

**TUESDAY, 2 NOVEMBER 2021**

**TO: ALL MEMBERS OF THE CABINET**

**I HEREBY SUMMON YOU TO ATTEND A VIRTUAL MEETING OF THE CABINET AT 10.00 AM, ON MONDAY, 8TH NOVEMBER, 2021 FOR THE TRANSACTION OF THE BUSINESS OUTLINED ON THE ATTACHED AGENDA**

*Wendy Walters*

**CHIEF EXECUTIVE**

<b>Democratic Officer:</b>	<b>Emma Bryer</b>
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Wendy Walters Prif Weithredwr, *Chief Executive*,  
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# CABINET

## MEMBERSHIP - 10 MEMBERS

Councillor	Portfolio
<b>Councillor Emlyn Dole</b>	<b>Leader</b> Corporate Leadership and Strategy; Chair of Executive Board; Represents Council at WLGA; Economic Development Represents the Council on the Swansea Bay City Region; Collaboration; Marketing and Media; Appoints Executive Board Members; Determines EBM Portfolios; Liaises with Chief Executive; Public Service Board
<b>Councillor Mair Stephens</b>	<b>Deputy Leader</b> Council Business Manager; Human Resources; Performance Management; Wales Audit; Training; I.C.T.; T.I.C. (Transformation, Innovation and Change); Strategic Planning
<b>Councillor Ann Davies</b>	<b>Communities and Rural Affairs</b> Rural Affairs and Community Engagement; Community Safety; Police; Counter-Terrorism and Security Act 2015; Tackling Poverty; Wellbeing of Future Generations; Third Sector Liaison ;Equalities, Climate Change Strategy.
<b>Councillor Glynog Davies</b>	<b>Education and Children</b> Schools; Children's Services; Special Education Needs; Safeguarding; Respite Homes; Regional Integrated School; Improvement Service; Adult Community Learning; Youth Services; School Catering Services, Lead Member for Children and Young People; Youth Ambassador
<b>Councillor Hazel Evans</b>	<b>Environment</b> Refuse; Street Cleansing; Highways and Transport Services; Grounds Maintenance; Building Services; Caretaking; Building Cleaning; Emergency Planning; Flooding, Public Rights of Way.
<b>Councillor Linda Evans</b>	<b>Housing</b> Housing – Public; Housing – Private, Ageing Well
<b>Councillor Peter Hughes Griffiths</b>	<b>Culture, Sport and Tourism</b> Town and Community Councils Ambassador; Development of the Welsh Language; Theatres; Sports; Leisure Centres; Museums; Libraries; Country Parks; Tourism.
<b>Councillor Philip Hughes</b>	<b>Public Protection</b> Trading Standards; Environmental Health. Environmental Enforcement; Planning enforcement; Unlicensed Waste; Parking Services; Bio diversity
<b>Councillor David Jenkins</b>	<b>Resources</b> Finance & Budget; Corporate Efficiencies; Property/Asset Management; Procurement; Housing Benefits; Revenues; Statutory Services (Coroners, Registrars, Electoral, Lord Lieutenancy); Armed Forces Champion Contact Centres and Customer Service Centres
<b>Councillor Jane Tremlett</b>	<b>Social Care &amp; Health</b> Adult Social Services; Residential Care; Home Care; Learning Disabilities; Mental Health; NHS Liaison/Collaboration/ Integration; Care Home Catering Services, Carers' Champion; Dementia Care Champion; Disability Ambassador

# A G E N D A

1. APOLOGIES FOR ABSENCE
2. DECLARATIONS OF PERSONAL INTEREST
3. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING OF THE CABINET HELD ON THE 25TH OCTOBER, 2021 5 - 12
4. QUESTIONS ON NOTICE BY MEMBERS
5. PUBLIC QUESTIONS ON NOTICE
  - 5.1 QUESTION BY MS SUE WOODWARD TO COUNCILLOR GLYNOG DAVIES, CABINET MEMBER - EDUCATION & CHILDREN

Can the Cabinet now give Ysgol Mynyddygarreg certainty for our future as you can imagine how difficult this period has been with the added uncertainty for our future. We are willing partners to work with the Council and with Ysgol Gwennllian in a soft federation to provide the children of the village with excellent Welsh-medium education rooted in their community. Will you give us this chance?
6. ETHICAL EMPLOYMENT IN SUPPLY CHAINS POLICY AND MODERN SLAVERY, ETHICAL EMPLOYMENT IN SUPPLY CHAINS 13 - 26
7. VACCINATION POLICY 27 - 36
8. USE OF EXISTING FREE PARKING DAYS FOR DECEMBER 2021 37 - 40
9. OMBUDSMAN'S ANNUAL LETTER 2020/2021 CARMARTHENSHIRE COUNTY COUNCIL 41 - 56
10. CABINET ADVISORY PANELS 57 - 60
11. ANY OTHER ITEMS OF BUSINESS THAT BY REASONS OF SPECIAL CIRCUMSTANCES THE CHAIR DECIDES SHOULD BE CONSIDERED AS A MATTER OF URGENCY PURSUANT TO SECTION 100B(4)(B) OF THE LOCAL GOVERNMENT ACT, 1972.
12. EXCLUSION OF THE PUBLIC

THE REPORTS RELATING TO THE FOLLOWING ITEMS ARE NOT FOR PUBLICATION AS THEY CONTAIN EXEMPT INFORMATION AS DEFINED IN PARAGRAPH 14 OF PART 4 OF SCHEDULE 12A TO THE LOCAL GOVERNMENT ACT 1972 AS AMENDED BY THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) (VARIATION) (WALES) ORDER 2007. IF, FOLLOWING THE APPLICATION OF THE PUBLIC INTEREST TEST, THE CABINET RESOLVES PURSUANT TO THE ACT TO CONSIDER THESE ITEMS IN PRIVATE, THE PUBLIC WILL BE EXCLUDED FROM THE MEETING DURING SUCH CONSIDERATION.



## CABINET

25 OCTOBER 2021

**PRESENT:** Councillor L.M. Stephens (Chair)

**Councillors:**

C.A. Davies, G. Davies, H.A.L. Evans, L.D. Evans, P.M. Hughes, P. Hughes-Griffiths and D.M. Jenkins.

**Also in attendance:**

Councillor D.M. Cundy.

**The following Officers were in attendance:**

W. Walters, Chief Executive;  
J. Morgan, Director of Community Services;  
C. Moore, Director of Corporate Services;  
G. Morgans, Director of Education & Children's Services;  
R. Mullen, Director of Environment;  
N. Daniel, Interim Head of Planning;  
A. Williams, Head of Waste and Environmental Services;  
L.R. Jones, Head of Administration and Law;  
K. Davies, Sustainable Development Manager;  
D. Hockenhull, Marketing and Media Manager;  
S. Walters, Economic Development Manager;  
L. Jenkins, Executive Board Support Officer;  
C. Ferguson, Countryside Access Officer;  
K. Thomas, Democratic Services Officer;  
S. Rees, Simultaneous Translator;  
J. Owen, Democratic Services Officer.

**Virtual Meeting: 10:00am - 10:50am**

[Note:

- Councillor M. Stephens presided the meeting in the absence of Councillor E. Dole.
- The Chair informed the Committee that following a request, there would be a change in the order of business, with Item 11 being brought forward to be considered after Agenda Item 6. For ease of reference, these minutes reflect the order of business itemised on the agenda for the meeting.]

**1. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillor E. Dole and Councillor J. Tremlett.

**2. DECLARATIONS OF PERSONAL INTEREST**

Councillor	Minute Number	Nature of Interest
Ann Davies	7 - Public Rights of Way Network Hierarchy	A number of public footpaths run through land in which Cllr Davies owns

Officer	Minute Number	Nature of Interest
Wendy Walters (Chief Executive)	9 - Capital Programme 2021/22 Update	Her husband works for one of the contractors who is associated to one of the projects referred to within the report.

**3. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING OF THE CABINET HELD ON THE 11<sup>TH</sup> OCTOBER 2021**

**UNANIMOUSLY RESOLVED** that the minutes of the meeting of the Executive Board held on the 11<sup>TH</sup> OCTOBER, 2021 be signed as a correct record.

**4. QUESTIONS ON NOTICE BY MEMBERS**

The Chair advised that no questions on notice had been submitted by members.

**5. PUBLIC QUESTIONS ON NOTICE**

The Chair advised that no public questions had been received.

**6. SIGNING THE ARMED FORCES COVENANT**

The Cabinet considered a report which provided an amended Community Covenant which was a partnership commitment with a range of other public and third sector partners, originally signed by the Council in 2013. The amended Covenant appended to the report had been developed to become an Armed Forces Covenant supported by individual organisations.

The report proposed that the Council to reaffirm the Council's commitment to its Armed Forces Community which in turn would also serve to refresh the Council's commitments into more appropriate measures, and to be formally acknowledged nationally.

Cabinet Members noted that all councils were being encouraged to sign the Armed Forces Covenant with 15 of the 22 Councils in Wales, along with some of the partner signatories on the Community Covenant having already signed the Armed Forces Covenant unilaterally.

In addition, the Cabinet noted that 2021 was the 10<sup>th</sup> Anniversary for the Armed Forces Community and therefore the report proposed that the Council hold an event to officially sign the Covenant and to commemorate the anniversary.

**RESOLVED that:**

- 6.1 the Council reaffirms its commitment to support the Armed Forces community by signing the updated Armed Forces Covenant (AFC);**
- 6.2 the Council hold an event to officially sign the Covenant and to commemorate the 10th Anniversary of the Armed Forces Covenant.**

**7. PUBLIC RIGHTS OF WAY NETWORK HIERARCHY**

(NOTE: Councillor A. Davies having earlier declared an interest in this item re-declared that interest and left the meeting during its consideration)

The Cabinet considered a report on the Public Rights of Way Network (PROW) hierarchy which set out a developed, consistent, well-reasoned methodology for the prioritisation of resource allocation for the maintenance, improvement and enforcement of the network. The adoption of the hierarchy would assist in achieving many of the objectives contained in the Carmarthenshire Rights of Way Improvement Plan (ROWIP) 2019-2029.

The report proposed that the Cabinet adopt the recently developed PROW Network Hierarchy.

**UNANIMOUSLY RESOLVED that the adoption of the Public Rights of Way Network Hierarchy be approved.**

**8. CARMARTHENSHIRE GLOBAL GOALKEEPERS CLIMATE ACTION MANIFESTO**

The Cabinet considered a report on the Carmarthenshire Global Goalkeepers Climate Action Manifesto report which provided information in relation to the Actions in relation to the Climate Action Manifesto and included information on projects such as the Global Walk, a three-year international project which focused on mobilising young people in support of the United Nations Sustainable Development Goals (SDG's).

It was reported that in 2019/20, 12 secondary schools plus two primary schools in Carmarthenshire had participated to address SDG 13: Climate Action. Teachers had received training as well as a bilingual resource pack. Pupil ambassadors – 'Global Goalkeepers' - raised awareness of climate change, led actions in their communities and then met to share and celebrate their work with decision makers in the annual Global Walk.

Cabinet members noted that Carmarthenshire was the only local authority in Wales involved in the EU funded programme and worked in partnership with Dolen Cymru Lesotho which featured in the Net Zero Carbon Plan led by the International Partnerships Officer within Education and Children department.

The report listed 8 Manifesto commitments and provided information on how they would be delivered. In response to Manifesto Commitment 3; establishing a 'climate action consultation body' – the report proposed that the requested Consultation Body be established under the Youth Council umbrella. Members noted that the membership would be discussed at the inaugural meeting to allow school representatives to have a voice in shaping the Consultation Body.

**UNANIMOUSLY RESOLVED that:**

- 8.1 the Carmarthenshire Global Goalkeepers Climate Action Manifesto be endorsed;**
- 8.2 a 'climate action consultation body' be established (in response to Manifesto Commitment 3 stated within the report).**

**9. CAPITAL PROGRAMME 2021/22 UPDATE**

(NOTE: Mrs Wendy Walters, having earlier declared an interest in this item re-declared that interest and left the meeting during its consideration)

The Cabinet received a report which provided the latest budgetary position for the 2021/22 capital programme, as at the 31<sup>st</sup> August 2021 and detailed virements, new projects and the reprofiling of the capital programme which sought Cabinet approval.

It was reported that departmentally, a net spend of £76,230k was forecasted compared with a working net budget of £130,893k giving a -£54,663k variance.

Furthermore, a number of external circumstances had given rise to budget pressures on several projects, together with a package of new monies and recommendations for virements and reprofiling of the five-year capital programme to accommodate the works was detailed within the report.

Cabinet Members noted the summary of the reprofiling as shown in the tables within Appendix Bii of the report and that the funding for the projects would be reviewed as part of the exercise to set and approve the new five year programme 2022/23-2026/27.

**UNANIMOUSLY RESOLVED that:**

- 9.1 the capital programme update report 2021/22 be received;**
- 9.2. the virements, new projects and reprofiling as detailed within the report be agreed.**



## **10. RURAL EMPLOYMENT PREMISES - JOINT VENTURE AGREEMENT**

The Cabinet received a report which was developed to meet unsatisfied demand for rural industrial employment space as identified in Moving Forward in Rural Carmarthenshire, Welsh Government's Economic Action Plan and Ten Towns Growth Plans.

Carmarthenshire County Council as initiator and lead authority for the project developed concept proposals on behalf of the South West Regional local authority partners and the Welsh Government which would address the shortage of suitable employment space. The result of which was a draft proposal to develop a twin track approach of:

- Direct build of new employment space via four individual Joint venture agreements between each authority and Welsh Government.
- A regional collaborative Commercial Property Development Fund to assist commercial developers and /or owner occupiers with gap funding support to provide additional employment space on key strategic sites.

It was reported to Cabinet Members that the Welsh Government were seeking to purchase land at Beechwood industrial estate from Carmarthenshire County Council with a view to develop employment space as part of their financial commitment to the joint venture. The proposed sale site at Beechwood, illustrated in red on attached location plan resides outside of the existing Beechwood joint venture agreement, as illustrated in blue on the location plan with Welsh Government but had always been identified for future expansion.

Along with the information provided within the report, Cabinet Members considered the draft terms of the joint venture together with the development strategy and location plan appended to the report.

### **UNANIMOUSLY RESOLVED to:**

- 10.1 to formally approve the establishment of a Joint Venture arrangement with Welsh Government with the aim of delivering industrial units to satisfy demand at any of ten rural towns within the county of Carmarthenshire;**
- 10.2 that delegated authority be given to the Head of Regeneration and Head of Administration and Law, in consultation with Cabinet Member with responsibility for Regeneration, to finalise and complete the Joint Venture Agreement.**
- 10.3 agree to sell a plot of land at Beechwood employment site, Llandeilo to Welsh Government to enable Welsh Government to bring forward an industrial development under the proposed joint venture arrangement.**
- 10.4 agree to commit land sale receipt of approximately £50k from Beechwood as CCC's initial contribution to the Joint Venture arrangement.**

**10.5 agree to set aside up to £1 million from year 2 Transformations Strategic Project Capital Fund to match an initial £1m investment from Welsh Government into the joint venture for the development of rural employment premises.**

## **11. EMERGENCY FLOOD RESPONSE - STORM EVENT ARRANGEMENTS**

The Cabinet received a report on the Emergency Flood Response - Storm Event Arrangements. The report detailed how the Council currently deals with and responds to storm events that cause widespread flooding and included the actions that could be expected of the Council.

In addition, the report provided information on the operational emergency response phasing that included the pre-storm planning phase, the immediate response phase and the immediate recovery phase after the storm, together with the physical clean-up operation. References were also made to the wider aspects of the post event recovery response phase.

The report sought that Cabinet consider and endorse the proposed principles for responding to flood events during an emergency event as set out in the report.

Cabinet Members expressed that that whilst the Council does as much as it can within its defined responsibility, this report clearly demonstrates to the public that there are a number of organisations, agencies and partner authorities who also have a responsibility in regard to dealing with and managing flood risk and storm events.

**UNANIMOUSLY RESOLVED to endorse the principles as set out in the report for responding to flood events during the emergency response phase as follows:**

- a. the primary Council response in a storm event must be prioritised with respect to risk to life, risk of injury and risk to strategic assets, taking into account its obligations with respect to Council owned assets and wider statutory responsibilities pertaining to the circumstances.**
- b. the Council will work with Dyfed-Powys Local Resilience Forum (LRF) partners and across the range of Council services to determine its response through setting out its objectives, overall strategy and priorities as appropriate.**
- c. Incidents of internal flooding will take priority over flooding of gardens and outbuildings, particularly where Council assets are believed to be contributory factors. It should be noted that watercourses are not generally owned by the Authority nor by Natural Resources Wales (NRW). Such watercourses are normally the responsibility of the riparian landowners.**

- d. Homeowners and businesses alike who have experienced flooding in the past will be encouraged to make preparations in advance of storm events in order to mitigate the extent of flood damage to their own property.
- e. Whilst the Council is content to provide businesses with a warning of impending storms based on the forecasts it receives when it can, the Council cannot be relied upon in this regard as the primary source of information as the Council cannot provide a formal flood warning service. Businesses and householders are encouraged to sign up to NRW warning systems where available.
- f. Households and Businesses - the degree of physical help provided immediately after a flood event, if appropriate, will be determined based on the scale, nature and severity of such an event. This will be determined by the Council's Gold group or the Corporate Management Team as appropriate for the most severe events.
- g. financial help – the extent of financial help that may be appropriate will be determined by the Gold group or Corporate Management Team after taking into account the prevailing circumstances. Support of this nature is very much the exception and will only be considered in extreme events. In certain circumstances after severe flooding, Welsh Government may provide grant aid which may be administered through the Council. However, this will not be the case for every storm.

## **12. ANY OTHER ITEMS OF BUSINESS**

The Chair advised that there were no items of urgent business.

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**CHAIR**

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**DATE**

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## Cabinet

8<sup>th</sup> November 2021

### Subject: Ethical Employment in Supply Chains Policy and Modern Slavery, Ethical Employment in Supply Chains Statement

#### Recommendations / key decisions required:

1. To approve the Ethical Employment in Supply Chains Policy and;
2. To approve the Council's annual Modern Slavery, Ethical Employment in Supply Chains Statement

#### Reasons:

1. As part of the Council's sign up to the Welsh Government's Code of Practice – Ethical Employment in Supply Chains in June 2018 one of the 12 commitments (No.1) was to produce a written policy on ethical employment within our own organisation and our supply chains. Once produced we are required to communicate the policy throughout our organisation and we will review it annually and monitor its effectiveness.
2. Our 11th commitment is to produce an annual written statement outlining the steps taken during the financial year, and plans for future actions, to ensure that slavery and human trafficking are not taking place in any part of our organisation and its supply chains.

Relevant scrutiny committee to be consulted YES – Policy and Resources – 20<sup>th</sup> October 2021

Cabinet Decision Required YES – 8<sup>th</sup> November 2021 (PEB 4<sup>th</sup> Oct 2021)

Council Decision Required NO

#### EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:-

- Cllr. David Jenkins (Resources)

Directorate:  
Corporate Services / Chief Executive's

**Names of Directors:**  
Chris Moore

**Report Authors:**  
Helen Pugh

Clare Jones

Colleen Evans

Designations:

Director of Corporate Services

Head of Revenues & Financial Compliance

Principal Procurement Officer

Senior HR Advisor

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**EXECUTIVE SUMMARY**  
**Cabinet**  
**8<sup>th</sup> November 2021**

**SUBJECT**

**Ethical Employment in Supply Chains Policy and  
Annual Modern Slavery, Ethical Employment in Supply Chains  
Statement**

The Welsh Government contacted all Local Authorities across Wales on the 9th February 2018, requesting the Council's adoption of the Code of Practice – Ethical Employment in Supply Chains. In June 2018 Carmarthenshire County Council formally committed to signing up to the Code and an action plan was produced by the Corporate Procurement Unit and colleagues in Policy and HR to take this forward.

As part of our commitment we are required to produce a written policy on ethical employment within our own organisation and our supply chains. Once produced we are required to communicate the policy throughout our organisation and we will review it annually and monitor its effectiveness.

A further commitment is to produce an annual written statement outlining the steps taken during the financial year, and plans for future actions, to ensure that slavery and human trafficking are not taking place in any part of our organisation and its supply chains.

A Social Partnership and Public Procurement (Wales) Bill is out for consultation which ended on the 23<sup>rd</sup> April 2021. This proposed Bill is looking to ensure the delivery of Fair Work through Procurement and to place duties on contracting authorities to explore options for delivering fair work. The proposal is to look at the inclusion of fair work practice questions and living wage, including due diligence on overseas supply chains, Employee voice and representation – union recognition, access to workers, collective bargaining; Security and flexibility; Opportunities for access growth and progression; Safe, Healthy and inclusive working environment; Legal rights supported and given substantive effect and Equality and diversity. This Bill will place duties on contracting authorities on the procurement cycle as a whole, not just the “advert to award” stages.

**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: Helen Pugh

Head of Revenues & Financial Compliance

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

### 1. Policy, Crime & Disorder and Equalities

To ensure ethical employment in our supply chains.

### 2. Legal

We need to ensure that the Council complies with all relevant legislation.

### 5. Risk Management Issues

The Council will be required to carry out regular reviews of expenditure and undertake a risk assessment on the findings, to identify products and/or services where there is a risk of modern slavery and/or illegal or unethical employment practices within the UK and overseas.

## CONSULTATIONS

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

Signed: Helen Pugh

Head of Revenues & Financial Compliance

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

**1. Scrutiny Committee**

Policy & Resources Scrutiny Committee will be consulted at its meeting scheduled for 20<sup>th</sup> October 2021

**2. Local Member(s)**

N/A

**3. Community / Town Council**

N/A

**4. Relevant Partners**

N/A

**5. Staff Side Representatives and other Organisations**

Consulted with the TU's on the draft Policy in November 2019.

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

Cllr David Jenkins



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

**THESE ARE DETAILED BELOW**

<b>Title of Document</b>	<b>File Ref No.</b>	<b>Locations that the papers are available for public inspection</b>
<b>Ethical Employment in Supply Chains Policy</b>		<b>Intranet</b>
<b>Modern Slavery, Ethical Employment in Supply Chains Statement</b>		<b>Intranet</b>

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# Ethical Employment in Supply Chains Policy

[carmarthenshire.gov.wales](http://carmarthenshire.gov.wales)

## Ensuring Equality of Opportunity

All employees are required to adopt a positive, open and fair approach and ensure this 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.

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 and procedure.

If you have any equality and diversity concerns in relation to the application of this policy and procedure, please contact a member of the Procurement Team who will, if necessary, ensure the policy/procedure is reviewed accordingly.

If you require this publication in an alternative format please contact the Corporate Procurement Unit.

## Overview

The aim of this policy is to set out clearly the context for ethical trade and employment practices for Carmarthenshire County Council within our own organisation and our supply chain. We are committed to ensuring a high standard of practice to eradicate acts of modern day slavery and human trafficking within our business and multi-tier supply chain. This Policy has been written by the Corporate Procurement Unit and will be embedded throughout the Council.

**The Modern Slavery Act 2015** was introduced to criminalise slavery, forced servitude and human trafficking in the UK, we acknowledge our responsibility to the Act and expect our suppliers to observe best practice and continue to seek improvements throughout their supply chains.

We have signed up to the Welsh Government's **Code of Practice on Ethical Employment in Supply Chains** to show our continued commitment to the development of more ethical supply chains in delivering our contracts. In signing up to the Code the Council has agreed to comply with the 12 commitments designed to eliminate modern slavery and support ethical employment practices. These commitments are embedded into this policy.

## Our Commitment & Approach

This policy will be communicated throughout Carmarthenshire County Council. The Corporate Procurement Unit will monitor and review this policy's effectiveness and the Council has appointed an Anti-Slavery and Ethical Employment Champion.

In line with the *Code of Practice* Commitments we pledge to comply with the following:

### Employment practices

- The production of a whistle-blowing policy - Our existing whistle-blowing policy has been updated to reference the Welsh Government's Code of Practice on Ethical Employment in Supply Chains and encourages workers to 'blow the whistle' where it is reasonably believed malpractice has taken place or is likely to take place.
- Ensure employment practices are mainstreamed in the procurement process - We will require that a copy of this policy is included in all tenders.
- We will ensure that false self-employment is not undertaken and that umbrella schemes and zero hour contracts are not used **unless specifically requested by the employee** - We will mitigate any risk of unethical employment by assessing the eligibility of all self-employed claims against HMRC guidelines and ensure that umbrella schemes and agencies are registered with appropriate regulation bodies. In addition to this, the People Management team will review casual working arrangements on a regular basis, to ensure that workers are afforded the rights to be recognised with employee status, where appropriate.
- We will ensure that workers are free to join a trade union without discrimination - Our policies ensure that staff are able to join trade unions without discrimination.
- The Council pays our employees the Foundation Living Wage (non-statutory) as a minimum and we will encourage our suppliers to do the same.
- We will ensure that all those undertaking work on an outsourced contract are treated fairly and equally - In accordance with the "Transfer of Undertakings (Protection of Employment) Regulations 2006" employees' rights are protected when the organisation or service they work for transfers to a new employer. Outsourced contracts are also subject to the Welsh Government Code of Practice on Workforce Matters (Two Tier Code). The County Council will continue to observe these regulations.

## Training

- The delivery of a training programme on modern slavery and ethical employment – Alongside our colleagues in Learning and development we will identify the training needs of staff, and provide appropriate, ongoing training in order to ensure an understanding of modern slavery and human rights abuses, including human trafficking. We will adopt the Welsh Government's eLearning module as part of this process.

## Procurement Tendering & Contract Management

- Questions on ethical employment practices will be included in tenders as appropriate and incorporate appropriate contract conditions.
- Information on the Welsh Government's Code on Ethical Employment in Supply Chains will be provided in new tenders and suppliers will be encouraged to sign up to the Code when appropriate.
- Work with suppliers to ensure that working arrangements do not compromise ethical employment practices - We will work with our suppliers to ensure that they do not compromise ethical employment practices. We will ensure that suppliers are paid in good time.
- Assess expenditure to identify and address issues of modern slavery, human rights abuses and unethical practice - We will review supplier expenditure, and work with our departments to identify high risk suppliers. We will work with suppliers to rectify issues of illegal or unethical employment practice. We will monitor employment practices of high risk suppliers.
- We will ensure that, where appropriate, tender specifications contain clear, effective ethical procurement criteria, which encompass economic, social and environmental factors.

## Process

We will also communicate the Welsh Government's *Code of Practice on Ethical Employment in Supply Chains* to our existing suppliers with the expectation they sign up to the Code as far as is reasonable and practical.

## Measuring & Reporting

This policy will be monitored and measured, and progress on its implementation will be reported at the Policy and Resources Scrutiny Committee.

We will produce an annual written statement of our progress on ensuring that slavery and human trafficking are not taking place in the organisation and supply chain - The annual statement will be submitted to the Executive Board and CMT for Approval, It will be signed off by the Anti-Slavery and Ethical Employment Champion and published on the County Council's website.

# Modern Slavery, Ethical Employment & Supply Chains Statement

2021-2022

[carmarthenshire.gov.wales](https://carmarthenshire.gov.wales)



In accordance with the Modern Slavery Act 2015, Carmarthenshire County Council recognises it has a responsibility as an employer to be aware of the potential for instances of modern slavery and to report such instances or concerns to the relevant body. We are committed to acting ethically and with integrity and transparency in all business dealings. We will put effective systems and controls in place to safeguard against any form of modern slavery taking place within the Council or our supply chain.

In June 2018, the Council's Executive Board signed up to the *Welsh Government's Code of Practice on Ethical Employment in Supply Chains* which aims to ensure that all public sector organisations are taking action to eradicate unlawful and unethical employment practices.

This statement is made pursuant to section 54(1) of the Modern Slavery Act 2015 and constitutes Carmarthenshire County Council's Ethical employment and supply chains statement for the financial year ending 2022.

It sets out the Council's actions to understand all potential modern slavery risks related to its business and to put in place steps that are aimed at ensuring that there is no slavery or human trafficking in its own business and its supply chains.

Modern Slavery can take many forms including the trafficking of people, forced labour, servitude and slavery.

We work with a variety of suppliers from large corporations, sub-contractors to small to medium local suppliers providing a wide range of services. Our supply chain members are diverse, not only in the goods and services that they provide but also in the size and structure of their organisations. We encourage smaller businesses to apply to join our supply chain in order to promote local business initiatives in Wales.

Where appropriate the Council will, as part of its tendering and contracting process, seek assurances from suppliers and potential suppliers that they have no knowledge of any of the above forms of modern slavery within their organisations or supply chains. The Council will expect that those suppliers take responsibility to seek similar assurances from their own supply chains.

In addition, the Council will ensure that staff involved in procurement activities will undertake relevant training via the Welsh Government e-learning module.

We operate a number of internal policies to ensure that we are conducting business in an ethical and transparent manner. These include:

- **Recruitment policy.** We operate a robust recruitment policy, including conducting eligibility to work in the UK checks for all directly employed staff, and agencies on approved frameworks are audited to provide assurance that pre-employment clearance has been obtained for agency staff, to safeguard against human trafficking or individuals being forced to work against their will.
- **Equal opportunities.** As an equal opportunities employer we have a statutory duty to promote equality under the Equality Act 2010, and are fully committed to creating and ensuring a non-discriminatory and respectful working



environment for our staff. We have a range of controls to protect staff from poor treatment and/or exploitation. These include provision of fair pay rates, fair terms and conditions of employment, and access to training and development opportunities. All employees are required to adopt a positive, open and fair approach and ensure the Council'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.

- 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 within the Council and our supply chain.
- **Safeguarding and Whistleblowing.** Our policies and procedures provide clear guidance so that our employees are clear on how to raise safeguarding concerns about how colleagues or people providing our services are being treated, or about practices within our business or supply chain without fear of reprisals.
- **Employee Code of Conduct and behavioural standards guidance.** These make clear to employees the actions and behaviours expected of them. The Council strives to maintain the highest standards of employee conduct and ethical behaviour.
- **Ethical Employment & Supply Chains Policy.** This policy sets out the context for ethical trade and employment practices for the Council and our supply chains and outlines our commitment, steps taken and future planned steps to address slavery and human trafficking risks.

During 2021-2022 as part of our commitment to preventing modern slavery and human trafficking the Council will undertake the following activities:-

- Make staff aware of the Modern Slavery Act 2015 and inform them of the appropriate action if they suspect a case of slavery or human trafficking.
- Ensure that consideration of the modern slavery risks and prevention are added to procurement strategies and contract terms and conditions include references to modern slavery and human trafficking.
- Deliver training on Modern Slavery and Ethical Employment Practices to staff procuring goods and services.
- Communicate our commitment to the Welsh Government's Code of Practice on Ethical Employment in Supply Chains both internally and within our supply base.

This statement was approved on xx/xx/20xx by xxxx who will review and update it annually.

Signed ..... (Anti-Slavery and Ethical Employment champion)

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## Cabinet 8<sup>th</sup> November 2021

### VACCINATION POLICY

**To consider and comment on the following issues:**

The Authority has developed a new vaccination policy for its staff

**Reasons:**

To ensure the Authority has a clear and consistent process and procedure in place in relation to its staff for the roll out of the COVID19 vaccination programme.

**To be referred to the Cabinet / Council for decision:** Yes

**CABINET MEMBER PORTFOLIO HOLDER:-**

Councillor Mair Stephens

**Directorate:****Name of Head of Service:**

Paul R Thomas

**Report Author:**

Paul Thomas

**Designations:**

Assistant Chief Executive  
(People Management)

**Tel/Email addresses:**

01267 246123

[PRThomas@carmarthenshire.gov.uk](mailto:PRThomas@carmarthenshire.gov.uk)

## EXECUTIVE SUMMARY

### CABINET

8<sup>TH</sup> NOVEMBER 2021

## Vaccination Policy

### Background & Summary

Carmarthenshire County Council's role in assisting with the roll of the vaccination programme has been overseen by a Vaccination Tactical Group, and this Group was tasked with developing a vaccination Policy for the Authority that sets out clearly the Authority's approach to vaccination and the ancillary workforce issues that surround it.

The policy has been developed to reflect the changes in guidance and regulation coming from Welsh Government.

The Policy was originally scheduled for discussion earlier in the year but was held back pending national advice / guidance relating to mandatory vaccination. To date there has been no decision on this matter, and so our policy strongly encourages all staff to take up the offer. The policy will be reviewed as and when new guidance is received.

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	YES	YES	NONE	NONE	YES	NONE

### 1. Policy, Crime & Disorder and Equalities

This policy supports the wider issue of Employee wellbeing and Welsh Government/National Government's objectives to combat the Covid19 Pandemic.

### 2. Legal

As above. As the Law currently stands, as an Employer, we are unable to enforce our staff to be vaccinated. Should this change, then the policy will be amended accordingly.

### 3. Finance

There is no cost to receiving the vaccination, but there may be direct costs of releasing staff to have their vaccinations, which will be accommodated within existing departmental budgets.

### 4. Staffing implications

As above.

## 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

Trade Unions have been consulted on this Policy at the CERF meeting held on 12<sup>th</sup> February 2021

**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

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# COVID-19 VACCINATION POLICY

September 2021

[carmarthenshire.gov.uk](http://carmarthenshire.gov.uk)



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## 1. Background

The Government is currently rolling out its national COVID-19 vaccination programme. Carmarthenshire County Council fully supports the Covid-19 vaccination process and aims to ensure that all employees get the opportunity to receive the vaccine when this is offered to them.

The aim of this Policy is to clearly set out the Authority's approach to all aspects of the COVID-19 vaccination in relation to our employees.

## 2. Scope

This policy and procedure applies to all Carmarthenshire County Council employees excluding staff on the complement of locally managed schools. Schools may wish to adopt a similar approach.

## 3. Vaccination Process

Vaccinations are free of charge on the NHS. They are being administered according to a priority list at vaccination centres, including some hospitals, sports facilities, conference centres and GP surgeries.

We encourage employees who are not registered with a GP to do so as soon as they can. See [NHS 111 Wales - Local Services : GPs - Information and Links](#) for information on how to do this.

## 4. Individual's decision

We ask that, when a coronavirus vaccination becomes available, employees take the opportunity to be vaccinated. We understand that this is ultimately each individual's choice, but we encourage our workforce to make an informed decision by:

- reading up about COVID-19 vaccinations via official sources,
- paying attention to the information the NHS provides when offering a vaccine; and
- being wary of misinformation around COVID-19 vaccinations put out by unreliable sources.

We would also encourage any of our employees who have concerns to discuss these directly with their line manager.

## 5. Further information

Information on the national COVID-19 vaccination programme is set out at:

[www.phw.nhs.wales/topics/immunisation-and-vaccines/covid-19-vaccination-information](http://www.phw.nhs.wales/topics/immunisation-and-vaccines/covid-19-vaccination-information)].

## 6. Time off for vaccination appointments

To assist our workforce, and where appointments fall within your normal working hours, we are providing employees with time off during 2021 to attend COVID-19 vaccination appointments including the booster vaccine.

Employees should obtain approval from their line manager in advance of taking time off to attend a COVID-19 vaccination appointment. They should give their line manager as much notice as they can that they would like to take time off for this purpose.

Line managers may, at their discretion, ask employees to produce evidence of their appointment (for example an appointment card or email/text inviting them to a COVID-19 vaccination appointment).

To facilitate this, appropriate time off with pay will be granted for employees who receive a vaccination appointment during working hours.

Time off will not be credited to an employee who receives a vaccination appointment outside normal working hours.

Time off will only be provided for the two vaccination appointments during 2021 and the booster vaccination.

## 7. Return to work following vaccination appointments

Following a vaccination, employees should be able to resume their normal activities, including working, as long as they feel well.

This means that employees should return to work as soon as they can after their vaccination appointment. If it is not practical for the employee to return to work immediately after their appointment, for example if it is towards the end of their working day, they should discuss alternative arrangements with their line manager.

However, employees who are unwell after receiving a coronavirus vaccination should take sickness absence in the usual way and should notify their line manager as soon as reasonably practicable, preferably before they are due to start work.

## 8. Treating colleagues with respect

We recognise that the subject of the COVID-19 vaccination programme can be divisive and lead to the expression of strong opinions. However, employees must remain responsible and respectful when communicating with their colleagues about COVID-19 vaccinations.

Employees must not act against colleagues in a way that could amount to bullying or harassment, for example mocking a colleague's views on COVID-19 vaccinations or foisting their own views on COVID-19 vaccinations on others.

For example, the harassment or intimidation of colleagues because of their views or individual circumstances may lead to disciplinary action, up to and including dismissal.

Any employee who is offended by, or concerned about, a colleague's behaviour in this regard should raise the matter with management and/or can raise a formal complaint by referring to our [Behavioural Standards in the Workplace guidance](#).

## 9. Travelling claims for Covid19 Vaccinations

The costs of travelling to receive the vaccination will not be covered.

## 10. Staff who decline the offer of a Covid 19 vaccination

As an employer, we cannot compel our employees to be vaccinated if they do not wish to do so. However, we are supportive of the Covid 19 vaccination programme and would strongly encourage you to take up the offer of a vaccine, particularly if you are working in a client / patient facing role. We would also encourage any of our employees who have concerns to discuss these directly with their line manager.

However, there may be instances where staff who perform specific roles with Services Users who are clinically potentially at greater risk of serious illness from Covid19, who for a range of reasons may not be vaccinated. In these rare situations, the Authority may need to undertake a risk assessment to ensure that both Employees and Service users are safeguarded, and that we endeavour to assess and minimise the exposure to risk of harm.

An employee's vaccination status constitutes special category data and, as an employer, we are not entitled to routinely request, hold or share information about an employee's vaccination status, however, in certain circumstances or settings it may be fair, relevant and necessary to request this information for a specific

purpose. If such a request is made, the reason for doing so will be made clear to the employee at the point of request

**THIS POLICY IS BEING KEPT UNDER REVIEW AND WILL BE UPDATED AS  
NEW LEGISLATION OR GUIDANCE IS PUBLISHED.**

## CABINET 8th November 2021

### USE OF EXISTING FREE PARKING DAYS FOR DECEMBER 2021

**Purpose:** To consider permitting free parking days to be taken in the month of December in 2021 as an exception to support towns during the Covid-19 pandemic

### Recommendations/key decisions required:

To approve the extension of free parking in December during 2021 only.

### Reasons:

To support the economic recovery of our towns during the Covid-19 pandemic.

Relevant scrutiny committee to be consulted NO

Exec Board Decision Required YES

Council Decision Required NO

### EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:- Cllr Hazel Evans

Directorate Environment  
Name of Head of Service:  
Stephen Pilliner

Designations:  
Head of Transportation and  
Highways

E Mail Addresses:  
[SGPilliner@carmarthenshire.gov.uk](mailto:SGPilliner@carmarthenshire.gov.uk)

Report Authors:  
Richard Waters

H&T Services Manager

[rwaters@carmarthenshire.gov.uk](mailto:rwaters@carmarthenshire.gov.uk)

**EXECUTIVE SUMMARY  
CABINET  
8TH NOVEMBER 2021**

**USE OF EXISTING FREE PARKING DAYS FOR DECEMBER 2021**

**BRIEF SUMMARY OF PURPOSE OF REPORT.**

The COVID pandemic has caused disruption to our town centres as adjustments to daily life have been required to keep people safe. Whilst our town centres are starting to recover, the disruption since March 2020 has continued to restrict the opportunities for town centres to use many of the free days parking that the Council makes available to support events in town centres across the County.

The Council's current policy provides for five free parking days each year to support town centres. The policy currently excludes the trading period of December. The Council has been approached by some town centres to request that December is included in the offer this year due to the exceptional circumstances caused by the COVID19 pandemic.

The Council supported town centres with free parking from March to September last year and with the continuation of the free parking pilots in place at each town. The latest request would help provide further support at this difficult time.

In a normal year there would be an additional budget impact of circa fifteen thousand pounds over the typical cost of forty thousand pounds accounted for by the existing policy.

It is proposed that Cabinet supports the slight variation to our existing policy as a one-off exception to apply in 2021 only, by including December within the period when the free days can be used by our town centres.

**Recommendation.** That the extension of free parking days into December be approved for 2021 only.

**DETAILED REPORT ATTACHED?**

**No**

## IMPLICATIONS

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

Signed: **S Pilliner** **Head of Transportation & Highways**

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
<b>None</b>	<b>None</b>	<b>YES</b>	<b>None</b>	<b>None</b>	<b>None</b>	<b>None</b>

### Finance

The financial implications are included within this report.

## CONSULTATIONS

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

Signed: **S G Pilliner** **Head of Highways & Transportation**

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

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

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

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Executive Board held on the 1 <sup>st</sup> July 2013	Minute 8 refers	

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## Cabinet 8<sup>th</sup> November 2021

**Subject: OMBUDSMAN'S ANNUAL LETTER 2020/2021  
CARMARTHENSHIRE COUNTY COUNCIL**

**Purpose: to receive the Public Services for Wales Annual Letter  
2020/21 (the Letter)**

**Recommendations / key decisions required:**

**to receive the Letter and to assess performance and consider  
any actions thereupon.**

Reasons:

Each year the Public Services Ombudsman for Wales (**PSOW**) provides every Welsh Local Authority with a letter in the form of a fact sheet and accompanying data. It is provided to assist in reviewing performance.

Relevant scrutiny committee to be consulted NA

Cabinet Decision Required YES

Council Decision Required NO

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:- Councillor Emlyn Dole

Directorate:	Designations:	Tel: 01267 224694
Name of Head of Service: Linda Rees Jones	Head of Administration and Law	Email addresses: NEvans@carmarthenshire.gov.uk
Report Author: Nigel J Evans		

## SUBJECT

# Ombudsman's Annual Letter 2020/2021 Carmarthenshire County Council

**1. Annually, the PSOW provides to each County Council a letter in the form of a factsheet with accompanying data. It is provided to assist in reviewing performance.**

**2. This year's Letter is attached to this summary. Selected items include:**

- The impact of the pandemic and how, nevertheless, information received will bring insight into how public services will have reacted in a year unlike any other;
- The overall number of new complaints received relating to Local Authorities has decreased by 12.5% over the figure for last year. This, the PSOW says, is reflective of the reduction of complaints being reported to Local Authorities during the pandemic;
- There has been a higher proportion of Code of Conduct complaints referred to a Standards Committee or the Adjudication Panel for Wales;
- Under his new powers, he has in the last year instigated his first "Own Initiative Investigation" (Local Authority Homelessness Assessments), and also four extended "Own Initiative Investigations" (that is, extended from complaints already under investigation);
- Also under his new powers, his Complaints Standards team have received data from each Local Authority which shows that they recorded (inter alia) nearly 12,000 complaints, which equates to 3.77 for every 1000 residents;
- In terms of Carmarthenshire specifically, the PSOW received 27 complaints directly to his office against the Council. See Appendix A of the Letter. In terms of population this equated to 0.14 complaints per 1000 residents, with the average for Wales being 0.25 (Carmarthenshire being the fourth most populous county in Wales). Last year the figure of complaints was 42, which equated to 0.22 against an average of 0.28;
- Appendix B shows how Carmarthenshire complaints are broken down into subject area. Planning and Housing nationally and traditionally, generate the largest proportion of complaints. It is also mentioned that the classification of subject area is ascribed by the Ombudsman, so does not take into account service structures at Carmarthenshire. Subject areas may therefore contain individual cases that Carmarthenshire would categorise to a different area of service;
- Appendix C shows that there were no public interest reports issued against Carmarthenshire, however there were two other reports issued. One was upheld and the other not upheld. The upheld case related to Children's Social Services. The PSOW was concerned about the way matters were handled and this included (inter alia) the support given to the complainant; not all visits were documented; further visits were not arranged. The Authority apologised to the complainant and shared the report with those teams involved in the case to aid future learning. The second report issued was not upheld and related to Planning and Building Control. The PSOW found that (inter alia) representations were considered in reaching the decision arrived at; minutes were sufficient and correctly summarised; and, that the complaint handling was robust.

- Appendix D shows to what extent the Ombudsman has intervened in cases. These are cases that are settled, resolved early, or where he has issued a report. For Carmarthenshire this equated to 21% of cases with the national average being 13%.
- Code of Conduct figures for Carmarthenshire at Appendices E and F, shows there were no referrals to the Standards Committee or the Adjudication Panel for Wales.

**DETAILED REPORT ATTACHED?**

**YES – the PSOW's Annual Letter 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: Linda Rees Jones, Head of Administration and Law

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

1. Legal - the PSOW Annual Letter asks that the annual letter is presented in order for performance to be reviewed. The Letter is attached to this report.

## CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below. Consultation 1-5 not applicable.

Signed; Linda Rees-Jones, Head of Administration and Law

**1. Scrutiny Committee**

Not applicable

**2. Local Member(s)**

Not applicable

**3. Community / Town Council**

Not applicable

**4. Relevant Partners**

Not applicable

**5. Staff Side Representatives and other Organisations**

Not applicable

**EXECUTIVE BOARD PORTFOLIO  
HOLDER AWARE/CONSULTED**

YES

**Include any observations here – no consultations required. This report is to receive data and information.**


**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
The PSOW's Annual Letter 2020/21	CCOM-913	<a href="https://www.ombudsman.wales/">https://www.ombudsman.wales/</a> <a href="https://www.ombwdsmon.cymru/">https://www.ombwdsmon.cymru/</a>
The PSOW's Annual report 2020/21	CCOM-913	<a href="http://www.ombudsman.wales/wp-content/uploads/2021/07/Annual-Report-and-Accounts-2020-21-Delivering-Justice-FINAL.pdf">http://www.ombudsman.wales/wp-content/uploads/2021/07/Annual-Report-and-Accounts-2020-21-Delivering-Justice-FINAL.pdf</a> <a href="http://www.ombwdsmon.cymru/wp-content/uploads/sites/2/2021/07/Adroddiad-a-Chyfrifon-Blynyddol-2020-21-Cyflawni-Cyfiawnder.pdf">http://www.ombwdsmon.cymru/wp-content/uploads/sites/2/2021/07/Adroddiad-a-Chyfrifon-Blynyddol-2020-21-Cyflawni-Cyfiawnder.pdf</a> <a href="http://www.ombudsman.wales/wp-content/uploads/2021/07/Annual-report-2020-21-Executive-Summary-FINAL.pdf">http://www.ombudsman.wales/wp-content/uploads/2021/07/Annual-report-2020-21-Executive-Summary-FINAL.pdf</a> <a href="http://www.ombwdsmon.cymru/wp-content/uploads/sites/2/2021/07/Adroddiad-Blynyddol-2020-21-Crynodeb-Gweithredol.pdf">http://www.ombwdsmon.cymru/wp-content/uploads/sites/2/2021/07/Adroddiad-Blynyddol-2020-21-Crynodeb-Gweithredol.pdf</a>

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Ask for: Communications

 01656 641150

Date: September 2021

 communications@ombudsman.wales

Cllr. Emlyn Dole  
Carmarthenshire County Council

By Email only: edole@carmarthenshire.gov.uk

### **Annual Letter 2020/21**

Dear Councillor Dole

I am pleased to provide you with the Annual letter (2020/21) for Carmarthenshire County Council.

This letter discusses information from a year unlike any other in recent memory, and as such may not be useful for establishing trends or patterns. Information received during this remarkable year will, however, bring insights on how public services reacted in the face of unprecedented demand and the most difficult of circumstances.

During the past financial year, we have intervened in (upheld, settled or resolved at an early stage) the same proportion of complaints about public bodies, 20%, compared with 2019/20.

Regarding new complaints received relating to Local Authorities, the overall number decreased by 12.5% compared with last year. This reflects the reduction in complaints being reported by Local Authorities during the Covid-19 pandemic. My office intervened in a similar proportion of the cases closed as in the previous year (13%).

However, we referred a higher proportion of Code of Conduct complaints to a Standards Committee or the Adjudication Panel for Wales: 3.4% compared to 2% in the previous year. This higher referral rate was also accompanied by a sharp increase in the number of Code of Conduct complaints received.

During 2020/21, despite challenges caused by the pandemic, my office made great strides in progressing work related to Complaints Standards and Own Initiative Investigations. The theme and consultation period of the first wider Own

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Initiative Investigation – into Local Authority Homelessness Assessments - was launched in September 2020 and the report is due in the coming months. We also commenced 4 extended Own Initiative Investigations, where we extended the scope of our work on a complaint already under investigation.

Last year, my office also pushed ahead with two new publications – ‘Our Findings’ and our first Equality Report.

‘Our Findings’ will be accessed via the PSOW website and replaces the quarterly casebooks. Our Findings will be updated more frequently and will be a more useful tool in sharing the outcomes of investigations. Our first Equality Report highlights the work done to improve equality and diversity, and to ensure that our service is available to people from all parts of society.

Local Authorities in Wales continued to submit data about the complaints they handled to the Complaints Standards Authority (CSA) during 2020/21, as well as receiving a model complaints procedure and accessing 76 virtual training sessions.

The data submitted for 2020/2021 shows:

- Nearly 12,000 complaints were recorded by Local Authorities
- This equates to 3.77 for every 1000 residents.
- Nearly half (44%) of those complaints were upheld.
- About 75% were investigated within 20 working days.
- About 9% of all complaints closed were referred to PSOW.

The CSA will publish data to the PSOW website for the first time in the coming year, marking a key achievement in the progress of this work. Training sessions have been delivered to almost all Local Authorities in Wales, and our offer of training remains open ended and will be delivered free of charge.

A summary of the complaints of maladministration/service failure received relating to your Council is attached.

Also attached is a summary of the Code of Conduct complaints relating to members of the Council and to the Town & Community Councils in your area.

I ask that the Council takes the following actions:

- Present my Annual Letter to the Cabinet to assist members in their scrutiny of the Council’s complaints performance and any actions to be taken as a result.
- Engage with my Complaints Standards work, accessing training for your staff and providing complaints data.
- Inform me of the outcome of the Council’s considerations and proposed actions on the above matters by 15 November.



This correspondence is copied to the Chief Executive of your Council and to your Contact Officer. Finally, a copy of all Annual Letters will be published on my website.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Nick Bennett', with a stylized flourish at the end.

Nick Bennett  
Ombudsman

cc.Wendy Walters, Chief Executive, Carmarthenshire County Council  
By Email only: [chiefexecutive@carmarthenshire.gov.uk](mailto:chiefexecutive@carmarthenshire.gov.uk)

## Factsheet

### Appendix A - Complaints Received

Local Authority	Complaints Received	Received per 1000 residents
Blaenau Gwent County Borough Council	15	0.21
Bridgend County Borough Council	31	0.21
Caerphilly County Borough Council	46	0.25
Cardiff Council*	96	0.26
Carmarthenshire County Council	27	0.14
Ceredigion County Council	32	0.44
Conwy County Borough Council	32	0.27
Denbighshire County Council	32	0.33
Flintshire County Council	59	0.38
Gwynedd Council	30	0.24
Isle of Anglesey County Council	18	0.26
Merthyr Tydfil County Borough Council	15	0.25
Monmouthshire County Council	20	0.21
Neath Port Talbot Council	19	0.13
Newport City Council	31	0.20
Pembrokeshire County Council	28	0.22
Powys County Council	38	0.29
Rhondda Cynon Taf County Borough Council	40	0.17
Swansea Council	73	0.30
Torfaen County Borough Council	12	0.13
Vale of Glamorgan Council	39	0.29
Wrexham County Borough Council	43	0.32
<b>Total</b>	<b>776</b>	<b>0.25</b>

\* inc 2 Rent Smart Wales

## Appendix B - Received by Subject

<b>Carmarthenshire County Council</b>	<b>Complaints Received</b>	<b>% Share</b>
Adult Social Services	2	7%
Benefits Administration	0	0%
Children's Social Services	4	15%
Community Facilities, Recreation and Leisure	0	0%
Complaints Handling	3	11%
Covid19	0	0%
Education	0	0%
Environment and Environmental Health	0	0%
Finance and Taxation	1	4%
Housing	6	22%
Licensing	0	0%
Planning and Building Control	6	22%
Roads and Transport	2	7%
Various Other	3	11%
<b>Total</b>	<b>27</b>	

Appendix C - Complaint Outcomes  
(\* denotes intervention)

County/County Borough Councils	Out of Jurisdiction	Premature	Other cases closed after initial consideration	Early Resolution/voluntary settlement*	Discontinued	Other Reports-Not Upheld	Other Reports Upheld*	Public Interest Report*	Total
Carmarthenshire County Council	5	9	8	5	0	1	1	0	29
% Share	17%	31%	28%	17%	0%	3%	3%	0%	

## Appendix D - Cases with PSOW Intervention

	No. of interventions	No. of closures	% of interventions
Blaenau Gwent County Borough Council	1	17	6%
Bridgend County Borough Council	2	30	7%
Caerphilly County Borough Council	3	45	7%
Cardiff Council	26	100	26%
Cardiff Council - Rent Smart Wales	0	2	0%
Carmarthenshire County Council	6	29	21%
Ceredigion County Council	4	31	13%
Conwy County Borough Council	5	31	16%
Denbighshire County Council	2	31	6%
Flintshire County Council	11	62	18%
Gwynedd Council	5	27	19%
Isle of Anglesey County Council	1	17	6%
Merthyr Tydfil County Borough Council	0	14	0%
Monmouthshire County Council	1	19	5%
Neath Port Talbot Council	1	17	6%
Newport City Council	5	29	17%
Pembrokeshire County Council	3	26	12%
Powys County Council	4	47	9%
Rhondda Cynon Taf County Borough Council	2	43	5%
Swansea Council	9	67	13%
Torfaen County Borough Council	0	11	0%
Vale of Glamorgan Council	5	38	13%
Wrexham County Borough Council	6	48	13%
<b>Total</b>	<b>102</b>	<b>781</b>	<b>13%</b>

## Appendix E - Code of Conduct Complaints

County/County Borough Councils	Discontinued	No evidence of breach	No action necessary	Refer to Adjudication Panel	Refer to Standards Committee	Withdrawn	Total
Carmarthenshire County Council	2	1	0	0	0	0	3

## Appendix F - Town/Community Council Code of Complaints

Town/Community Council	Discontinued	No evidence of breach	No action necessary	Refer to Adjudication Panel	Refer to Standards Committee	Withdrawn	Total
Betws Community Council	1	3	0	0	0	0	4
Llanelli Rural Council	0	3	0	0	0	0	3
Llanelli Town Council	1	1	0	0	0	0	2
Llanfynydd Community Council [Carmarthenshire]	0	2	0	0	0	0	2
Llangunnor Community Council	1	0	0	0	0	0	1

## Information Sheet

Appendix A shows the number of complaints received by PSOW for all Local Authorities in 2020/2021. These complaints are contextualised by the number of people each health board reportedly serves.

Appendix B shows the categorisation of each complaint received, and what proportion of received complaints represents for the Local Authority.

Appendix C shows outcomes of the complaints which PSOW closed for the Local Authority in 2020/2021. This table shows both the volume, and the proportion that each outcome represents for the Local Authority.

Appendix D shows Intervention Rates for all Local Authorities in 2020/2021. An intervention is categorised by either an upheld complaint (either public interest or non-public interest), an early resolution, or a voluntary settlement.

Appendix E shows the outcomes of Code Of Conduct complaints closed by PSOW related to Local Authority in 2020/2021. This table shows both the volume, and the proportion that each outcome represents for the Local Authority.

Appendix F shows the outcomes of Code of Conduct complaints closed by PSOW related to Town and Community Councils in the Local Authority's area. This table shows both the volume, and the proportion that each outcome represents for each Town or Community Council.

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**CABINET**  
**8TH NOVEMBER 2021**

<b>CABINET ADVISORY PANELS</b>		
<b>RECOMMENDATIONS / KEY DECISIONS REQUIRED:</b> To approve the membership changes to the Cabinet Advisory Panels as detailed within the report.		
<b>REASONS:</b> To take into account changes to political balance figures on the appropriate Cabinet Advisory Panels, and to amend the membership accordingly.		
<b>Relevant Scrutiny Committee Consulted</b> <b>N/A</b> <b>Cabinet Decision Required</b> <b>YES</b> <b>Council Decision Required</b> <b>NO</b>		
<b>Cabinet Portfolio Holder:</b> Cllr Emlyn Dole (Leader)		
<b>Directorate</b>  <b>Name of Head of Service:</b> Linda Rees Jones <b>Report Author</b> Gaynor Morgan	<b>Chief Executive's</b>  <b>Designations:</b> Head of Administration & Law Democratic Services Manager	<b>Tel Nos.</b> 01267 224012 LRJ 01267 224026 GM <b>E Mail Addresses:</b> <a href="mailto:Lrjones@carmarthenshire.gov.uk">Lrjones@carmarthenshire.gov.uk</a> <a href="mailto:GMorgan@carmarthenshire.gov.uk">GMorgan@carmarthenshire.gov.uk</a>

# EXECUTIVE SUMMARY

## CABINET

8TH NOVEMBER 2021

### CABINET ADVISORY PANELS

The Executive Board at its meeting held on the 26<sup>th</sup> June 2017 (Minute 11 refers) agreed its Advisory Panels for the life of the current Council.

As a result of political balance changes, the figures in respect of some Panels have changed, following discussion with the Political Groups the following membership amendments are put forward for consideration note:- (there has been a delay in bringing forward these changes due to priority being given to Covid19 matters) : -

#### **CORPORATE PARENTING & SAFEGUARDING PANEL**

*Membership: (Cabinet Member (Education and Children's Services) plus 10 members reflecting the Council's political balance)*

Proposed Membership based on the revised allocation: Plaid Cymru 5; Labour 2; Independent Group 2; New Independent Group 1

Councillor Glynog Davies (EBM) plus

Plaid Cymru Group (5) Councillors Kim Broom, Mansel Charles, Jeanette Gilasbey, Gareth John and Gwyneth Thomas

Labour Group (2) Councillors Amanda Fox and Bill Thomas

Independent Group (2) Councillors Hugh Shepardson and Edward Thomas

New Independent Group (1) Councillor Louvain Roberts

#### **SCHOOL IMPROVEMENT PANEL**

*Membership: (Cabinet Member (Education and Children's Services) plus 10 members reflecting the Council's political balance)*

Proposed Membership based on the revised allocation: Plaid Cymru 5; Labour 2; Independent Group 2; New Independent Group 1

Plaid Cymru Group (5):- Councillors Mansel Charles, Betsan Jones, Darren Price, Dorian Williams and Eirwyn Williams

Labour Group (2):- Councillors Bill Thomas and Penny Edwards

Independent Group (2) Councillors Jim Jones and Edward Thomas

New Independent Group (1) Councillor Eryl Morgan

## HOUSING SERVICES ADVISORY PANEL

*Membership Cabinet Member for Housing Plus Six members of the county council, chosen to reflect the 6 areas*

Aman Gwendraeth Llanelli Taf Myrddin Tywi Teifi

Plaid Cymru (3)

- 1) Councillor Liam Bowen
- 2) Councillor Handel Davies -
- 3) Councillor Jean Lewis - ~

Labour (1)

- 1) Councillor Kevin Madge

Independent (1)

- 1) Councillor Ieuan Davies

New Independent (1) Councillor Louvain Roberts

5 Officers

6 tenants representatives

(one from each of the above areas).

## DEVELOPMENT OF THE LOCAL DEVELOPMENT PLAN

*Membership:- Cabinet Member (with responsibility for Strategic Planning) plus 8 members politically balanced*

Proposed Membership based on the revised allocation: Plaid Cymru 5; Labour 2; Independent Group 2; New Independent Group 1

Councillor Mair Stephens (CM) plus

Plaid Cymru Group (4) Councillors Tyssul Evans, Ken Howell, Alun Lenny and Darren Price

Labour Group (2) Councillors Kevin Madge and John James

Independent Group (1) Councillor Ieuan Davies

New Independent (1) The New Independent Group have chosen not to take up their seat on this Panel.

The Labour Group has also nominated Councillor Rob James to take their vacant seat (previously held by Cllr Colin Evans) on the Rural Affairs Advisory Panel.

DETAILED REPORT ATTACHED?

NO

## IMPLICATIONS

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

Signed: Linda Rees Jones, Head of Administration & Law

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

### Legal

Any changes to membership of the Cabinet Advisory Panels must be approved formally by the Cabinet

## 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.Scrutiny Committee

Not applicable

### 2.Local Member(s)

Not applicable

### 3.Community / Town Council

Not applicable

### 4.Relevant Partners

Not applicable

### 5.Staff Side Representatives and other Organisations

Not applicable

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

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Executive Board Minutes 23 <sup>rd</sup> October 2017		<a href="http://democracy.carmarthenshire.gov.wales/ieListDocuments.aspx?CId=131&amp;Mid=981&amp;Ver=4">http://democracy.carmarthenshire.gov.wales/ieListDocuments.aspx?CId=131&amp;Mid=981&amp;Ver=4</a>

# Agenda Item 13

By virtue of paragraph(s) 14 of Part 4 of Schedule 12A of the Local Government Act 1972 as amended by the Local Government (Access to Information) (Variation) (Wales) Order 2007.

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