 2,800 victims reported to the police, with a significant increase in referrals to specialist services reported in the last couple of months.

Unfortunately, due to Covid-19, a number of events to mark White Ribbon Day will not be able to take place such as the White Ribbon Walk in Carmarthen. During the pandemic it's more important than ever that residents continue to show their support. This can be done in a number of ways, including by making the [promise online](#) to 'never commit, excuse or remain silent about male violence against women.'

While domestic abuse affects both sexes, the largest number of violent incidents involve men against women. But ultimately male violence against women is everyone's issue, not just women's.

Men can sign up to become a White Ribbon [Ambassador](#) and women a [Champion](#) and help promote awareness of the campaign and engage with men and boys to step up and call out violent behaviour among their 'peers.'

Once again this year Carmarthenshire County Council will be showing its support by flying the White Ribbon flags at its council buildings in Carmarthen (County Hall), and town halls in Llanelli and Ammanford on November 25.

Cllr Cefin Campbell, Carmarthenshire County Council's Executive Board Member for Community Safety and a White Ribbon Ambassador, said: "As a council we have supported the White Ribbon campaign for a number of years and I'm proud to say we're doing so again. This year due to Covid-19 it's more important than ever that we not only support but we raise awareness of the support that's out there locally and nationally to those who need it. If you or someone you know is affected by domestic abuse please don't suffer in silence there is help out there. We can all play our part, from signing the pledge to becoming an ambassador or champion."

Support and advice for anyone affected by domestic abuse is available by calling Live Fear Free on 0808 80 10 800. For local advice or how you can donate to their services you can contact Llanelli (Llanelli) on 01554 752 422; Calan DVS (Ammanford) on 01269 597 474 and Carmarthen Domestic Abuse Service (CarmDAS) on 01267 238 410.

Trans day of Visibility

Trans day of Visibility gave us an opportunity to reinforce key workplace messages and underline our commitment to equality of opportunity and promoting diversity. We value all staff regardless of their sexual orientation or gender identity. As a key employer, we aim to create an environment in which all staff, whatever their sexuality or sexual identity are equally welcomed and valued, and in which homophobic, bi-phobic, trans phobic and other discriminatory behaviour is not tolerated.

Over the last 12 months we have developed guidance to support employees who are LGBT and managers who have LGBT staff in their teams. The aim is to support managers with their responsibility for developing an inclusive culture in their workplace and providing the appropriate support to their LGBT team members. Also, to ensure that all staff feel supported to be themselves in the workplace and understanding their own responsibilities for maintaining appropriate behaviour and upholding the Authority's core values. This guidance supplements the Authority's Equality & Diversity policy and Behavioural Standards guidance.

TRANS DAY OF VISIBILITY

🕒 56 days ago

Wednesday, March 31 2021 marks Trans Day of Visibility (TDoV), which takes place every year to celebrate trans and non-binary people.

We want to make sure that trans people, and individuals undergoing the transition process, are treated fairly and have the support they need whilst working for us.

So, we have developed [Transgender Guidance](#) for our staff and managers to help them understand the experience and process of transitioning, as well as the potential barriers that may inhibit a trans person in reaching their potential in the workplace.

It also provides helpful guidance on supporting trans applicants and employees, creating an inclusive working environment and what a trans person can expect in terms of support.

Staff and managers are being encouraged to learn more by accessing our e-learning modules.

The 'Trans and non-binary awareness' e-learning module for staff and the 'Supporting trans and non-binary people at work: a guide for managers' can be found at [Course: Traws ac Anneuaidd \(wales.nhs.uk\)](#)

Guidance on how to login can be found on the [Learning and Development pages](#) on the intranet

Find out more by visiting our [Supporting Transgender Staff](#) pages on the intranet.

Strategic Equality Objective - Safe and Cohesive communities that are resilient, fair, and equal

Case study 5: Zero Tolerance to Racism



The council has pledged to take a zero-tolerance approach to racism within the authority.

Council members agreed the motion, which includes a pledge to ‘take a stand against racism and promote a more inclusive and equal workplace and society that gives every individual in Wales the right to feel safe, valued and included.’

The council joins other organisations and individuals who have signed the policy Zero Racism Wales campaign which has been launched by Race Council Cymru.

Alongside the organisation’s pledge, which was signed by Chief Executive Wendy Walters; Leader of the Council, Cllr Emlyn Dole and Cllr Cefin Campbell, Executive Board Member responsible for Communities and Rural Affairs and Chair of the Equality and Diversity Task & Finish Group (Black, Asian, and Minority Ethnic) have also made individual pledges, and we would encourage you all to make the pledge.

By signing the pledge, the council commits to promoting a zero tolerance to racism throughout the organisation, this means that:

- We will take a stand against racism and promote a more inclusive and equal society for all.
- We will not tolerate racial prejudice, discrimination, harassment, victimisation, abuse, or violence against any individual.
- We will stand in solidarity, come together, and say no to racism, in all its forms.
- We will promote good race relations between people from diverse ethnic backgrounds in organisation.
- We will promote equal and fair opportunities for people from diverse ethnic backgrounds to attain promotion.
- We will eliminate unlawful race discrimination, harassment, victimisation, and abuse.

Staff were also encouraged to show their support by signing the pledge, by going to the Zero Racism Wales website where you can also see the names of all those organisations and individuals who have signed.

Strategic Equality Objective - Safe and Cohesive communities that are resilient, fair, and equal

Case study 7: Community Cohesion

The Mid and South West Wales Community Cohesion team are one of 8 regional teams, funded by the Welsh Government. The team covers Carmarthenshire, Ceredigion, Pembrokeshire, and Powys and consists of a Coordinator and 2 Officers.

Community Cohesion has a wide brief including Hate Crime, Cohesion Campaigns, Work with minority groups such as Refugees and the Gypsy Traveller Community, Community Tensions and work looking at the impact that Brexit may be having upon our communities. In relation to this area of work, the team are tasked with ensuring that as many EU Citizens in the County have applied to the EU Settlement Scheme.

Hate Crime

During Hate Crime Awareness Week which took place between 10th and 17th of October this year the Cohesion Team took part in a Regional working group to ensure initiatives were coordinated and mapped onto a local calendar. Partners included OPCC, Dyfed Powys Police, Victim Support, Race Council Cymru and the Cohesion Team. The Cohesion Team took the lead on several regional initiatives:

- An Art Competition for Primary School Children. Schools across the region were invited to design a flag celebrating diversity. The details were shared on Yr Hwb as part of an online learning resource put together by Victim Support.
- A short Hate Crime Awareness Film. The film was shared widely on social media. Members of the public were invited to watch the film, then take part in a short Hate Crime Quiz – for a chance to win an iPad and shopping vouchers. The project was developed by the Mid and West Wales team and rolled out across Wales by all Cohesion teams. 516 people responded to the quiz.

The team promoted the Welsh Government's Hate Hurts Wales, campaign to help raise awareness and understanding of hate crime and encourage people to report it. The campaign has been developed with input from stakeholders and real experiences of prosecuted hate crime to show the harmful impact that hate crime has on individuals and our wider society. The campaign includes advertising on TV as well as digital and social media channels. See gov.wales/hate-hurts-wales for further information.

The Community cohesion team were asked by Welsh Government to work with the 4 local authorities we support to consider signing up to Race Council Cymru's Zero Tolerance to Racism Campaign. Carmarthenshire County council have signed up and the launch event took place on Sunday 21 March 2021 to celebrate UN [International Day for the Elimination of Racial Discrimination](#).

Hate Crime Schools Training - WLGA are rolling out Welsh Government funded training within Schools. The training will be delivered across Wales to schools to develop critical thinking skills in relation to Hate Crime. Having been paused since Covid, the training will

now take place between June 2021 – March 2022. 6 schools have been identified in Carmarthenshire to be in receipt of this training with potential for a further 2 to join due to additional resources received by WLGA.

Monitor and respond to community tensions relating to the Brexit process

The Cohesion team established weekly multi agency Tension Monitoring meetings in March 2020. This is useful for understanding issues and hotspots of tensions within our communities, and where appropriate develop mitigation. Partners include Dyfed Powys Police, Mid and West Wales Fire Service, Victim Support, Race Council Cymru, Travelling Ahead, University of Wales Trinity St David's, various departments within the Local Authority attend including the Community Safety manager, housing among others.

The Cohesion team commissioned research which was undertaken on the impact of Brexit (and first covid lockdown) to identify issues affecting communities. The purpose of this was to provide an evidence base, identifying potential community hotspots, tensions and issues particularly arising from the Brexit referendum in 2016 and its subsequent impact on community cohesion in the following years. The methodology involved a literature and data review, an online survey with key organisations and agencies, in-depth telephone interviews with key stakeholders, focus groups with communities of interest such as BAME, Refugees, LGBTQ+, people with Disabilities, GT community, EU Citizens, First language Welsh speakers and some mixed groups. Recommendations are being incorporated into the Community Cohesion Action plan for 2021/22.

EU Settlement Scheme

The Community Cohesion team have been working to promote the EU Settlement Scheme across the region. Specifically, we have:

- Run a nine-month radio campaigns across 4 radio stations
- Have regular meetings with the third sector partners involved in promoting and supporting the EUSS. From this, online training has been developed to support front line staff in signposting and promoting the Scheme. Training ran from November 2020 – March 2021.
- Regular social media messages
- direct email contact with local employers (care homes, retail, tourism, agriculture etc)
- setting up follow up correspondence with Schools (parents) through tools such as Parent Mail.
- Work with Hywel Dda Health Board, Dyfed Powys Police including the Rural Crime Team delivering EUSS briefing via skype, resulting in key messaging being sent via their FB and Twitter networks to specific farming-based Communities who employ EU workers.

Small Grant funding for Cohesion Projects

The team made available a second round of grant funding to develop projects which support cohesion principles. Work included supporting Community Groups to open (adhering to current guidance); the development of online events, resource materials or other initiatives which improve relations within our communities.

We encouraged applications which carried out activities to bring together communities who may otherwise never get to meet online or (if appropriate) in person – for example new arrivals in neighbourhoods getting to know people who have lived in the area for a long time, twinning projects with other communities in different parts of Wales where areas have a different diversity profile, or intergenerational work.

Example project - Loud and Proud Project

This project, run by CETMA/Carmarthenshire LGBTQ+ Project was the Mid & West Wales LOUD & PROUD Day. This online event on 27th February 2021, featured a series of workshops/contributions from LGBTQ+ and affiliated organisations/groups/services from across the region for the benefit of members of the community and to mark LGBTQ+ History Month 2021.

Workshops and contributions included: Hate Crime Awareness, Hate Crime Conversation, Inclusive Education, Reaching Out, Psychological First Aid and Stress Management, COVID-19 Awareness, LGBTQ+ Historical Collections, Interview with Adoptive Parents, Art as Therapy, Places & Faces Project, Gentle Yoga, Drag Artist Entertainment.

Contributors included: Victim Support, Mid & West Wales Community Cohesion Team, Dyfed-Powys Police, LGBT+ Cymru Helpline, Trans Pride, Rivki Rose Training, Nia Griffith MP, Fay Jones MP, St Fagans National History Museum, Carmarthenshire LGBTQ+ Project, Adoption Mid & West Wales, Carmarthenshire Adult Community Learning, Diana D Drag Artist, Lola Lemont Drag Artist, RED Total Wellness and Pride Cymru.

The project raised awareness of Hate Crime and highlighted how members of the public can help tackle incidents by reporting to Victim Support and Dyfed-Powys Police. The event featured an informative video from Dyfed-Powys Police and a Hate Crime Conversation video between the Carmarthenshire LGBTQ+ Project and Victim Support. Highlighting the Hate Crime Charter featured heavily, and organisations were encouraged to adopt it.

The project overcame community tensions by creating a welcoming and inclusive space. Education is a powerful tool for combating social tensions, with workshops educating on the importance of using correct pronouns and Transgender & Non-Binary identities being particularly powerful in this regard. These workshops along with the advocacy of inclusive education from Members of Parliament Nia Griffith and Fay Jones, help spread the message that diversity in our societies and communities is a positive thing and should be celebrated together and not a force to push people apart.

Also, the event celebrated LGBTQ+ history. Learning of the struggles many LGBTQ+ people have faced to ensure we have the rights we enjoy today, can be incredibly humbling but also enlightening as to the discrimination and social injustices which have existed, and in some cases still exist. Learning about the past efforts of many in the community can bring people together in a desire to secure greater social equality. The project benefitted from support from St Fagans National Museum of History and Pride Cymru for their contributions of the LGBTQ+ Collections and Icons & Allies lectures, respectively.

The event also tackled the negative mental health of many as a result of the ensuing social restrictions, with a strong emphasis on including workshops from a registered mental health and counselling charity (LGBT+ Cymru Helpline), Art as Therapy workshop from a qualified 'Art as Therapy Practitioner' and a gentle exercise class from RED Total Wellness. These were all workshops which viewers could interact with both in real time and by watching back over the event after it had finished.

At the time of hosting, the event was noted as reaching 2,421 people/profiles on Facebook and 2,703 people/profiles on Twitter. This resulted in a combined reach of 5,124 people/profiles across both social network platforms.

As the event was pre-recorded, it is still available to watch on the Carmarthenshire LGBTQ+ Project Facebook page. The current reach stands at 2,896 people/profiles on Facebook and 3,438 people/profiles on Twitter

Feedback was overwhelmingly positive. Examples of feedback include:

"What an innovative event! No prides again this year, this is great."

"Excellent content so glad there are so many groups and organisations that support our community."

"I love the range today."

"Great event thanks for organising"

"What a diverse event - loved it!"

Example project - Faces and Places

The 'Faces & Places' project celebrated diversity across Mid & West Wales and brought together people's stories from all walks of life, including age, geographical spread, cultural background, colour, refugees, religion, disability, transgender, sexual orientation and language. By highlighting the stories from groups that often experience Hate Crime the project will help to demystify myths that cause misconceptions and prejudice.

The project overcame community tensions by bringing diverse groups together either virtually and/or face to face that don't usually meet; highlighting what communities have in

common rather than what sets them apart and demystifying myths around minority groups, in turn promoting cohesion and understanding, and reducing hate crime occurrence

Community Cohesion Films

Community Cohesion developing two short films to raise awareness of key cohesion issues. A Hate Crime Awareness Film was released during Hate Crime Awareness week 2020. The team also developed a film showcasing the positive stories of Syrian Refugees who have settled in Mid and South West Wales.

Strategic Equality Objective – Improving access to our services and access to our environment

Case Study 8: Carmarthenshire Disability Coalition and Partnership

The overall aim of the Carmarthenshire Disability Partnership (CDP) is to make sure services delivered by the Council meet the needs of disabled people throughout Carmarthenshire. The Council continues to support the work of the Coalition and benefits from its feedback and advice. One key example which we reported on in 2019-20 was the Partnership's involvement with the Pentre Awel development. This involvement has continued in 2020-21.

During the design development of Pentre Awel, the Project Team engaged with the Disability Coalition to obtain specialist feedback on a wide range of design matters, including accessibility, hydrotherapy, public transport, and car parking. Further to the case study featured in last year's report, some of the points raised by the Coalition have been reflected in the Stage 3 designs issued in May 2020, including greater provision of disabled car parking. As the project embarks on the next stage of detailed design (Stage 4) in Q3 2021, accessibility will be given due consideration. It is anticipated that there will be opportunities for further engagement and dialogue.

The Partnership have also advised us as a council when we proposed changes in terms of the public realm in Carmarthen, Llanelli and Ammanford, due to the Covid-19 pandemic. Measures were put in place to ensure the safety of our pedestrians as they accessed our high streets and essential services during the pandemic.

Since the measures were implemented the covid situation has changed with movement and business restrictions being implemented and eased in accordance with changing circumstances. During this period continuous monitoring has been undertaken to ensure the measures remain appropriate with an on-line consultation exercise undertaken between November 2020 and January 2021 with businesses and members of the public and regular town centres surveys of footfall and air quality. Disability Partnership members have also been liaising with local businesses and individuals to ask for their feedback in terms of accessibility and any issues that may have arisen for the disabled community. Following a further period of consultation, the Equality Impact Assessment was updated, with additional comments in terms of accessibility.

During 2020-21, the partnership has also looked at the reallocation of disabled parking bays in Llanelli, the accessibility statement, and attractions available at Pembrey Country Park and volunteering opportunities.

Our aim for 2021-22 is to widen the membership of the partnership to ensure pan-disability representation and to ensure that other public sector organisations can engage with members.

Contact details

For further information on Carmarthenshire County Council's Strategic Equality Plan, please contact:

Policy and Partnership Team

County Hall

Carmarthen

SA31 1JP

01267 224914

equalities@carmarthenshire.gov.uk

Appendix 2: Action Plan (2021-2024)

Objective 1: Being a leading employer				
Action		Division	Outcome	Timescale
1.	Promote our commitment to the Disability Confident Employer scheme and act to improve how we recruit, retain, and develop disabled people	People Management	Drawing employees from the widest possible pool of talent	2021-24
2.	Continue to close and monitor pay differences and continue to publish an annual Workforce Pay Gap report	People Management	Workforce Pay gaps continues to close	2021-24
3.	Improve our workforce equality information and Welsh language skills data from current and new staff	People Management / IT & Corporate Policy	Increased number of staff disclosing equality and Welsh language data	2021-24
4.	Mainstream Equality and Diversity in our Learning & Development opportunities	People Management	Increased number of staff completing E&D opportunities	2021-24
5.	Ensure that staff involved in recruitment and management receive effective training around unconscious bias	People Management	Increased number of staff completing opportunities Increased awareness of unconscious bias	2021-24
6.	Continue to support and promote our staff Well-being through various initiatives such as the 'Time to Change' pledge	People Management	Improved staff well-being	2021-24

7.	Review existing policies (e.g. adoption, maternity, paternity, and parental leave) to ensure that they use gender neutral language throughout	People Management	Drawing employees from the widest possible pool of talent	COMPLETED
8.	Promote and monitor our workplace policies, such as Flexible Working, Equality and Diversity and Behavioural Standards	People Management	Drawing employees from the widest possible pool of talent	2021-24
9.	Promote and enact our membership with the Stonewall Diversity Champions programme	People Management / IT & Corporate Policy	Drawing employees from the widest possible pool of talent	COMPLETED Formal submission to Stonewall Cymru in September 2021
10.	Develop Transgender guidance to support our employees and managers in understanding the experience and process of transitioning and the potential barriers that may inhibit a trans person in reaching their potential in the workplace	People Management	Improved support for Transgender employees	COMPLETED
11.	Promote key workplace messages based on the Carmarthenshire Equalities and Diversity Calendar	People Management	Improved awareness of protected groups Improved involvement of protected groups	2021-24
12.	Support the EHRC pledge 'Working Forward' which supports pregnant women and new parents	People Management	Improved support for new parents	2021-24
13.	Introduce a diversity mentoring scheme to enable staff from under-represented groups to reach their full potential	People Management	Improved involvement of protected groups Improved workplace participation	2021-22

14.	Reflect and consider the impact of the Covid-19 pandemic on our workforce and workplace	People Management	<p>Improved understanding of the impact on our workforce and workplace</p> <p>Key actions to promote the support available to our staff</p>	<p>2021-22</p> <p>Evidence of initial reflection as part of the SEP Annual Report for 2021-21</p>
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Objective 2: The needs and rights of people with Protected Characteristics shape the design of services

Action	Division	Outcome	Timescale
15. Ensure that 'due regard' is given to all Protected Groups through our Integrated Assessment process and that support / challenge is provided on key managerial and policy-based decisions	IT & Corporate Policy	Improved information for Elected Members on which to base their decisions Improved decisions, with a clear evidence base of consideration across key pieces of legislation	2021-24
16. Ensure that our Elected Members have the best possible evidence and information, on which to base their decisions	IT & Corporate Policy / Democratic Services	Improved information for Elected Members on which to base their decisions	2021-24
17. Implement the Socio-Economic Duty for Wales across all departments (The socio-economic duty is a duty on public authorities to address the inequality that arises from socio-economic disadvantage, and to place this objective at the core of their policies and programmes)	IT & Corporate Policy	Improved outcomes for those who experience socio-economic disadvantage	2021-24
18. Strengthen our relationship with Protected Groups through forums such as Equality Carmarthenshire, the Carmarthenshire Disability Partnership, and the 50+ Forum	IT & Corporate Policy	Improved involvement of protected groups	2021-24
19. Enable the Carmarthenshire Disability Coalition to influence policy decisions and key developments, in partnership with other public sector bodies	IT & Corporate Policy	Improved involvement of protected groups	2021-24 Case study included within the SEP Annual Report

20.	Encourage and support age-friendly communities	Integrated Services / IT & Corporate Policy	Communities where age is not a barrier to living well and where the environment, activities and services support and enable older people	2021-24 Initial discussions held with the Older People's Commissioner's Office
21.	Encourage and support Dementia friendly communities	Integrated Services	Communities where people with dementia are understood, respected, and supported	2021-24 Dementia Friendly Communities led by Community Connector
22.	Review and develop our Involvement Policy to establish a range of consultation and involvement methods	IT & Corporate Policy	Improved involvement across all communities and protected groups	2021-22
23.	Support County Youth Council/Youth Forum structures to be as inclusive as possible and informed by and linked to their local democratic structures	Curriculum & Well-being	Improved involvement with young people	2021-24
24.	Identify and address any gaps in the groups / forums of young people engaged for consultation and engagement to ensure they are fully inclusive	Curriculum & Well-being	Improved involvement with young people	2021-24
25.	Create and implement a new Children and Young Peoples Participation & Children's Rights Strategy to ensure the Council delivers on its statutory and moral obligations for ensuring children and young people have their say on decisions that affect them	Curriculum & Well-being	Improved involvement with young people in the council's decision-making processes	2021-24
26.	Revisit and review the 2015 Children's Rights Promise that sets out a clear commitment to children's rights	Curriculum & Well-being	Children's Rights are considered in our decision-making processes	2021-24

27.	Adopt the National Standards for Children and Young People's Participation and work with 5 services to complete National Standards Self-Assessments	Curriculum & Well-being	Improved involvement with young people	2021-24
28.	Reflect and consider the impact of the Covid-19 pandemic on our communities, building on the information on our Community Impact Assessment and national research	IT & Corporate Policy	Improved understanding of the impact on our communities Involvement across all protected groups in the redesign of services Key actions to promote the support available to our communities	2021-22

Objective 3: Safe and Cohesive communities that are resilient, fair, and equal

Action		Division	Outcome	Timescale
29.	Continue to raise awareness of hate crime and to signpost potential victims to report and support services	Homes & Safer Communities	Increased awareness of hate crime and ways of reporting Potential increase in number of hate crime cases	2021-22 Hate Crime awareness is part of the Equality & Diversity Calendar and the Community Cohesion Team workplan
30.	Monitor and respond to community tensions relating to the Brexit process	Homes & Safer Communities	Increased number of interventions and de-escalations	Constant Tension monitoring held throughout the Covid-19 pandemic
31.	Signpost EU citizens living in Carmarthenshire to the Home Office EU Settlement Scheme and provide the appropriate level of local authority support	Homes & Safer Communities	Increased number of EU citizens resident in Carmarthenshire who apply to the scheme	Clear communication of the EUSS through various channels
32.	Implement the Carmarthenshire Equality and Diversity Calendar and review the focus on an annual basis. Examples will include Black History Month, Hate Crime Awareness Week, the International Day Against Homophobia, Transphobia and Biphobia and White Ribbon Day	Homes & Safer Communities / IT & Corporate Policy	Increased awareness of protected groups and significant events / days Increased number of campaigns	2021-24 Good progress made during the first year of implementation; however, further work to be done on consistency of messaging
33.	Implement and promote the 'Every Learner Matters' strategy, to promote equity, Well-being, Inclusion and Excellence in our learning communities	Curriculum & Well-being	Diversity amongst learners is valued and supported Barriers within learning environments are reduced	2021-24

34.	Support Carmarthenshire Schools to develop and monitor their Strategic Equality Plans and Objectives	Education & Inclusion	Strategic Equality Plans are promoted and monitored across all schools	2021-24
35.	Support Carmarthenshire Schools to monitor and address Identity Based Bullying	Curriculum & well-being	<p>Improved monitoring of identity-based bullying</p> <p>Improved consistency and support across schools in relation to identity-based bullying</p>	<p>2021-24</p> <p>Specific task & finish group established to support Transgender young people within schools and to lead on the development of a clear policy and resources</p>

Objective 4: Improving access to our services and access to our environment

Action	Division	Outcome	Timescale
36. Work within the ethos of the Social Services and Well-being Act to ensure that people have received the right information and advice when needed	Integrated Services	Improved information and advice Increase in number of referrals	2021-24
37. Work with individuals and organisations from the sensory loss community to embed the All Wales Standards for Accessible Communication and information	Marketing & Media / IT & Corporate Policy	Improved accessibility across all forms of communication	2021-22 Accessibility guidance published on the corporate intranet site. Constant monitoring of information being published
38. Identify a consistent approach to diversity monitoring of service users and citizens	IT & Corporate Policy	Consistent approach across all services in monitoring questions Increased returns from citizens across Carmarthenshire Improved use of data in influencing policy decisions	2021-22
39. Work with key stakeholders to ensure inclusive design principles for all new premises and developments	Property Services	Increased involvement of protected groups Access considerations across all new premises and developments	2021-24

40.	Reflect and consider the impact of the Covid-19 pandemic on our communities and how are services are being accessed	Across departments	<p>Involvement across all protected groups in the redesign of services</p> <p>Key actions to promote the support available to our communities</p>	2021-22
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Policy & Resources Scrutiny Committee

21 July 2021

WELSH LANGUAGE ANNUAL REPORT 2020-21

Purpose:

That the Policy and Resources Scrutiny Committee receives the annual report in relation to the Welsh Language and compliance with the Language Standards during 2020-21.

To consider and comment on the following issues:

1. To receive an update on the County Council's compliance with the Welsh Language Standards
2. To receive an update on the work of the County Council in Promoting the Welsh Language within our workplace and communities

Reasons:

To formulate views for submission to the Executive Board / Council for consideration.

The preparation of an Annual Report is one of the specific Standards to which the Council is subject.

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

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER: - Cllr. Peter Hughes-Griffiths, Executive Board Member for Culture, Sports, Tourism and the Welsh language

<p>Directorate</p> <p>Name of Head of Service: Noelwyn Daniel</p> <p>Report Author: Llinos Evans & Myfanwy Jones</p>	<p>Designations: Head of ICT & Corporate Policy</p> <p>Policy Officers</p>	<p>Tel Nos. 01267 224914</p> <p>E Mail Addresses: LlinEvans@carmarthenshire.gov.uk MyJones@carmarthenshire.gov.uk</p>
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EXECUTIVE SUMMARY
POLICY & RESOURCES SCRUTINY COMMITTEE
21 JULY 2021

Welsh Language Annual Report 2020-21

This Annual Report has been produced in order to comply with the Welsh Language Commissioner's monitoring arrangements. The Welsh Language Commissioner gave Carmarthenshire County Council a compliance notice regarding the Welsh Language Standards Regulations on 30 September 2015 which required CCC to comply with most of the standards by 31 March 2016.

The Standards mean that the Welsh language must not be treated less favourably than the English language and must also promote or facilitate the use of the Welsh language. This is in accordance with the two principles that form the basis of the Welsh Language Commissioner's work:

- in Wales, the Welsh language should be treated no less favourably than the English language
- persons in Wales should be able to live their lives through the medium of the Welsh language if they choose to do so.

The Welsh language Standards have replaced the Welsh language schemes and will:

- provide greater clarity to organisations on their duties on the Welsh language.
- provide greater clarity to Welsh speakers about the services they can expect to receive in Welsh
- Ensure more consistency of Welsh language services and improve their quality.
- The Welsh Language Commissioner's Assurance Report 2019-20 notes that our performance was excellent in the provision of services through the medium of Welsh, with the only exception being self-service machines. With the county's parking payment machines currently being upgraded, this issue will soon be resolved.
- Areas sampled include correspondence, telephone calls, reception areas, forms, press releases, social media, website, jobs advertised and signage. Of the sample undertaken, the areas noted above were fully compliant.

DETAILED REPORT ATTACHED ?

YES - Annual Report 2020-21

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**

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

1. Policy, Crime & Disorder and Equalities

The Compliance Notice received from the Welsh Language Commissioner on 30 September 2015 required the Authority to comply with a new set of Standards by 31 March 2016.

2. Legal

The Welsh Language Standards Regulations 2015 came into force on 31 March 2015. These Regulations replace the responsibilities placed on Carmarthenshire County Council under the Welsh Language Act 1993 and were imposed on the Authority on 31 March 2016.

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

1. Local Member(s) N/A

2. Community / Town Council N/A

3. Relevant Partners Name(s) and individual comments to be included, if appropriate
N/A

4. Staff Side Representatives and other Organisations N/A

**EXECUTIVE BOARD PORTFOLIO
HOLDER(S) AWARE/CONSULTED**

YES

Include any observations here

**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
Welsh Language (Wales) Measure 2011		Welsh version http://www.legislation.gov.uk/mwa/2011/1/pdfs/mwa_20110001_we.pdf English version http://www.legislation.gov.uk/mwa/2011/1/pdfs/mwa_20110001_en.pdf
Carmarthenshire County Council's Welsh Language Standards – Compliance Notice		Welsh version http://www.sirgar.llyw.cymru/media/1885671/20170321-hysbysiad-cydymffurfio44-cyngor-sir-g%C3%A2r-cy-.pdf English version http://www.carmarthenshire.gov.wales/media/1885670/20170321-hysbysiad-cydymffurfio44-cyngor-sir-g%C3%A2r-en-.pdf
Closing the Gap: The Welsh Language Commissioner's Assurance Report 2019-20		Welsh Version http://www.comisiynyddygydraeg.cymru/Cymraeg/Rhestr%20Cyhoeddiadau/20200911%20Adroddiad%20sicrwydd%202019-20.pdf English version http://www.comisiynyddygydraeg.cymru/English/Publications%20List/20200911%20Assurance%20report%202019-20.pdf

Annual Report on the Welsh Language

2020-2021

carmarthenshire.gov.wales

Cyngor **Sir Gâr**
Carmarthenshire
County Council



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Introduction

This is the Annual Report of Carmarthenshire County Council's work for 2020/21. The report focuses on the fifth year of implementing the Welsh Language Standards in a year very different to all others. This report reflects those differences that came about as a result of Covid-19. It reflects the way in which we responded to the pandemic in relation to the Welsh language and how compliance with the Standards continued to be achieved despite the dramatically new way of working with many staff working from home for a long period of time.

As well as focusing on what we have achieved despite the practical *barriers* brought by the lockdown period, we have also included case studies to highlight the new projects implemented from the new *opportunities* that came as a result of the pandemic. We are very proud of the fact that we have continued to operate bilingually and promote the Welsh language throughout the lockdown and have supported our partners to do so as well. The Mentrau Iaith for example, and our Welsh Language Schools Development Team have produced new materials and many innovative, digital opportunities to encourage the use of the Welsh language. We also made the most of the new opportunities to teach Welsh to our staff online and we ensured that they were able to benefit from the new way of working by following Welsh language courses to develop their skills.

The transition from working in offices to working from home was significantly smoothed by the rapid and thorough distribution of the Microsoft *Teams* platform within the Council, and every possible opportunity was taken to promote the use of Welsh on this platform. Significant efforts were also made to create opportunities for staff to use Welsh socially through virtual means, but we remain aware of the effect of the reduction of face-to-face contact on the use of incidental Welsh and much work remains to be done in this area for the future.

As across all county Council departments, some of the staff who usually work specifically on promoting the Welsh language were transferred to contribute to efforts to support our vulnerable residents during the first lockdown. This hiatus in the work on the Welsh language did not have an impact on our bilingual service delivery, which testifies our resilience to provide through the medium of Welsh across all our departments.

As the lockdown periods ended, and the planning of reintroducing services resumed, the Welsh language was placed at the heart of strategic planning of all the Council's areas of work. Accountability at the highest level was given to directors and managers to consider the impact of reintroducing service delivery on the Welsh language.

Looking forward to 2021/22, and the following year, we aim to develop better Welsh-medium opportunities for our apprentices. We hope to undertake further work to increase the internal use of the Welsh language and will also work hard to measure the impact of our Promotion Strategy and produce a new Strategy for the next five years. In doing so we will be taking into account the results of the 2021 Census.

We hope to be able to continue to develop our work to promote the Welsh language within the Council and within the whole county with a renewed confidence that we are able to operate bilingually whatever the barriers that are placed in our way.

Cllr. Peter Hughes-Griffiths

Executive Board Member

Compliance with the Service Delivery Standards

We are extremely proud of the fact that we maintained our high standards, communicating fully bilingually during the period of great change brought about by the pandemic. Despite the significant changes in the services that we needed to prioritise, and the new working patterns caused by lockdown, we were able to operate bilingually on all our communication platforms. The same standard was reached when we were faced with emergencies during this period, including the severe weather and a fire at one of our Recycling Centres. As part of our continuous efforts to achieve the best possible standards of bilingual provision, we initiated a new practice on our Facebook platform of placing a comment under each post providing a link to the post in the other language. This has given us the ability to rectify a situation over which we formerly had no control, which language our residents encountered first on Facebook. Now, our residents can make an immediate language choice at the first point of contact.

Great efforts were made to continue to hold Council meetings bilingually even though the Chamber building with its translation booth could not be used. A system of using mobile phones to provide simultaneous translation to non-Welsh speaking Councillors was developed on the *Teams* platform, while the *zoom* platform was deemed to be too much of a risk to security to use for formal meetings. As the security improved on the *zoom* platform, council meetings were moved to *zoom* as it provided the ability to conduct simultaneous translation directly making the service easier to facilitate.

The new Covid-19 related business grants were administered bilingually, and some applications were received through the medium of Welsh. Those applications were administered as quickly as the English applications, with the digital system operating fully bilingually.

As well as continuing to provide our services in compliance with the Standards in the face of the pandemic, lockdown has also been used as an opportunity to deliver improved and new bilingual services. An online booking system has been introduced at the Recycling Centres to ensure social distancing. The system was designed to operate bilingually from the outset and the Welsh language service continues to be used consistently. The format of our Welsh Language webpages on our corporate website was redesigned and repopulated (see Case study 1). The increasingly technological world that Covid-19 produced was used to create and provide a brand-new series of Welsh medium band gigs online from our Theatres (see Case study 2).

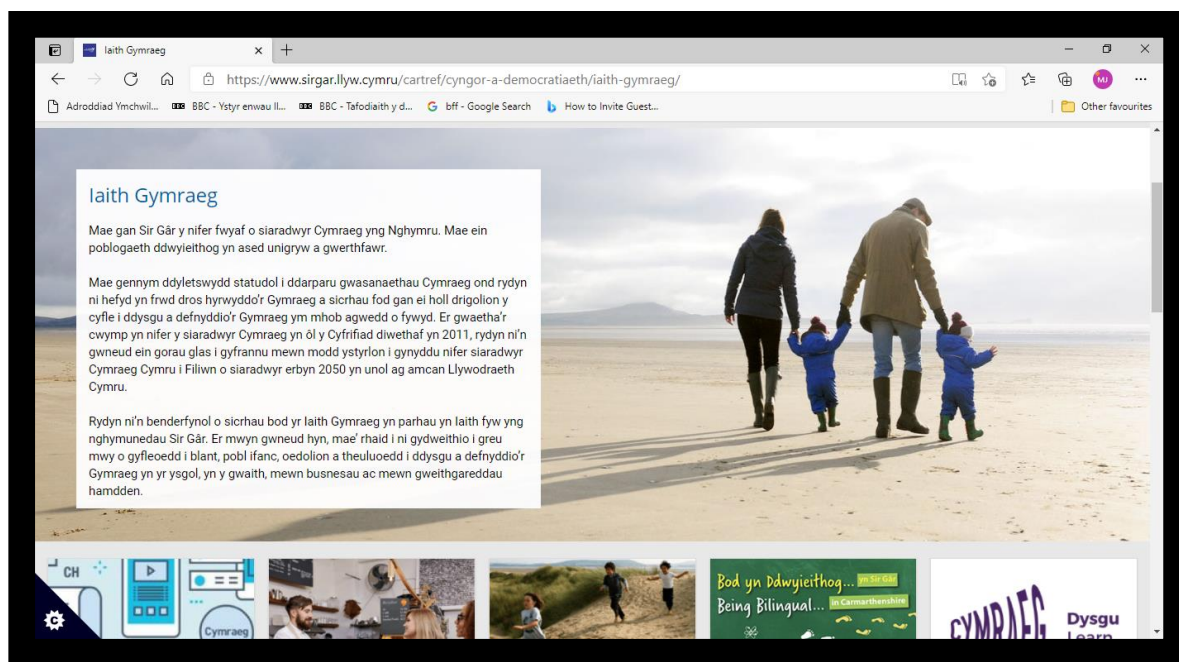
Case Study 1: Welsh Language Website

Background.




As the pandemic thrust us further into a technological world, it was felt that giving our citizens the best possible information and awareness about the Welsh language, especially for non-Welsh speaking parents of children in Welsh medium education, was becoming a priority, and we needed to do so electronically. With opportunities to distribute Welsh language promotion materials directly coming to a sudden stop, we needed to ensure access to everything on our corporate website.

Solution.

The Welsh language pages on the Council's corporate website were overhauled in order to convey positive messages about the Welsh language to our residents. Advice and assistance about the Welsh language was gathered in one place and its accessibility was ensured with links to other pages on the website relating to the Welsh language in order to create a seamless path for the user.



Creating a location on our website for our promotional leaflets for incomers, parents and businesses meant that we were able to promote the leaflets by disseminating an electronic link to the materials, in doing so we able to reduce the negative impact of not being able to distribute hard copies.

 <p>Y Gymraeg mewn Busnes Lawrlwythwch ein canllaw i ddefnyddio'r Gymraeg yn eich busnes.</p> <p>Y Gymraeg mewn Busnes</p>	 <p>Croeso i Sir Gaerfyrddin - Croeso i'r Gymraeg Darganfyddwch pa mor bwysig yw'r Gymraeg yn Sir Gaerfyrddin, yn ogystal â darganfod i ble y gallwch fynd i helpu i wella neu i ddefnyddio'ch Cymraeg yn ein sir.</p> <p>Croeso i Sir Gaerfyrddin - Croeso i'r Gymraeg</p>	 <p>Bod yn Ddwyieithog... yn Sir Gâr Being Bilingual... in Carmarthenshire</p> <p>Bod yn Ddwyieithog yn Sir Gaerfyrddin Gall pob plentyn yn Sir Gaerfyrddin ddod yn ddwyieithog drwy fanteisio ar addysg cyfrwng Cymraeg yn y Sir. Dyma sut...</p> <p>ADDYSG AC YSGOLION</p>
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Impact.

There has been a significant increase in the use of the web pages with the number of sessions on these pages this year more than doubling compared to the same period last year.

For the future.

A new area called the 'Language profile of the county' was created on the web page which houses information, advice, and the report on the Welsh language in Carmarthenshire. It is our intention to populate this area as the 2021 Census information is published. Placing accessible information in this area will facilitate our awareness raising and promotion work when the information becomes available.

Case Study 2: Theatrau Sir Gâr Welsh language gigs

Background

Clearly, the lockdown forced the sudden and long-term closure of all forms of arts activity. Our theatre doors closed immediately. This produced a vacuum in cultural and social content, casting a threat to the major developments in our provision and a huge increase in our Welsh language content and audiences conducted in recent years.

Solution

The lockdown provided an opportunity to operate online, in an innovative way that would not only offer continuity to arts audiences at a time when no live events could be attended, but also that would support the well-being of Carmarthenshire residents during the difficult times. It was decided to hold Welsh medium live gigs that would appeal to a young audience and provide much needed work for young Welsh bands at the same time. A new brand was designed, and an investment was made to record a series of as-live gigs to be released monthly on YouTube and Facebook.



We made sure that the standards of productions were high by using a professional crew to film and edit, and the feedback reflected this.

Thorough marketing was undertaken internally to county Council staff as well as externally, ensuring that it should present residents with the best opportunity to hear Welsh and familiarise themselves with high quality Welsh, contemporary music.



Nos Wener yma, bydd Theatr y Ffwrnes yn croesawu pum bachgen o Ynys Môn a Gwynedd i Iwyfan y yn Llanelli – Gwilym!

Byddant yn perfformio'u caneuon poblogaidd megis Fyny Ac Yn Ôl, Cwin a Gwalia a llawer mwy! Mae Gwilym yn boblogaidd iawn mewn gwyliau ledled Cymru ac mae eu 'indie-pop' bob amser yn plesio'r gynulleidfa.

Dyma'ch cyfle i fwynhau profiad y gig o'ch cartref. Bydd y sioe'n cael ei ffrydio ar Facebook a Youtube am 8pm a gallwch ei gwilyo am ddim.

Cofrestrwch ar wefan y Theatr i gael eich tocyn am ddim

ALFFA



Bydd y band roc a bliws Cymraeg, Alfa, yn dod â'u brand unigryw o gerddoriaeth i Iwyfan y Ffwrnes ar nos Wener, 4 Rhagfyr fel rhan o gyfres o sioeau digidol. Yn Fyw o'r Ffwrnes' gan Theatrau Sir Gâr.

Gall cynulleidfaoddi wylio gartref am ddim gan y bydd y gig yn cael ei ffrydio ar draws sawl platform ar-lein gan gynnwys YouTube, AM a Facebook.

Cofrestrwch ar wefan y Theatr i gael eich tocyn am ddim i wylio gig Alfa

Impact

There was a great response to these gigs and viewing figures were remarkably high.

		YouTube viewers	Facebook viewers	All viewers
4/12/2020	Alffa live from y Ffwrnes	189	3566	3755
18/12/2020	Gwilym live from y Ffwrnes	423	2894	3317
22/1/2021	Mellt live from y Ffwrnes	265	944	1209
5/2/2021	Aedyth live from y Ffwrnes	76	1920	1996
	All events	953	9324	10277

The feedback was extremely positive - the comments on YouTube and Facebook, everyone enjoyed and missed live gigs. There was attention on the *Heno* programme, which was a great opportunity to promote the events and to highlight what we were doing.

For the Future

It is true that these gigs have reached a much wider audience than they would have done live, and this is something to remember. It must also be recognised, however, that there was no income attached to this series of gigs and therefore it is not fully sustainable for the future. Consideration needs to be given to the extent to which people would continue to

watch gigs online once it is possible to attend live events, and it is also important to remember that a live experience brings an additional dimension of socialising through the medium of Welsh too. However, there will be potential for further digital engagement in a post-pandemic landscape, and we will explore the possibility of hybrid events that could include live audiences and a digital option with the option to watch at home. This could help to make the most of audiences (especially as we try to restore the program under the constraints of social distancing). We will also consider whether further use can be made of the recorded materials to raise young people's awareness of Welsh medium music.

Compliance with the Operational Standards

We have continued to communicate internally with staff fully bilingually throughout the pandemic, with bilingual emails and newsletters from the Chief Executive updating staff on the pandemic situation. A comprehensive survey of staff willing to temporarily volunteer in new areas of work was conducted and it was administered, together with individual telephone interviews, with an equivalent language option in Welsh and English. A survey of preferences on working agile was also conducted bilingually.

As well as continuing to operate bilingually with our staff, specific efforts were made to keep track of the use of the Welsh language by staff in the face of the pandemic. Rather than conducting a survey ourselves, we supported Bangor University's ARFer survey in order to obtain useful information on the effect working agile has on staff's language practices.

Y Gymraeg a gweithio gartref

Tybed ydych chi wedi sylwi os ydych chi'n siarad mwy neu lai o Gymraeg ers i chi ddechrau gweithio o adref?

Mae Prifysgol Bangor yn cynnal ymchwil ar sut mae gweithio o adref wedi effeithio ar ddefnydd staff o'r Gymraeg.

A fydddech gystal â llenwi'r holiadur yma mewn os gwelwch yn dda?

Byddai cael darlun o effaith Covid ar ein defnydd o'r Gymraeg yn ein cynorthwyo i ymateb ar sail tystiolaeth. Ond yn y cyfamser, os oes yna rywbeth hoffech chi i ni wneud i gynyddu eich defnydd o'r Gymraeg, rhowch wybod i iaithgymraeg@sirgar.gov.uk

Llenwch yr holiadur

Our internal communications efforts resulted in 66 members of staff contributing to the survey.

In transferring to work on *Teams*, the features that facilitated working through the medium of Welsh were promoted internally and the 'Using Welsh on the Computer' Guideline was updated to include Microsoft machine translation as well as the translation button in the 'conversation' in *Teams*. The new advice has been promoted in the Council's staff newsletters a number of times to encourage the use of Welsh on the computer.



Ysgrifennu yn Gymraeg gyda'ch Cyfrifiadur

Gallwn ddefnyddio technoleg i'n helpu i ysgrifennu yn Gymraeg yn ein gwaith. Mae modd gwirio sillafu yn Gymraeg. Mae geiriaduron ar gael ar-lein ac mae templedi y gallwn eu rhoi ar waith i'n helpu i sicrhau bod pethau'n gywir.

Dyma sut...

Meithrin mwy o hyder i ysgrifennu yn Gymraeg

Mae nifer o offer ar gael ar y cyfrifiadur sy'n gallu eich helpu i ddod yn fwy hyderus i ysgrifennu yn Gymraeg.

- Oeddech chi'n gwybod bod gwirydd sillafu Gymraeg?
- Ydych chi'n gwybod y ffordd hawsaf o roi 'w' ar lythren?
- Oeddech chi'n gwybod bod botwm cyfieithu ar Teams sy'n golygu y gallwch ddeall negeseuon Gymraeg eich cydweithwyr?

Mae cyfarwyddiadau newydd ar y fewnwyd sy'n gallu dysgu hyn a mwy i chi.

Ewch i [Ysgrifennu'n Gymraeg a'ch Cyfrifiadur](#) a byddwch yn gweld sut i newid eich rhyngwyneb i'r Gymraeg, sut i ddefnyddio Microsoft Translate a llawer mwy. Os hoffech gael fersiwn pdf neu ragor o gymorth, anfonwch e-bost at iaithgymraeg@sirgar.gov.uk

Great strides have been made in highlighting the language skills of staff on our internal systems in order to encourage the use of Welsh internally. The orange speech bubble was successfully included on the profile of staff with skills of level 3 and above and now appears in teams and on email profiles and work continues to roll this out across the Council

Finally, specific efforts were made during the pandemic to engage with staff to encourage them to use their Welsh informally at work. A quiz was held on Welsh Music day and events were held online on St David's Day (see case study 3).

Case Study 3: Internal St David's Day event

Background

On 1 March 2020, a large-scale event was held at County Hall to celebrate St David's Day, using the event to communicate with workplace staff about the Standards, about the Welsh language learning opportunities and to promote the Welsh language in general. Over recent years, the Language Leaders of our environment department have held similar events in some of the Council's other locations. These events give us the opportunity to do important internal communication about the Welsh language, but it also gives staff the opportunity to communicate in Welsh in a relaxed situation thus increasing the use of Welsh in the workplace. This year, we were still in lockdown when St David's Day came so holding a similar event was not possible.

Learning from the ARFer research as well as from informal conversations, it became clear that fewer of our staff are using their Welsh since starting to work from home. As the opportunities to use informal, incidental Welsh in common areas of Council buildings disappeared overnight, our *Teams* communication channels did not provide similar opportunities for staff to use their Welsh. While staff who used to work in Welsh still did so in *Teams* meetings, most work situations involve at least one non-Welsh speaking member of staff, so the opportunities to use Welsh at work greatly reduced.

Solution

Online St David's Day events were held with the main intention of giving staff the opportunity to hear Welsh informally in various situations throughout the day. It was possible to take part in one or a whole day of events. Some of the events were interactive and others were pre-recorded and released at a certain time.

The timetable was placed on all office staff's screensavers on the day.

**Ymunwch â'n dathliadau
Dydd Gŵyl Dewi, 1 Mawrth**

- 9:30** Cystadleuaeth ysgrifennu limrig y Cyngorydd Peter Hughes Griffiths
- 10:00** Fideo dysgu sut i wneud Pice ar y Maen
- 11:00** Sesiwn Ilesiant gyda Canna Consulting
*Cynhelir y sesiwn hon yn Gymraeg
- 12:00** Canu'r anthem 'Hen Wlad Fy Nhadau'
- 12:15** Cwis byw gyda Marci G
*Cynhelir y sesiwn hon yn Gymraeg
- 1:30** Cyfle i gael rhagor o wybodaeth am ddyysgu Cymraeg neu wella eich sgiliau Cymraeg
- 2:30** Sesiwn holi ac ateb gyda Jonny Clayton, pencampwr dartiau (recordiwyd ymlaen llaw)
- 4:00** Sesiwn Clocsffit

Gallwch weld rhagor o wybodaeth a'r doleenni i ymuno â'r sesiynau ar [mewnwyd/beth-sy-mlaen](#)

Join in with our **St David's Day celebrations on **March 1****

- 9:30** Cllr Peter Hughes Griffiths' Limerick Competition
- 10:00** Welshcakes cookery demo video
- 11:00** Wellbeing session with Canna Consulting
Session will be held in Welsh
- 12:00** Singing the anthem 'Hen Wlad Fy Nhadau'
- 12:15** Live quiz with Marci G
*This session will be held in Welsh
- 1:30** Find out more about learning or improving your Welsh language skills
- 2:30** Q&A session with darts champ Jonny Clayton (pre recorded)
- 4:00** Clocsffit session

More info and the links to join in can be found at [intranet/whats-on](#)

Cyngor Sir Gâr
Carmarthenshire
County Council

Dathliadau Dydd Gŵyl Dewi



Mae llawer yn digwydd i ddathlu Dydd Gŵyl Dewi heddiw (dydd Llun, 1 Mawrth) – felly dewch i gymryd rhan!

Mae llu o wahanol ddiwyddiadau'n cael eu cynnal drwy gydol y dydd ar Teams – rhai sesiynau byw ac eraill wedi recordio ymlaen llaw.

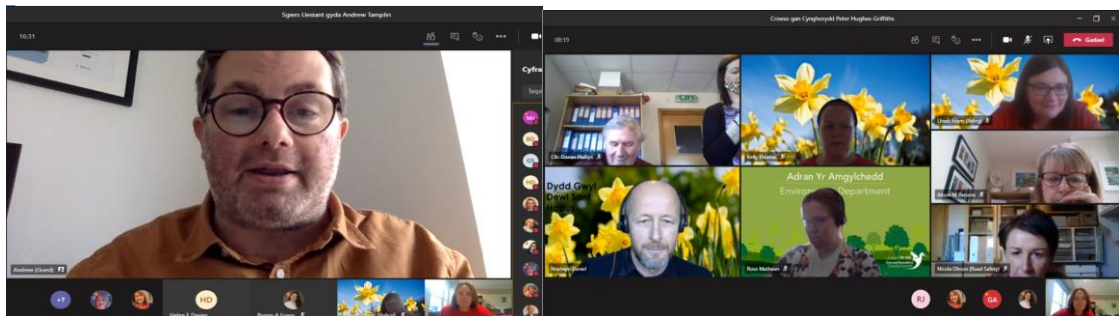
Does dim angen cofrestru ymlaen llaw, y cyfan sydd angen ei wneud yw clicio ar y dolenni isod ar gyfer pob sesiwn.

Gall y teulu cyfan gymryd rhan hefyd - bydd cystadleuaeth am y ffenestr sydd wedi'i haddurno orau ar thema Cymru. Anfonwch eich lluniau i iaithgymraeg@sirgar.gov.uk erbyn canol dydd, **ddydd Gwener, 5 Mawrth** i gael cyfle i ennill gwobr.

I gael rhagor o wybodaeth a'r holl ddolenni i ymuno â'r sesiynau ewch i'r tudalennau Beth Sydd Mlaen ar y [fewnrywd](#).

Mae llu o wahanol ddiwyddiadau rithwir yn cael eu cynnal o amgylch y sir yn y cyfnod cyn Dydd Gŵyl Dewi a thwy gydol y dydd. I gael rhagor o wybodaeth ewch i dudalen [Facebook Darganfod Sir Gâr](#).

All the information was shared on the intranet and through the Council staff newsletter



Impact

Following the event, a SNAP survey was conducted to gather feedback on the events. It was possible to ascertain which communication efforts had been successful and which departments had taken part in the events as well as which events, they suggested for the future. All but one noted that they would like to see similar activities next year.

Following the event, the videos were placed on the intranet with subtitles and everyone was encouraged to listen to them in their own time.

Staff yn ymuno â dathliadau Dydd Gŵyl Dewi

Ymunodd staff ar draws yr holl adrannau yn nathliadau Dydd Gŵyl Dewi ar-lein eleni, ar ddydd Llun (1 Mawrth).

Cafwyd sesiynau byw yn ystod y dydd gan gynnwys sesiwn lles, cwis byw a sesiwn ffitrwydd 'Clocsfrit' yn ogystal â chyfle i ddarganfod mwy am sut y gall staff ddysgu neu wella eu sgiliau Cymraeg yn y gweithle.

Peidiwch â phoeni os gwnaethoch chi fethu unrhyw un o'r sesiynau, byddant ar gael i'w gwyllo eto'n fuan - daliwch ati i wirio **tudalennau gweithio'n ddwyieithog** ar y fewnwyd.

[Darllenwch fwy](#)

For the future

Since the events were held, further feedback has been received that informal opportunities are needed for hearing and using Welsh in the workplace. Attendance at the events was lower than expected this year but we intend to establish the day in the staff calendar. As they become familiar with the event and with the procedures of attending online events, more will take the opportunity to hear and practice their Welsh in this way.

We have established a further 4 dates for promoting the Welsh language in the Council during the year, namely Santes Dwynwen, Dydd Music Cymru, Diwrnod Shwmae and Mae gen i Hawl. The focus of these dates will either be to promote the Welsh language internally and sometimes to the public and the language Leaders will be instrumental in conducting them.

A quiz on Welsh music was shared with the staff on Dydd Music Cymru and the opportunity was used to highlight ways of accessing Welsh language music.

Compliance with the Promotion Standards

We continued with the work of promoting the Welsh language in Carmarthenshire despite the major changes brought to the Council's work following the pandemic. Meetings of the Welsh Language Strategic Forum moved online immediately. Indeed, in line with the Forum's wishes, we held 5 meetings rather than 4 with around 20 organisations represented at each meeting. The following areas were discussed:

- June 2020 – The challenges of promoting the Welsh language in lockdown
- September 2020 – Apprenticeships and post-16 education
- November 2020 – Housing, and the selling of houses since lockdown
- February 2021 – Evaluation of the Priority Areas Project
- March 2021 – Planning and the LDP

Alongside these meetings, *laith* was commissioned to gather potential indicators for a framework to measure the impact of the 5-year Promotion Strategy. This work has been completed and although there are weaknesses in the indicators and work to be done on improving the data sources to make them more reliable, we have a framework for establishing a baseline of data for measuring the impact of the Promotion Strategy which we hope will improve as time goes on.

The early lockdown was used to work closely with *Hello Blod* officials to create a new leaflet to promote the Welsh language in business. The hiatus in the face-to-face work of the *Hello Blod* staff was a good opportunity for us to work together on this resource. (See Case study 5).

Further work was done to promote the Council's Welsh language services this year, although obviously we were obliged to do so electronically. A statement was released to the press and on our website on 'Mae gen i hawl' day and Flying Start staff and our Family Information Services have continued to distribute materials to promote Welsh-medium and bilingual education using the promotional materials that we have produced, including the new 'Welsh Homework. No Problem' leaflet, (See Case study 6).

Case Study 4: Welsh Language in Business Booklet

Background.

The Council had produced a booklet to promote the Welsh language amongst businesses in 2015, in partnership with the County Strategic Forum. The booklet was now out of date. Following the work undertaken with the multi-agency group on promoting the Welsh language in businesses, it was noted that a more up-to-date resource was needed to distribute among our contacts. Now that the structure of business support is in place, with the government funding support for SMEs and the Welsh Language Commissioner providing support to large businesses, it was now possible to offer clear advice and support to businesses and this needed to be communicated at a cheerful level in Carmarthenshire.

Solution.

We worked with the *Helo Blod* officers to create a brand-new e-booklet that would be relevant and of practical use to the county's businesses. We decided to focus on the message that everyone can use Welsh in their business. The booklet was divided into three parts to introduce the 'Small but important steps', which are a recognition of the bilingualism of the county and is within everyone's reach. The second section gave tips and suggestions for using more Welsh, and the final section explained how a business could be 'Working fully bilingually: Striding Ahead'.



Two case studies were included under each section by the *Helo Blod* officers, taken from businesses they had worked with, to give the whole booklet a local flavour and to give businesses confidence that operating bilingually is indeed within their reach.


Astudiaeth Achos 5, Jin Talog

Cefndir:
Sefydlwyd y cwmni yn 2018 ac o'r cychwyn cyntaf roedd y perchnogion yn awyddus i gynwys y Gymraeg yn eu busnes. Roedd y ddau wedi symud yn ôl i gafr gwlad o'r ddinas. Roedd un o'r perchnogion yn siarad Cymraeg iaith gyntaf a'r llall yn ddyegwr. Mae'r elfen gymunedol yn bwysig iawn iddynt fel busnes ac mae'r Gymraeg yn rhan fawr o hwnnw.

Camau:
Wrth adeiladu eu gwefan, label i'r cynnyrch ac unrhyw nwyddau marchnata, roeddant yn meddwl am y Gymraeg ar bob adeg ac felly wedi safydlu hunaniaeth Gymreig a Chymreig i'r busnes o'r cychwyn. Wrth i chi ymweld â gwefan y cwmni, mae ganddynt ddevis i newid rhwng y ddwy iaith. Mae'r mwyafrif o'r postïadau ar eu cyfryngau cymdeithasol hwnnw hefyd yn ddwyieithog.

“ Mae defnyddio'r Gymraeg wedi bod yn sylfaenol i lwyddiant ein busnes cychwynol. Mae wedi rhoi hunaniaeth glir inni ac wedi ein helpu i sefyll allan. Cawsom ymateb anhygoel gan siaradwyr Cymraeg sy'n gwerthfawrogi cyfathrebu â ni yn y Gymraeg, ac maent wedi dod yn gwsmeriaid ffyddlon arbyn hyn. Mae defnyddio Cymraeg wedi helpu ni i gryfhau ein brand a'n safle mewn marchnad orlawn. ”

Llwyddiannau:
Mae Jin Talog wedi datblygu mewn adeg cymharol fyr i fod yn frand adnabyddus gan ennyn sylw cylchgrawn Vogue yn ystod cyfnod y Nadolig 2019. Maent hefyd wedi ennill amryw o wobrau am ei jin.



13

Live links were included in the document to direct businesses to the support available and the Welsh Language Commissioner's latest research, 'Welsh in the Shopping basket' was used to persuade that the use of the Welsh language was beneficial to businesses in Carmarthenshire.

Impact.

The production of this new e-resource meant that we were able to develop new partnerships and influence other organisations to promote the Welsh language in businesses. Having a document containing all the support in one place, it was now possible to forge new links with Menter a Busnes, Antur Teifi and Shopping Centres. It was also distributed through the Council's Economic development links with businesses, the Council's Trading Standards unit, through business newsletters and through town and community councils.



The Marketing Officer for the Menter a Busnes *Cywain* project arranged for the booklet to be sent to 860 email addresses involving Cywain clients and stakeholders including the Welsh Government'. Menter a Busnes also distributed the booklet by email to 'farming connect' members.

Menter Môn enquired about the possibility of recreating our document and we agreed that they could use all the materials that were of use to them as long as they acknowledged Carmarthenshire County Council as the original source of the materials.

For the Future.

We will explore the possibility of further work distributing this document with the developments of the economic development projects that the County Council will be operating in the next period, such as the 'Ten market towns' project and within the county's three main town centres.

[Welsh \(llyw.cymru\)](http://Welsh (llyw.cymru))

Case Study 5: Welsh Homework. No Problem

Background

At the end of 2020, a booklet was produced with the main aim of alleviating the concerns of non-Welsh speaking parents about not being able to help their children with homework as they attended Welsh-medium education. Following consultation, it was decided to create a slightly different Welsh version, which would advise Welsh-speaking parents on how to support children with homework and encourage them to use their Welsh with the children in the home. Hard copies of the booklet were successfully distributed before the end of 2020 to headteachers, but the lockdown prevented any further distribution of hard copies just as we were starting the work.

Solution

An electronic communication plan was produced and implemented during the year. The document was placed on the County Council's education web pages and a presence on the website enabled easier distribution of the electronic version to outside organisations. It was also posted on the Family Information Services website and Facebook. All headteachers received an electronic version by email and were recommended to share with parents via the school app before the end of the summer term. They were reminded again by e-mail in early September in case it would have been forgotten with re-opening arrangements after the major lockdown.

The document was shared with the Council's heads of children's services and with Meithrin and Cymraeg i Blant officers. It was shared by the Welsh Language Schools Development Team who are also responsible for supporting latecomers. Finally, it was shared to all registered care providers in the county.

Homework in Secondary School

Quote from a year 7 pupil...

"Parents CAN help with homework. Just talk to them in English about what you're doing, and then write it in Welsh!"

As young people mature, they may not want much help from parents but you can still show interest in their work even when the work becomes more specialised.

1. Ask the child to **explain** the task to you in English. Check any difficult vocabulary to make sure you understand each other properly.
2. Discuss the work in **English**.
3. Encourage the child to **translate** what was discussed back into Welsh. You can assist if needed using an online lexicon.
4. Encourage your child to check their answers using **Cysill online**.

Gwaith Cartref yn yr Uwchradd

1. Gofynnwch i'ch plentyn egluro'r dasg i chi yn Saesneg neu yn Gymraeg. Gwiriwch unrhyw eirfa neu dermau anodd gyda'ch gilydd os oes angen gan ddefnyddio geiriaduron ar-lein neu'r **Ap Geiriaduron**.
2. Trafodwch y gwaith yn **Gymraeg** neu'n **Saesneg**. Peidiwch poeni os ydych chi'n gorfod defnyddio geiriau technegol yn Saesneg wrth drafod.
3. **Peidiwch poeni** os ydych chi plentyn yn cywiro eich Cymraeg. Bydd hyn yn maegu eu hyder i'w hyddol nhw.
4. Anogwch eich plentyn i wirio ei atebion drwy ddefnyddio **Cysill ar-lein**.
5. Awgrymwch i'ch plentyn lawrlwytho'r ap yma ar ei ffôn Android, iPad neu iPhone am ddim. Fe fydd yn rhoi'r eirfa gywir yn Saesneg ac yn Gymraeg iddo ar flaenau ei fisedd.

Different messages in the Welsh and English versions.

Impact

Positive feedback was received on the resource and Cronfa Glyndwr Fund, which had contributed to the initial printing costs, asked us to share them with all the other county councils. We cooperated with WLGA to do this and they shared the resource with every county as well as the School Improvement Consortia Managers. Following this, Flintshire and Neath Port Talbot contacted us to obtain permission to recreate the document for their county use. Our graphics department, therefore, placed the logos of both counties on new versions of the document so that they could emulate our work at no cost to them.

For the Future

The next step is to resume the distribution of hard copies of this booklet and explore possibilities of sharing them further especially when moving the schools along the language continuum in accordance with the WESP. Furthermore, we have not resolved the issue of offering access to this document and others as members of the public look to register place at a school online. These possibilities will need to be explored during 21-22.

Complying with the policy making Standards

Overall, the Welsh language remained a strategic priority for the County Council during the year despite the major change of direction in the priorities of the services provided. From a corporate perspective, practical work has been undertaken to ensure that the process of considering the impact of the Welsh language on policy decisions and new projects is clear to managers by including these considerations in the Council's new Impact Assessment Tool.

Particular attention was given to the Welsh language and to the Standards in a management template to be completed as services were reintroduced following lockdown. All Service Managers had to complete the template for the approval of the gold command chaired by the Chief Executive.

In the economic development policy document, 'Moving rural Carmarthenshire forward' specific and robust emphasis was placed on having a positive impact on the use of the Welsh language, ensuring that the aim of developing the economy alongside the Welsh language becomes a priority for our rural areas. The report recognises, our 'unique culture associated with the Welsh language, which has intertwined with community life in this part of Wales for centuries'. And it states that it will 'place an emphasis on creating jobs and business opportunities at the heart of this regeneration strategy so that we can keep our young people in Carmarthenshire and encourage those who have left the county to develop their talents elsewhere to return and help us grow our economy'.

Renewed attention was given to the Welsh language when preparing new *Flying Start tender documents* for the procurement of childcare for the next period. More robust and clearer conditions have been set for childcare centres on the need to be able to provide through the medium of Welsh. The ambiguity in the old tender specification was removed and the term 'bilingual provision' replaced with the terms 'Welsh-medium provision' and 'Welsh and English provision'. This means that all providers must demonstrate the ability to either provide childcare in Welsh or in Welsh and English side by side rather than being able to provide English-medium care with elements of Welsh and call it 'bilingual'. It was noted that all settings would have to -

- Provide childcare through the medium of Welsh and have sufficient staff with Welsh language skills to provide Welsh-medium key workers for children who wish to have them. Settings should consider Welsh at least Level 3, as a benchmark for adequate Welsh language skills,
- Have the means to communicate with families through the medium of Welsh if they wish,
- Have bilingual materials for promoting Welsh culture and traditions and be able to provide Welsh-medium visual stimulation at the setting as well as Welsh instructions/signs,
- Developing the Welsh language skills of all looked after children,
- Have suitable materials about the language preferences of local primary schools so that children can continue to develop their Welsh language skills when they enter formal education.

Progressive and thorough work has been done to ensure adequate considerations of the Welsh language when developing the County's new Local Development Plan. (See case study 6).

Case Study: 6 Local Development Plan

Background

Carmarthenshire County Council are currently preparing its Revised Local Development Plan (LDP) which, when adopted, will be the document against which all land use and development proposals will be assessed until its end date in 2033. When preparing the LDP, it must be assessed for its anticipated impacts – be they positive or negative - upon the Welsh language, including the policies and sites allocated for development within it.

In preparing the LDP, a balance must be struck between ensuring that enough land is made available in the right places to accommodate the housing and employment needs of its residents and to sustain the local communities without allocating to such an extent that it would have a detrimental impact on the prevalence of the Welsh language in Carmarthenshire.

There is currently no standardised approach to undertaking such an assessment and there were concerns over the robustness and accuracy of existing methodologies and the risks that these would present. Furthermore, the relationship between the Welsh language and land use planning is poorly understood, with a significant proportion of evidence available being anecdotal and inconclusive.

Solution

Carmarthenshire County Council therefore set out to find a suitable methodology which could be used to assess the anticipated impacts of the LDP upon the Welsh language which would comply with legislative and national policy requirements. The assessment would also need to draw upon information sources which would be robust enough to withstand examination by an independent planning inspector and any challenges by third parties.

The Forward Planning Team, working collaboratively with Corporate Policy Officers, commissioned the consultants *laith* and *Burum* to prepare a suitable methodology and to assess the anticipated impacts of the LDP throughout its preparation, assessing the following elements: the level of growth identified by the LDP; the spatial distribution of development; the Plan's policies; and the sites allocated for development.

Impact

Using their expertise in language planning and land use planning, *laith* / *Burum* produced a suitable methodology for the assessment of the LDP. The work undertaken to date provides an assessment of the Deposit version of the LDP and is available on the LDP's webpage:

[Evidence Base \(gov.wales\)](#)

The assessment undertaken scored the growth strategy as likely to have a 'minor negative' effect upon the Welsh language and the spatial strategy as having a 'minor positive' effect. The consultants made recommendations on how to limit the negative impacts, which included a review and amendments to the LDP's Welsh Language policies. The suggested amendments were duly incorporated into the Deposit Plan prior to its publication.

The work to date and the content of the Welsh Language Impact Assessment has been presented to Carmarthenshire's Welsh Language Strategic Forum for their information and it is anticipated that there will be further opportunities to engage with Welsh language groups.

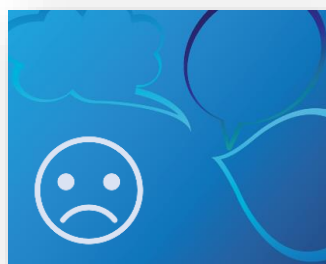
For the future

As the LDP continues to evolve, its impacts will continue to be assessed to ensure that the Plan maximises the opportunities to positively contribute towards the vitality and viability of the Welsh language.

The focus will now move towards firstly addressing any evidence gaps which remain the LDP's assessment, and secondly, the implementation of the LDP. This is likely to involve a collaborative approach to producing Supplementary Planning Guidance (SPG). The SPG will provide further guidance to developers on how to meet the LDP policy requirements and set the framework for how the language should be considered at the planning application stage.

Whilst a significant amount of work has been done, several challenges remain, and the Welsh language will continue to be a consideration in the land use planning system in Carmarthenshire.

Complaints received 2020/21



Below is a list of the complaints received during 2020/21 together with a summary of the action following receipt.

Complaints were received directly to the Council and through the Office of the Welsh Language Commissioner. The direct complaints were dealt with in accordance with the Council's complaints procedure.

Complaint Service Delivery Standards	Response and action
1. Complaint about road signs on the B4317 between Trimsaran and Pembrey	<ul style="list-style-type: none">• An Investigation was carried out by the Office of the Welsh Language Commissioner• It was noted that the signs were historic (in place prior to the Standards) but arrangements were made for the installation of new signs
2. Complaint about an English only prepaid return envelope from the Benefits Team	<ul style="list-style-type: none">• We explained that we as a council cannot use a bilingual address as Royal Mail does not allow us to include them. A limited number of words that can be used when setting the address• Guidance has been received from the Office of the Welsh Language Commissioner that Welsh-medium addresses only should be used in the future
3. Complaint about English only correspondence from 'Barchester' care home. The complainant claimed that the council gave the addresses of its residents' homes to private companies such as 'Barchester', and therefore that there is a relationship between the companies and the council which creates a suspicion that the companies are supplying a service on behalf of the council.	<ul style="list-style-type: none">• It was explained that the council does not have a formal working relationship or information sharing arrangement with 'Barchester' care homes.• The only possibility identified is that we are aware that some organisations buy the Electoral register from the council and sell the details on to other third-party bodies – we have no control of this as a council and we cannot impose terms or conditions on any sale of the register.

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4. A complaint from a member of the public about the fact that they sent a letter to the Housing Department in February this year, but that they received a call back from a member of staff from the department in English
 - An Investigation is underway by the Office of the Welsh Language Commissioner
 - It was explained that the team had failed to contact the individual by telephone and had sent him bilingual correspondence.
 - As the individual contacted us back, they were offered a Welsh contact, but they continued with the conversation in English.
 5. Complaint relating to English e-mail and an English "Housing Options Plan" document.
 - An Investigation was carried out by the Office of the Welsh Language Commissioner.
 - The Council was found to have breached the Standards for service delivery and the Council was asked to take appropriate action to resolve this.
 - Actions include reminding all council staff of the Standards regarding correspondence and sending out standard council forms
 6. A complaint from an individual about the fact that they received a 'Council Tax Breakdown' e-mail in English only from the Council Tax Division of Carmarthenshire County Council through a 'Wallich' tenancy support worker
 - The complaint was submitted through the Office of the Welsh Language Commissioner.
 - It was explained that the council provides a fully bilingual copy of the Council Tax details to all households.
 - Due to the individuals receiving tenancy support, the email that referred to it in the complaint was a conversation between two officers, not a public message.
 - The Office of the Welsh Language Commissioner decided not to continue with the case.
 7. A complaint from a member of the public about their receipt of a letter in English only from the Council relating to 'Prevention of Damage by Pests Act 1949, Section 4/ Environmental Protection Act 1990, Section 80'.
 - It was noted that the complainant had been in contact with the appropriate officer / Environmental Protection team to complain and had received our sincere apology for the error in sending them an English only letter.
 - A Welsh medium copy of the letter was provided, and a specific record of the individual's linguistic choice was created on the Environmental Protection team system.
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| <p>8. Complaint from an individual regarding receipt of an English only e-mail from the BlueBadge@carmarthenshire.gov.uk address. The e-mail related to the registration for a blue badge.</p> | <ul style="list-style-type: none">• The complaint was submitted to the Office of the Welsh Language Commissioner. An Investigation was carried out and actions were set to correspond with another case in relation to the Service Delivery Standards.• The complaint was submitted by the Office of the Welsh Language Commissioner. It was confirmed that they would investigate this complaint hand in hand with the complaint below in relation to Travel Tickets. |
| <p>9. Complaint from an individual regarding receipt of an English only letter 'Concessionary Travel Pass' and an English only 'Disabled Eligibility Assessment Form'</p> | <ul style="list-style-type: none">• The Inquiry continues• The complaint was made by the Office of the Welsh Language Commissioner and it was decided to investigate the case.• The council has provided evidence about the complaint and the actions that were in place to support the individual• The Inquiry continues |
| <p>10. Complaint by an individual relating to an English only letter received from an individual through Llesiant Delta Wellbeing</p> | <ul style="list-style-type: none">• The complaint was made by the Office of the Welsh Language Commissioner and it was decided to investigate the case.• The Council was found to have breached the Standards for service delivery and the Council was asked to take appropriate action to resolve this.• Following receipt of the final report from the Commissioner's Office, the Policy and Partnership team will work with Delta Wellbeing to complete the actions |
-

Overview of Welsh language training and training through the medium of Welsh

Overall, lockdown provided us with more opportunities than barriers to developing the Welsh language skills of our staff. With the ability to provide so much more online and the fact that staff undertaking new ways of working were able to use their time to also develop their skills, it was very encouraging to see this year's figures in terms of learning Welsh, with a third more of our staff committing to increasing their Welsh language skills and a thousand more staff taking other courses through the medium of Welsh. Our hard work in this regard was reflected by an award allocated to Carmarthenshire County Council by *Dysgu Cymraeg Ceredigion Powys Sir Gâr*, 'the Welsh Language Learning Employer of the year', for the support and opportunities we offer our staff to develop their Welsh language skills.

Welsh Language training:

In broad terms, our staff attend one of the following three types of formal courses:

- Traditional courses, the community Welsh language learning courses with the *Centre for Learning Welsh*
- Welsh in the Workplace Government funded Courses through the *Centre for Learning Welsh*
- *Say Something in Welsh*,

And within these types of courses, there is a variety of opportunities at all levels from 0-5 to suit various patterns of learning, with some learning in weekly lessons of 2 to 4 hours and others committing to an intensive week for example.

Under this year's circumstances, all courses were delivered online. Our staff have coped excellently and note that they like this way of learning, although they miss the element of hearing the language in a working environment. To support them with practicing Welsh in the workplace, we have recruited more staff available to be mentors.

Opportunities for 'Improving your Welsh' courses became available in the last quarter of the year as this provision was developed from traditional residential courses to virtual courses.

New this year, a session was provided for managers who are involved in the Work Welsh program. A session was held to explain to them what was expected of the staff they were releasing to learn, and also how they could support those staff with their efforts. These staff are not included in the figures below as they will be included next year as they complete the course.

Figures from our staff who have completed Welsh language training 2020-2021 are:

Learning Welsh Course	The level expected to reach on completion of course	Number completed
Welcome and Welcome back	Level 1	96
Beginners Welsh 1 -2 (entry)	Level 2	177
Foundation Welsh	Level 3	9
Intermediate Welsh	Level 4	13
Improving your Welsh (1 intensive week)		8
Say Something in Welsh	Level 1	8
	Level 2	3
		314
Other courses		
Welsh Language awareness (English)		2251
Mentoring		23
Your Staff – Work Welsh		11
		2285

Learning through the medium of Welsh:

These are the council's course figures that have been completed through the medium of Welsh through e-learning.

Chairing disciplinary hearings	1
Welcome to Language Awareness	278
Introduction to Procurement	7
Revealing misconduct	94
Data Protection (GDPR)	189
Protection: Awareness	19
Personal resilience	3
Food hygiene	23
Mental Health in the workplace	108
Drivers' handbook	1
Behaviour Standards in the workplace	8
Violence against women, domestic abuse and sexual abuse	363
Awareness of Carers	26
	1120

It is also important to note that other courses are not delivered in English only. Many courses include elements of Welsh and give attendees the opportunity to speak Welsh. The Social Care Workforce Development Partnership, for example, ensures that all their resources are bilingual, welcoming everyone bilingually and appointing Welsh language trainers as necessary.

In terms of training for members, the resources are bilingual. Some courses were provided in Welsh and some bilingually, where part of the session was provided in Welsh and part in English. In addition, across Learning and Development, Welsh discussion groups were offered to our staff during workshop exercises.

Language Skills

This was the data that was on the system at the end of March 2020

	Number	Percentage		Number	Percentage
No spoken skills	603	11%	No writing skills	1347	25%
Level 1 Speaking	1657	31%	Level 1 Writing	1426	27%
Level 2 Speaking	856	16%	Level 2 Writing	776	15%
Level 3 Speaking	614	12%	Level 3 Writing	548	10%
Level 4 Speaking	520	10%	Level 4 Writing	474	9%
Level 5 Speaking	1074	20%	Level 5 Writing	730	14%
Total	5324		Total	5301	

This is the data for 2020-21:

	Number	Percentage		Number	Percentage
No spoken skills	664	12%	No writing skills	1347	25%
Level 1 Speaking	1701	31%	Level 1 Writing	1445	27%
Level 2 Speaking	859	15%	Level 2 Writing	779	14%
Level 3 Speaking	637	11%	Level 3 Writing	585	11%
Level 4 Speaking	545	10%	Level 4 Writing	495	9%
Level 5 Speaking	1148	21%	Level 5 Writing	792	14%
Total	5554		Total	5443	

A Language record exists for the numbers noted above, out of 8604 members of staff. However, this figure includes 2460 school-based staff for whom we do not hold a language record.

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Policy & Resources Scrutiny Committee

21.07.21

DIGITAL TRANSFORMATION STRATEGY AND DIGITAL TECHNOLOGY STRATEGY ANNUAL REPORT 2021

Purpose: This annual progress report provides an update on two of Carmarthenshire County Councils three Digital Strategies.

Our primary, overarching Strategy is our Digital Transformation Strategy 2017 - 2020. 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.

Underpinning our Digital Transformation Strategy are our Digital Schools and Digital Technology Strategies 2018 - 2021. A separate annual progress report has been prepared for the Digital Schools Strategy. The Digital Technology Strategy is included in this progress report. Our Digital Technology Strategy sets out the Authority's digital technology priorities and aspirations over the period 2018 - 2021.

The Digital Transformation Strategy 2017-2021 and Digital Technology Strategy 2018 – 2021 highlight several key priority areas. Within each of these key priority areas a number of key projects and outcomes were approved, and this Annual Report details the progress made over the last 12 months.

To consider and comment on the following issues:

The Digital Transformation Strategy 2017-2020 was approved in May 2017 by the Executive Board. The Digital Technology Strategy 2018 – 2021 was approved in May 2018 by the Executive Board. A commitment was given within both strategies to produce an annual report to inform the Authority of the progress made against the key priorities and approved projects.

Reasons: To approve the content of the Digital Transformation Strategy and Digital Technology Strategy Annual Report 2021.

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

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:- Cllr Mair Stephens

Directorate: Chief Executives

Name of Head of Service: Noelwyn Daniel

Report Author: Julian Williams

Designations:

Head of ICT & *Corporate* Policy /
Chair of Digital Transformation
Steering Group

Applications Development Manager

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EXECUTIVE SUMMARY
POLICY & RESOURCES SCRUTINY COMMITTEE

21.07.21

Digital Transformation Strategy and Digital Technology Strategy Annual Report 2021

Purpose: This annual progress report provides an update on two of Carmarthenshire County Councils three Digital Strategies.

Our primary, overarching Strategy is our Digital Transformation Strategy 2017 - 2020. 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.

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DETAILED REPORT ATTACHED?	YES
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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 and Corporate Policy

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

CONSULTATIONS

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

Signed: Noelwyn Daniel

Head of ICT and Corporate Policy

A draft copy of the Annual Report has been shared with members of the Digital Transformation Steering Group.

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

Digital Transformation Strategy 2017-2021		https://www.carmarthenshire.gov.wales/home/council-democracy/strategies-and-plans/digital-transformation-strategy-2017-2020/
Digital Technology Strategy 2018 – 2021		https://www.carmarthenshire.gov.wales/home/council-democracy/strategies-and-plans/digital-technology-strategy-2018-2021/

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Carmarthenshire County Council

Digital Transformation Strategy 2017-2020

Digital Technology Strategy 2018-2021

Annual Progress Report 2021



carmarthenshire.gov.wales

Cyngor **Sir Gâr**
Carmarthenshire
County Council



Page 175



"A Digitally enabled Carmarthenshire"

To achieve this bold vision, we must:

- Provide transactional services and information online in a user-friendly and inclusive way.
- Use technology to change the way traditional face-to-face services are delivered, enabling us to deliver effective and efficient services for our residents.
- Create a digital workforce which is agile, mobile and using the most appropriate technologies to support service delivery.
- Support our residents to use digital technology and enable access to technology for those that do not have it.
- Support our businesses in a digital economy.
- Use digital technology to work and collaborate with our partners seamlessly, including the effective sharing and use of data.
- Build a more flexible, agile and integrated technology infrastructure.
- Adopt a highly available, modern, and 'citizen centric' digital platform at the heart of our technology.
- Harness cloud environments to deliver technology anywhere, anytime for the organisation.
- Make significant improvements to productivity by harnessing new technology and devices for all our Councillors and Staff.
- Decommission our on-premises infrastructure and replace with virtual cloud technology where at all possible.
- Pursue a policy of converging and unifying our communications platforms to a single system.
- Collate, interrogate and extract value from data to facilitate organisational strategy, decision-making and service delivery.
- Make digital connectivity and bandwidth the foundation of our technology stack, for the organisation, elected members, citizens, and businesses.
- Facilitate and underpin collaboration locally, regionally and nationally through the intelligent deployment of technology.
- We will value, recognise and invest in the people and skills required to achieve the aims of this Strategy.

The projects identified within the Digital Transformation Strategy are designed to deliver the key objectives of the Corporate Strategy:



Annual Progress Report 2020

This annual progress report concludes our 1st Digital Transformation Strategy 2017-2020 and Digital Technology 2018-2021 strategies; of which the overarching strategy is our Digital Transformation Strategy.

Due to the challenges presented and required response due to the COVID pandemic, our 2nd strategy has had to be delayed by 1 year. This report covers both 2019/2020 and 2020/2021 updates. However, this delay has presented an opportunity to align our 2nd Digital Transformation Strategy 2021-2024 with our 2nd Digital Technology Strategy 2021-2024 going forward.



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 and why. Technology is becoming increasingly pervasive and ingrained across all sectors of industry and has become integrated into many aspects of our daily lives.

Carmarthenshire County Council needed a digital transformation strategy as digital technology and innovations have the potential to transform the county and the lives of our residents, businesses and communities as well as allowing the council to generate long-term saving and efficiencies.

The Authority will make use of appropriate emerging and existing technologies to facilitate and underpin service transformation, improvement and efficiencies.

We will adopt the Sustainable Development Principles of the Well Being Future Generations Act in our design and implementation of new digital technologies to assist us in delivering the Future Generations Well Being Objectives.

Underpinning primary Digital Transformation Strategy are our Digital Schools and Digital Technology Strategies. A separate annual progress report has been prepared for the Digital Schools Strategy, while the Digital Technology Strategy update is included as part of this combined progress report.



Our **Digital Technology Strategy** sets out the Authority’s digital technology priorities and aspirations over the same period. Its purpose is to identify the key technologies, innovations and initiatives that will facilitate and underpin the vision and delivery of the organisations existing and overarching Digital Transformation Strategy. The audience for this Strategy is the leadership of the organisation, elected members, our customers and our staff.

Digital transformation, challenges and improves how things are done today. Carmarthenshire County Council will continue to embrace change, and this will be achieved with greater use of digital technology and social media channels, building upon the significant progress made in these areas over the past 4 years.

We recognise that schools have extraordinary ICT needs, and to provide greater focus, a revised Digital Schools Strategy will be developed and aligned to Welsh Governments Digital Competence Framework, Education Digital Standards and the new HWB Grant. This will reflect the new ways working identified through the pandemic and the need to enhance the blended learning model in education.

The Digital Technology Strategy recognises that flexible, agile and integrated technology can only be delivered to the Council and its residents if we adopt the same leading-edge models of some of the most forward thinking and efficient companies across the globe.

COVID-19 Impact

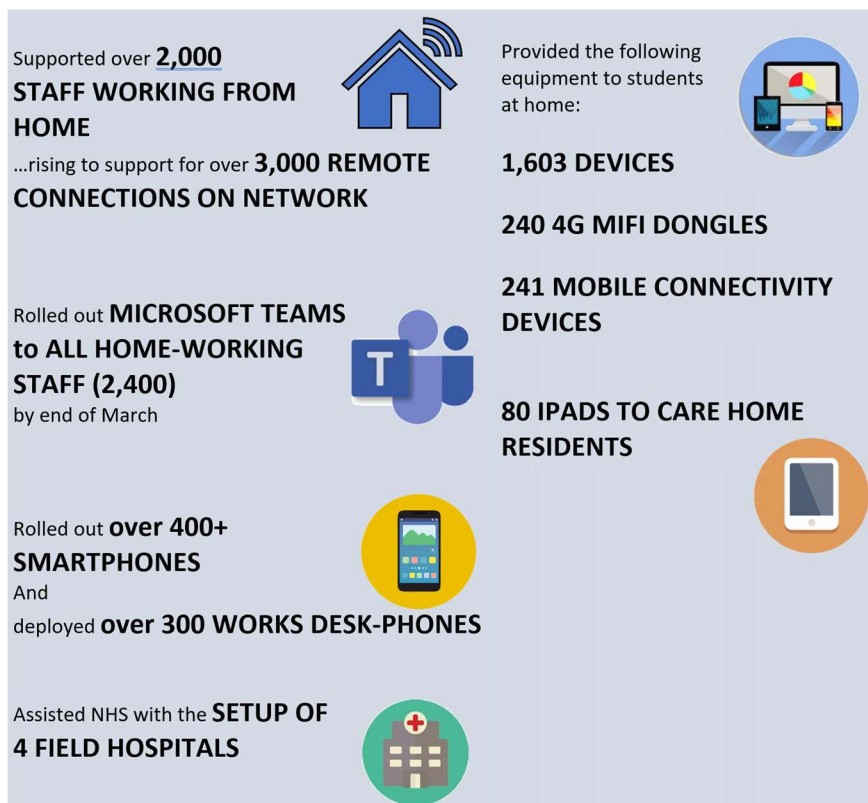
A COVID Impact Report was produced in December 2020 outlining how key projects and priorities implemented during our 1st Digital Transformation Strategy 2017-2020 over the past 4 years had put the authority in a strong position to respond to the wide technical and transformational challenges presented across the council.

Although we could not foresee some of the demands required by the pandemic, we were in a very good position to respond; which staff demonstrated great creativity and commitment in developing and implementing digital solutions to help with the ongoing delivery of critical services and aiding in the recovery plans of many service areas that had stopped and needed innovative solutions and information technology needs to help them recover - key projects outlined within this report.

For our **Residents and Businesses**, we had to take advantage of new digital platforms to allow them to quickly find information online or interact and engage with the local authority in ways and times that were convenient to them. This vision and investment put us in a favourable position at the onset to move services on-line and also facilitate home working for our staff.

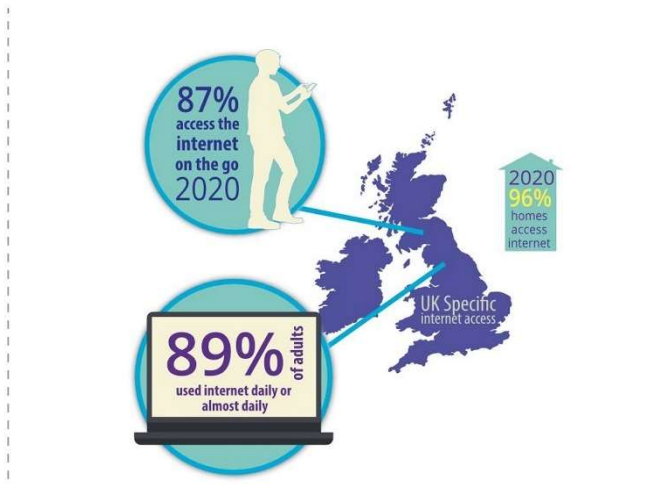
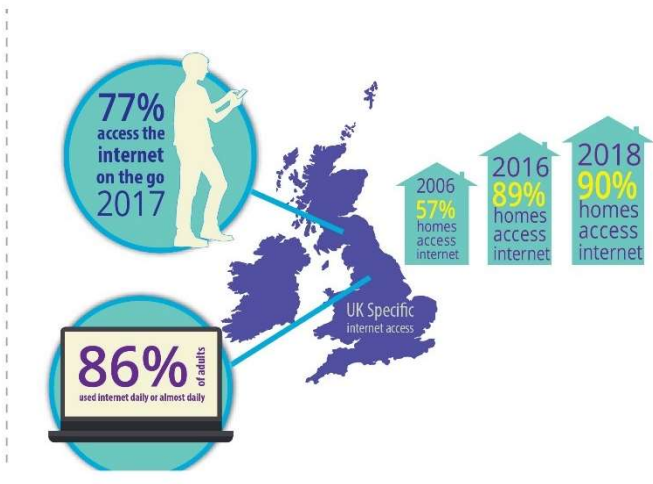
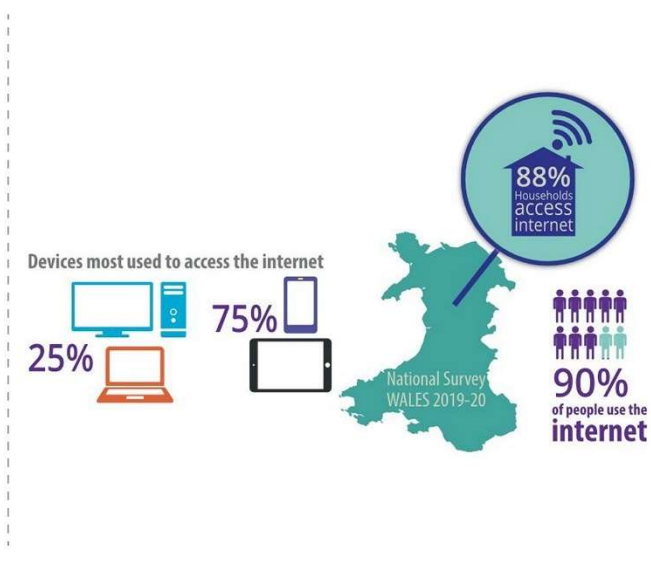
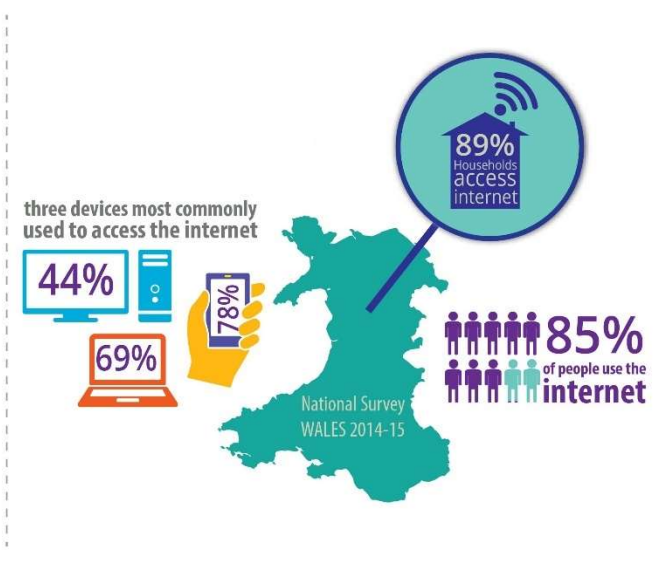
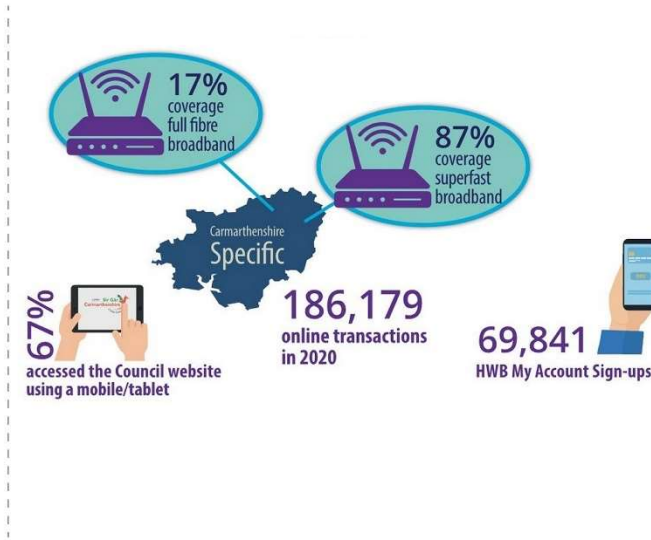
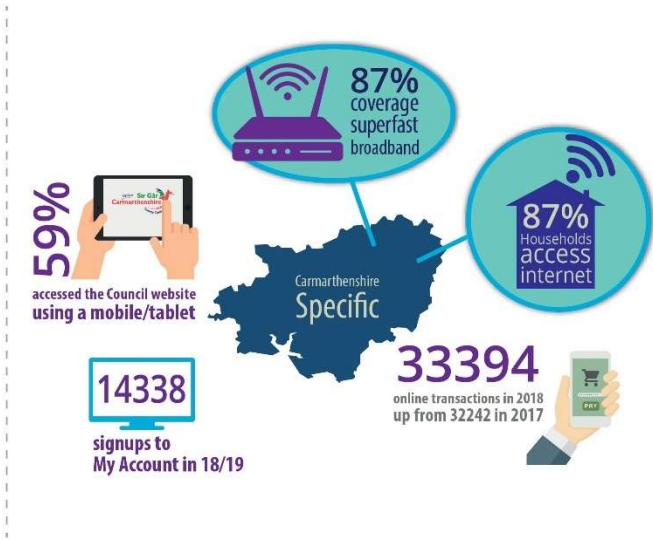
Our work on empowering our **Workforce** to be as efficient and effective as possible in the right place, at the right time based on the needs of citizen service delivery paid us dividends in the pandemic. The use of technology, and especially the use of Microsoft Teams, has been a vital component of the Council's response to the pandemic, and is helping to support the adoption of a far more dynamic and productive way of working. It has facilitated improved communication and team working at a local, regional, and national levels.

There has now been a significant shift to digital learning solutions which has supported the upskilling of staff across the organisation, and this has been vital in ensuring continuity of staffing resource to our critical services and facilitated the effective implementation of online service delivery options.



2018

2020



Resources

Throughout 2019/20 and 2020/21 we have invested a significant amount of financial and staffing resources ensuring the Authority continues its journey of transformation to a truly digital organisation. We have made significant investments in our people and skills, digital systems and services; providing a robust and resilient infrastructure to underpin citizen service delivery across the County. In addition to ICT Services ongoing revenue budget, we have invested the following over the past 2 financial years:

Capital

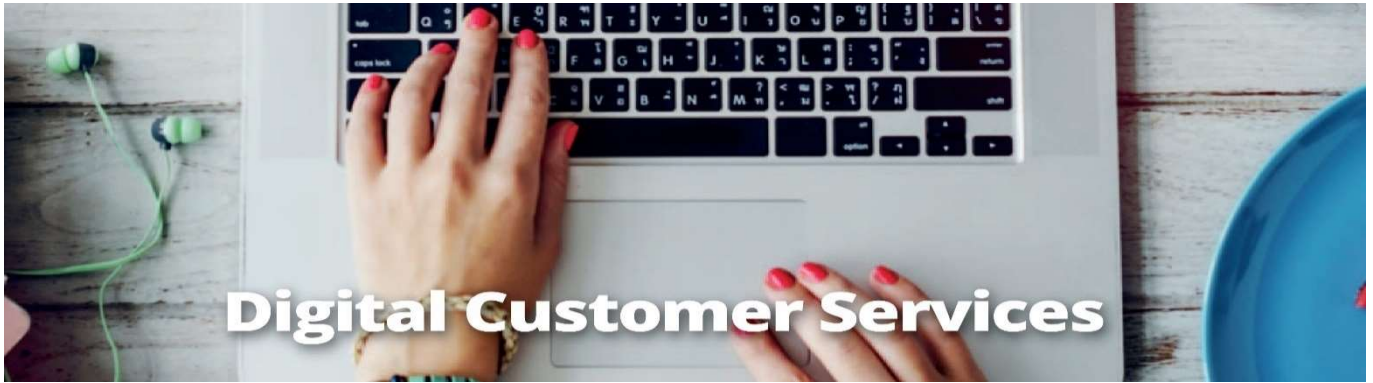
- £488K on specific departmental Digital Transformation projects which were scored and prioritised based on efficiencies and better ways of working by the corporate Digital Transformation Steering Group (DTSG).
- £56K on mitigating evolving cyber threats to the organisation and ensuring essential compliance of all systems, services and infrastructure.
- £158K on Corporate Wi-Fi replacement and improvements.
- £32K on County wide core network enhancements, ensuring our workforce has ultrafast access to internal and internet based digital resources via the best possible networks.
- £83K on Voice and Telephony Infrastructure, future proofing our communications capabilities and supporting home working.
- £150K invested on strategic digital initiatives to help services transition to Cloud services.
- £407K in improving data centre and the organisations digital Disaster Recovery capabilities.

People & Skills

We have invested £74K in retaining and upskilling ICT staff, providing them with the skills and ability to take our ambitious adoption of Digital Transformation and Technology forward. In addition, we have taken advantage of fully funded local, regional, and national development opportunities offered through Academi Wales, the Institute of Leadership and Management and our own internal Learning and Development department. Doing so in helping to develop and retain the Digital Leaders and Workforce of the future within Carmarthenshire.

Efficiencies

- £50k from savings delivered through the migration of Carmarthenshire Schools to the all-Wales HWB Digital learning platform.
- £79K Worth of efficiencies for Schools via renegotiated Printing and Telecommunications contracts.
- Renegotiating of our corporate Konica contract and 25% reduction of our printer estates; savings of £29k per annum.



"Enabling citizens to get the services and information they need online".



What it means?

- Providing high-quality user-friendly services and information online to residents.
- Providing increased 24/7 digital access to services that are bilingual and customer friendly.
- To provide a personal digital service and respond to customer needs.

Why is it Important?

- To meet customer demands and respond to rising customer expectations.
- To improve customer engagement with access to personalized information and services.
- With greater use of mobile technology, provision access to online services at the customers convenience, 'anytime, anywhere'.

Progress Made

Several projects that were identified and within the authorities Digital Transformation Strategy were fast tracked to assist front line service delivery during the Covid19 pandemic.

HWRC Online Appointments. To allow the re-opening of our 4 key Recycling Centres / Sites, the means for residents to make appointments quickly and conveniently. This online appointment system has ensured that members of the public could be allocated a slot and for the social distancing measures to be adhered to within the various HWRC sites across the Authority. Over 3000 appointments made within the first 24 hours at launch May 2020 and over 170,000 online bookings to date. This service contributed to a significant increase in our online HWB My Account sign-ups from 29,000 (2019 data) to now over 72,000 registered accounts by 2021.



ACTIF ANYWHERE. Members of our Actif Leisure Centres can access online classes through our new app by using their phone or tablet, laptop or smart TV. Particularly important to maintain the valuable service provided for exercise referrals and rehabilitation from home and to ensure continued positive impact upon health outcomes.



Libraries Online 'Click & Collect' Service. The means for customers to reserve their desired literature via the online system and arrange a convenient collection date / time at their chosen library. Equality of access is delivered through the twin provision of online as well as telephone ordering.

Free School Meals Direct Payments Requests. An online form was quickly needed with back-office workflow to accept and ensure accurate details and evidence was captured from families in receipt of Free School Meals for direct payments. This form and process was also integrated with our internal financial management system allowing payments to be made to those families in need of financial support.

Pembrey Country Park Online Bookings and Payments. A Booking System procured and implemented to allow the park to re-start their services in a safe and controlled way and to minimise cash handling at the park. Online bookings can now be taken via the Pembrey County Park Website for all outdoor activities being held at Pembrey Country Park (ski hire and tuition, bike hire, mini-golf, toboggan rides etc.). To ensure social distancing rules and reducing queues at car park 'pay' machines, we also developed in-house a 1- and 7-Day Online Pass/Payment which has full integration into the ANPR - Number Plate Recognition Car Barrier System.



"Carmarthenshire will aim to support its staff in adopting working practices with maximum flexibility and minimum constraints in order to optimise their performance in the delivery of quality and cost effective services".



What it means?

- A digital workforce is responsive and flexible
- Being responsive to the needs of our citizens by providing good public services and being flexible about where work is carried out.
- Flexibility for our staff is being able to work from different locations, at different times and use the most effective technology.

- It allows us to improve processes, procedures and work flows, eliminating waste and exploiting efficiencies through good use of data and analytics.

Why is it Important?

- Agility and mobility brings efficiencies and increased productivity through better ways of working.
- It increases our ability to ensure a healthy and mutually beneficial work life balance for our workforce. This increases our ability to attract the necessary skills and knowledge for our workforce.

Progress Made

Several projects that were identified and within the authorities Digital Transformation Strategy were fast tracked to assist front line service delivery during the Covid19 pandemic.

3000 Remote / Home Workers. The critical need to ensure we had a digital infrastructure and capability to cope with over 2000 members of staff working from home. To facilitate this we had to quickly install and configure additional Firewalls to handle the huge demands presented from overnight home working during the 1st lock-down and throughout 2020 and beyond. This work was completed before the end of March 2020 and we can now safely support over 3000 remote connections to our network.

Roll-out of Microsoft Teams for 2500 Staff.

We successfully rolled-out of Microsoft Teams Corporately by the end of March 2020. This ensured that all staff working from home (nearly 2500 staff) could communicate and collaborate with each other and meetings could progress efficiently. Channels and within Microsoft Teams proved an excellent way to share meeting notes, reports and have direct conversations with colleagues and partners organisations.

In-House Contract Tracing Database for Schools.

Development of an in-house Contact Tracing Database and System; to allow the TTP (Track, Trace, Protect) team the capabilities to monitor school covid-19 symptoms activity and assist the Central / Welsh Government Track and Trace Process, TTP CRM System and Mobile App.

Konica Contract Renewal and Printer Rationalisation.

Renegotiating of our corporate Konica contract and 25% reduction of our printer estates; savings of £29k per annum.

Domiciliary-Care Mobilisation to over 400 workers.

Procurement and roll-out of over 400+ Smartphones by the end of April 2020 and deployed to domiciliary care and social care staff that allowed them to work in a more agile and efficient manner without the need to visit Council buildings to collect work rotas and communicate easily with customers, managers, colleagues and back-office administration.

Over 1000 Devices for Vulnerable School Pupils.

Configuration and delivery of over 1000+ devices for vulnerable school pupils to enable them to work from home.

Over 300 Desk Phones for Staff to Work from Home.

We quickly deployed over 300+ of our works desk phones that were equipped with additional technology for key staff who needed to take calls from members of the public. This included the Authorities Contact Centre staff and Delta Wellbeing to work from home. Work is currently ongoing to upgrade our telephony infrastructure so that we can deploy smartphones for all staff across the Authority (if required). This means that staff will be able to receive traditional direct dial calls from members of the public to their laptops. This will remove the need for desk phones and will facilitate greater remote working.

BYOD (Bring Your Own Device).

Delivered the capability to allow staff the means to access their work email from their personal devices in a safe and secure manner. Facilitates greater remote working and flexibility for staff. This capability also enables engagement with non office-based staff to have access to systems and the intranet.

Agile Working.

Our Agile Working programme over the past 4 years has seen a significant shift to over 80% laptops and 20% desktops for our workforce. An agile workforce must be able to work from the most appropriate location at the most appropriate time. The implementation and installation of Microsoft Teams and the move to paperless meetings were all part of the Agile Working programme but the pandemic proved crucial preparedness and re-affirmed our decision to move towards an Agile Workforce.

The Council has operated a **Redeployment Hub**

run centrally by Human Resources which has matched volunteers, many from closed services. This approach has cut through the historic boundaries of different departments or constraints imposed by rigid job descriptions as Job Evaluation criteria.

A **Staff Hub Database** was developed within the

1st two weeks to add flexibility and effectiveness to the process together with clear Dashboards to present the information to senior managers.



"Enable residents and businesses in the County to use digital technology to enhance their lives".



What it means?

- Ensure that residents and businesses exploit the latest technology to improve their lives.
- Developing the digital skills of our residents from children to our elderly.
- High speed connectivity for every business so that they can compete in a global economy.
- Enable business to make use of 'cloud computing'. Cloud computing can accelerate time to value, drive higher adoption of new technologies, and connect the services offered in real time.
- Digitally transform Council business operations to make them more efficient.
- Ensure that our children live in digitally connected communities and have the latest digital technologies available to give them the best start I life.
- Every resident of Carmarthenshire should have the ability to access 'on-line' services which can be used to improve their 'quality of life'.

Progress Made

iPads for Care Home Residents. Service specific initiatives, such as the issuing of smart phones to Social work teams has also boosted productivity. 80 iPads to care home residents to keep in touch with their loved ones.

Why is it Important?

- A digital Carmarthenshire will encourage new business to invest in Carmarthenshire to support the local economy and attract sustainable employment.



*"Well done, distributing iPads to care homes in Carmarthenshire. I applaud you."
Compliment received*

Virtual Democracy. We ensured all Members had the capabilities and could attend virtual Council Meetings. The implementation of Zoom and Microsoft Teams, remote translations services, web streaming and the move to paperless meetings ensure democracy could continue as efficiently and effectively as possible. ICT Service played a key role in hosting and the Webcasting of Democratic meetings from June 2020 onwards. Prior to COVID-19 democratic meetings were webcasted by an external company called Public-I but they did not have a solution in place to allow a Virtual democratic meeting to be webcasted. Microsoft Teams was used to host the virtual meeting whilst staff from ICT Services setup and facilitated the webcasting of the meeting via Vimeo and the Authorities website. A work around solution was put in place with colleagues from the Translation team to facilitate simultaneous translation which was simplified with the use of ZOOM for democratic meetings.

Connectivity for Rural Workers and Members. There is a need to ensure staff have sufficient connectivity and sufficient broadband speeds in order to work efficiently but data from the Open Market Review 2019 claims that there are **12,838 premises in Carmarthenshire with speeds under 30mbps**. We have supported throughout the pandemic rural key workers and councillors who had experienced digital connectivity difficulties through deploying 4G routers via a Welsh Government pilot scheme.

Gigabit Broadband Voucher Scheme. Residents and businesses in rural areas of Carmarthenshire now have access to more funding for better broadband. Welsh Government has topped up the value of the Gigabit Broadband Voucher Scheme to those with less than 30Mbps. The vouchers have doubled in value and those eligible can now claim £7k for a small to medium sized business and £3,000 for residential premises. We have supported rural communities where possible to increase digital connectivity through actively promoting the Rural Gigabit Voucher Scheme, and encouraged residents to register their interest for broadband upgrade.

Application for Business Hardship Rent Relief. An online form was quickly needed with back-office workflow to accept applications or Business Hardship Rent Relief. This was developed and promoted via the council's website to allow business to quickly apply for this Welsh Government rent relief.



"Innovative digital solutions will enable increased collaboration and facilitate organisations to work seamlessly together".



What it means?

- Improved information sharing with other organisations and partners.
- Increased sharing of software and hardware platforms across the region.
- Is a catalyst for cultural cohesion enabling departments to focus on putting the citizen at the heart of what they do.

Progress Made

Why is it Important?

- Digital Collaboration underpins 'Digital Customer Service', the 'Digital Workforce' and 'Digital Communities and Business'.
 - Helps foster cohesion in teams. This is especially relevant to teams that are dispersed as cohesive teams are far more productive.
 - Creates an atmosphere of openness as staff are up to date with and able to access the very latest news and information.
 - Simplifies the way that we share data with other organisations and partners making everyone feel like part of a single team working on common objectives.
- Set-up of 4 Field Hospitals.** The critical need to assist the NHS with ICT Support for the rapid setup of 4 field hospitals across the County. Our role focused on the Digital Infrastructure and Connectivity needs within these temporary field hospitals.
- Flying Start - Digital App.** Flying Start Carmarthenshire became the first Flying Start in Wales to use a mobile app to help keep in touch with families. The team developed the app as a way to increase engagement, and to signpost families to important information and promote events in the local areas.

Digital Equality Agenda. This has been a challenge for officers and for schools. The provision of IT equipment and internet access to vulnerable learners or those children who live in areas with poor broadband coverage became a much more complex task than had first been imagined and led to delays in many children receiving equipment and some confusion between schools, parents and LA officers over how the process should be managed.

Although it is estimated that around 98% of all children now have access to digital resources at home that will be available for them in any further period of closure, there is a feeling that any future work on the digital equity agenda should be managed centrally by Local Authority Officers who are able to have an oversight of the whole system and control over the use and distribution of devices. This would remove some of the inconsistencies in the operation of this strategy which arose between distribution hubs in different school catchments.

The following equipment has been provided to support:

- **1,603 devices** to students at home, including laptops and Chromebooks.
- **240 4G MiFi dongles** were supplied to support families with remote learning across Carmarthenshire.
- **241 mobile connectivity devices** to students at home.

** further details on education and schools are detailed within the School Technology Strategy.*

Electronic Signatures (eSignatures). Prior to lockdown, both treasury management and grants processes were heavily paper based requiring either mailing or hand delivery of documents for signature to directors and heads of service. Working remotely, the Council has put in place electronic authorisation instead, and quickly implemented secure submission processes for grant returns to WG which have subsequently been advised as best practice by the Welsh Government grants centre of excellence. This has huge potential for streamlining back-office processes, printing/postage costs and faster service delivery by implementing electronic signature solutions across the wide range of council services that can exploit this technology, including extending with externals and partner organisations and 3rd parties.

Resilient Data & Voice Networks

What it means?

- Our local and wide area networks, internet feeds, telephony and unified communications systems underpin communication across the organisation and with partners.
- Our already significant and sophisticated network provides the ability to communicate, collaborate and share data, systems and services.

Why is it Important?

- Data and voice network connectivity and internet access are critical in delivering 21st century citizen services.
- The demand on our bandwidth and internet connectivity channels from corporate services, schools and partners has grown rapidly. We fully expect this demand to increase in the coming years.
- Our network is the foundation of everything we do in terms of technology. Without it departmental, schools and partner systems and services simply would not function.
- We already have both central and departmental systems and services in the Cloud. Our network is the vehicle that allows us to access those, now and in the future.

Progress Made

- Core Network Switch/Router replacement - Three core sites have had their legacy equipment replaced and upgraded, enhancing, and expanding our network capabilities. There are two core sites remaining.
- Data Centre core Switch/Router replacement - New hardware has been configured and installed which has significantly enhanced our Data Centre resilience.
- PSBA Network Transformational re-design - Twelve corporate sites running at sub 10MB have been upgraded this year to 100MB fibre or Superfast connectivity. We have also commissioned Ty Parcyrhun as a new core site.
- LIDW 2 - Forty-one schools have had their PSBA connectivity upgraded to 100Mbps fibre this year.
- Telephony Virtualisation - Mitel telephone system virtualization is complete, delivering significant revenue savings and resilience into our telephony services.
- Increased deployment of Corporate Wi-Fi connectivity - Deployment of additional Wi-Fi access points into the largest ten buildings across the county has been completed. This has provided blanket Wi-Fi coverage for staff and visitors at core sites.
- Additional, resilient PSBA internet feeds - With the commissioning of the Ty Parcyrhun site as a core network location, an additional Internet connection has been commissioned to provide increased internet capacity and additional resiliency to the organisation.



Secure & Resilient Data Centers

What it means?

- Ensuring our data, systems and services are hosted in the most efficient and appropriate location.
- Ensuring our data, systems and services are built and managed on the most efficient and appropriate platforms.

Why is it Important?

- Data Centres are the core of our business, housing our infrastructure, data, and applications. Without them, ICT simply would not function.
- The contents of our data centres are of extremely high organisational value in terms of physical assets, data, annual spend, organisational performance and service delivery.

Progress Made

- Expansion and evolution of Cyber Security Capabilities - Procurement and deployment of our new Anti-Virus solution is complete, providing a more resilient and secure digital environment as well as improved response capabilities to a Cyber breach.

- Replacement and upgrade of our Storage Area Network - is complete, providing the authority with improved performance and capacity of systems and data and a sustainable data storage environment.
- Replacement and upgrade of our UNIX server environment - is complete, improving performance and resilience of several business-critical systems and services.
- Replacement and upgrade of our Disaster Recovery capabilities - Strategic review of existing DR capabilities has been complete with a number of tests and procedural changes implemented.
- Windows Server 2012/16 migration and adoption - Work is underway and ongoing, ensuring the authority retains a secure and compliant server environment with increased management and performance. To date 174 servers have been upgraded to Windows Server 2012/16 and 128 remain

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Policy and Resources Committee

21.07.21

HANDLING PERSONAL DATA POLICY

To consider and comment on the following issues:

To consider and scrutinise the content of the Handling Personal Data Policy.

Reasons:

The implementation of a new Handling Personal Data Policy replaces the existing Handling Personal Information Policy & Procedure and Breach Reporting & Response Policy. The current policies have exceeded their review dates and require updating to reflect changes in working practices, the use of new IT as well as decisions and guidance issued by the Information Commissioner's Office.

To be referred to the Executive Board / Council for decision: YES 13.09.21

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:- Leader

Cllr Mair Stephens, Deputy

<p>Directorate Name of Head of Service: Noelwyn Daniel</p> <p>Report Author: John Tillman</p>	<p>Designations: Head of ICT & Corporate Policy</p> <p>Information Governance & Complaints Manager</p>	<p>Tel: 01267 224127</p> <p>Email addresses: NDaniel@carmarthenshire.gov.uk jwtillman@carmarthenshire.gov.uk</p>
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**EXECUTIVE SUMMARY
POLICY AND RESOURCES COMMITTEE**

21.07.21

Handling Personal Data Policy

1. BRIEF SUMMARY OF PURPOSE OF REPORT.

The current versions of the Handling Personal Information Policy & Procedure and the Breach Reporting & Response Policy were approved by the Executive Board on 26th March 2018, ahead of the new Data Protection Act 2018 and General Data Protection Regulation (referred to as the UK General Data Protection Regulation since 1st January 2021) coming into force.

Since that time, with the prevalence of home working and the likely shift, longer term, towards hybrid working arrangements, parts of the Handling Personal Information Policy & Procedure, in particular, have become outdated and are in need of revision. They have also exceeded their review dates.

In addition, to rationalise and reduce the number of separate policy documents, the two policies have been amalgamated to create one document.

The key changes in the draft Handling Personal Data Policy are:

- A revised and expanded section on working from home
- Updated content on transferring personal data, for example, the safe use of email, password protection of documents

There are no substantive changes to the Breach Reporting & Response Policy content.

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

<p>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:</p>						
<p>Signed: Noelwyn Daniel</p>			<p>Head of ICT & Corporate Policy</p>			
Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
YES	YES	NONE	NONE	NONE	NONE	NONE
<p>1. Policy, Crime & Disorder and Equalities</p> <p>The recommendation is that a new Handling Personal Data Policy be endorsed for approval and implementation.</p>						

<p>2. Legal</p>	<p>The Council is required Article 5 (2) of the UK General Data Protection Regulation (UK GDPR) to take responsibility for the personal data it processes (the 'accountability principle') and how the principles of the UK GDPR are adhered to. Appropriate measures must be in place to be able to demonstrate compliance and this policy forms part of the Council's compliance with this principle.</p>
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CONSULTATIONS

<p>I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below</p>	
<p>Signed: Noelwyn Daniel</p>	<p>Head of ICT & Corporate Policy</p>
<p>1. Scrutiny Committee Policy & Resources 21.07.21</p> <p>Recommendations / Comments: Not applicable</p> <p>2. Local Member(s) None</p> <p>3. Community / Town Council None</p> <p>4. Relevant Partners The ICO has been consulted on aspects of the Policy.</p> <p>5. Staff Side Representatives and other Organisations None</p>	
<p>EXECUTIVE BOARD PORTFOLIO HOLDER(S) AWARE/CONSULTED</p> <p style="text-align: center;">Yes</p>	<p>Include any observations here</p>

**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
Handling Personal Data Policy	N/A	N/A
UK Government Legislation – Data Protection Act 2018	N/A	www.Legislation.gov.uk
Information Commissioner’s Office – Guide to Data Protection	N/A	www.ico.org.uk
Information Commissioner’s Office – Guide to the UK General Data Protection Regulation	N/A	www.ico.org.uk
Information Commissioner’s Office – [Enforcement] ‘Action we have taken’	N/A	www.ico.org.uk
Information Commissioner’s Office – ‘Personal data breaches’	N/A	www.ico.org.uk

Handling Personal Data Policy

Version 3.0

carmarthenshire.gov.wales

Cyngor **Sir Gâr**
Carmarthenshire
County Council



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Appendix 1

Part 1

1. Introduction

1.1 Carmarthenshire County Council (the Council) collects and uses a wide range of information about individuals, in order to carry out its functions and deliver its services. These people include our customers, clients, employees and residents of the County and the information we hold about them is their personal data. If we fail to take adequate care of the personal data we deal with and it is lost, stolen, disclosed inappropriately or otherwise misused, this could have a serious impact on the individuals concerned ranging from distress to actual physical harm. Personal data is therefore a valuable asset, but also a liability if we handle it incorrectly.

1.2 This policy is therefore designed to ensure that personal data is handled securely, in particular its storage and transfer, to assist in complying with the Council's legal obligations. It also sets out the Council's requirements for ensuring that personal data breaches are reported and responded to in a timely and effective manner.

1.3 This policy replaces the previous Handling Personal Information Policy & Procedure and the Breach Reporting & Response Policy.

2. Compliance measurement

2.1 Compliance with this policy is mandatory. Breaches of this policy by staff may lead to disciplinary action being taken against the employees responsible.

3. Sponsor

3.1 This policy is owned by the Corporate Information Governance Group.

4. Custodian

4.1 It is the responsibility of the Data Protection Officer (DPO) to ensure that this policy is reviewed and updated.

5. Policy statements

5.1 Carmarthenshire County Council is committed to processing personal data in accordance with the requirements of Data Protection legislation.

5.2 The Council views the proper handling of personal data as essential in delivering our services and maintaining the confidence of the people that we deal with.

5.3 Any personal data held by the Council which is not in the public domain will always be treated as being strictly confidential.

5.4 The Council will make maximum use of secure electronic methods to process personal data, including its creation, storage and transfer.

5.5 This policy is approved by, and has the full support of, the Council's Executive Board.

6. Definition of personal data

6.1 The legal definition of personal data is any information that relates to natural persons (that is, living individuals, as opposed to organisations) who can be identified, or are identifiable directly from the information, or who can be indirectly identified from the information, in combination with other information. The terms personal data and information, as used within this policy have the same meaning.

6.2 In practice, this is likely to include a very wide range of data, including, but not limited to:

- Names, addresses and dates of birth
- Reference numbers, such as employee or national insurance numbers
- Personal financial information such as bank details
- Descriptive or biographical information regarding an individual
- Photographs or other images

6.3 There are also special categories of personal data and we must be particularly careful when dealing with these. The special categories are personal data regarding:

- Racial or ethnic origin
- Political Opinions
- Religious or philosophical beliefs
- Trade Union Membership
- Genetic data
- Biometric data
- Health
- Sex life or sexual orientation

6.4 There are also specific requirements for personal data relating to criminal convictions and offences.

7. Legal background

7.1 Data Protection legislation (comprised of the Data Protection Act 2018 and the UK General Data Protection Regulation) sets out rules relating to the processing of personal data. Processing is defined as collecting, recording, storing and making any use of personal data, including its disclosure and disposal.

7.2 We are required to observe six principles relating to the processing of personal data. These are:

- Personal data must be processed lawfully, fairly and transparently
- Personal data must be collected for specified, explicit and legitimate purposes, and other uses must be compatible with these purposes
- Personal data must be adequate, relevant and limited to what is necessary in relation to the purposes for which it is used
- Personal information must be kept accurate and where necessary, up to date
- Personal data must not be kept for longer than is actually necessary
- Personal data must be processed in a secure manner, including protection against unauthorised or unlawful use of personal data and against its accidental loss, destruction or damage, using appropriate technical and organisational measures

7.3 This policy is principally concerned with adhering to the sixth principle, as set out above.

7.3 The ‘accountability principle’, which is specified in Article 5 (2) of the UK General Data Protection Regulation also requires the Council to take responsibility for what we do with personal data and how we comply with the six principles. Appropriate measures must be in place to be able to demonstrate compliance. This policy therefore forms part of the Council’s compliance with this principle.

7.4 The consequences of not handling personal data correctly could have serious consequences for the Council, as significant administrative fines can be imposed for serious personal data breaches.

8. Scope

8.1 This policy applies to all personal data owned by the Council.

8.2 This policy and procedure applies to all employees of the Council, including:

- Temporary employees and agency workers
- Volunteers
- Contractors acting as data processors

8.3 It is also recommended that the principles of this policy be adopted and applied by all Elected Members and Local Education Authority schools.

9. Information Asset Owners

9.1 The Council's **Information Security Policy** defines Information Asset Owners as Heads of Service.

10. Responsibilities

10.1 Employees are responsible for:

- Protecting the personal data they process by adhering in full to this policy.

10.2 Managers and Information Asset Owners are responsible for:

- Ensuring that their employees are made aware of this policy and have understood its requirements
- Ensuring that the requirements of the policy are fully implemented within their sections/teams
- Ensuring that their employees have received appropriate training on Data Protection requirements
- Taking appropriate action when breaches of the policy occur

Part 2

11. Use of portable devices and removable media

11.1 Portable devices include, but are not limited to:

- Laptops
- Tablets
- Smartphones

11.2 Removable media include, but are not limited to:

- USB memory sticks/storage devices
- SD cards
- CD-R and DVD-R

11.3 Personal data must not be processed on removable media that are not owned by the Council.

11.4 Personal data must not be processed on a personal device unless the device has been enrolled in the Council's Bring Your Own Device scheme. If staff are in doubt, they should contact IT for further support.

11.5 Portable devices or removable media must only be used to collect, store, transport or transfer personal data when there is a genuine need to do so and there is no alternative method available.

11.6 Before using portable devices or removable media to collect, store, transport or transfer personal data, permission must be obtained from the relevant manager or Information Asset Owner.

11.7 Personal data must never be kept on removable media unless it is encrypted.

11.8 Portable devices or removable media containing personal data must be stored and transported securely.

12. Secure storage and use of personal data

12.1 Storage and use of personal data in the form of paper should be minimised in line with the Council's policy statement on maximising the use of secure electronic methods to store and transfer personal data.

12.2 Personal data must always be stored in an appropriate location on the Council's network and never on the hard disk of the device. This protects the data in the event of cybercrime, computer failure or theft.

12.3 Personal data must not be left unattended where unauthorised persons can have access to it, such as on desks, windowsills, corridors and printers/photocopying devices.

12.4 Personal data must not be processed on computer equipment that is not owned by the Council.

12.5 Personal data should never be left visible on a computer screen when it is unattended - the device must be locked by the user.

12.6 When using applications such as Teams to screen-share, employees must ensure that any personal data that is not intended to be shared is not visible.

12.7 Personal data must never be uploaded/stored in cloud storage that is not provided by the Council. This includes, but is not limited to:

- Personal email accounts (such as Gmail, Hotmail)
- Microsoft OneDrive
- WhatsApp
- Dropbox

12.8 Personal data must never be uploaded to the Council's intranet, social media or any website unless:

- The personal data can lawfully be placed in the public domain and is intended for publication, for instance, planning applications or images of people who have consented to this
- The publication has been approved by a senior manager or Information Asset Owner

13. Working with personal data out of the office

13.1 When working from home or in a public area, where unauthorised persons are present such as family or members of the public, they must under no circumstances be allowed to have access to Council personal data in any form. This requirement includes ensuring that:

- Personal data is not visible to unauthorised persons on laptop screens
- Personal data cannot be overheard, for instance when being discussed using Teams, any other digital communication platforms, or speaking on a telephone
- Personal data contained within any paper documents is not accessible to unauthorised persons
- Council portable devices, which are provided for work purposes only, are not used by unauthorised persons such as family members
- Where there is a genuine need to take portable devices or removable media from one location to another, they are carried safely, and not left unattended and vulnerable such as within vehicles or in areas accessible to the public

13.2 Personal data in paper form must not be taken from its storage area within Council premises unless it is absolutely necessary to do so and only with the permission of the relevant manager or the Information Asset Owner.

13.3 Paper records containing personal data must only be taken to an employee's home with the permission of the manager, who is also responsible for ensuring that:

- A means of securely storing papers such as a lockable drawer or cabinet is provided
- A record is kept of what information is taken off site, when it has been taken, by whom and when it is returned

13.4 When personal data in paper form are taken out of Council premises or moved from one location to another, they must never be left unattended where they could be accessed by unauthorised persons such as within vehicles or public areas.

13.5 Paper records containing personal data must be carried safely when being taken from one location to another and never as loose pages. A suitable case, mail pouch or similar, which can be closed securely must always be used. Papers must never be carried as loose pages.

13.6 Employees must not print, scan or photocopy documents containing personal data using devices that are not owned by the Council. This includes personal devices within the home and those available for use in retail premises.

13.7 When working from home, to prevent issues relating to secure storage and disposal, staff should refrain whenever possible from:

- Making handwritten notes containing personal data
- Creating drafts on paper containing personal data

13.8 Personal data in paper form must not be kept in the home for longer than necessary and returned/taken to Council premises at the earliest opportunity, including for disposal.

13.9 Personal data in paper form must never be disposed of in the home. Disposition must be carried out in accordance with section 19 of this document and the Council's **Records Management Policy**.

14. Virtual meetings

14.1 Where a meeting requires the discussion of any personal data, participants must ensure that it is not overheard by any person who is not authorised to access the personal data.

14.2 When arranging a virtual meeting, using Teams for instance, the organiser of the meeting must take care to ensure that the correct attendees are selected, to prevent staff who are not authorised to access any personal data being discussed joining the meeting.

15. Transferring personal data outside the Council

15.1 This includes sending personal data to the following:

- Other local authorities
- Government departments
- External agencies, companies and organisations
- Individuals - our customers and clients

15.2 Personal data must only be sent outside the Council where this is in accordance with the law and it is necessary to do so.

15.3 Personal data must not be provided to any external organisation when anonymised, pseudonymised or statistical information could be used as an alternative.

15.4 Any personal information provided must be relevant, and the minimum necessary for a specified and lawful purpose.

16. Using an electronic method to transfer information

16.1 The safest, quickest and most cost-effective way of transferring personal data outside the Council is a secure electronic method. This must always be considered as the first option and used whenever possible. Where a portal or file sharing platform is available, this must be used in preference to sending personal data by email.

16.2 The Council utilises Transport Layer Security (TLS) to protect email sent to public sector organisations. This is therefore a secure method of transferring personal data where this is required.

16.3 Guidance on which email addresses are protected by TLS is published by the Council on its Intranet, which is updated when necessary and can be accessed via the IT Security page.

16.4 TLS does not cover email sent to any private sector recipients, which includes our customers and clients. Therefore, for all such recipients, secure methods include, but are not limited to:

- Office 365 encrypted email
- Council ShareFile

16.5 Where the content is particularly sensitive, consideration should be given to password protecting documents attached to emails to protect the personal data in the event that it is sent to the incorrect recipient and also whilst it is being kept by an intended recipient. When using password protection it is important to:

- Provide the password by a separate email, or via a different method, such as a telephone call

- Ask for confirmation of receipt of the first email containing the password before sending the second email attaching a document
- Ensure that only the copy being sent is password protected and that access to the original kept on the Council's network or system is not restricted in this way

16.6 When using email, sending to groups or lists of contacts should be avoided as this introduces the risk of disclosing personal data to recipients who are not authorised to access it.

16.7 The same care has to be taken when replying to emails, as choosing the 'reply to all' option may also result in the information being sent to unintended and unauthorised recipients.

16.8 When sending an email to a number of recipients, any personal email addresses must be entered into the Blind Carbon Copy or 'Bcc' field within the message rather than the 'To' field. Doing this conceals individuals' private email addresses and prevents them from being seen by the other recipients.

16.9 When beginning to type an email address, similar addresses that have been used previously will often be 'suggested' by the email software. It is essential that the correct address is chosen before the message is sent. **It is the sender's responsibility to check and double check that the correct address has been entered or selected before sending the email. The importance of this cannot be over-emphasised – many personal data breaches are experienced as a result of email being sent to the wrong recipient.**

16.10 Care must also be taken when forwarding email trails. The recipients of the latest message may not be authorised to see the content of earlier emails further down the trail.

16.11 Clear instructions must be included as to how the recipient is to handle the information, for example, if it is not to be passed on without first contacting the sender.

16.12 When a secure electronic method is not available and the information is not special category personal data, or otherwise likely to cause damage or distress if disclosed to a third party, then it can be sent by standard email. An example would be responding to an individual's correspondence about an issue already in the public domain. Care must nonetheless be taken to ensure that the message is sent to the correct email address.

16.13 All email usage is governed by the Council's **Email Usage and Monitoring Policy**.

17. Using other methods to transfer personal data

17.1 Other methods of transferring personal data include but may not be limited to:

- Royal Mail
- Courier

- Hand delivery/collection from Council premises

17.2 When a secure electronic method is not available and the information is not special category personal data, then it can be sent by Royal Mail without the need for any further assessment of risk. An example would be a letter informing a person that they have been successful in their job application. We also need to routinely send letters containing personal information to our customers, for example, in connection with benefit claims. Care must nonetheless be taken to ensure that the information is correctly addressed to a named recipient.

17.3 In the absence of a secure electronic method, when the information to be sent is special category personal data, then the following must always be considered when deciding what means of transfer is appropriate:

- The precise nature of the information, its sensitivity, confidentiality or value
- What damage or distress could be caused to individuals if the information was lost or accessed by unauthorised persons
- The effect any loss would have on the Council
- The urgency of providing the information, taking into account the effect of not sending the data, or any delay in sending the data

17.4 If it is considered appropriate to send special category personal information by Royal Mail, the following steps must be taken:

- The envelope in which the information is sent must be clearly addressed to a named recipient
- The information must be sent by a traceable method

17.5 When using a courier to transport any personal data, reasonable steps must be taken to ensure that they operate within appropriate security standards.

17.6 When it is not deemed appropriate to transfer personal data by Royal Mail, or courier and a secure electronic method is not an option, the information should be provided by hand to the recipient, or an arrangement made for the data to be collected and a record kept which includes:

- A brief description of the information provided
- The date it was provided
- The name and contact details of the recipient, and if relevant, their designation

17.7 When released to individuals, documents containing personal data should include a watermark stating "Disclosed Copy".

18. Checking information before it is sent

18.1 When special category personal data, or personal data that is otherwise likely to cause damage or distress if disclosed to a third party, is being sent outside the Council in any format, the sender should consider having the information checked by another person before it is sent.

18.2 The person sending the information is responsible for:

- Ensuring that the email or postal address the information is being sent to is correct
- Making sure that when information is supplied in hard copy, a named recipient of the information is clearly specified
- Ensuring that no information relating to third parties has been included in error, either in a letter/email or an attached document

18.3 If it is considered necessary for another person to check the information, the other person is responsible for:

- Checking that the email or postal address the information is being sent to is correct
- When information is being supplied in hard copy, checking that a correct named recipient of the information has been specified
- Checking that no information relating to third parties has been included in error, either in a letter/email or an attached document
- Recording that they have checked the email, letter and/or attachments

19. Transferring personal information securely within the Council

19.1 Personal data must only be transferred within the Council when it is absolutely necessary to do so. Wherever possible and appropriate, personal data should be accessed via the Council's network.

19.2 Personal data must not be moved from one department to another when anonymised, pseudonymised or statistical information would be sufficient. Any information transferred must be relevant and the minimum necessary for a specific and lawful purpose.

19.3 The genuine need to transfer personal data in paper form within the Council is limited, given the safer, easier and faster alternatives available. However, where it is necessary to transfer paper documents containing personal data they must always be provided in a sealed envelope addressed to a named recipient. Where it is necessary to provide a substantial volume of paperwork, for example one or more files, a robust, tamper proof envelope must be used.

19.4 If it is deemed inappropriate for anyone other than the intended recipient to see personal information contained in a document, the envelope must be clearly marked 'Confidential - addressee only'.

20. Retention of personal information

20.1 When it is no longer necessary to keep personal data on portable devices or removable media, it should be deleted immediately.

20.2 Where a portable device is used for the purpose of collecting personal data, the information should only be kept on it for as long as is absolutely necessary. The information should be saved on the Council's network at the earliest opportunity and deleted off the device.

20.3 In all other cases, where it is decided that it is no longer necessary to retain personal information, the Council's **Retention Guidelines** must be referred to before deleting or destroying records.

20.4 Paper records containing personal information must be disposed of securely, by shredding or the use of the confidential waste service in accordance with the Council's **Records Management Policy**.

20.5 Disposal of IT equipment must only be carried out by the Council's IT Services in accordance with the Council's **Information Security Policy**.

Part 3

21. Personal data breaches

21.1 These would include cases where personal data is lost or stolen, either in electronic or paper format. Other examples would include emailing personal data to an unintended recipient or accidentally placing personal data on the Council's website.

21.2 Data Protection legislation places an obligation on the Council to document all Personal Data Breaches, in effect, to maintain an internal register of such incidents.

21.3 The Council is also required report breaches which are likely to result in a risk to the "rights and freedoms" of individuals to the Information Commissioner's Office (ICO) and in certain cases, inform the individuals whose personal data has been affected.

21.4 The legal definition of the term breach, as used in this policy, is as follows:

"a breach of security leading to the accidental or unlawful destruction, loss, alteration unauthorised disclosure of, or access to, personal data transmitted, stored or otherwise processed."

This section of the policy therefore covers incidents where the confidentiality, integrity or availability of personal data, in any format, is compromised.

21.5 Examples of breaches include, but are not limited to:

- Loss or theft of any ICT equipment such as laptops, tablet devices, smartphones, or USB drives containing personal data
- Loss or theft of paper records, such as files, individual documents or notebooks containing personal data
- Loss or theft of financial information such as bank account or payment card details
- Accidental disclosure of information such as emails or letters sent to the wrong recipients and containing personal data
- Accidental deletion of records, affecting service delivery and potentially impacting on individuals' wellbeing
- Unauthorised access to IT systems, cyber and ransomware attacks

22. Reporting breaches

22.1 Breaches are most likely to come to light as a result of:

- A complaint or communication from a member of the public or external organisation
- A report via IT helpdesk
- Staff becoming aware of an issue during the course of their duties
- A data processor informing the Council of an incident

22.2 All breaches must be reported in accordance with this policy, regardless of the nature of the incident.

22.3 In order to ensure that breaches can be acted upon they should be reported by employees to their line manager immediately. The breach must also be reported to the Breach Response Team via a central mailbox:

databreaches@carmarthenshire.gov.uk

22.4 Out of office hours, breaches must be reported via Delta Wellbeing (0300 333 2222).

22.5 The response to data security breaches will be coordinated by the Breach Response Team, comprised of the:

- Information Governance & Complaints Manager (DPO)
- Digital Security Officer
- Manager – Information Systems, Security

22.6 Depending on the nature of the breach, one or more of these officers will lead on the co-ordination of the response.

23. Procedure for responding to breaches

23.1 The response to a breach will follow the following steps:

- Containment and recovery
- Assessment of risk
- Notification of a breach (where necessary)
- Evaluation and response

23.2 Upon being made aware of a breach, the Breach Response Team will notify the relevant manager who will then begin to document the breach using the standard **Breach Report template**.

23.3 The details of the breach will also be entered on a register of personal data breaches maintained by the DPO and an unique incident number created.

23.3 Where the breach is believed to relate to financial information such as bank account details, payment cardholder's information or of a system related to the Payment Card Industry (PCI), the Breach Response Team must implement the **PCI Breach Response Plan** immediately (attached as **Appendix 1**)

23.4 The manager will be responsible for initiating an immediate investigation into the cause(s) of the breach and identifying and implementing necessary containment & recovery actions, which must be clearly documented in the Breach Report. Examples of such actions include, but are clearly not limited to:

- Attempting to locate and retrieve lost paper records
- Finding a missing item of ICT equipment
- Ensuring that a wrongly addressed email has been deleted
- Informing the Police in the event of a theft
- Changing door access codes

23.5 The manager will then undertake an assessment of the risk(s) posed by the breach and record this in the Breach Report. This assessment must take into account:

- The type of data involved, its nature, sensitivity and volume
- Whether the subject(s) could be harmed by the breach, for example, physical risk, identity theft, fraud or damage to reputation
- Who the individuals are, for example, children or other vulnerable people such as social care clients
- The number of individuals' personal data affected

23.6 The DPO should be consulted on the assessment of risk and the ICO's **self-assessment** tool and guidance can be utilised to assist with this.

23.7 Once these steps have been completed and recorded, the Breach Report will be returned to the Breach Response Team to be referred to the Senior Information Risk Owner (SIRO), or Deputy SIRO in their absence and to the Head of Service as IAO.

23.8 The SIRO or Deputy SIRO will then determine whether it is necessary to notify the ICO of the breach, taking into consideration the circumstances as documented. In the event that notification is required, the Breach Response Team will provide the ICO with all of the information required under Data Protection legislation.

23.9 Based on the assessment of risk, the Head of Service, in consultation with the manager and Breach Response Team, will then determine whether the data subject(s) affected by the breach are to be notified. Where this is deemed necessary, the information to be communicated to the subject, set out in Data Protection legislation, must be provided in full.

23.10 The steps set out from 20.1 to 20.8 above must be completed within a maximum of 5 working days.

23.11 Finally, in consultation with the manager, the Breach Response Team will identify and document any further recommendations and actions required. For example, if the breach was caused by systemic and ongoing problems, then actions such as the following may be necessary:

- Changes to procedures and systems
- Review of policies
- Staff training/awareness

23.12 A copy of the completed Breach Report must always be provided to the relevant Director.

23.13 The register of personal data breaches will be made available to the members of the Corporate Information Governance Group which will also consider personal data breaches as a standing agenda item.

24. Other policies or procedures

24.1 Where a personal data breach requires further escalation due the circumstances of the case, the SIRO will determine whether to proceed with a formal investigation under the Council's **Investigation Policy**.

24.2 Where the breach constitutes a complaint, a response to the complainant will be provided in accordance with the **Council's Complaints Policy**.

24.3 Where a reported breach constitutes a breach of any other Council policies, then the requirements of the relevant policy will be followed, which may include initiating disciplinary procedures.

Part 4

25. Equalities statement

25.1 All employees are required to adopt a positive, open and fair approach and ensure the Authority's **Equality and Diversity Policy** is adhered to and applied consistently to all irrespective of race, colour, nationality, ethnic or national origins, disability, religion and belief or non-belief, age, sex, gender reassignment, gender identity and gender expression, sexual orientation, pregnancy or maternity, marital or civil partnership status.

25.2 In addition, the Welsh Language Standards ask us to 'ensure that the Welsh language is treated no less favourably than the English language' and this principle should be adopted in the application of this policy.

If you require this document in an alternative format please email dataprotection@carmarthenshire.gov.uk

Policy approved by the Executive Board on:

Policy review date:

Appendix 1

PCI Breach Response Plan

In response to a potential breach relating to PCI Data Security Standard (card payments), the Breach Response Team will make immediate contact with the Council's Treasury Management Officer or Head of Financial Services, who must:

- Ensure any compromised systems are isolated from the network;
- Gather, review and analyse the logs and related information from various central and local safeguards and security controls;
- Conduct appropriate forensic analysis of any compromised systems;
- Contact appropriate internal and external departments and entities as appropriate;
- Contact the Police and/or relevant card industry security personnel, making logs and forensic details available to them as required;
- Assist the Police and card industry security personnel in their investigative process including prosecutions;
- Contact the relevant card merchant and carry out the company's specific requirements, when reporting suspected or confirmed breaches of cardholder data.

Policy & Resources Scrutiny Committee

21st July 2021

SICKNESS ABSENCE MONITORING REPORT END OF YEAR REPORT - 2020/21

To consider and comment on the following issues:

This report provides sickness absence monitoring data for the cumulative period ending 31st March 2021 and an overview of the employee wellbeing support provided.

Reasons:

The Committee has requested that half/full yearly reports are provided to its members to allow them to fulfil their scrutiny role.

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

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:- Councillor Mair Stephens

Directorate: Chief Executive

Name of Head of Service:

Paul R Thomas

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EXECUTIVE SUMMARY
POLICY & RESOURCES SCRUTINY COMMITTEE
21ST JULY 2021

Sickness Absence Monitoring Report -End of Year Report - 2020/21

The attached monitoring report has been produced for the Policy and Resources Scrutiny Committee who monitor attendance levels on a half yearly basis.

The report outlines the employee wellbeing support provided during the pandemic and an overview of departmental attendance levels for the financial year 2020/2021.

The Authority's Performance Indicator (PI) for sickness absence measures the number of working days lost due to sickness absence per full time equivalent (FTE) headcount per annum. The target set by Corporate Management Team for improvement for 2020/21 was maintained at 9.63 FTE.

In June 2017 departmental targets were also agreed to support a reduction in sickness absence and these targets will continue during 2021/22 as the last year is unrepresentative of normal sickness absence patterns. Performance indicates that all departments have met their 2020/21 Q4 target.

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: Paul R Thomas Assistant Chief Executive, People Management

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
Yes	None	Yes	None	None	Yes	None

1. Policy, Crime & Disorder and Equalities

Management of sickness absence supports the strategic aim 'feeling fine – health & wellbeing.

2. Finance

Related costs of overtime, replacement costs and sickness pay.

3. Staffing implications

People management continue to advise and support managers and employees through the sickness absence policy and procedures.

CONSULTATIONS

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

Signed: Paul R Thomas Assistant Chief Executive, People Management

1. Scrutiny Committee n/a

2. Local Member(s) n/a

3. Community / Town Council n/a

4. Relevant Partners n/a

5. Staff Side Representatives and other Organisations n/a

EXECUTIVE BOARD PORTFOLIO HOLDER(S) AWARE/CONSULTED

Yes

Include any observations here

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

THERE ARE NONE

Policy & Resources Scrutiny Committee

People Management: Sickness Absence Monitoring Report – Full Year 2020/21

Date: 21st July 2021



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People Management

Sickness Absence Performance Monitoring Report

Full year 2020/21

1. Introduction

The Authority's Performance Indicator (PI) for sickness absence measures the number of working days lost due to sickness absence per full time equivalent (FTE) headcount per annum. The target set by Corporate Management Team for improvement for 2020/21 was maintained at 9.63 FTE.

In June 2017 departmental targets were also agreed to support a reduction in sickness absence and these targets will continue during 2021/22 as the last year is unrepresentative of normal sickness absence patterns. Both the corporate and departmental targets are monitored half yearly via Corporate Management Team (CMT) and quarterly via Departmental Management Teams (DMT). The targets were calculated by reference to the average Full Time Equivalent (FTE) headcount figure and End of Year (EOY) results over the preceding 3 years less 5%.

2. What has changed during 2020/21 to date

It is the responsibility of all DMTs to maintain a high profile on attendance management, monitor performance on a quarterly basis, to set clear expectations of all its managers to manage sickness absence proactively and to foster a healthy working environment that encourages improved attendance from all employees.

From a corporate perspective People Management has focused its energies to date during 2020/21 supporting in the following areas:

a. Attendance management during covid

For all concerned the covid emergency continues to be a challenging period. Since the UK government's announcement that a national lockdown was to commence on 23rd March 2020 the Authority has taken a different approach to the management of attendance where sickness absence is covid related.

A temporary covid sickness absence guide was developed to ensure that managers can support employees affected by covid in a supportive manner and without detriment. If sickness absence is covid related, eg, having to self-isolate due to being symptomatic or diagnosed, this period of absence is discounted when looking at the individual level of sickness that may instigate the formal sickness absence process. Managers are still expected to keep in touch with employees and to undertake supportive 'Return to Work' discussions and Employee Support Meetings. All covid related absences are recorded via My View and reported at each Gold and Silver Tactical Command Groups and to Welsh Government.

b. Health & wellbeing support during covid

The team reacted swiftly in response to Covid to ensure there was adequate Health and Wellbeing resources and support available:

- Development of the "Looking after your Wellbeing" intranet page with advice and guidance to support staff in relation to Covid such as working at home tips during Covid, keeping active, nutrition and managers guidance;
- Development of a temporary Employee Wellbeing Advice and Support Centre (EWASC) where employees could self-refer for any psychological concerns / signposting;
- Review of employee and departmental feedback to find key themes for promotions, initiatives and e-discussion to support staff with various concerns such as loneliness and burnout throughout the pandemic;
- Development of new health and wellbeing intranet pages including information on stress, mental health and emotional wellbeing, back & joint pain and lifestyle advice;
- Over 30 topic-specific articles produced and communicated via the intranet's latest news bulletin and weekly staff news emails; topics have included the importance of maintaining a routine, keeping connected whilst homeworking, COVID-related anxiety, mental health support and resources and combatting loneliness;
- Virtual and drop in events/e-chats on various health and wellbeing topics such as musculoskeletal disorders, kindness, keeping connected with an average of 20 staff attending;
- Creation of a Corporate Health & Wellbeing Group Structure including a Corporate Strategic Health & Wellbeing Group, Departmental Groups, Schools Group and Champions Groups;
- Development of Alcohol and Substance misuse e-learning module;
- Attendance and presentations delivered at various meetings/workshops from DMT's to team level to promote relevant health and wellbeing support and resources. This

is included H&S Leadership Board, Heads of Service, Adult Social Care, Environment People Manager's plus many more

- Presentations delivered at external events including Time to Change, Social Care Wales, Education Support Partnership Conference.
- Development of surveys and feedback forms to pilot in departments targeted areas;
- Supporting the network of over 60 health and wellbeing champions corporately and the recruitment of at least one champion in each school;
- Attendance at Men's Health training to become a Men's Health Champion, with key aspects focusing on men's mental health which will be offered to the champions as training and area of interest;
- Development of Health and Wellbeing contact form to ensure staff and managers have an interactive way to contact the team for advice and resources;
- Development of Managers Toolkit for Employee Wellbeing and Individual Talking Toolkit;
- Virtual Health & Wellbeing Fayre held virtual on the 30th Nov – 4th Dec 2020; 15 sessions were run for staff on various health topics including a mental health anti-stigma talk from a Time to Change Wales Champion, Actif Anywhere taster sessions from the Actif team and a mindfulness minute/taster session. In total, 109 staff attended. Due to its success a further Fayre is currently being arranged for July 2021.
- Managers Wellbeing Week (attended by around 90 managers) including motivation, personal resilience and training on the managers toolkit and talking toolkit;
- Health-related staff challenges to maintain morale and motivation including a virtual Staff Active Challenge, step into Christmas (290 staff participating) and Step into Spring (365 staff participating)
- Over 20 guidance documents/information produced including bring your own device wellbeing advice, virtual meeting best practice, return to work wellbeing support

Below we show a breakdown of some of the specific priorities, activities and interventions that we have undertaken during this time.

c. Corporate Health & Wellbeing project

The Health and Wellbeing Project now has full corporate support across the authority with all 5 departments contributing towards funding 2 Health and Wellbeing Coordinators.

The Health and Wellbeing project's overall aim is to improve the health and wellbeing of employees by ensuring they have access to appropriate health and

wellbeing resources and advice in order to be proactive, improve their own health and wellbeing and support the overall reduction in sickness absence. A selection of interventions trialled whilst also looking at employees working environment and how these contribute to an improvement in the overall culture of the department and our organisation towards health and wellbeing.

Below we show a breakdown of some of the other specific priorities, activities, and interventions that we have undertaken during this time:

I. Corporate Health & Wellbeing Groups

- A new Health & Wellbeing framework and groups has been approved to create a more holistic approach towards supporting the health and wellbeing of employees and to support the overall reduction of sickness absence across the authority.
- A communications plan has been produced in line with the new Health and Wellbeing Group structure.
- The Corporate Strategic H&W Group has been formed and terms of reference and outline of approach have been created.
- Corporate Services H&W group has been formed and first meeting held. Agreed Terms of Reference and it has been agreed a H&W survey will be undertaken in the department.
- Environment H&W group formed and two meetings held. Environment Health & Well-being survey sent out end of March
- Communities agreed to have hold the H&W group as part of the H&S group. Have held one meeting to agree terms of reference.
- Chief Executives have been briefed on the Health & Wellbeing Framework and are in discussions regarding most appropriate staff members to form the departmental health and wellbeing group.
- Education H&W group formed and two meetings have been held. The first was to agree the terms of reference.
- Schools group is being developed from an existing Headteacher focus group, which will evolve to cover the departmental group remit. This will commence after May half-term

II. Health & Wellbeing Champions

- Continuation of Health & Wellbeing Champion recruitment; now in excess of 60 Champions throughout the authority

- Microsoft Teams group created for regular and convenient communication with Champions
- Regular virtual meetings run to keep Champions up to date with the latest support and resources, events, promotions and activities etc. Sharing of good practice and ideas, discussion of wellbeing concerns.
- Time to Change Champions training delivered to 13 Champions in January 2021
- Training for new Champions organised and will be delivered in June 2021
- Refresher/update training for all Champions organised and will be delivered in June 2021

III. Mental Health Awareness and Support

To support managers in managing staff attendance, mental health awareness development has continued for managers and employees to supplement the existing e-learning modules. This includes corporate and grant funding for the following:

- The provision of a Health and Wellbeing Coordinator (Mental Health)
- Review of our Management of Mental Health policy to support managers and staff
- Development and roll out of Managing Mental Health in the Workplace training for people managers remotely
- Development and roll out of Mental Health Awareness training for all corporate staff working remotely
- Development and organisation of Managing Mental Health in the Workplace training for Head Teachers and wider school leadership staff remotely
- Drop-in sessions for Head Teachers to promote the support and resources available, particularly within the areas of stress and mental health
- Review of external mental health resources, e-learning, webinars, guidance etc. to ensure staff are appropriately signposted
- Attendance at various departmental meetings to promote relevant health and wellbeing support and resources
- Development of Personal Resilience e-learning module
- Key speakers in Time to Change Wales conference on initiatives implemented to support Mental Health in the workforce
- Key speakers in Social Care Wales conference on supporting mental health and wellbeing
- Time to Change Wales Employee Champion training delivered to a group of existing Health and Wellbeing Champions

- Implementation and rollout of Mental Health First Aid programme ongoing with a view to launch June 2021
- Development of new mental health support and resources intranet page
- Ongoing promotion of relevant mental health awareness raising days, events and promotions

IV. Environment Department

- Attendance at various meetings with DMT team as well as present at two People Manager's events
- H&W survey sent out to all Environment staff end of March

Planning Division

- Ongoing work with Planning Division to ascertain current wellbeing of staff and support work ongoing.
- Completed health and well-being survey for planning
- Action table devised in conjunction with head of service and champions
- BMT approval acquired, and all managers have taken it to their teams

Property Division

- Discussions ongoing with cleaning following high stress sickness on how we can support staff
- Following a recent staff survey, discussions with Property Maintenance ongoing about the number of staff with fair wellbeing
- Environment are continuing their yoga sessions virtually for staff.

V. Communities Department

- Contributed into the Domiciliary & Residential Care Sickness report. Provided a report on wellbeing options.

Domiciliary Care Service

- Working with Domiciliary Care to undertake a wellbeing assessment which links to the above, the appraisal trial and follows on from the pilot project. Survey analysed. Have met with project group and we have drawn up some draft actions which has been presented to supervisors and seniors. Meeting again early April to firm up actions.

Business Support Unit

- Working with Business Support to make assessment of current wellbeing level. Survey has been sent out and is currently being analysed. Survey analysed and results taken to managers who are putting suggestions for actions. Meeting booked for after Easter to start drafting actions.

Residential Care Service

- Working with Residential Care to look at their staff wellbeing. A H&W survey has been sent out and analysed. Care homes have been sent their individual homes responses for action. Action plan to be developed.
- Provided a suite of options to support staff (**group wellbeing support service sessions to care homes and options for 1:1 support, frontline support leaflet**)
- Working with Adult Social Care to see how we can support their staff. Looking at a peer-to-peer support network.

VI. Corporate Services

- Attended manager wellbeing workshops
- Wellbeing actions agreed, progress currently being made to achieve these
- Corporate Services H&W group has been formed and first meeting held. Agreed terms of Reference and decided on H&W survey for department.

VII. Schools

The Health and Wellbeing Champions scheme has commenced in schools, over 70 schools have nominated a Health and Wellbeing Champion, with larger schools nominating multiple Champions, taking the total number to 85 across Carmarthenshire schools.

- Co-production of 'Welcome Back Pack' to support schools' staff in June 2020 following the closure of schools.
- More targeted approach on supporting Head Teachers' wellbeing
- Half-termly drop-in sessions delivered to promote resources and support available
- Half termly drop-in sessions for HTs on the theme of their Wellbeing
- Wellbeing focus group set up to input into the support developed for HTs Wellbeing
- Internal Headteacher Peer Support Network created – 35 Headteachers are partaking in weekly sessions
- Chair of Governors received training specifically on supporting HT's wellbeing

- Mental Health training for all leadership staff
- Ongoing partnership with Education Support Charity to promote and support staff wellbeing across all Carmarthenshire schools.
- Key Speaker at recent UCAC welsh union conference

d. Review of the Sickness Absence Policy and Procedures

The Sickness Absence Policy has been reviewed and consulted with our recognised trades union representatives and departmental management teams. This was formally adopted via Executive Board Member in Spring 2020 but due to the covid emergency is yet to be formally launched. At the time of writing this report a new e-learning module was being piloted with a view of full launch of learning and revised policy by end May 2021.

e. Skills and Workforce Hub use of Covid absence live feed data

As a direct result of the COVID-19 pandemic, we quickly diverted resources to ensure that the UK and Welsh government legislation and guidance was quickly interpreted and disseminated to all our managers and head teachers.

We ensured that all our staff were informed and updated in respect of the changing guidelines that affected them in their workplace. We designed, developed, and introduced a Skills and Workforce Hub that was informed by live sickness absence data that allowed us the ability to flex our existing workforce and direct their skills to where they were most needed.

Overall, over 900 of our staff were effectively deployed to key service critical areas so that we could support and protect the most vulnerable in our communities. The Covid live feed tracking absence data using Power BI that was developed to help us respond to the pandemic underpinned our ability to deploy our staff and played a critical role in such. Moving forward, this will assist us in improving the way we manage and monitoring our sickness absence corporately.

f. Resourcelink Reporting Service (RRS) and other reporting developments

Development work for the reporting tool within Resourcelink known as RRS is continuing. This tool provides the facility for all users to run reports direct from My View (our online employee system). The reports are available to Managers on demand. Attendance management information is an essential part of the suite of reports that are available via this system. These reports were therefore been

prioritised for inclusion. Pilot tests have been undertaken along with a soft launch of the tool to all managers and schools in May 2020. Limited training has been provided to specific managers on a demand led basis and a more formal training programme is currently underway. Initial feedback from Managers has been encouraging and it will provide a valuable additional source for sickness absence data to supplement our performance management information.

g. Management of Stress and Mental Health for People managers

The continued roll out of the Management of Stress and Mental Health in person briefings linking in with Sickness Absence and Management of Stress and Mental Health policies is currently on hold. Managers in Information Technology & Corporate Policy, Regeneration and delivery within Environment have been undertaken.

As mentioned above, the development and roll out of Management of Mental Health Training for people managers remotely has been set up.

Since staff have been working remotely, 12 online mental health training sessions have been delivered remotely. These have included 8 Managing Mental Health in the Workplace sessions – 4 for corporate People Managers and 4 for Head Teachers – and 4 Mental Health Awareness and Resilience sessions for corporate staff. In total, 105 staff have attended and benefited from this training. Moving forward, an additional 12 sessions have been confirmed which will benefit a further 32 Head Teachers, 32 People Managers and 56 staff.

Prior to March 2020, 7 Mental Health Awareness courses and 9 Managing Mental Health in the Workplace courses were delivered for all staff and People Managers, respectively. In total, 84 staff and 72 People Managers benefited from this training.

h. Schools' Staff Absence Scheme (SSAS)

Due to the UK government's decision to commence a national lockdown in response to the covid emergency all schools in Carmarthenshire closed on 23rd March 2020. As a result, the SSAS was suspended until schools re-opened in September 2020. Therefore, no premium was sought from participating primary schools from 1st April and 31st August 2020.

Several school hubs were opened across the county to support vulnerable and key worker children staffed by feeder cluster schools. Where there was insufficient staff

to cover the hubs due to sickness and internal cover could not be sourced from the relevant cluster schools the SSAS used its discretion to pay the daily rate to cover agency support. This was funded from the schemes' financial reserves.

On 1 September 2020 the scheme re-opened and premium applied pro rata until 31 March 2021. There are currently 87 participating primary schools compared to 60 original entrants in 2017/18 and 78 during 2018/19.

The level of financial cover has been increased following consultation with participating schools, as follows:

- The daily rate for teachers has increased from £120 to £160 per day;
- The maternity lump sum for teachers has increased from £3000 to £4000;
- The daily rate for teaching assistants, support staff has increase from £50 to £70 per day
- The maternity lump sum for teaching assistants, support staff has increased from £1500 to £2000

The scheme is in a healthy financial position due to the sustained level of school membership. As a consequence, the Authority has been able to use £150k of scheme reserves to reduce premiums on a pro rata basis to participating schools for 2021/22 financial year.

i. Performance management information

Maintained the provision of improved performance management information, benchmarking and ranking data, and summaries of main reasons for absence at an authority, departmental, divisional and team level, all school, primary, secondary and special school level to inform CMT, DMTs, BMT's and Governing Bodies to enable improved performance monitoring and action planning.

HR Business Partners continue to discuss performance management information at Departmental Management Teams, Primary and Secondary Head Teachers' meetings and offer support and advice on appropriate actions for improvement.

3. Has this made a difference?

3.1. Table 1: Departmental performance ranking Q4 2020/21

Performance indicates that all departments have met their 2020/21 Q4 target.

The Q4 figure for the whole Authority of 7.71 is below the 2019/20 Q4 result of 10.74. There has been a reduction of 3 FTE days lost by average employee FTE headcount. Covid sickness absence accounts for 0.62 FTE days lost.

Other covid related absence is split into two categories:

- 1) staff that are absent from the workplace due to a covid related reason, e.g. self-isolation required, are fit to work and able to continue working from home; and
- 2) staff that are absent from the workplace due to a covid related reason and are not able to undertake their work from home, e.g. care worker (see Table 1).

Department	Average Employee Headcount	FTE	Short Term Lost FTE Days	Long Term Lost FTE Days	Total Lost FTE Days	FTE Days Lost by Average Employee FTE Headcount	Ranking	2020-21 Q4 Performance		21-22 Target. Targets remain unchanged from 2020-21.	
										Target	On Target?
Corporate Services	203.0		275.40	458.30	733.7	3.6	1	6.9	-3.3	7.0	Yes
Chief Executives	416.0		915.7	1579.8	2495.5	6.0	2	8.3	-2.3	6.9	Yes
Education & Children	3203.1		6534.30	14402.90	20937.2	6.5	3	9.6	-3.1	9.0	Yes
Environment	912.8		2321.80	5331.40	7653.2	8.4	4	11.1	-2.7	11.2	Yes
Communities	1399.8		4563.40	10885.50	15448.9	11.0	5	14.5	-3.5	11.6	Yes
Authority	6134.6		14610.6	32657.9	47268.5	7.71		10.74	-3.0	9.63	Yes

Q4 2019/20	6086.8	26942.4	38406.8	65349.2	10.74
Difference		-12331.8	-5748.9	-18080.7	-3.0
		-45.8%	-15.0%	-27.7%	

Coronavirus absences – Sickness	6134.6	2461.1	1343.7	3804.8	0.62
Sickness excluding Coronavirus Sickness	6134.6	12149.5	31314.2	43463.7	7.09
Coronavirus absences - Other Absences (NOT SICKNESS)					
Homeworking	6134.6	15284.41	45156.98	60441.40	9.85
Coronavirus absences - Other Absences (NOT SICKNESS)					
Non Homeworking	6134.6	5877.51	15502.86	21380.38	3.49

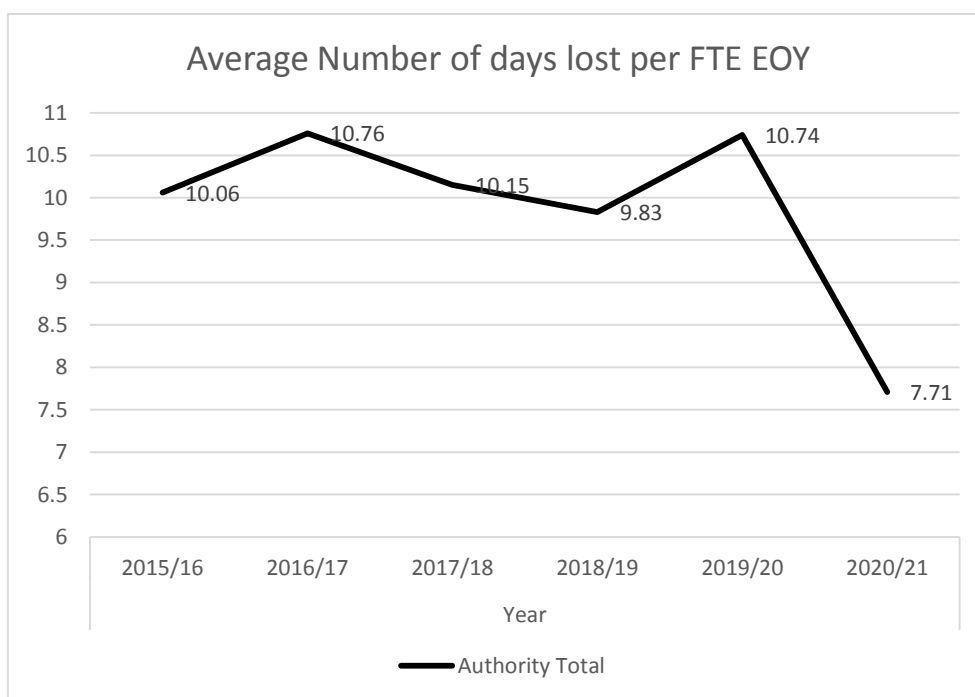
PI excluding Coronavirus Sickness

Total absences - Other Absences (NOT SICKNESS)	6134.6	2,161.9	60659.8	81821.8	13.34
All Coronavirus absences	6134.6	23623.0	62003.5	85626.6	13.96

This includes both homeworking and non homeworking

3.2. Table 2: Average number of days lost per FTE – whole Authority

Following the launch of the Sickness Absence policy in 2015 and targeted interventions there was a marked reduction in 2014/15 (not shown on graph). Since then, the trend line indicates an annual increase in 2015/16 and 2016/17 but a slight decrease in 2017/18. The Q4 2018/19 was the best level achieved since 2014/15. However, the 2019/20 result indicated an upward trend compared to the last 3 reporting years. In stark contrast Q4 2020/21 shows a significant decrease in absence levels. The cause of this may be attributed to the impact of the Coronavirus pandemic – school closures and working from home has contributed to the decrease in short term sickness absence levels (a decrease of 46% compared to the same time last year). The levels of other covid absences and the proportion of which were homeworking should also be considered when analysing this data.



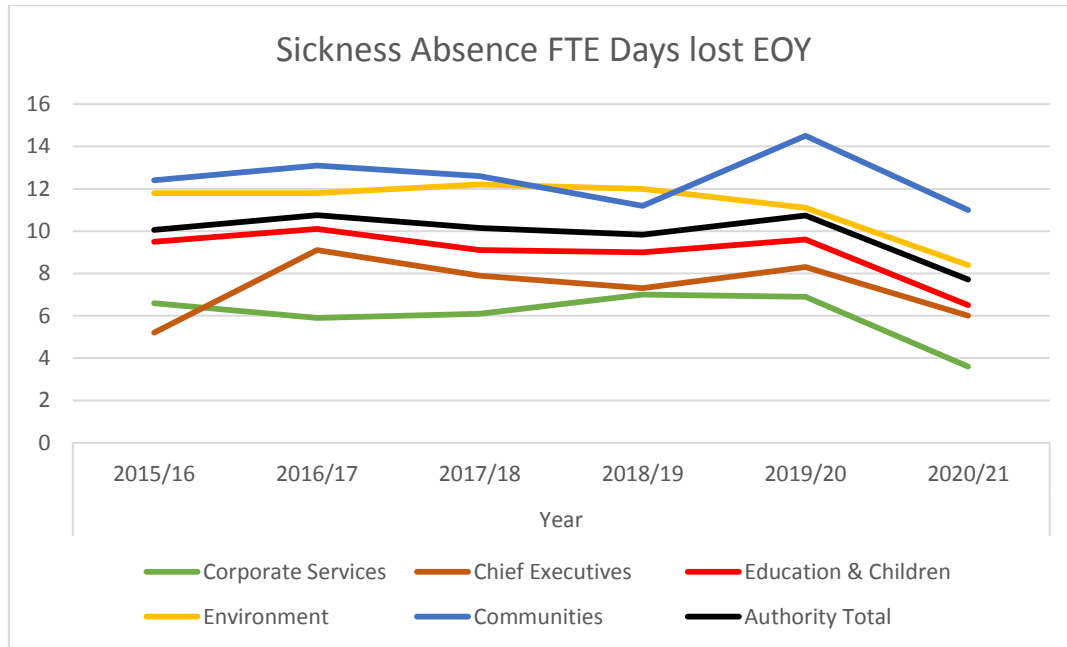
3.3. Table 3: Impact of targeted interventions to support schools in managing sickness absence

The table below compares the performance of CCCs primary, secondary and special schools between Q4 2018/19, 2019/20 and 2020/21. Schools closed during the national lockdown on 23rd March and re-opened at the start of the September 2020 term. During the closure the County opened cluster school hubs to support vulnerable and key worker children and continued with remote learning for all other pupils. Staff were deployed from the catchment schools to support the school hubs. As you can see there was a significant reduction in sickness absence reporting compared to the previous two reporting years. The People Management Division continue to support schools during 2020/21.

Division	2018-19 Q4 FTE days lost by avg FTE	2019-20 Q4 FTE days lost by avg FTE	2020/21 Q4				FTE Days lost by Employee FTE	Difference (YR ON YR 19/20 TO 20/21)
			Employee FTE	Short Term Lost FTE Days	Long Term Lost FTE Days	Total Lost FTE Days		
Secondary Schools	8.0	9.3	1026.1	2066.50	4070.40	6136.9	6.0	-3.3
Primary Schools	8.6	8.9	1265.3	2408.10	4780.80	7188.9	5.7	-3.2
Special Schools	12.8	14.3	89.9	245.30	487.40	732.7	8.1	-6.2

3.4. Table 4: Departmental Analysis

When departmental performance is compared to that of the previous year (Table 1) the level of sickness absence has reduced in all Departments.



The service areas with the greatest variance (decrease - /increase +) compared to 2019/20 are:

Department	Division	Difference
Environment	Business Support & Performance	-10.2
Communities	Integrated Services	-7.2
Education & Children	Special Schools	-6.1
Communities	Leisure	-4.6
Chief Executives	Media and Marketing	-4.0
Chief Executives	ICT & Corporate Policy	-3.8
Chief Executives	People Management	-3.8
Environment	Planning	-3.8
Communities	Homes & Safer Communities	0.4
Communities	Commissioning	4.9

* Service areas listed above are those with over 50 FTE

3.5. Table 5: Cost of Absence

The table below illustrates the cost of occupational sick pay in each year since 2018/19. This excludes additional costs that may be incurred by divisions in particular those delivering e.g. Overtime costs, agency costs; other replacement costs.

Occupational Sick Payments (OSP)				
Quarters Q1-4	Cumulative	Year		
Department		2018/19	2019/20	2020/21
Corporate Services		120,238	124,840	81,372
Chief Executives		340,706	357,667	246,545
Education & Children*		3,295,891	3,620,032	2,268,088
Environment		918,167	883,701	721,544
Communities		1,508,618	1,924,922	1,537,197
Authority Total		6,183,619	6,911,162	4,854,746

* Including schools

3.6. Table 6: Occupational Health Appointment Data Q4

Fig.1

Number of Employees seen at the Occupational Health Centre			
Department	Number of Employees Attended Q4 Cumulative		
	2018/19	2019/20	2020/21
Chief Executives	138	92	57
Communities	741	689	558
Corporate Services	44	53	38
Environment	748	678	553
Education & Children	1001	749	490
External	472	668	439
Total	2396	2930	2135

The table above indicates the number of employees being referred and supported by the Occupational Health Centre. Each employee will attend at least one appointment with either the Occupational Health Advisor or Physician. Depending on the recommendations made, a proportion will be offered a further referral for an Initial Assessment to the Wellbeing Support Service and supported using a range of interventions and strategies which may include: CBT / CBT informed approach, counselling/active listening, coping skills and problem solving. If they are accepted to the service, they are then offered up to a further 6 sessions (these further sessions/appointments are not included in the table below above).

The totals include Statutory Health Surveillance appointments to the nurse.

As can be illustrated by the data above (Fig.1) there has been a 27% decrease in the total number of employees seen at the Centre in Q4 cumulative 2020/21 compared to 2019/20. This is largely due to the restrictions in place due to the COVID 19 Pandemic.

Fig.2

Number of Appointments Attended at the Occupational Health Centre			
Department	Number of Appointments Q4 Cumulative		
	2018/19	2019/20	2020/21
Chief Executives	263	245	211
Communities	1201	1374	1326
Corporate Services	59	123	114
Environment	1641	1825	1746
Education & Children	940	999	698
External	431	673	443
Total	4535	5239	4538

The above illustrates the total number of attended appointments within the period set out above. As can be seen from Fig. 2. Occupational Health attended appointments (20/21) have decreased by 13% on the previous year (19/20). This is likely due to a culmination of factors attributed to the Coronavirus pandemic such as redeployment/ furlough/ shielding/ home working etc.

The Occupational Health Centre has continued to run all clinics remotely however, for a short period some of our services, like Health Surveillance, were paused. This is likely to be the overarching reason for the reduction in appointments within the Environment

and Communities departments. Only following HSE guidance did this service resume in a limited capacity, on a remote basis.

Our face-to-face Health Surveillance tests resumed in December 2021. Since this time, we have continued to follow the strict risk assessment and safe working practice in place, to protect the health of all employees required to visit the centre.

As mentioned, the decrease noted above can be attributed to the restrictions placed on our services due to the COVID 19 Pandemic. However, based on the 15.5% increase noted in the 2019/2020, and the consistent increases we have seen in the years prior we are expecting referrals/ appointments will steadily increase as all services resume and restrictions are relaxed.

Appointments Attended – Reason breakdown:

Figures 3, 4 and 5 below show a breakdown of the reasons by number of employees that have attended the Occupational Health Centre.

The tables below provide a breakdown of total number of Appointments attended at the Occupational Health Centre for Q4 cumulative over the last 3 years.

Although the total number of appointments have decreased across Occupational Health services this year. The referrals to the Wellbeing Support Service have stayed consistent with only a 1.8% decrease on the previous year. Throughout the pandemic we have seen consistently high instances of Stress, Mental Health and Fatigue being noted on appointment outcomes and we forecast that this is likely to continue to rise in an upwards fashion due to the unprecedented and difficult year experienced by our staff.

Fig. 3

Breakdown: Total Number of Appointments Attended the Occupational Health Centre Q4 Cumulative 2018/19						
Department	Appointment Reason					Totals
	OHA	OHP	All WSS Appts	H/S	*Other	
Chief Executives	46	29	180	1	7	263
Communities	255	136	747	24	39	1201
Corporate Services	14	8	29	0	8	59
Environment	115	109	194	493	29	940
Education & Children	244	107	1255	3	32	1641

External	112	95	101	98	25	431
Total	786	484	2506	619	140	4535

Fig.4

Breakdown: Total Number of Appointments Attended the Occupational Health Centre Q2 Cumulative 2019/20						
Department	Appointment Reason					Totals
	OHA	OHP	All WSS Appts	H/S	*Other	
Chief Executives	30	18	188	0	10	246
Communities	284	144	856	53	37	1974
Corporate Services	21	11	85	0	5	122
Environment	96	91	307	493	11	998
Education & Children	258	121	1401	19	25	1824
External	259	112	139	135	28	673
Total	948	497	2976	700	116	5237

Fig.5

Breakdown: Total Number of Appointments Attended the Occupational Health Centre Q4 Cumulative 2020/21						
Department	Appointment Reason					Totals
	OHA	OHP	All WSS Appts	H/S	*Other	
Chief Executives	20	8	181	0	2	211
Communities	225	133	911	44	13	1326
Corporate Services	16	8	85	0	5	114
Environment	100	40	244	309	5	698

Education & Children	219	95	1401	20	11	1746
External	154	101	100	82	6	443
Total	734	385	2922	451	43	4538

**Other Appointments include: Chair Assessments and Ill Health Retirement Appointments with the pensions doctor.*

**All WSS refers to both initial assessments and all follow up appointments.*

Percentage of employees who have attended Occupational Health in Q4 Cumulative

Following the request from P&R scrutiny committee the following table below shows the percentage breakdown of employees that have attended the Occupational Health Centre per department.

Department (Headcount based on October 2020)	OHA %	OHP %	Wellbeing Support Service (Initial Assessment) %	Health Surveillance %	Other %	Total %
Chief Executives (409.8)	4.88	1.9	6.34	0	0.4	7.18
Communities (1387.7)	16.21	9.5	10.30	3.1	0.9	29.71
Corporate Services (202.1)	7.9	3.9	4.94	0	2.4	14.2
Environment (900.2)	11.1	4.44	4.11	33.98	0.5	50.02
Education & Children (3184.2)	6.8	3	6.50	0.6	0.3	10.7

As shown in the above table the Environment department have the highest number of employees who attend Occupational Health, this is due to their mandatory Health Surveillance which employees are required to undertake based on risk assessment. This number is reduced due to the health surveillance programme being paused. Without

Health Surveillance, the Environment department have 16.04% of employees accessing our services for sickness absence reasons and support.

3.7. Table 7: Number of employees dismissed on the grounds of capability (health)

Valuing our employees by supporting good health and wellbeing is one of the authority's core values. There is much research to demonstrate that attendance at work contributes to positive health and wellbeing. The authority aims to support its employees by providing a safe and healthy workplace and promoting a culture where regular attendance can be expected of all. Absence from work is unlikely to be a positive experience for the absent employee(s) or their colleagues, so the authority actively manages and supports those employees who experience ill health during their employment in line with its Sickness Absence Management policy.

However, there are occasions where an employee cannot be supported back to work to his/her substantive role or redeployed into suitable alternative employment due to the nature of the illness or condition and in such circumstances an employee will be dismissed on the grounds of capability (health). Table 7 below details the number of employees that have been dismissed on the grounds of capability (health) over the last three years:

	2018/19 EOY	2019/20 EOY	2020/21 EOY
Ill Health Capability	52	42	52
Ill Health Capability – Tier 1	9	20	1
Ill Health Capability – Tier 2	1	-	-
Ill Health Capability – Tier 3	1	1	1
Resignation – Health Reasons	-	-	3
Total	63	63	57

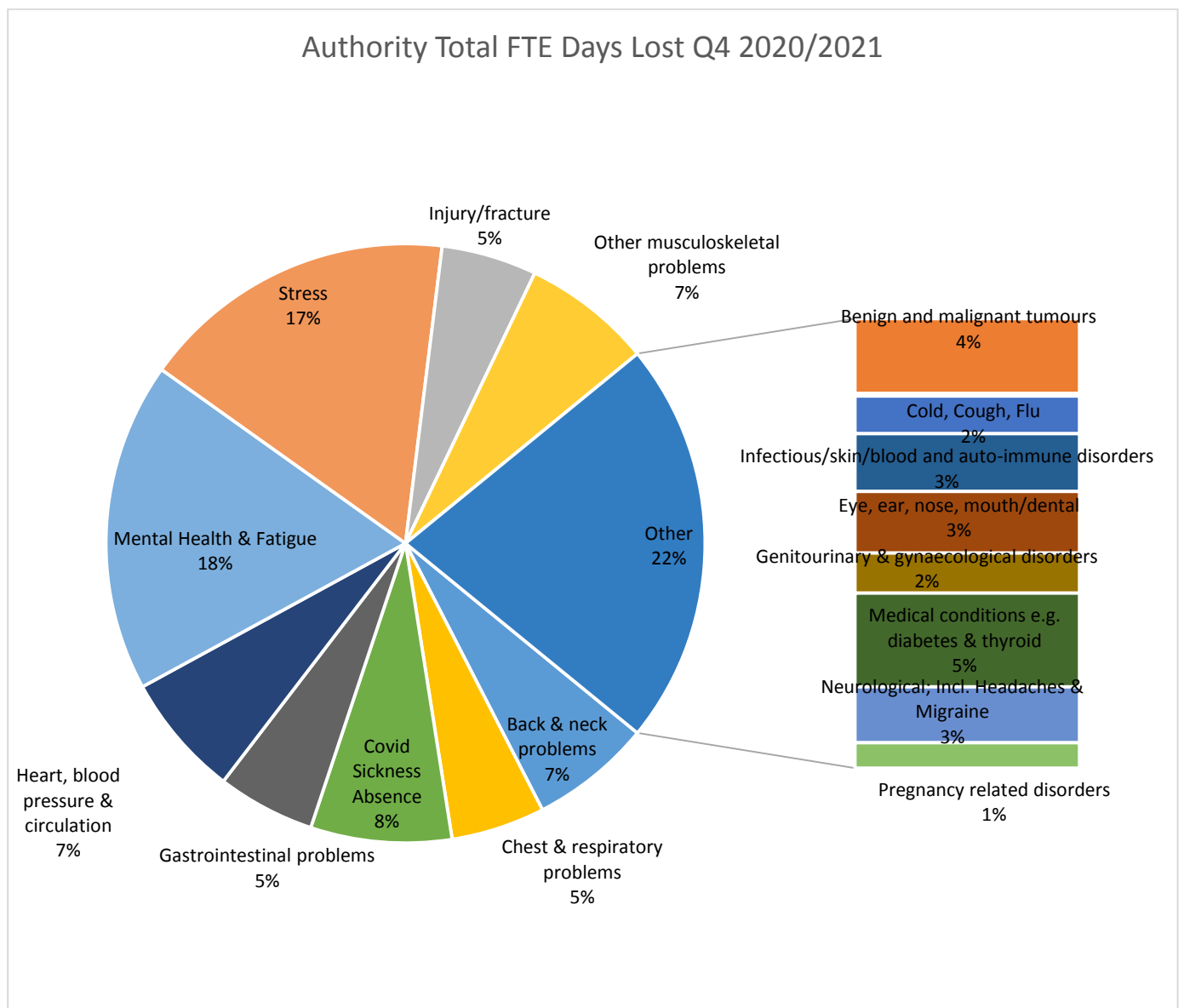
3.8. Table 8: Causes of absence – half year cumulative Q4 EOY 2020/21

Stress is the most common cause of absence within the authority (17%) followed by mental health and fatigue (18%). Other reasons for absence are as detailed within the pie chart below and will vary from one reporting period due to seasonal variations.

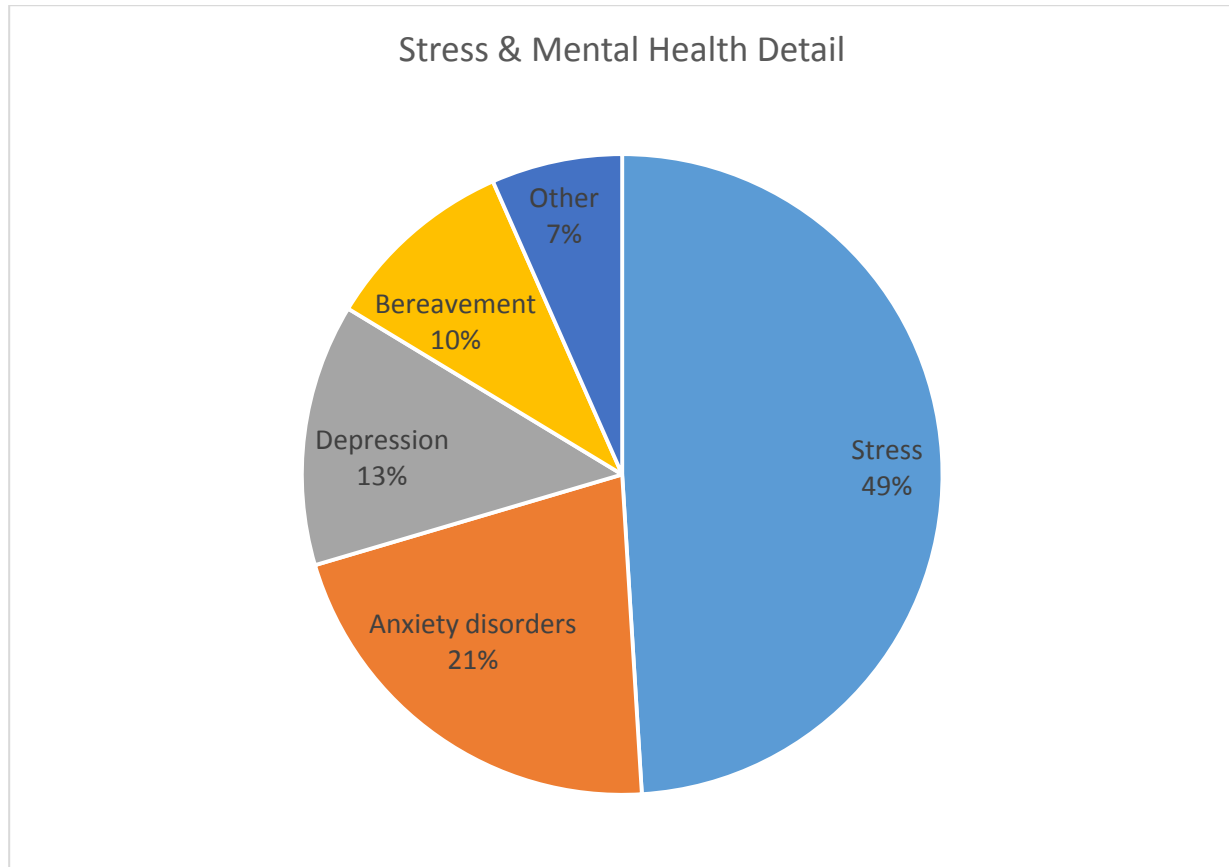
The CIPD Health & Wellbeing at Work report published in May 2019 focusing on the public sector has found that more organisations include mental health amongst the most common reason for short- and long-term absence. Over half of respondents confirmed that reported mental health conditions had increased. A fifth of respondents confirmed that stress and mental health is the primary cause of long-term absence and a third include stress in the top three causes of absence.

Whilst stress and mental health are the main causes of absence within CCC and an area of significant concern, the level of absence for this reason is comparable with other public sector organisations including health, education and civil service.

During 2020/21 the absence codes have been rationalised to aid clearer reporting and to reflect updated society of occupational medicine codes.



The percentages displayed below relate to the sub categories to the stress and mental health & fatigue absence codes combined which accounts for 35% of all authority sickness absence. Of the 35% of sickness absence, stress constitutes 49%. (Stress is 17% of all sickness absence).



3.9. Table 9: Comparative sickness absence performance indicator

The Authority directly employs approximately 7,700 employees in a range of occupations including catering, cleaning, residential / domiciliary care, refuse and leisure services. In many of the local authorities listed below these services are contracted outside of the authority and therefore not included in the respective calculations. It should be noted that, according to benchmarking figures, these occupations generally have higher sickness absence rates either due to the physical nature of the work or being more susceptible to illness due to interaction with service users/customers.

It should also be noted that the actual make up of local government reported sickness figures can also vary considerably i.e. first 3 days removed, long term sickness removed; Carmarthenshire County Council include both.

The 2019/20 sickness absence figure for Wales is 11.2 days/shifts lost per FTE due to sickness absence with LA data ranging between 8.1 and 13.9. Carmarthenshire EOY 2019/20 result was 10.7.

NHS Wales benchmarking data

Below is benchmarking data relating to 11 NHS organisations in Wales shown as a percentage. Data is extracted from the NHS Electronic Staff Record. Sickness absence rates by quarter for the period 2020 (calendar year) and calculated by dividing the total number of sickness absence days by the total number of available days for each organisation.

- 4% is equivalent to 9 FTE days lost.
- 5% is equivalent to 11.25 FTE days lost.
- 6% is equivalent to 13.5 FTE days lost.
- 7% is equivalent to 15.75 days lost.

	Jan- Mar 2020	Apr - Jun 2020	Jul - Sep 2020	Oct-Dec 2020	20 20
	%	%	%	%	%
All Wales	6.0	6.5	5.1	6.4	6.0
Betsi Cadwaladr University LHB	5.5	6.2	4.9	5.4	5.5
Powys Teaching LHB	5.1	4.9	4.4	5.1	4.9
Hywel Dda University LHB	5.5	5.4	4.6	5.5	5.2
Swansea Bay University LHB	6.8	8.4	6.2	8.3	7.4
Cwm Taf Morgannwg University LHB	6.6	7.5	5.6	8.5	7.0
Aneurin Bevan University LHB	6.5	6.5	5.1	6.2	6.1
Cardiff & Vale University LHB	5.8	7.0	5.1	6.0	6.0
Public Health Wales NHS Trust	4.6	3.0	2.6	3.6	3.5
Velindre NHS Trust	4.7	3.7	3.1	3.5	3.7
Welsh Ambulance Services NHS Trust	7.1	6.5	5.9	8.4	7.0
Health Education and Improvement Wales	2.8	1.3	1.2	2.7	2.0

Benchmarking with English Unitary Authorities 2018/19 (This is the latest data available)

Sickness absence FTE days per employee - Rationale:

This indicator is collected through the Local Government Workforce Survey conducted in England between June and September each year. The question is: 'Please complete the following table and provide the sickness absence rate for the current financial year?';

- The sickness absence calculation includes all staff (including school-based support staff), but excludes teachers. The performance indicator reported by the 22 authorities within Wales in the earlier table includes teachers.
- The average number of days lost per FTE published for 2018/19 was 10.1 per employee. 2019/20 figures are not yet published.
- This compares to 9.7 in 2016/17 and 9.6 in 2017/18 illustrating declining performance in England over the last three years.

3.10. Table 10: Sector comparisons by percentage working time lost v FTE days lost

XpertHR is a reference tool for HR professionals with information on compliance, legislation, best practice and benchmarking. It undertakes annual benchmarking exercises on sickness absence rates and costs, and focuses on absence figures according to industry, organisation size and sector.

The latest survey results conducted in 2019 was published in 2020 and approximately 146 employers participated from all industry sectors. 2020 data is pending publication and will be reported in 2020/21 EOY report once published.

Among the survey respondents that provided data on absence rates, the national average absence rate stood at 2.9% of working time in 2019, equivalent to 6.5 days per employee.

When broken down by sector survey respondents, the national average for the public sector stood at 3.3% of working time in 2019, equivalent to 7.5 days per employee and private sector stood at 2.9% of working time in 2019, equivalent to 6.6 days per employee.

In terms of Carmarthenshire, our Q2 2020/21 figure of 3.37 FTE days lost per employee as a percentage of working time lost is 1.

POLICY AND RESOURCES SCRUTINY COMMITTEE 21st JULY 2021

EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORT

ITEM	RESPONSIBLE OFFICER	EXPLANATION	REVISED SUBMISSION DATE
Annual Treasury Management and Prudential Indicator Report 2020-2021	Chris Moore/Anthony Parnell	Timing does not allow for the report to be presented to this P&R as it is on the CMT agenda on 15 July 2021 and the next possible Executive Board is therefore on 13 September 2021.	20 October 2021

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POLICY & RESOURCES SCRUTINY COMMITTEE
21st JULY 2021

FORTHCOMING ITEMS FOR NEXT MEETING
TO BE HELD ON 20TH OCTOBER 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. Limiting the number of agenda items may help to keep meetings focused and easier to manage.

Proposed Agenda Item	Background	Reason for report What is Scrutiny being asked to do? <i>e.g. undertake a full review of the subject? Investigate different policy options? Be consulted on final proposals before decision making? Monitor outcomes /implementation?</i> If the item is for information or for noting, can the information be provided in an alternative format i.e, via email?
Revenue & Capital Budget Monitoring Report 2021/22	This is a standard item which allows members to undertake their monitoring role of the departmental and corporate budgets.	The Committee is being requested to scrutinise the budget information.
Annual Treasury Management and Prudential Indicator Report 2020-2021	The Council adopted the Treasury Management Policy and Strategy and the five-year capital programme for 2017-2018 on the 21 st February 2018. This Annual Report lists the activities that took place in 2020-2021	The Committee has a key role to play in scrutinising the Treasury Management function within the Authority.
Quarterly Treasury Management and Prudential Indicator Report 1st April 2021 to 30th June 2021	This is a standard quarterly update in relation to Treasury Management	The Revised CIPFA Treasury Management Code of Practice 2017 stipulates that there should be regular reporting to Members and Member scrutiny of the treasury policies. The Policy and Resources Scrutiny Committee is responsible for ensuring this effective scrutiny of the treasury management strategy and policies.
May & July 2021 PSB minutes	The Well-being of Future Generations (Wales) Act 2015 notes the requirement that a designated local government scrutiny committee is appointed to scrutinise the work of the PSB.	To consider and scrutinise on the content of the PSB minutes.

	In Carmarthenshire, the Council's Policy & Resources Scrutiny Committee has been designated as the relevant scrutiny committee.	
Quarter 1 performance management report	This is the standard Performance Management report on our progress in delivering the objectives/actions and targets set out in the New Corporate Strategy. It covers those elements of the strategy that fall under the remit of this Scrutiny.	To enable the committee to undertake its monitoring role.
Digital Schools Strategy Annual Report 2021	This annual progress report provides an update on Carmarthenshire County Council's Digital Schools Strategy	The Digital Schools Strategy 2018-2021 was approved in May 2018 by the Executive Board and CMT. A commitment was given within that strategy to produce an annual report to inform the Authority of the progress made against the key priorities and approved projects.

When choosing a topic a Scrutiny Committee should consider whether:-

- **scrutiny could have an impact and add value**
- **the topic is of high local importance and reflects the concerns of local people**
- **the resources are available that would be required to conduct the review, in terms of resources and budget**
- **it avoids work duplication elsewhere**
- **the issue is one that the committee can realistically influence**
- **the issue is related to an area where the council, or one of its partners, is not performing well**
- **the issue is relevant to all or large parts of the local area**
- **the review would be in the council's interests.**

Topics are not suitable for scrutiny when:

- **the issue is already being addressed elsewhere and change is imminent**
- **the topic would be better addressed elsewhere (and will be referred there)**

- **scrutiny involvement would have limited or no impact upon outcomes**
- **the topic may be sub-judice or prejudicial to the council's interest**
- **the topic is too broad to make a review realistic**
- **new legislation or guidance relating to the topic is expected within the next year**
- **the topic area is currently subject to inspection or has recently undergone substantial change.**

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Policy & Resources Scrutiny Committee – Forward Work Programme 2020/21

10 th June 2021	21 st July 2021	20 th October 2021	10 th December 2021	14 th January 2022	18 th February 2022	1 st April 2022
Carmarthenshire Well-Being Plan Annual Report 2020-21 & PSB Update	Draft Carmarthenshire County Council's Annual Report for 2020/21	Revenue & Capital Budget Monitoring Report 2021/22	Sickness Absence Monitoring Report - Half Year Q2 2021/22	Revenue Budget Strategy Consultation 2021/22 to 2024/25		Quarterly Treasury Management and Prudential Indicator Report 1st April 2021 to 31st December 2021
PSB minutes	Strategic Equality Plan Annual Report 2020-21	Quarterly Treasury Management and Prudential Indicator Report 1st April 2021 to 30th June 2021	TIC Annual Report 20/21	Five Year Capital Programme 2022/23 - 2026/27		Revenue & Capital Budget Monitoring Report 2021/22
Sickness Absence Monitoring Report - end of year 2020/21 Moved to July meeting	Annual Report on the Welsh Language 2020-21	May & July 2021 PSB minutes	Revenue & Capital Budget Monitoring Report 2021/22	Treasury Management Policy & Strategy 2022/23		Policy & Resources Scrutiny Committee Actions and Referrals Update
Revenue & Capital Budget Monitoring Report 2020/21	Policy & Resources Scrutiny Committee Actions and Referrals update	Quarter 1 performance management report	Mid-Year Treasury Management and Prudential Indicator Report 1st April 2021 to 30th September 2021	Revenue and Capital Budget Monitoring Report 2021/22		Quarter 3 performance management report
Policy & Resources Scrutiny Committee Annual Report 2020/21	Annual Digital Transformation [and Technology] Strategy Report	Digital Schools Strategy Annual Report 2021 [moved from July meeting]	Policy & Resources Scrutiny Committee Actions and Referrals Update	November 2021 PSB minutes		
CCTV Policy	Sickness Absence Monitoring Report - end of year 2020/21	Annual Treasury Management and Prudential Indicator Report 2020-2021 [moved from July meeting]	September 2021 PSB minutes			

Policy & Resources Scrutiny Committee – Forward Work Programme 2020/21

	Handling Personal Data Policy [added 13/7/21]		Quarter 2 performance management report			
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Exec. Board Meetings: 10th May; 24th May; 1ST June; 7th June; 21st June; 5th July; 26th July; 13th September; 27th September; 11th October; 25th October; 8th November; 22nd November; 30th November; 6th December; 20th December;

Council Meetings: 12th May; 19th May [AGM]; 9th June; 14th July; 15th September; 13th October; 10th November; 8th December;

EXECUTIVE BOARD FORWARD WORK PROGRAMME 20/21
-as at 23/03/2021 (For the period March 21 – February 22)

Introduction

This plan is published to encourage and enable greater understanding between the Executive, all Councillors, the public and other stakeholders. It assists the Scrutiny Committees in planning their contribution to policy development and holding the executive to account.

The plan gives the public and stakeholders a chance to see the forthcoming major decisions to be made by the Executive Board over the next 12 months. It is reviewed and published quarterly to take account of changes and additional key decisions.

WORKING DRAFT

EXECUTIVE BOARD FORWARD WORK PROGRAMME 20/21
-as at 23/03/2021 (For the period March 21 – February 22)

CHIEF EXECUTIVES

Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board
INTEGRATED IMPACT ASSESSMENT AND COVER SHEET	Wendy Walters, Chief Executive/Gwyneth Ayres	Deputy Leader	No	May 2021
ANNUAL REPORT	Noelwyn Daniel -Head of ICT & Corporate Policy	Deputy Leader	VARIOUS IN JULY	27/09/21
WELLBEING OBJECTIVES	Wendy Walters Chief Executive	Communities and Rural Affairs		
WELSH GOVERNMENT CONSULTATION DOCUMENTS	Wendy Walters Chief Executive	Deputy Leader	If applicable	If applicable
REVIEW OF COMMUNITY COUNCIL BOUNDARIES & ELECTORAL ARRANGEMENTS	Wendy Walters, Chief Executive	Resources		As and when required
REVIEW OF THE CONSTITUTION (LEGISLATION CHANGES) - CRWG	Linda Rees Jones Head of Administration & Law	N/A CRWG - FEB	N/A	As And When Required
CITY DEAL UPDATE (INCLUDING PENTRE AWEL)	Wendy Walters Chief Executive	Leader		As & When Required
CARMARTHEN WEST RESIDENTIAL	Jason Jones Head of Regeneration	Regeneration / Property	Not applicable	26/04/21
BURRY PORT RELEASE OF LAND	Jason Jones Head of Regeneration	Regeneration / Property	Not applicable	26/04/21
8/12 VAUGHAN STREET, LLANELLI	Jason Jones Head of Regeneration	Regeneration / Property	Not applicable	26/04/21
WELSH LANGUAGE ANNUAL REPORT	Wendy Walters, Chief Executive/Gwyneth Ayres	Culture, Sport & Tourism	Yes	March 2022
CORPORATE STRATEGY	Noelwyn Daniel -Head of ICT & Corporate Policy	Deputy Leader	Yes	March 2022
STRATEGIC EQUALITY REPORT	Noelwyn Daniel -Head of ICT & Corporate Policy	Deputy Leader	Yes	March 2022
NET ZERO ACTION PLAN - REVIEW	Jason Jones, Head of Regeneration	Communities and Rural Affairs	Date to be confirmed	March 2022

EXECUTIVE BOARD FORWARD WORK PROGRAMME 20/21
-as at 23/03/2021 (For the period March 21 – February 22)

COMMUNITY SERVICES				
Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board
DEVELOPMENT OF A NEW TENANT TYPE CHALLENGE PANEL	Jonathan Morgan – Head of Homes and SCr/Les James	Housing		24 TH May 2021
UNIVERSAL CREDIT AND RENTS UPDATE RENT ARREARS POSITION STATEMENT	Jonathan Morgan – Head of Homes and Safer Communities/ Jonathan Willis	Housing		26 th April 2021
ANTI SOCIAL BEHAVIOUR POLICY	Jonathan Morgan – Head of Homes and Safer Communities /Les James / Sue Watts/Robert David Williams	Culture, Sports & Tourism	E&PP Scrutiny 18/05/2021	07/06/21
CHS+ DELIVERING WHAT MATTERS BUSINESS PLAN	Jonathan Morgan – Head of Homes and Safer Communities/ Rachel Davies/ Gareth Williams	Housing	January 2022	February 2022 (Budget)
DIRECTOR OF SOCIAL SERVICES ANNUAL REPORT 2019/20	Jake Morgan – Director of Communities/Silvana Sauro	Social Care & Health		TBC
DOG BREEDERS LICENCE UPDATE (Change of Policy / Legislation – awaiting WG confirmation)	Jonathan Morgan – Head of Homes and Safer Communities/ Roger Edmunds	Public Protection		TBC

WORKING DRAFT

EXECUTIVE BOARD FORWARD WORK PROGRAMME 20/21
-as at 23/03/2021 (For the period March 21 – February 22)

CORPORATE SERVICES

Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board
BI-MONTHLY REVENUE AND CAPITAL BUDGET MONITORING REPORTS	Chris Moore Director of Corporate Services	Resources	N/A	SEPT NOV JAN MARCH
QUARTERLY TREASURY MANAGEMENT AND PRUDENTIAL INDICATOR REPORT	Chris Moore Director of Corporate Services	Resources	N/A	SEPT/OCT JAN APR
ANNUAL TREASURY MANAGEMENT & PRUDENTIAL INDICATOR REPORT	Chris Moore Director of Corporate Services	Resources	N/A	JULY
5 YEAR CAPITAL PROGRAMME	Chris Moore Director of Corporate Services	Resources	ALL JAN/ FEB	JAN
COUNCIL TAX BASE	Chris Moore / Helen Pugh	Resources	N/A	DEC
Council Tax Reduction Scheme	Chris Moore / Helen Pugh	Resources	N/A	FEB
BUDGET STRATEGY (Revenue and Capital)	Chris Moore Director of Corporate Services	Resources	ALL JAN/ FEB	JAN
HIGH STREET RATE RELIEF	Chris Moore Director of Corporate Services /Helen Pugh	Resources	N/A	March
CORPORATE RISK REGISTER	Chris Moore Director of Corporate Services / Helen Pugh	Resources	- Audit Committee March & SEPT	
TREASURY MANAGEMENT POLICY AND STRATEGY	Chris Moore Director of Corporate Services	Resources	N/A	FEBRUARY – BUDGET MEETING
FINAL BUDGET Revenue & Capital	Chris Moore Director of Corporate Services	Resources	N/A	FEBRUARY – BUDGET MEETING
HOUSING REVENUE ACCOUNT BUDGET AND RENT SETTING REPORT	Chris Moore Director of Corporate Services	Resources	HOUSING	FEBRUARY BUDGET MEETING
BUDGET OUTLOOK	Chris Moore Director of Corporate Services	Resources	N/A	NOV

EXECUTIVE BOARD FORWARD WORK PROGRAMME 20/21
-as at 23/03/2021 (For the period March 21 – February 22)

EDUCATION & CHILDREN				
Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board
PROPOSAL TO RELOCATE YSGOL HEOL GOFFA AND TO INCREASE ITS CAPACITY (STAGE 2 AND 3)	Simon Davies – Head of Access to Education	Education & Children	17/03/21 (stage 3)	12 th April 2021
PROPOSAL TO DISCONTINUE YSGOL GYNRADD BLAENAU AND TO INCREASE THE CAPACITY AND CHANGE THE NATURE OF PROVISION AT YSGOL GYNRADD LLANDYBIE (STAGE 1, 2 AND 3)	Simon Davies – Head of Access to Education	Education & Children	N/A	TBC (Stage 2) TBC (Stage 3)
PROPOSAL TO DISCONTINUE YSGOL RHYDYGORS (STAGE 1, 2 AND 3)	Simon Davies – Head of Access to Education	Education & Children	N/A	TBC (Stage 2) TBC (Stage 3)
PROPOSAL TO CHANGE THE AGE RANGE AT YSGOL SWISS VALLEY (TBC) (STAGE 1, 2 AND 3)	Simon Davies – Head of Access to Education	Education & Children	N/A	TBC (Stage 2) TBC (Stage 3)
PROPOSAL TO DISCONTINUE YSGOL GYNRADD MYNYDD Y GARREG (STAGE 1, 2 AND 3)	Simon Davies – Head of Access to Education	Education & Children	N/A	TBC (Stage 2) TBC (Stage 3)
PROPOSAL TO CHANGE THE NATURE OF PROVISION AT YSGOL Y FELIN (STAGE 2 AND 3)	Simon Davies – Head of Access to Education	Education & Children		TBC (Stage 2) TBC (Stage 3)
PROPOSAL TO CHANGE THE NATURE OF PROVISION AT MODEL VA PRIMARY SCHOOL (STAGE 2 AND 3)	Simon Davies – Head of Access to Education	Education & Children		TBC (Stage 2) TBC (Stage 3)
SCHOOL UPDATE REPORT- COVID 19, SCHOOLS CAUSING CONCERN AND FINANCE	Gareth Morgans – Director of Education and Children	Education & Children	N/A	
LA EDUCATION SERVICES SELF EVALUATION	Aneirin Thomas – Head of Education and Inclusion	Education & Children	tbc	TBC
POST 16 EDUCATION	Aeron Rees – Head of Curriculum and Wellbeing	Education & Children	tbc	TBC
RESULTS OF 2021 EXAMINATIONS”	Aneirin Thomas – Head of Education and Inclusion	Education & Children	tbc	N/A
CHILDREN’S SERVICES PAPER- TBC	Stefan Smith - Head of Children’s Services	Education & Children	N/A	tbc
CARMARTHENSHIRE 10 YEAR STRATEGY FOR EDUCATION	Gareth Morgans – Director of Education and Children	Education & Children	tbc	TBC
NEW 10 YEAR WELSH IN EDUCATION STRATEGY	Aeron Rees – Head of Curriculum and Wellbeing	Education & Children	tbc	TBC

EXECUTIVE BOARD FORWARD WORK PROGRAMME 20/21

-as at 23/03/2021 (For the period March 21 – February 22)

ENVIRONMENT

Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board
PUBLIC REALM	Steve Pilliner / Richard waters	Environment		26/4/21
LDO	Llinos Quelch / Ian R Llewellyn	Environment		10/5/21
BUS REFORM	Steve Pilliner	Environment		24/5/21
PACE MAKING CHARTER	Llinos Quelch / Ian R Llewellyn	Environment		24/5/21
HIGHWAYS MAINTENANCE MANUAL	Steve Pilliner - Head of Transportation & Highways/ Chris Nelson/ Richard Waters	Environment	EPP 4/10/21	25/10/21
EQUESTRIAN STRATEGY	Steve Pilliner - Head of Transportation & Highways/ Caroline Ferguson	Environment	EPP 4/10/21	25/10/21
GRAFFITI POLICY	Ainsley Williams	Environment	EPP 4/10/21	25/10/21
FLOOD RESPONSE	Ainsley Williams	Environment	4/10/21	25/10/21
LEQ	Ainsley Williams	Environment	EPP 4/10/21	25/10/21
ELECTRIC VEHICLE STRATEGY	Steve Pilliner / Simon Charles	Environment	EPP 12/11/21	6/12/21
PUBLIC CONVENIENCES	Ainsley Williams. Head of Waste & Environmental Services Rhys Davies	Environment	EPP 16/12/21	January 22

**POLICY & RESOURCES SCRUTINY COMMITTEE
21st JULY 2021**

**POLICY & RESOURCES SCRUTINY COMMITTEE
ACTIONS AND REFERRALS UPDATE**

To consider and comment on the following issues:

- To scrutinise the progress made in relation to actions, requests or referrals recorded during previous meetings of the Committee.

Reasons:

- To enable members to exercise their scrutiny role in relation to monitoring performance.

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

Executive Board Member Portfolio Holder: NOT APPLICABLE

<p>Directorate: Chief Executive's</p> <p>Name of Head of Service: Linda Rees-Jones</p> <p>Report Author: Martin S. Davies</p>	<p>Designations:</p> <p>Head of Administration & Law</p> <p>Democratic Services Officer</p>	<p>Tel Nos. / E-Mail Addresses:</p> <p>01267 224010 lrjones@carmarthenshire.gov.uk</p> <p>01267 224059 MSDavies@carmarthenshire.gov.uk</p>
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EXECUTIVE SUMMARY

POLICY & RESOURCES SCRUTINY COMMITTEE 21ST JULY 2021

Policy & Resources Scrutiny Committee Actions and Referrals Update

During the course of a municipal year, several requests for additional information are made by the Committee in order to assist it in discharging its scrutiny role. The attached report provides members of the Committee with an update on the progress made in relation to these requests.

DETAILED REPORT ATTACHED?	YES
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IMPLICATIONS

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

Signed: Linda Rees-Jones Head of Administration & Law

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

CONSULTATIONS

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

Signed: Linda Rees-Jones Head of Administration & Law

1. Local Member(s) – N/A
2. Community / Town Council – N/A
3. Relevant Partners – N/A
4. Staff Side Representatives and other Organisations – N/A

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

THESE ARE DETAILED BELOW:

Title of Document	File Ref No. / Locations that the papers are available for public inspection
P&R Scrutiny Committee Reports and Minutes	Meetings held up to July 2015: http://www.carmarthenshire.gov.wales/home/council-democracy/committees-meetings/agendas-minutes-(archive)/ Meetings from September 2015 onwards: http://democracy.carmarthenshire.gov.wales/ieListMeetings.aspx?CommitteeId=170

Policy Resources Scrutiny Committee Actions 2020-2021

Ref No	Meeting Date	Recommendation / Action / Referral	Description	Progress Update	Member / Officer	Status
P&R 001 20/21	3rd February 2021	ACTION	TREASURY MANAGEMENT POLICY AND STRATEGY 2021-22 - The Director of Corporate Services agreed to look into the issue of arranging a refresher training session on treasury functions for members.	Virtual training session arranged for Tuesday, 23rd March, 2021 at 10.00 am.	Chris Moore	Completed
P&R 002 20/21	2nd March 2021	ACTION	CORPORATE STRATEGY 2018/23 - UPDATE APRIL 2021 - It be ascertained what safeguarding arrangements were in place in Carmarthenshire with regard to home-educated children;	Update required - INFORMATION CAN BE E- MAILED TO COMMITTEE MEMBERS	Gareth Morgans	Outstanding
P&R 003 20/21	2nd March 2021	ACTION	CORPORATE STRATEGY 2018/23 - UPDATE APRIL 2021 - The Head of ICT and Corporate Policy agreed to circulate details of those areas of Carmarthenshire which currently had no broadband connectivity	Update required - INFORMATION CAN BE E- MAILED TO COMMITTEE MEMBERS	Noelwyn Daniel	Outstanding
P&R 004 20/21	2nd March 2021	DECISION	SICKNESS ABSENCE MONITORING REPORT - RESOLVED that a Members Development Session be arranged focussing on the covid 'live feed' staff sickness absence monitoring system.	Session held on 15th June 2021	Paul R. Thomas	Completed
P&R 005 20/21	8th March 2021	DECISION	"CALL IN" OF EXECUTIVE DECISION - LAND AT PENPRYS, LLANELLI - RESOLVED that the decision be referred back to the Executive Board for further consideration with specific regard to the Wellbeing and Future Generations Act and the implications for Llanelli Crematorium.	To be reconsidered by Executive Board on 22nd March 2021	Martin S. Davies	Completed

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Thursday, 10 June 2021

PRESENT: Councillor A.G. Morgan (Chair);

Councillors:

S.M. Allen, K.V. Broom, G.H. John, J.K. Howell, C. Jones, K. Madge, J.G. Prosser, D.E. Williams and J.S. Edmunds;

Also in attendance:

Councillor E. Dole, Leader of the Council;
Councillor L.M. Stephens, Deputy Leader of the Council;
Councillor D.M. Jenkins, Executive Board Member for Resources;
Councillor C.A. Davies, Executive Board Member for Communities and Rural Affairs;

The following Officers were in attendance:

R. Hemingway, Head of Financial Services;
L.R. Jones, Head of Administration and Law;
P.R. Thomas, Assistant Chief Executive (People Management & Performance);
G. Ayers, Corporate Policy and Partnership Manager;
S. Rees, Simultaneous Translator;
M. Evans Thomas, Principal Democratic Services Officer;
R. Lloyd, Democratic Services Officer;
L. Jenkins, Executive Board Support Officer;
M.S. Davies, Democratic Services Officer.

Virtual Meeting:10.00 am-11.40 am

1. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillor W.R.A. Davies.

2. DECLARATIONS OF PERSONAL INTEREST INCLUDING ANY PARTY WHIPS ISSUED IN RELATION TO ANY AGENDA ITEM

Councillor	Minute Number	Nature of Interest
K. Madge	4 – Revenue and Capital Budget Monitoring Report 2020-21;	Daughter works in Social Services.

3. PUBLIC QUESTIONS

No public questions had been received.

4. REVENUE & CAPITAL BUDGET MONITORING REPORT 2020/21

The Executive Board Member – Resources presented the Authority’s Corporate Budget Monitoring Report and the Chief Executive’s and Corporate Services departmental reports as at 28th February 2021 in respect of the 2020/21 financial year. The report also included an appendix detailing Savings Monitoring 2020-21. Amongst the issues raised on the report were the following:

- Reference was made to the fact that due to the increase in the number of calls received as a result of the covid pandemic additional call-centre staff had been appointed to help reduce caller waiting times;
- The Committee was advised that identified corporate risks would have first

call on any available underspend. Members were also reminded that whilst the Authority had set aside a modest reserve for Brexit contingencies there had as yet been no call on that budget;

- It was clarified that the reference to repair costs to 'new' properties related to the fact that these properties were not newly built but rather properties which could be a few years old but 'newly' acquired by the Authority;
- Tribute was paid to all staff who had gone above and beyond their normal duties during the current pandemic;
- With regard to the forecasted expenditure of £700k for the renewal of the core HR/Payroll system the Committee was advised that the existing infrastructure was nearing the end of its life and revenue funding therefore needed to be provided for a new system over a number of years;
- In response to a query regarding delays in carrying out Disabled Facilities Grant (DFG) works members were advised that during the current pandemic this was, in some circumstances, at the request of the grant recipient for safety reasons.

UNANIMOUSLY RESOLVED to receive the report.

5. COUNCIL CCTV POLICY

The Committee considered the proposed Council CCTV Policy which would ensure effective governance arrangements were in place with regard to the Council's use and management of its public space CCTV camera systems in compliance with the Protection of Freedoms Act (POFA) 2012. It was also important to embed a consistent approach across the Council in relation to all aspects of its CCTV systems.

It was noted that when and where appropriate there was close collaboration between the Council and Police with regard to making available information and data from CCTV.

UNANIMOUSLY RESOLVED that the proposed CCTV Policy be endorsed.

6. CARMARTHENSHIRE PUBLIC SERVICES BOARD WELL-BEING PLAN ANNUAL REPORT 2020-2021

The Chair welcomed to the meeting Mr. Barry Liles, Principal of Coleg Sir Gar and Chairman of the Public Services Board [PSB], who presented the Carmarthenshire Public Services Board Well-Being Plan Annual Report 2020-21. This was the third Carmarthenshire Well-being Plan annual report and it covered progress for the period 2020-21 after the Plan had been published in May 2018.

While it was recognised that due to the pandemic less activity had been possible in the last year significant progress had been made in a number of areas. Furthermore, all important relationships built up through the work of the PSB had contributed greatly at a time where multi-agency working and response had been essential. The Board had reviewed its priorities to consider opportunities arising from the lessons learnt from organisations' experiences of dealing with the coronavirus pandemic and the enhanced collaborative working that had developed as a result. The report provided information on:

- PSB structure
- Regional working
- Five ways of working
- Delivery Group progress reports

- Safer Communities Partnership
- Development areas.

Mr. Liles commented on the need for the PSB to raise awareness of its activity and functions with the public and local communities.

In response to a concern regarding response times on the non-emergency 101 phone number the Leader commented that he would raise the matter at a forthcoming meeting with the Police Commissioner.

Whereupon the Chair thanked Mr. Liles for attending.

UNANIMOUSLY RESOLVED that the Carmarthenshire Public Services Board Well-Being Plan Annual Report 2020-21 be received.

7. CARMARTHENSHIRE PUBLIC SERVICES BOARD (PSB) MINUTES - DECEMBER 2020, FEBRUARY & MARCH 2021

The Executive Board Member for Resources presented the minutes of the meetings of the Carmarthenshire Public Services Board [PSB] held on the 15th Decemer 2020, 2nd February 2021 and 23rd March 2021. The Well-being of Future Generations (Wales) Act 2015 required that a designated local government scrutiny committee was appointed to scrutinise the work of the PSB. In Carmarthenshire, the Council's Policy & Resources Scrutiny Committee had been designated as the relevant scrutiny committee.

UNANIMOUSLY RESOLVED that the minutes of the PSB meetings held on the 15th Decemer 2020, 2nd February 2021 and 23rd March 2021 be received.

8. POLICY & RESOURCES SCRUTINY COMMITTEE ANNUAL REPORT 2020/21

The Committee considered the Policy and Resources Scrutiny Committee Annual Report for the 2020/21 municipal year which provided an overview of the work of the Committee including:-

- Overview of the Scrutiny Work Programmes
- Key issues considered
- Issues referred to or from Executive Board/Other Scrutiny Committees
- Member attendance at meetings

UNANIMOUSLY RESOLVED to endorse the report.

9. EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORT

The Committee received the Non-Submission report.

UNANIMOUSLY RESOLVED that the report be noted.

10. FORTHCOMING ITEMS

The Committee was informed that the Digital Schools Strategy Annual Report 2021 would now be presented at the meeting scheduled for 20th October 2021.

UNANIMOUSLY RESOLVED, subject to the above, that the list of forthcoming items to be considered at the next scheduled meeting to be held on the 21st July 2021 be received.

11. MINUTES - 30TH APRIL 2021

UNANIMOUSLY RESOLVED that the minutes of the meeting held on the 30th April 2021 be signed as a correct record.

CHAIR

DATE