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FRIDAY, 26 FEBRUARY 2021

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

I HEREBY SUMMON YOU TO ATTEND A **VIRTUAL MEETING OF THE ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE** WHICH WILL BE HELD AT **10.00 AM ON FRIDAY, 5TH MARCH, 2021** FOR THE TRANSACTION OF THE BUSINESS OUTLINED ON THE ATTACHED AGENDA.

Wendy Walters

CHIEF EXECUTIVE

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

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

ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE

14 MEMBERS

PLAID CYMRU GROUP – 7 MEMBERS

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

LABOUR GROUP – 3 MEMBERS

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

INDEPENDENT GROUP – 3 MEMBERS

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

NEW INDEPENDENT GROUP – 1 MEMBER

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

AGENDA

1. APOLOGIES FOR ABSENCE
2. DECLARATIONS OF PERSONAL INTEREST INCLUDING ANY PARTY WHIPS ISSUED IN RELATION TO ANY AGENDA ITEM.
3. PUBLIC QUESTIONS (NONE RECEIVED)
4. CORPORATE STRATEGY 2018/23 - UPDATE APRIL 2021 5 - 46
5. COVID 19 AND THE FINANCIAL EXPLOITATION SAFEGUARDING SCHEME (FESS) 47 - 84
6. NET ZERO CARBON PLAN - UPDATE REPORT (DRAFT) 85 - 124
7. EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORT 125 - 126
8. FORTHCOMING ITEMS 127 - 132
9. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING OF THE COMMITTEE HELD ON THE 1ST FEBRUARY 2021 133 - 138

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ENVIRONMENT AND PUBLIC PROTECTION SCRUTINY COMMITTEE

5TH MARCH 2021

CORPORATE STRATEGY 2018/23 - UPDATE APRIL 2021

To update the Corporate Strategy and Well-being Objectives relevant to this Scrutiny Committee.

To consider and comment on the following issues:

The adjustment to the Corporate Strategy and Well-being Objectives adopted in June 2018 to reflect developing priorities and the impact of the Coronavirus COVID-19 Pandemic, Brexit and climate change

Reasons:

- It is good practice to ensure our Corporate Strategy is up to date to ensure resources are allocated to priorities.
- Legally we must publish our Improvement Objectives annually under both the Local Government (Wales Measure 2009) and The Well-being of Future Generations Act.

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

Executive Board: YES (22 March) / County Council: YES (14 April)

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:-

Corporate Overview: Cllr. Cefin Campbell (Communities and Rural Affairs)

Well-being Objective Portfolio Holders:

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

Directorates: Communities / Environment Names of Heads of Service:	Designations:	Tel Nos./ E-Mail Addresses:
Jonathan Morgan	Head of Homes and Safer Communities	01267 228960 JMorgan@carmarthenshire.gov.uk
Steve Pilliner	Head of Highways & Transport	01267 228150 sgpilliner@carmarthenshire.gov.uk
Llinos Quelch	Head of Planning	01267 228918 LQuelch@carmarthenshire.gov.uk
Ainsley Williams	Head of Waste & Environmental Services	01267 224500 aiwilliams@carmarthenshire.gov.uk
Report Author: Rob James	Performance Planning & Business Officer	01267 224486 RNJames@carmarthenshire.gov.uk
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Silvana Sauro	Performance Analysis & Systems Manager	01267 231955 SSauro@carmarthenshire.gov.uk

ENVIRONMENT AND PUBLIC PROTECTION SCRUTINY COMMITTEE

5TH MARCH 2021

CORPORATE STRATEGY 2018/23 - UPDATE APRIL 2021

- The following sections within the document are **relevant to Environment & Public Protection Scrutiny**:
 - Introduction
 - WBO 7. Help people live healthy lives (tackling risky behaviour and obesity)
 - WBO 8. Community Cohesion and Resilience
 - WBO 10. Looking after the present and future cultural and natural conditions of the environment
 - WBO 11. Improving the highway and transport infrastructure and connectivity
 - Appendices
- Statutory requirements.** The Corporate Strategy published in June 2018 consolidated statutory planning obligations and brought together a duty to publish Improvement Objectives and Well-being Objectives. By updating the Corporate Strategy, we meet our duty to:
 - publish our Improvement Objectives by the 30th June
 - review our Well-being Objectives to ensure they are still valid and current.
- Good Practice.** Its good practice to ensure that our Corporate Strategy and Well-being Objectives are kept up to date.

What has changed

- Mergers.** Previously we had 15 Well-being Objectives and we have taken the opportunity to merge some to reduce the number to 13.

Old		New	
WbO#	Well-being Objectives 2018-21	New WbO number	Mergers <i>Well-being Objectives Merged for 2021-22</i>
3	Support and improve progress and achievement for all learners	3	Support and improve progress, achievement, and outcomes for all learners
4	Reduce the number of young adults that are Not in Education, Employment or Training (NEET)		

10	Support the growing numbers of older people to maintain dignity and independence in their later years	9	Support older people to age well and maintain dignity and independence in their later years
11	A Council wide approach to supporting Ageing Well in Carmarthenshire		

5. **Specific focus for 2021/22.** These priorities will be embedded in the relevant Well-being Objectives.

- Tackling poverty
- Community/social cohesion
- Tackling inequality
- Support for small business as part of wider economic recovery
- Local housing crisis
- Children and young people's welfare and achievement
- Bilingual county
- Net zero carbon
- Rural regeneration
- Delivery of Pentre Awel
- Climate change with a particular focus on flooding

6. **Renaming.** To reflect the focus of a well-being objective it has been renamed as below:

WbO#	Well-being Objective 2018-21	New WbO number	Re-titled for 2021-22
9	Supporting good connections with friends and family and safer communities.	8	Supporting Community Cohesion and Resilience

7. We will be consulting on the Well-being Objectives as part of budgetary consultation.

8. Department and Service business plans will be aligned to support the delivery of the Corporate Strategy and Well-being Objectives. Key actions and targets will be identified, and their delivery monitored quarterly

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

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

Signed:

Jonathan Morgan	Head of Homes & Safer Communities
Steve Pilliner	Head of Highways & Transport
Llinos Quelch	Head of Planning
Ainsley Williams	Head of Waste & Environmental Services

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

1. Policy, Crime & Disorder and Equalities

Our key strategic policies are addressed throughout our Well-being Objectives

Crime and disorder are identified and addressed through the *Well-being Objective 8*:

Equality implications are addressed within the Well-being Objective 13: Better Governance and Use of Resources

2. Legal

The law states that:-

- a) We must carry out sustainable development, improving the economic, social, environmental and cultural well-being of Wales. The sustainable development principle is '*... the public body must act in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.*'
- b) We must demonstrate 5 ways of working:
Long term, integrated, involving, collaborative and preventative
- c) We must work towards achieving all of the 7 national well-being goals in the Act. Together they provide a shared vision for public bodies to work towards.
 1. A prosperous Wales
 2. A resilient Wales
 3. A healthier Wales
 4. A more equal Wales
 5. A Wales of cohesive communities
 6. A Wales of vibrant culture and thriving Welsh Language
 7. A globally responsible Wales

3. Finance

We need to continue to strengthen the links between Strategic and Financial Planning. The Act requires the publication of a statement detailing how a public body proposes to ensure that resources are allocated annually for the purpose of taking such steps to meet the well-being objectives. Para 53 SPSF 1

4. ICT

ICT implications are being taken forward within our Digital Transformation Strategy and feature within the *Well-being Objective 13*

5. Risk Management Issues

Our key strategic risks are identified and addressed within Service Business Plans that underpin our Well-being Objectives

6. Physical Assets

The key strategic Asset Management Plan incorporates our Well-being Objectives, Capital prioritisation takes into account the Objectives.

7. Staffing Implications

People Management Strategy issues are identified in Well-being Objective 13

CONSULTATIONS

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

Signed:

Jonathan Morgan	Head of Homes & Safer Communities
Steve Pilliner	Head of Highways & Transport
Llinos Quelch	Head of Planning
Ainsley Williams	Head of Waste & Environmental Services

1. Scrutiny Committee

Scrutiny Committee	Date	Outcomes
Community and Regeneration	25 th Feb 2021	
P+R	2 nd March 2021	
Environment and Public Protection	5 th March 2021	
Social Care and Health	11 th March 2021	
Education and Children's Services	17 th March 2021	

2. Local Member(s) NA

3. Community / Town Council NA

4. Relevant Partners NA

5. Staff Side Representatives and other Organisations NA

EXECUTIVE BOARD PORTFOLIO HOLDERS
AWARE/CONSULTED

YES

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

THESE ARE DETAILED BELOW:

Title of Document	Locations that the papers are available for public inspection
Well-being of Future Generations (Wales) Act 2015	The Essentials Guide
Shared purpose: shared future Statutory guidance on the Well-being of Future Generations (Wales) Act 2015	SPSF 1 Core guidance SPSF 2 Individual Role (public bodies)
Local Government Measure (2009)	Local Government Measure (2009)
Moving forward in Carmarthenshire: the next 5 years	Moving forward in Carmarthenshire: the next 5 years
Corporate Risk Register	Risk-with score 16+ (October 2020)
Budget Consultation on Well-being Objectives	Consultation Top 5
Community Impact Assessment -Coronavirus Covid-19 September 2020	Link
The Auditor General for Wales - 4 challenges to public sector 2020-25	Audit Wales
Future Generations Commissioner Post COVID-19 – 5 recommendations to public bodies	Post COVID-19 –5 recommendations
8 Welsh Government Reconstruction Priorities	Full document

Moving Forward in Carmarthenshire

The Council's Corporate Strategy 2018-2023

Updated April 2021



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

carmarthenshire.gov.wales

Cyngor **Sir Gâr**
Carmarthenshire
County Council



Page 11

Contents

	Page
Introduction	3
Carmarthenshire's Well-being Objectives	
Start Well	1. Help to give every child the best start in life and improve their early life experiences 8
	2. Help children live healthy lifestyles 9
Live Well	3. Support and improve progress, achievement, and outcomes for all learners 10
	4. Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in poverty 12
	5. Create more jobs and growth throughout the county 13
	6. Increase the availability of rented and affordable homes 15
	7. Help people live healthy lives (tackling risky behaviour and obesity) 16
	8. Support community cohesion, resilience & safety 17
Age Well	9. Support older people to age well and maintain dignity and independence in their later years 19
In A Healthy, Safe & Prosperous Environment	10. Look after the environment now and for the future 22
	11. Improve the highway and transport infrastructure and connectivity 23
	12. Promote Welsh Language and Culture 24
Corporate Governance	13. Better Governance and use of Resources 26
Appendices	28-36

Update News in Brief...

1. We last published an update in June 2019
2. We published an Annual Report on 2019/20 in October 2020
3. We published a Community Impact Assessment of COVID-19 in September 2020 and this has informed our approach
4. We have reviewed the Well-being Objectives **and will consult** upon them as part of budget consultation
5. We have amalgamated some Well-being Objectives and tweaked the names of some - *Appendix 1*

Moving Forward in Carmarthenshire: the next 5 years

In January 2018, Carmarthenshire County Council's Executive Board presented its key aspirations for the next 5 years – *'Moving Forward in Carmarthenshire: the next 5 years'*.

Given this direction, the Council published a Corporate Strategy that consolidated and aligned our plans and we have kept this strategy up to date over the last few years. This document is a refresh of the previous update of July 2019. It is important to keep our plans updated and it is a statutory requirement.

Further Challenges Facing the Council

The impact of COVID-19, Brexit uncertainty and climate change are all unprecedented challenges that we now face in addition to other pressures. Our strategic plans must take account of the challenges that we face most of which are driven by factors outside of the Council's control. However, they are factors that we have to consider as we develop and, in some instances, change the way that we work and do things. Below is an outline of key challenges.

1. The impact and recovery of the Coronavirus pandemic
2. Developing a dynamic economy in the context of Brexit
3. Addressing a climate emergency
4. Acting 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 (WbFG principle)
5. Increasing demand and complexity for services
6. Increasing expectations of provision at the same time as managing tightening budgets
7. Challenging economic position and support for local economy
8. Increasing need to strengthen the digital infrastructure and support digital inclusion for individual residents as well as public, private and third sector organisations looking to develop economic prosperity.
9. To understand our ways of working and how customer expectations have changed
10. Changing demographic profile of the county and in particular its ageing population
11. Increasing risks to ensure children and young people are protected from harm
12. Increasing deprivation and poverty with growing inequities between communities
13. Increasing legislation and regulation from Welsh Government
14. Managing the workforce risks associated with the pace of change required by the organisation.
15. New requirements as a result of the Local Government and Elections Act.
16. Welsh Government priorities may change as a result of Senedd elections

The impact of COVID-19

In September 2020 we published a [Community Impact Assessment of COVID-19](#).

This initial period of response was an enormous challenge and the organisation pulled together in a crisis to ensure that we supported our residents and communities. It saw the best of us in commitment, conscientiousness, compassion, and creativity for the well-being of our communities. The Pandemic continues and we are still adapting to ensure continued provision of services. This will be an on-going challenge and although there is now hope with the vaccine being rolled-out that the end is in sight for the initial crisis the challenges and need to find new ways of working for the longer-term will continue.

To make sure that we learn from this unprecedented experience as we reintroduce our services and re-set our strategic and operational priorities, we have been identifying our key learning points at an organisational level and across the breadth of our services. One thing is evident, we cannot and will not be returning to the pre COVID-19 "status quo". This learning will shape and reset our Well-being Objectives.

The Council's Core Values

In delivering this strategy it is important that we maintain our core values in everything we do:-



Equality and Diversity

Carmarthenshire County Council has developed a [Strategic Equality Plan 2020-24](#).

This strategic plan sets out the principles of our commitment to equality and diversity as well as outlining our objectives and how we intend to fulfil our responsibilities and ensure that we follow our principles through into practice. These objectives focus on:

1. Being a leading employer
2. The needs and rights of people with Protected Characteristics shaping 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.

We will fulfil these objectives ensuring we fully take account of our duty under the Equality Act 2010 to the following **protected characteristics**:

- Age
- Race
- Sex
- Disability
- Religion and belief
- Sexual Orientation
- Gender reassignment
- Marriage and Civil Partnership
- Pregnancy and maternity

Bringing Plans together

This Corporate Strategy consolidates the following requirements and plans into one document:

1. It incorporates our Improvement Objectives as required by the Local Government Measure 2009 (See *Appendix 2*)
2. It includes our Well-being Objectives as required by the Well-being of Future Generations (Wales) Act 2015. Our Well-being Objectives are set to maximise our contribution to the shared vision and set of national goals that all public bodies work towards (See *Appendix 2*)
3. It includes Carmarthenshire County Council's Executive Board key projects and programmes for the next 5 years as set out in '*Moving Forward in Carmarthenshire: the next 5 years*'.

Delivering on our Plans

We have set out the steps we will take to *deliver* each objective. These steps, and the way we work will be supported by actions and targets set out in Service Business Plans.

The '*delivery plans*' behind each Well-being Objective will be monitored quarterly and scrutinised. We will report annually on progress.

We have set out how we will measure our success against our Well-being Objectives in *Appendix 5*.

The Council's Vision can be summed up as follows.....

'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, achievement, and outcomes for all learner.

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

5. Create more jobs and growth throughout the county.

6. Increase the availability of rented and affordable homes.

7. Help people live healthy lives (tackling risky behaviour and obesity).

8. Support community cohesion, resilience & safety.

9. Support older people to age well and maintain dignity and independence in their later years.

10. Look after the environment now and for the future.

11. Improve the highway and transport infrastructure and connectivity.

12. Promote Welsh language and culture.

13. Better Governance and Use of Resources

Start Well



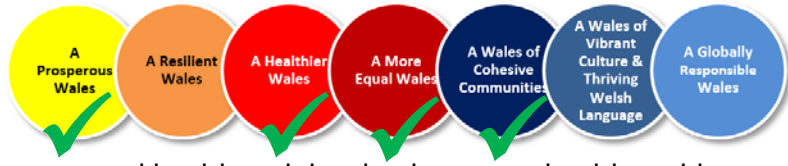


Well-being Objective 1

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

So why is this important?

- Giving every child the best start in life is crucial to reducing inequalities across the life course.
- Children who experience stressful and poor-quality childhoods are more likely to experience poor mental health and develop long term health problems as they move into adulthood.
- 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.
- There is a growing recognition of the detrimental impact which exposure to Adverse Childhood Experiences in childhood, particularly multiple ACEs, can have upon physical and mental health and well-being, relationships with others, educational attainment and prosperity outcomes into adulthood.
- Looked After Children (LAC) are more likely to have been exposed to high rates of **Adverse Childhood Experiences** (ACE's) associated with poor long term outcomes before entering care.



Why this should concern us?

- Adverse Childhood Experiences (ACEs) have harmful impacts on health and well-being across the life course. For every 100 adults in Wales, 47 have suffered at least one ACE during their childhood and 14 have suffered 4 or more. Children who experience stressful and poor-quality childhoods are more likely to adopt health harming behaviours. (*National Survey of ACE's in Wales*)
- Children in workless households are more likely to experience ACE's. 8.7% of children in Carmarthenshire are living in workless households, this is lower than the 2017 figure of 10.2% and is currently below Wales (12.6%) and the UK (10.5%).
- In Carmarthenshire there are currently 70 children on the Child Protection Register, 148 Looked After Children and 839 children in receipt of care and support (@ 14/12/20).

What do we need to do?

- We need to give every child the best start in life and ensure development throughout early childhood.
- We need to build resilience against adverse experiences.
- We will ensure that children with complex needs and disabilities and their families get the right support to enable them to participate as fully as possible in their communities.

Our steps to improve this Actions to deliver these are in our Departmental and Service Business Plans

- A. We will support families by:**
- a. working together to reduce the number of children who suffer ACEs.
 - b. working together to reduce the number of children who need to be in the care of the Local Authority.
 - c. promoting bonding and attachments to support positive good parent-child relationships.
 - d. better equipping parents and care-givers with the necessary skills to avoid ACEs arising within the home environment and encourage development of social and emotional well-being and resilience in the child.
 - e. identifying and intervening where children may already be victims of abuse, neglect or living in an adverse environment.
 - f. continuing to provide attachment awareness training in schools to ensure they become *attachment awareness schools* and are able to meet the emotional well-being needs of vulnerable children.
- B. We will ensure that every child with identified **additional learning needs (ALN)** in all Carmarthenshire schools will have access to appropriate integrated support services – e.g. Educational and Child Psychology, Sensory Impairment Service support, Specialist Advisory Teacher and Teaching Assistant support, Behaviour Support Community Team and access to family support through Family Liaison Officers.**



Lead Executive Board Member
Cllr Glynog Davies

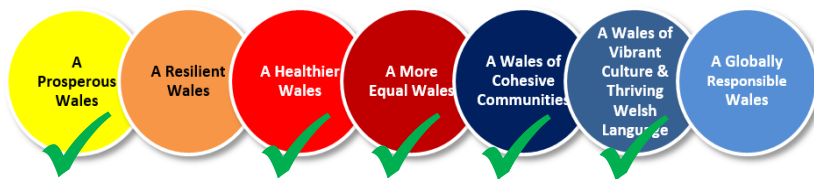


Well-being Objective 2

Start Well - Help children live healthy lifestyles

So why is this important?

- Projections suggest an increase in trends for childhood obesity with figures showing males between the ages of 2 – 15 being at greatest risk.
- Assessment engagement activity with primary school children showed being physically active to be the second most important factor for positive well-being of children aged 6 – 11, after connections with family and friends.
- 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.



Why this should concern us?

- Carmarthenshire has the 12th highest levels of childhood obesity in Wales with 26.6% (492) of 4-5 year olds being overweight or obese, just above the Welsh average of 26.4%. *Child Measurement Programme for Wales 2017/18*
- Engagement with primary schools identified a strong link between physical activity and opportunities to play in outside spaces, and to feel safe in that environment.
- Mental health disorders in children and young people are equally as prevalent, with 1 in 10 children and young people aged five to sixteen suffering from a diagnosable mental health disorder. Between the ages of one to twelve, 1 in 15 young people deliberately self-harm.

Source: - *Our Health Our Future, Hywel Dda Interim Integrated Medium Term Plan 2016/17 - 2018/19 (page 56)*

What do we need to do?

- We need to work with partners to ensure children across Carmarthenshire: eat healthily, are physically active and maintain good mental health.
- We will address the Wales Audit Office recommendations following their review of this Well-being Objective under the Well-being of Future Generations Act (Wales) 2015.
- We need to measure activity through schools.

Our steps to improve this Actions to deliver these are in our Departmental and Service Business Plans

- A. We will increase the range of **physical activity** opportunities available for children, and target those at higher risk of inactivity.
- B. We will **address mental health** including reducing exposure to adverse childhood experiences.
- C. We will **promote eating healthy**, including through school meals, the *Healthy Schools scheme* and the *School Holiday Enrichment Programme*.
- D. We will **increase awareness** of healthy lifestyles through the Healthy Schools scheme.
- E. We will continue to develop, promote and deliver the **Flying Start Programme**.
- F. We will work with partners to deliver the Early Years Transformation Programme.
- G. We will develop a multi-agency strategy and delivery plan to respond to the impact of COVID-19 on the mental health and wellbeing of children and young people.



Lead Executive Board Member
Cllr Glyn Davies

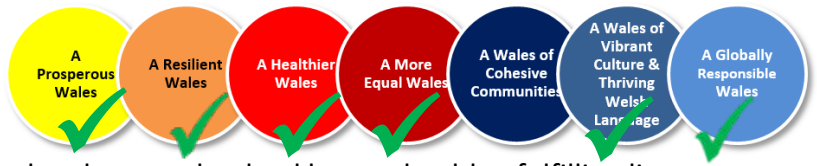


Well-being Objective 3

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

So why is this 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.](#)'



Why this should concern us?

- There is currently a gap nationally (including Carmarthenshire) between the performance of vulnerable pupils including those eligible for free school meals (eFSM) and those who are not. This aspect of our end of key stage performance and achievement continues to challenge and concern us.
- We have a number of schools that have identified key areas of improvement through the means of their annual self-evaluation processes.
- Outcomes of international comparison activities continue to show Wales adrift from the rest of the UK.
- OECD Reports monitoring the Welsh Government's curriculum review programme acknowledges that whilst substantial progress has been achieved there are aspects to address in [specific areas](#)

What do we need to do?

- We need to ensure that all children and young people in Carmarthenshire have the best possible opportunities to study, train and gain worthwhile employment locally, regionally or nationally.
- We will ensure that all vulnerable learners including those with a disability or additional learning needs are fully included in all learning programmes.
- We will continue to further improve progress, well-being and outcomes for all learners with a focus on those who are vulnerable including those entitled to eFSM and - see also *Tackling Poverty Well-being Objective 4*.

Our steps to improve this Actions to deliver these are in our Departmental and Service Business Plans

- A. We will ensure a relentless emphasis on **improvement in pupil progress, well-being and outcomes** for all children and young people across all learning phases (focusing on vulnerable and eFSM learners) in line with the vision and aims of '*Education in Wales: Our National Mission.*'
- B. We will continue to **address low school attendance** and learner well-being.
- C. We will provide **an excellent school in the right place.**
- D. We will continue **workforce development and succession planning.**
- E. We will continue the **development of Welsh in all our services**, thus moving towards ensuring that every pupil is confidently bilingual.
- F. As part of the Carmarthenshire Curriculum development, we will focus on skills demands and employability of new and existing labour market entrants to ensure that local and regional demands are met.
- G. We will implement the **Youth Engagement and Progression Framework** to support vulnerable learners.
- H. We will ensure continuation of planning and delivery for **externally funded projects.**



Lead Executive Board Member
Cllr Glynog Davies

Live Well



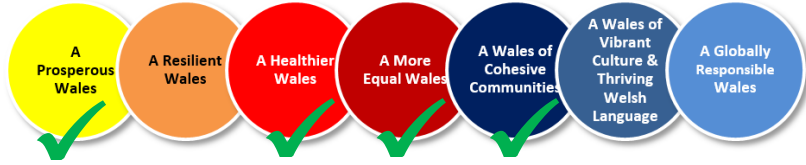


Well-being Objective 4

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

So why is this 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.



Why this should concern us?

- 33.8% (27,691) of households in Carmarthenshire can be defined as **living in poverty**, 13th highest in Wales (Welsh average 32.9%). *Welsh Government defines poverty as when "household income is less than 60% of the GB median income". This means a household where income is less than £19,967 a year (2020 - 60% of £33,278).*
- We have a new statutory Socio-Economic Duty to reduce inequalities of socio-economic disadvantage.
- The COVID-19 Pandemic may have impacted more significantly on the most deprived communities.

What do we need to do?

- We need to better understand the challenges facing our county and develop a focused plan to respond accordingly. We will need to look at this in the round across the spectrum of Council and partner services with a focus on key geographical areas (akin to the current programme of work in Tyisha) and population groups who face particular disadvantages.
- We need to **prevent poverty** – there is a strong correlation between being born poor and experiencing a lifetime of poverty and many of the triggers of poverty experienced in childhood and later life are preventable if identified and addressed in a timely manner. Providing early, targeted, and holistic interventions can therefore help reduce the likelihood of poverty occurring in our communities.
- We need to **help people into work** - work is one of the most fundamental and effective means of tackling poverty in all its forms. Work provides income and opportunities for improved health and well-being.
- We need to **improve the lives of people living in poverty** by supporting those in poverty and improving access to help to maintain basic standards of living.

Our steps to improve this Actions to deliver these are in our Departmental and Service Business Plans

- A. We will 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
- B. Our children and education services will work to **prevent poverty** through delivering key early intervention programmes such as flying start and team around the family (TAF), and ensure that financial literacy is on the school curriculum. In addition, services such as housing will take a more proactive, preventative approach to addressing key triggers of poverty to prevent escalation of issues such as homelessness and fuel poverty.
- C. We will **help people into work** by building their confidence and skills through the dedicated Communities 4 Work and Communities 4 Work Plus programmes and targeted support for those who are furthest from the labour market e.g. those who are Not in Employment, Education or Training (NEET). We will continue to extend the Hwb model as a one stop shop for employment advice and support.
- D. We will **improve the lives of those living in poverty** through promoting and supporting greater financial literacy via services such as trading standards and housing benefits. We will also deliver initiatives to support key vulnerable groups including the School Holiday Enrichment Programme (SHEP), Toy Box & Hamper appeal (**Rural Poverty** – see also Well-being objective 5c)



Lead Executive Board Member
Cllr Cefin Campbell

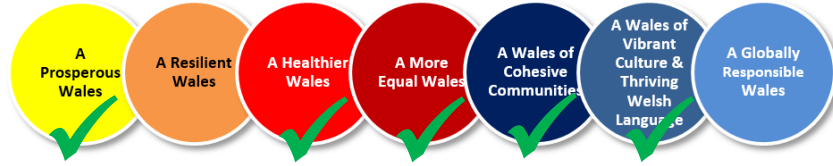


Well-being Objective 5

Live Well - Create more jobs and growth throughout the county

So why is this 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.



Why this should concern us?

- As at March 2020, of the 71.5% of Carmarthenshire's workforce, 60.7% were employed in the professional/technical/skilled trade occupations - well *below* the Welsh average of 63.8%, whilst 39.2% were employed in the caring/leisure/customer service/machine operative occupations – well *above* the 35.8% Welsh average.
- We must tackle a GVA (gross value added) gap that is widening between UK GVA and Wales GVA; Total GVA in Carmarthenshire represents 4.8% of Wales total GVA, which is a relatively high share. However, GVA per job is low (£44,833), ranking 18th out of 22 authorities, indicating low productivity. *GVA is the measure of the value of the wages and profits from goods and services produced in an area.*
- The economy of Carmarthenshire has been badly affected by COVID-19 in 2020, and the employment impacts are likely to get worse in 2021. We will develop and implement a business and economy recovery plan that will enable the authority and our key partners to co-ordinate and target available resources to contain the scale of the likely economic downturn and to stimulate demand and confidence during the recovery, ensuring that Carmarthenshire's economy can recover as quickly as possible to become one which is more productive, more equal, greener, and with healthier and more sustainable communities.
- We must also strengthen the foundational economy with a particular emphasis upon developing a progressive procurement principle and supporting businesses to become more productive and able to pay higher wages.

What do we need to do?

- We need to build a knowledge-rich, creative economy by maximising employment and training places for local people through creating jobs and providing high quality apprenticeships, training and work experience opportunities, in order to have an on-going skilled and competent workforce to face the future
- We need to evolve Carmarthenshire's position in the Swansea Bay City Region (Swansea, Carmarthenshire, Pembrokeshire and Neath Port Talbot) into a confident, ambitious and connected county.
- We need to continue to invest in our local rural infrastructure, including transportation to attract businesses, tourism/leisure to the county to promote economic growth and activity by building better connections and generating a strong tourism industry (see *Improving highway & transport infrastructure & connectivity* WBO13)
- We need to continue to invest in the strategic regeneration of our 3 principal towns, 10 rural market towns, key strategic employment sites and continue to support business growth.
- We need to support Welsh Government's - [Prosperity for All-the National Strategy: Economic Action Plan](#)
- Monitor the impact of Brexit on the economy of Carmarthenshire, so we can mitigate any problems and embrace all opportunities which may arise
- We need to address the issues facing rural communities as identified in the [Moving Rural Carmarthenshire Forward](#) report
- We will support those everyday businesses that are all around us and are the foundation of our economy.
- We will look to support and upscale our grounded businesses as part of our COVID-19 recovery plan, through strengthening local procurement and supply chains, supporting business diversification, upskilling and the development of fit for purpose premises for businesses to grow and flourish.

- A.** Regionally, by co-ordinating and delivering the Swansea Bay City Deal and specifically the Carmarthenshire based project of Pentre Awel
- B.** Locally, by delivering the 6 Transformational Strategy Area Plans targeting urban, coastal and rural Carmarthenshire
- C.** To develop the rural economy of Carmarthenshire in line with the emerging Rural Vision for Wales and the Council's Rural Action Plan. There will be a particular focus on the 10 Towns Initiative
- D.** To strengthen the foundational economy and community resilience. There will be a particular emphasis upon developing a progressive procurement principle and supporting businesses to become more productive and able to pay higher wages
- E.** By developing learning, skills, employability and encouraging a spirit of entrepreneurship throughout the county to support new businesses in the county (Regional Learning & Skills Partnership)
- F.** By ensuring clear business support plans in order to support any implications from Brexit
- G.** By supporting local and digital economic growth
- H.** Continue the Council's own recruitment of graduates and apprentices.



**Lead Executive Board Member
Cllr Emlyn Dole (Leader)**



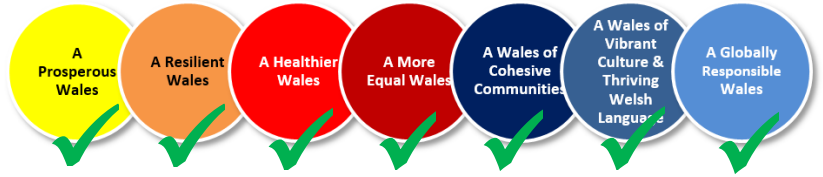


Well-being Objective 6

Live Well - Increase the availability of rented and affordable homes

So why is this important?

- Good quality affordable homes promote **health and well-being**, meeting the individual needs of the residents, building strong sustainable communities and places where people want to live.
- Good quality energy efficient affordable homes are good for the **People and the Environment** - as the energy use within the home will be reduced, having a significant effect on reducing the fuel costs for the occupying residents. It will also have a significant effect on reducing pollutants in the atmosphere and mitigating fuel poverty in our communities.
- It's good for the **Social Structure** - well-placed affordable housing developments allow communities to welcome a wide range of families and to create a vibrant, diverse, group of residents. This is true for rural and urban areas.
- It's good for the **Economy** - in order to thrive, new businesses need easy access to its workforce. Affordable housing developments ensure that working families will remain in their community.



Why this should concern us?

- People told us during our consultation on affordable Housing in 2015 that we need to:
 - Target help where the need is highest, in both urban and rural areas, by delivering more affordable homes for rent and buy.
 - Be more flexible - whether by bringing wasted homes back into use, buying existing homes or building new ones.
 - Do whatever it takes by developing innovative and creative ways to deliver more homes.
 - Use our resources in the best possible way to ensure as many new homes as possible.
 - Use the expertise, skills and resources of those we work with.

What do we need to do?

- We need to provide additional affordable homes to meet the needs of residents in Carmarthenshire.
- We need to build new council homes across the County.
- We need to actively work with private landlords to encourage them to make their properties available at affordable rental levels, including bringing more private sector homes into the management of our in-house 'Simple Lettings Agency'.
- We need to work in partnership with Housing Associations in Carmarthenshire to maximize the supply of new build affordable homes.
- We need to actively work with property owners to bring empty homes back into use.
- We need to purchase homes from the private sector and increase the Council Social Housing stock.
- We need to maximize the number of affordable homes delivered through developer contributions from the planning system.
- We need to maximize all funding opportunities for both the Council and Housing Associations.

Our steps to improve this Actions to deliver these are in our Departmental and Service Business Plans

- A. We will deliver all of the above through our [Affordable Homes Delivery Plan](#) and the Council's new build programme. Our plans to increase the supply of affordable homes to buy and rent will have a huge impact on the health, economic, social and cultural well-being of the County. We will also continue to bring empty homes back into use to increase choice and provide the right type of home in the right areas.



Lead Executive Board Member
Cllr Linda Evans

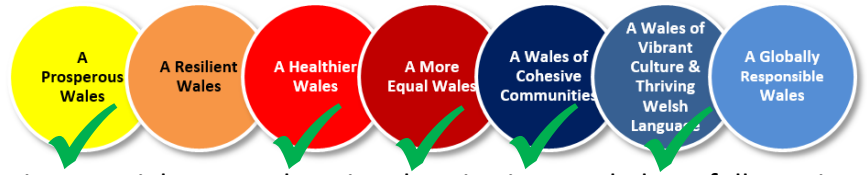


Well-being Objective 7

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

So why is this 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.



Why this should concern us?

- There is a significant gap in life expectancy and a healthy life expectancy. In Carmarthenshire:
 - Life expectancy for males is 77.8 years (2016-18) compared to a healthy life expectancy of 65 years (2010-14)
 - Life expectancy for females is 82.3 years (2016-18) compared to a healthy life expectancy of 66 years (2010-14)
 - Healthy life expectancy of both males and females are below the Welsh average of 65.3 and 66.7 years.
- 16.2% of adults are still smoking in Carmarthenshire and 63.6% of adults are overweight or obese (Welsh Average of 59.9%) National Survey for Wales 2018/19 & 2019/20
- Referrals to substance misuse services have increased during the COVID-19 pandemic and we are seeing an increase in associated issues such as Alcohol Related Brain Damage.
- The comorbidity of mental health and substance misuse is also a matter of concern.

What do we need to do?

- We need to work with partners to ensure people across Carmarthenshire:
 - Eat and breathe healthily
 - Are physically active; and
 - Maintain good mental health.

We need to remove inequalities around opportunities for people to address these areas

Our steps to improve this Actions to deliver these are in our Departmental and Service Business Plans

- Eat and breathe healthily:** We will provide healthy food and drink options at our Culture, Leisure and Outdoor Recreation facilities, whilst making more and more of these services available online as well. We will ensure that our outdoor recreation facilities i.e. Country Parks, open spaces and Rights of Way networks are maintained and can be accessed safely and enjoyed by everyone.
- Physical Activity:** We will continue investment in the new state of the art Pentre Awel (Wellness Village) in Llanelli; work in partnership with schools and the voluntary and health sectors to get “more people more active more often”; and, enable employers to support Workplace Health initiatives.
- Mental Health:** We will continue to work with health and third sector partners to transform mental health services and respond to the impact of COVID-19 on the mental health and well-being of our population in Carmarthenshire. We will collaborate to improve access to information, advice, preventive and crisis services. We will aim for people to experience the positive health benefits of taking inspiration from our Cultural collections to promote creativity, mindfulness and self-confidence.
- Substance Misuse:** We will collaborate with partners to raise public awareness of Substance Misuse and develop a range of collaborative interventions to improve outcomes in this area.



Lead Executive Board Member
Cllr Peter Hughes Griffiths

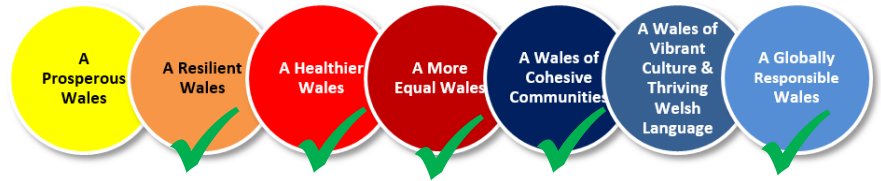


Well-being Objective 8

Live Well/Age Well - Support community cohesion, resilience & safety

So why is this important?

- Safety and a feeling of belonging are important to personal well-being and more people now 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.



Why this should concern us?

- Only half (51.5%) of Carmarthenshire residents feel they live in cohesive communities, where people treat each other with respect and consideration, that people from different backgrounds get on well together, and feel they belong to their local area. Five years ago, the figure was 73% and we had the 5th best result in Wales whereas now we are ranked 14th out of the 22 local authority areas (National Survey for Wales, 2018/19).
- Feeling safe at home and in the local community impacts on everyone's sense of well-being. In particular, the impact of COVID-19 on the mental health and well-being of our population is significant.

What do we need to do? [See FG Report May 2020 – A Wales of Cohesive Communities](#)

- We need to continue to build greater community cohesion and to support and empower communities to address their safety, collective well-being, and the well-being of those within the community.
- We will collaborate with partners to ensure a multi-agency response to mental health and well-being.
- We need to ensure services provide proactive information, advice, access, and assistance fairly to all.
- We need to work with partners to help communities feel safer. This includes road safety, public protection, tackling anti-social behaviour and protecting vulnerable people including victims of domestic abuse.

Our steps to improve this Actions to deliver these are in our Departmental and Service Business Plans

- A. We will continue to develop and implement how we provide information, advice, and assistance.
- B. For greater community cohesion we will:
 - Increase understanding of our communities by engaging and communicating key issues
 - Ensure individuals whose safety is at risk understand the support available
 - Encourage communities to be empowered to improve their circumstances
 - Support a culture of tolerance and raise awareness of minority communities' experiences
- C. We will encourage resilience and develop an early intervention and community resilience strategy to respond to the impact of COVID-19 on the mental health and well-being of our population.
- D. We will continue to work with partners to help our residents feel safe, building on the partnership and regeneration work taking place in Tyisha.



Lead Executive Board Member
Cllr Cefin Campbell

Age Well

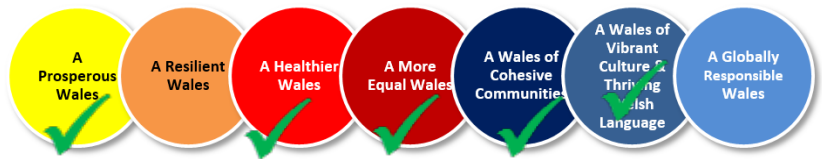




Well-being Objective 9

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

So why is this important?



- Carmarthenshire has a high proportion of residents over 65 who are a vital and vibrant part of the community. We want the county to be a place to age well.
- Consultations have demonstrated that 'what matters' to older people is to be able to be as independent and as well as possible for as long as possible.
'Being respected as an older person and not being seen as a burden on the local health and social care system'
- Research shows that a vital factor of healthy ageing is for older people is social participation, respect and inclusion.
- Older people contribute to the economy in Carmarthenshire by caring for their grandchildren or other family members.
- 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 Council has determined to make Carmarthenshire a dementia friendly County along the lines of the [Alzheimer's Society Dementia Friendly Community Programme](#).
- The impact of COVID-19 on our care homes

Why this should concern us?

- Current projections suggest that the population of people over 65 living in Carmarthenshire is growing and by 2030 this will increase by 60%. There has been, and continues to be, a significant increase in the 'oldest of the old' with the greatest rise represented in the over 85 age group: with a predicted growth of 116%.
- Older people are statistically more likely to have a life limiting health condition with 55% of the over 65 population reporting having a long-term illness or disability. Demand for hospital and community services by those aged 75 and over is in general more than three times greater than from those aged between 30 and 40.
- Whilst the people of Carmarthenshire are living longer there is not a similar trend in increased years of being well. This is defined as healthy and disability-free life expectancy and it is rising more slowly than life expectancy. In simple terms this means that people are living longer with illness and disabilities. For males in the area, life expectancy is 77.4, with disability free life estimated at 59.4 and healthy life at 64. For females, it is 82, with 61.2 disability free years and 65.7 healthy ones.
- 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.
- Older people are a significant asset to Wales, worth over £1bn to the Welsh economy annually. We must take forward an asset-based approach which, rather than focusing on the costs of providing services for older people, considers instead the cost of not investing in older people.
- When surveyed older people have told us that they want as much support as possible to help them do the things they enjoy and to be able to manage day to day.

What do we need to do?

- The introduction of vaccine centres is a way out of the COVID-19 pandemic
- We need to continue to integrate health and social care at population health level to address the complex needs associated with age related multiple conditions and frailty.
- We need to work with individuals and communities together with the public, private and voluntary sectors to develop and promote Age-friendly Communities in Carmarthenshire across the domains of civic participation, communication and information social participation, outdoor spaces and buildings, transportation, respect and social inclusion, housing and community support and health services.

- We need a ‘joined-up’ approach across all Council departments to support independent living and to help older people live in their communities. Making sure that the impact of all service changes on elderly people are carefully thought through.
- We need to involve older people who are often ‘*experts by experience*’ and know the services they need to remain active and independent in their communities.
- We need to work with Public Services Board (PSB) to achieve the Older People’s Commissioner for Wales’ targets for inclusion in the PSBs *Well-Being Plan*.
- We need to reflect on research undertaken by the Older People’s Commissioner’s Office ‘Leave no-one behind: Action for an age-friendly recovery’ and respond to the Welsh Government’s Strategy for an Ageing Society: age friendly Wales, as we transition from the pandemic
- We need to focus on outcome-based approaches to draw out the changes and improvements seen in an individual’s life – we need to build services around the outcomes that older people need.

Our steps to improve this  Actions to deliver these are in our [Departmental and Service Business Plans](#)

The Welsh Government commissioned a Parliamentary Review of the Long-Term Future of Health and Social Care: ‘*A Healthier Wales*’ is the Welsh Government’s response to that Review. The report adopts a ‘*Quadruple Aim*’. They are to continually work towards:

- A.** Improved population health and well-being;
- B.** Better quality and more accessible health and social care services;
- C.** Higher value health and social care; and
- D.** A motivated and sustainable health and social care workforce.

In response, we have developed our approach in partnership to delivering ‘*A Healthier Carmarthenshire*’, and in doing this we have looked at how we will improve outcomes for older people in the County. In doing this, the Council will also take account of the *Older People’s Commissioner’s* priorities, Welsh Government *Strategy for an ageing society: age friendly Wales*, and the *World Health Organisation’s* age friendly priorities for action.



Healthy, Safe & Prosperous Environment



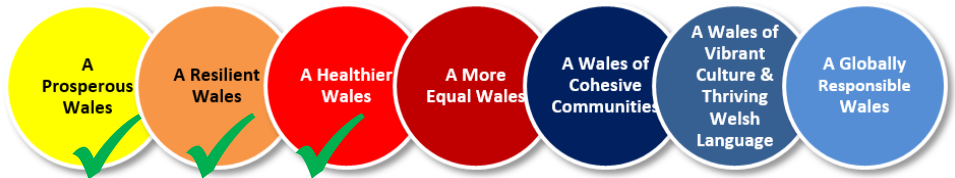


Well-being Objective 10

Healthy & Safe Environment - Look after the environment now and in the future

Why is this important?

- The *Natural Environment* is a core component of sustainable development. The Environment (Wales) Act 2016 expands the duty placed on public bodies, requiring them to *maintain & enhance biodiversity & promote ecosystem resilience*.
- A biodiverse natural environment, with healthy functioning ecosystems, supports social, economic and ecological resilience. Carmarthenshire’s natural environment is the natural resource on which much of our economy is based – *tourism, farming, forestry, and renewable energy*. It is a major factor that attracts people, both young and older to live, work and visit the county, bringing inward investment with them.
- The *conservation and enhancement of biodiversity* is vital in our response to climate change and key ecosystem services such as food, flood management, pollination, clean air and water.
- The impact of the COVID-19 pandemic showed the strong relationship between *residents’ well-being and their surrounding natural environment* from providing recreational opportunities, to psychological positivity, health benefits and a connection to heritage and culture.
- We have declared a *climate emergency* as a Council and were the first in Wales to have published our [Route Towards becoming a Net Zero Carbon Local Authority by 2030](#). In July 2020 public services across Wales [pledged to ensuring decarbonisation](#).



Why this should concern us?

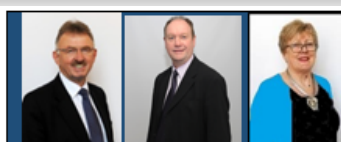
- The environment contributes £8.8 billion of goods and services annually to the Welsh economy, 9% of Welsh GDP and 1 in 6 Welsh jobs; with the environment being relatively more important to the Welsh economy than is the case for the other UK nations.
- Annual budget consultation results show that ‘Looking after the environment now and for the future’ is the second most important Well-being Objective to citizens.
- A biodiverse natural environment, with healthy functioning ecosystems, supports social, economic and ecological resilience, as well as our health and well-being. Ash Dieback will see significant tree loss.
- The COVID-19 pandemic saw an increased appreciation of the benefits of access to the natural environment and air quality, and concerns about fly-tipping, littering and recycling.
- Rising sea levels are likely to impact not only the 6,388 properties in Carmarthenshire already at risk of tidal and rising river level flooding, but additional properties along our coastal and river communities as a result of increased frequency and intensity of storm events such as storms Callum and Dennis. A biodiverse natural environment will be more resilient to both climate change, and changes in sea level.

What do we need to do?

- We need to ensure that in delivering all our strategies, plans, projects and programmes for development, the road to economic growth and the attraction of inward investment, we deliver our Environment (Wales) Act duties and actively maintain and protect biodiversity and promote ecosystem resilience.
- We need to sustain and enhance natural & built spaces to encourage healthy living for residents & visitors.
- We need to support ecological resilience within our rural and urban communities.

Our steps to improve this Actions to deliver these are in our Departmental and Service Business Plans

- A. We will work to improve the environment, biodiversity and ecosystem resilience and comply with the Environment (Wales) Act 2016 and play our role in ensuring nature recovery.
- B. We will plan, design, and build sustainable communities and infrastructure for the future to address long term challenges and ensure well-being and embrace the spirit of the Planning (Wales) Act 2015.
- C. We will implement the Route towards becoming a Net Zero Carbon Local Authority by 2030 and support the Carmarthenshire Global Goalkeepers Climate Action 8-point Manifesto.
- D. We will mitigate the effects of flooding and damage caused by rising sea levels and increased frequency of storms as far as is reasonably practicable with respect to our natural and built environment, including properties, through delivering our obligations under the Flood and Water Management Act; we will address the lessons learnt from storms Callum and Dennis. We will manage our coastline assets in accordance with the Shoreline Management Plan.
- E. We will deliver actions from the ‘Towards Zero Waste strategy’, to become a high recycling nation by 2025 and a zero-waste nation by 2050.



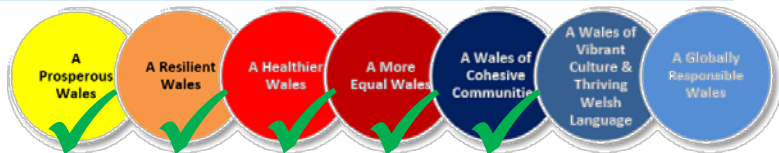
Lead Executive Board Members:
Cllr Phillip Hughes, Cllr Cefin Campbell
& Cllr Hazel Evans



Well-being Objective 11

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

Why is this important?



- Transportation & highways play a key role in sustaining our community and deliver 'Prosperity for All.' 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 and shopping.
- *United and connected* is one of the four Welsh Government aims in its 'Taking Wales Forward' plan. Providing integrated and affordable access for businesses, for residents and visitors can stimulate economic development, reductions in deprivation and social exclusion and an increase in well-being.
- Sustaining access to services will deliver improvements in health and well-being for all sections of the community e.g. that includes walking, cycling, passenger and road transport.
- By 2030 South West Wales will be a confident, ambitious and connected City Region.

Why this should concern us?

- Our highway network is the second largest in Wales covering 3,545 Kilometres, more than double the Welsh average of 1,566 Kilometres; covering 16 million square metres of carriageway.
- The condition of our roads was ranked 17th out of 22 across Wales in 2017/18.
- 18.8% of residents do not have access to a car or van. However, 43.5% of households have one car per household, which may indicate reduced accessibility in areas not well served by public transport.
- Only 55% aged 80 or over have access to a car/van therefore public transport and community based services are important to enable people to continue to live within their communities; it can mean the difference between a person staying independent at home or entering residential care.
- Air quality is a concern in Llandeilo, Carmarthen and Llanelli. [Impact of COVID-19 lockdown on Air Quality](#).

What do we need to do? [The FG Commissioners May 2020 Report - Transport](#)

- We need to improve connectivity and support access to services.
- We need to develop a transportation system that will enable businesses to grow and flourish in line with our economic ambitions as an authority
- We need to sustain investment into our public and community transport systems and facilitate travel to and from schools to support our Modernising Education Programme.
- We need to also invest in infrastructure to support more sustainable journeys and Active Travel. For example, through cycle ways, footpaths and public transport infrastructure.
- We need to continue to sustain investment in our existing highway infrastructure to improve connectivity.
- We need to ensure our fleet of vehicles are safe, modern and efficient, and design our replacement strategy to adapt to changes in vehicle technology.

Our steps to improve this Actions to deliver these are in our Departmental and Service Business Plans

- A. We will develop the highway infrastructure to meet the priorities of our Regeneration Plan and Swansea Bay City Deal. We will continue to develop a new highway at Cross Hands and develop strategic schemes to connect communities to promote 'Active Travel' and tourism.
- B. We will continue the successful integrated public transport network such as Bwcabus/LINC and Traws Cymru, develop a Metro for South West Wales to integrate Active Travel, bus and rail stations and work with regional colleagues to improve rail connectivity and journey times to West Wales.
- C. We will plan to redesign our school transport network to support the Modernising Education Programme.
- D. We will continue to support community and rural transport (see Well-being Objective 5, Step C)
- E. We will meet our objectives set out in our Road Safety Strategy.
- F. We will continue to modernise our vehicle fleet to improve efficiency and reduce emissions, and support the development of electrical vehicle charging infrastructure.



Lead Executive Board Member
Cllr Hazel Evans

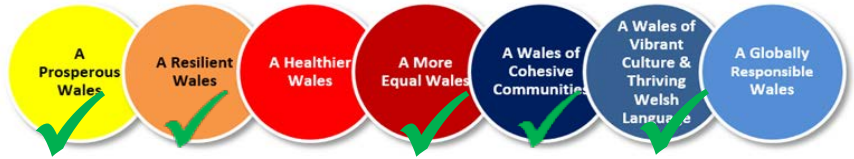


Well-being Objective 12

Healthy & Safe Environment - Promote Welsh Language and Culture

So why is this 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.



Why this should concern us?

- According to the results of the 2019/20 National Survey for Wales **37.4%** of people in Carmarthenshire said that they spoke Welsh. *(Based on a sample of 12,400 in Wales)*
- The 2011 Census showed that the number of Welsh speakers in Carmarthenshire had reduced to **43.9%** compared to 50.1% in 2001.
- The Welsh Government’s ambition, through the [Cymraeg 2050 - Welsh language Strategy](#), is to see the number of people able to enjoy speaking and using Welsh reach a **million by 2050**.
- The Welsh Government’s [Light Springs through the Dark: A Vision for Culture in Wales](#) is reinforcing the importance of culture as a priority.

What do we need to do?

- We need to ensure compliance with the [Welsh Language Standards](#)
- We need to continue to implement and promote the ‘WESP’ [Welsh in Education Strategic Plan](#) in partnership with school leaders for the benefit of all Carmarthenshire learners. *(Also see WBO3)*
- We need to promote the use of the Welsh Language in our communities working with partners such as Mentrau Iaith, Urdd and Mudiad Meithrin to realise the vision set out in our [Welsh Language Promotion Strategy](#)
- We need to promote ourselves as a bilingual employer & explore the possibilities of doing so in cooperation with other public sector organisations in the County, with a key focus on our apprenticeships programme
- We need to develop the language skills of our staff and the use of the Welsh Language in the workplace and ensure that we take advantage of technological developments to this aim
- We need to ensure that economic development and prosperity of the Welsh language happen side by side by regenerating rural economies and communities
- We need to increase the number of people participating in cultural activity
- We need to ensure that our County’s heritage assets are protected and accessible for future generations.

Our steps to improve this Actions to deliver these are in our Departmental and Service Business Plans

- A. We will implement and monitor the **Welsh Language Standards** under the Welsh Language Measures 2011.
- B. We will continue the **development of Welsh in all our Education services**, thus moving towards ensuring that every pupil is confidently bilingual. Pupils can fulfil their potential in gaining skills to operate as bilingual citizens in their communities, the workplace and beyond/worldwide.
- C. We will assess the impact of **Language Promotion Strategy**, which will facilitate the use of Welsh in everything we do across all communities and start revising the strategy with key partners
- D. We will promote our **Welsh Culture & Heritage**
- E. We will continue to support our Annual Cultural awards, whilst working with local communities to promote the annual village and town of Culture.



Lead Executive Board Member
Cllr Peter Hughes-Griffiths

Better Governance & Use of Resources



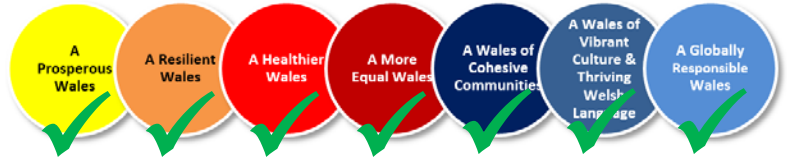


Well-being Objective 13

Better Governance and use of Resources

So why is this 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 key areas of corporate change that are required by the Act.
- 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 way we work needs to focus on the long term, working in partnership and collaboration, involving people more, preventing problems before they materialise and ensuring we work in an integrated way to maximise our resources and reduce duplication; one of the ways we do this is through the Public Services Board (PSB).



Why this should concern us?

- There are further financial pressures as a result of the COVID-19 Pandemic and Brexit.
- The Pandemic has shown the importance of digital connectivity and new ways of working.

What do we need to do?

- Our Transform, Innovate and Change (TIC) approach will make sure that we take the opportunity to learn the lessons of the COVID-19 Pandemic and build on the of the new ways of working that were successful.
- We will comply with the Local Government and Elections (Wales) Act on the establishment of a new and reformed legislative framework for local government elections, democracy, governance, and performance.
- We will apply the new Socio-Economic Duty to reduce inequalities due to socio-economic disadvantage.
- We will invest in regeneration through the council's capital programme by developing and building employment space for businesses and providing financial support to the private sector for development.
- We will make better use of our resources which will help to minimise the impact on services primarily by making smarter use of our buildings, our people, and our spending.
- We need to embed tackling inequality across all Services. [See A More Equal Wales](#)

Our steps to improve this Actions to deliver these are in our Departmental and Service Business Plans

A. By transforming innovating and changing the way we work and deliver services.

Our *Transform, Innovate and Change* (TIC) programme is aimed at thinking differently, acting differently and therefore delivering differently.

B. We shall follow the 7 Principles of Good Governance set out Chartered Institute of Public Finance and Accountancy (CIPFA)/ Society of Local Authority Chief Executives (SOLACE):

B1. Integrity and Values (*Behaving with integrity, demonstrating strong commitment to ethical values, and respecting the rule of law*)

B2. Openness and engagement (*Ensuring openness and comprehensive stakeholder engagement*)

B3. Making a difference (*Defining outcomes in terms of sustainable economic, social, & environmental benefits*)

B4. Making sure we achieve what we set out to do (*Determining the interventions necessary to optimise the achievement of the intended outcomes*)

B5. Valuing our people; engaging, leading and supporting (*Developing capacity and the capability of leadership and individuals*)

B6. Managing risks, performance and finance (*Managing risks and performance through robust internal control and strong public financial management*)

B7. Good transparency and accountability (*good practices, reporting, and audit to deliver effective accountability*)



Lead Executive Board Members
Cllr David Jenkins &
Cllr Mair Stephens

APPENDICES



Well-being Objective - Mergers and rewording

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

	OLD		NEW		
	No.	Well-being Objective's 2018-21	No.	Well-being Objective 2021-22	Specific focus for 2021/22
Start Well	1	Help to give every child the best start in life and improve their early life experiences	1	Continue	<ul style="list-style-type: none"> Expansion of Flying Start under the auspices of the Early years transformation programme
	2	Help children live healthy lifestyles (Childhood Obesity)	2	Continue	<ul style="list-style-type: none"> Tackling children's mental health issues – possibly resulting from lockdown measures
	3	Support and improve progress and achievement for all learners	3	Support and improve progress, achievement, and outcomes for all learners	<ul style="list-style-type: none"> Ensure learners are supported to re-engage in learning and regain any learning lost due to COVID Ensure that those in examination group are well supported in order that they can follow their chosen pathway
	4	Ensure all young people are in Education, Employment or Training (EET) and are following productive learning and career pathways.			
Live Well	5	Tackle poverty by doing all we can to prevent it, helping people into work and improving the lives of those living in poverty	4	Continue	<ul style="list-style-type: none"> Tackling Poverty
	6	Create more jobs and growth throughout the county	5	Continue	<ul style="list-style-type: none"> SME & foundational economy Rural regeneration Pentre Awel
	7	Increase the availability of rented and affordable homes	6	Continue	<ul style="list-style-type: none"> Local housing crisis - escalating costs and second homes
	8	Help people live healthy lives (Tackling risky behaviour and Adult obesity)	7	Continue	
	9	Support good connections with friends, family and safer communities	8	Support community cohesion, resilience, and safety	<ul style="list-style-type: none"> Community Cohesion
Age Well	10	Support the growing numbers of older people to maintain dignity and independence in their later years	9	Support older people to age well and maintain dignity and independence in their later years	<ul style="list-style-type: none"> Age Friendly Communities
	11	A Council wide approach to supporting Ageing Well in Carmarthenshire			
In a healthy and safe environment	12	Look after the environment now and for the future	10	Continue	<ul style="list-style-type: none"> Climate change with particular focus on flooding Net Zero Carbon
	13	Improve the highway and transport infrastructure and connectivity	11	Continue	
	14	Promoting Welsh Language and Culture	12	Continue	<ul style="list-style-type: none"> Supporting national target of a million Welsh speakers
Corporate Governance	15	Building a better Council Making Better use of Resources	13	Better Governance and use of Resources	<ul style="list-style-type: none"> Embed tackling inequality across all of the Council's objectives

Statutory Requirements

The Local Government (Wales) Measure 2009 and the Well-being of Future Generations Act (Wales) 2015 are separate but interconnected legal obligations and the requirements of both are fully aligned and combined in this Corporate Strategy.

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

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, environmental and cultural well-being of Wales, in accordance with sustainable development principles. The 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 use of the 5 ways of working:
Long term, integrated, involving, collaborative and preventative
- 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.

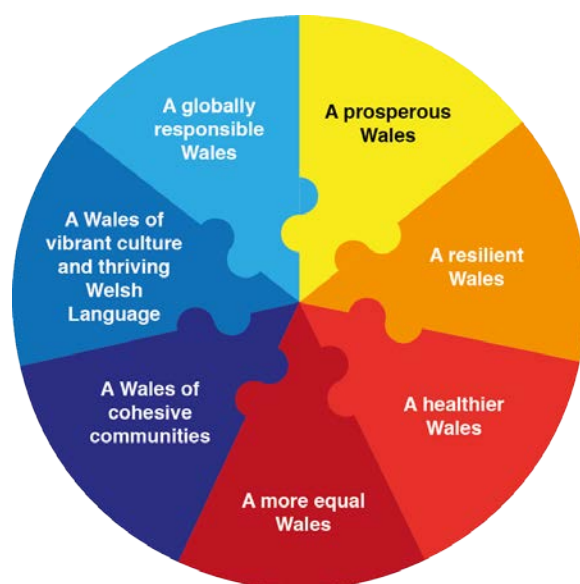
For the first time in Wales, the Well-being of Future Generations Act, provides a shared vision for all public bodies in Wales to work towards. As a public body subject to the Act we are required to set and publish Well-being Objectives that maximise our Contribution to the Well-being Goals.

The Local Government and Elections (Wales) Act

The Local Government and Elections (Wales) Act provides for the establishment of a new and reformed legislative framework for local government elections, democracy, governance, and performance. The Act will replace the current improvement duty for principal councils set out in the Local Government (Wales) Measure 2009. We will report on 2021-22 under the terms of the new Act.

Socio-economic duty

From 31st March 2021, this duty will require councils, when taking strategic decisions such as ‘deciding priorities and setting objectives’, to consider how their decisions might help to reduce the inequalities associated with socio-economic disadvantage.



Financing the Council's Well-being Objectives

The financial position faced by local authorities has had a consistent theme over the last decade, with the level of resources available to public services seeing significant reductions, which means that we have less money to invest in services now than we have in the past. Over the last five years we have had to manage reductions in service budgets of around £**m, whilst at the same time the pressures on the budget have been increasing in terms of demand and expectations. We strive to manage this situation by reducing our spending without any significant impact on the frontline services valued by our communities.

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



To Follow.....

2. Help children live healthy lifestyles



3 Support and improve progress, achievement and outcomes for all learners



4 Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in poverty



5 Create more jobs and growth throughout the county



6. Increase the availability of rented and affordable homes



7 Help people live healthy lives (tackling risky behaviour and obesity)



8. Support community cohesion, resilience and safety



9. Support older people to age well and maintain dignity and independence in their later years



10. Look after the environment now and for the future



11. Improve the highway and transport infrastructure and connectivity



12. Promote Welsh Language and Culture



13. Better governance and use of resources



Statements of Intent

Well-being Statement

We welcome our duties under the Well-being of Future Generations Act. We have already addressed much of the new Act's requirements but recognise that we can do more.

1. We feel that our Well-being Objectives contribute significantly to the achievement of the National Well-being Goals. Our Well-being Objectives relate to different aspects of life's course and address well-being in a systematic way.
2. These Well-being Objectives have been selected with considerable consultation feedback and a basket of different sources of information on need, performance data and regulatory feedback. In developing action plans to achieve these objectives we will involve people (in all their diversity) with an interest in achieving them.
3. The steps we take to achieve the Well-being Objectives (our action plans) will look to ensure that long term, preventative, integrated, collaborative and involvement approaches are fully embraced.
4. An Executive Board member has a specific responsibility for the overall Act. In addition, each Executive Board portfolio holder/s will have responsibility for the relevant Well-being Objectives.
5. To ensure that we take these action plan steps we will use our in house developed Performance Information Monitoring System dashboard. All the action plans will be monitored and reported on quarterly to Department Management Teams, Corporate Management Team and Executive Board. In addition, progress will be reported to Scrutiny Committees. The Council will prepare an Annual Report on its Well-being Objectives and revise the objectives if required.
6. The content of action plans to achieve the Well-being Objectives are adequately resourced and embedded in service business plans (see financial breakdown Appendix 3). To achieve these objectives services will 'join-up' and work together, work with partners and fully involve citizens in all their diversity.
7. Our Objectives are long term, but our action plans will include milestones that will enable monitoring and assurance of progress.
8. To ensure that our Well-being Objectives are deliverable and that the expectations of the Act are embraced we will adapt financial planning, asset management, risk assessment, performance management and scrutiny arrangements.
9. In May 2020 the Future Generations Commissioner published the Future Generations Report 2020 and made recommendations for public bodies that we will consider for 2021/22 in Service Business Plans.

How we measure the success of our Well-being Objectives

The Council is working with local, regional and national partners to improve the following measures.

	Well-being Objectives	Success measures
Start Well	WBO 1 - Help to give every child the best start in life and improve their early life experiences.	<ul style="list-style-type: none"> Children in care with 3 or more placements in the year
	WBO 2 - Help children live healthy lifestyles.	<ul style="list-style-type: none"> Children overweight or obese
	WBO 3 - Support and improve progress, achievement, and outcomes for all learners	<ul style="list-style-type: none"> Average Capped 9 points score for pupils Primary & Secondary School attendance rates Satisfaction with child's primary school Year 11 & 13 leavers Not in Education, Employment or Training (NEETs)
Live Well	WBO 4 - Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in poverty.	<ul style="list-style-type: none"> Gap in average Capped 9 points score for those eligible for Free School Meals and those who are not eligible Households successfully prevented from becoming homeless Households in material deprivation Households Living in Poverty
	WBO 5 - Create more jobs and growth throughout the county.	<ul style="list-style-type: none"> Employment figures Jobs created with Regeneration assistance Average Gross weekly pay Number qualified to NVQ Level 4 or above People moderately or very satisfied with jobs
	WBO 6 - Increase the availability of rented and affordable homes.	<ul style="list-style-type: none"> Number of affordable homes in the County
	WBO 7 - Help people live healthy lives (tackling risky behaviour & obesity).	<ul style="list-style-type: none"> Adults who say their general health is Good or Very Good Adults who say they have a longstanding illness Adult mental well-being score Adults who have fewer than two healthy lifestyle behaviours
	WBO 8 - Support community cohesion, resilience and safety	<ul style="list-style-type: none"> People that have a sense of community People feeling safe

Well-being Objectives		Key success measure
Age Well	WBO 9 - Support older people to age well and maintain dignity and independence in their later years.	<ul style="list-style-type: none"> • The rate of people kept in hospital while waiting for social care • People agree there's a good Social Care Service available in the area • Number of calendar days taken to deliver a Disabled Facilities Grant • People who are lonely
In A Healthy, Safe & Prosperous Environment	WBO 10 - Look after the environment now and for the future	<ul style="list-style-type: none"> • Renewable energy generated • Waste reused, recycled or composted
	WBO 11 - Improve the highway and transport infrastructure and connectivity.	<ul style="list-style-type: none"> • Road conditions • Road casualties
	WBO 12 - Promote Welsh Language and Culture.	<ul style="list-style-type: none"> • Can speak Welsh • People attended arts events in Wales • People visited historic places in Wales • People visited museums in Wales
	WBO 13 - Better Governance and use of Resources.	<ul style="list-style-type: none"> • 'Do it online' payments • People can access information about the Authority in the way they would like to • People know how to find what services the Council provides • People have an opportunity to participate in making decisions about the running of local authority services • Staff sickness absence levels • Organisational 'running costs' • We ask for people's views before setting the budget

Outcome Measures

The Well-being of 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.

How Services 'Join-up' to deliver Well-being Objectives

Dec 2020

Lead Officer		✓	WBO 1	WBO 2	WBO 3	WBO 4	WBO 5	WBO 6	WBO 7	WBO 8	WBO 9	WBO 10	WBO 11	WBO 12	WBO 13
Supporting Officer		✓													
CEX	Admin & Law	Linda Rees Jones													✓
	People Mgt	Paul Thomas				✓	✓		✓						✓
	Regeneration	Jason Jones				✓	✓						✓		✓
	ICT & Corp Policy	Noelwyn Daniel			✓	✓	✓			✓				✓	✓
CS	Financial Services	Randal Hemingway													✓
	Revenues & Financial Compliance	Helen Pugh				✓									✓
Communities	Head of Adult Social Care	Avril Bracey		✓					✓	✓	✓				
	Regional Collaboration	Martyn Palfreman		✓						✓	✓				
	Integrated Services	Alex Williams							✓	✓	✓				
	Homes & Safer Comm.	Jonathan Morgan				✓		✓	✓	✓	✓				
	Leisure	Ian Jones		✓					✓			✓		✓	
E&CS	Edu & Inclusion	Aneurin Thomas	✓	✓	✓	✓				✓					
	Curr & Wellbeing	Aeron Rees	✓	✓	✓	✓	✓							✓	
	Access to Education	Simon Davies	✓	✓	✓		✓								
	Children	Stefan Smith	✓	✓	✓	✓				✓					
ENV	Property	Jonathan Fearn			✓		✓	✓				✓			✓
	Planning	Llinos Quelch		✓			✓	✓	✓			✓			✓
	Trans.& Highways	Stephen Pilliner	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓		✓
	Waste & Env.	Ainsley Williams		✓							✓	✓			✓

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ENVIRONMENTAL AND PUBLIC PROTECTION SCRUTINY COMMITTEE 5TH MARCH 2021

COVID 19 AND THE FINANCIAL EXPLOITATION SAFEGUARDING SCHEME (FESS)		
Purpose:		
To raise awareness and inform the Environment and Public Protection Scrutiny Committee of the proactive work undertaken by the Trading Standards team on financial exploitation and protecting those vulnerable to exploitation during the Covid-19 Pandemic.		
To consider and comment on the following issues:		
As detailed in the report attached.		
Reasons:		
<ol style="list-style-type: none"> 1. During the Covid -19 pandemic, the Trading Standards team were mindful of the need to adopt a strategy and prepare to address financial exploitation issues that might arise as a result of the pandemic. We also wanted to react to enquiries and concerns raised by vulnerable citizens or their advocates. As a result, various initiatives were employed to achieve these aims. 2. The Environment and Public Protection Scrutiny Committee Task and Finish Group, which is conducting a review of the wider interventions the team operate under the Financial Exploitation Safeguarding Scheme, proposed that fellow members of the Environment and Public Protection Scrutiny Committee are made aware of the attached report and the initiatives outlined. As a result, the attached report is being made available to members of the Committee. 		
To be referred to the Executive Board / Council for decision: NO		
EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:		
Cllr. Phillip Hughes (Executive Board Member for Public Protection)		
Directorate: Communities Name of Head of Service: Jonathan Morgan Report Author: Heidi Neil	Designations: Head of Homes and Safer Communities Senior Consumer Protection Officer	Tel Nos. 7285 / 2383 E Mail Addresses: jmorgan@carmarthenshire.gov.uk hneil@carmarthenshire.gov.uk

EXECUTIVE SUMMARY
ENVIRONMENTAL AND PUBLIC PROTECTION
SCRUTINY COMMITTEE
5TH MARCH 2021

COVID 19 AND
THE FINANCIAL EXPLOITATION SAFEGUARDING SCHEME (FESS)

PURPOSE:

To raise awareness and inform the Environment and Public Protection Scrutiny Committee of the proactive work undertaken by the Trading Standards team on financial exploitation and protecting those vulnerable to exploitation during the Covid-19 Pandemic.

BRIEF SUMMARY OF PURPOSE OF REPORT.

During a meeting on 15th February 2021, the Task and Finish Environment and Public Protection Scrutiny Committee members were presented with the attached report, informing them of how the Trading Standards team within Consumer and Business Affairs Section, have combated financial exploitation during the Covid-19 pandemic. As a result, Group Members recommended that their fellow Environment and Public Protection Scrutiny Committee Members have sight of the report to raise awareness.

DETAILED REPORT ATTACHED?

YES

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Homes and Safer Communities Consumer & Business Affairs Trading Standards

COVID-19 and FESS

Environment and Public Protection Scrutiny Committee



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

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



Introduction

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

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

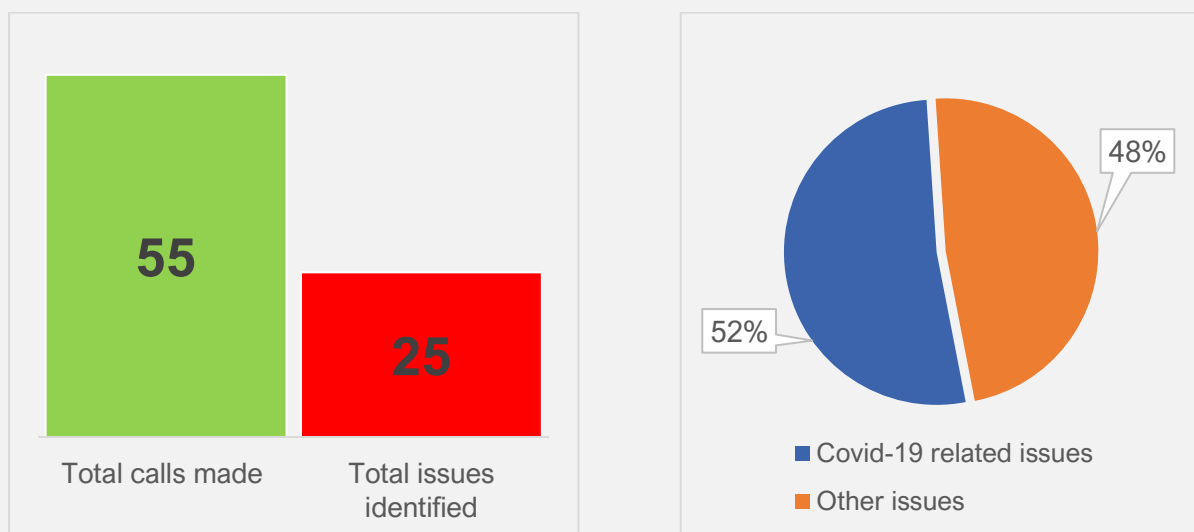
This document provides a summary of the work conducted by Trading Standards officers during the COVID-19 (C-19) period specifically concerning issues surrounding financial exploitation.

trueCall© welfare calls



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

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



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

Fig. 2. Welfare calls summary of issues identified

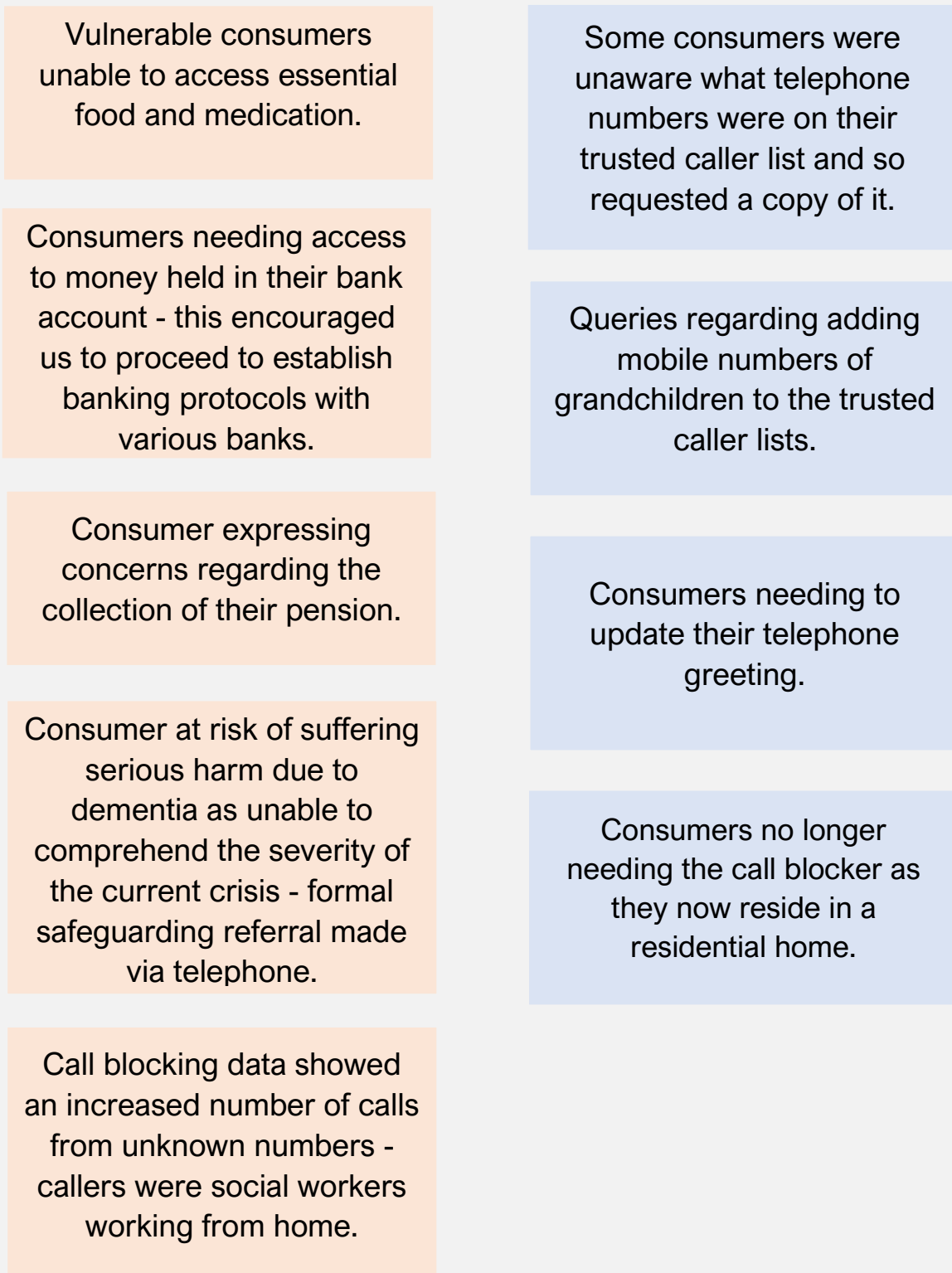


Fig. 3. Issues identified: Case studies

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

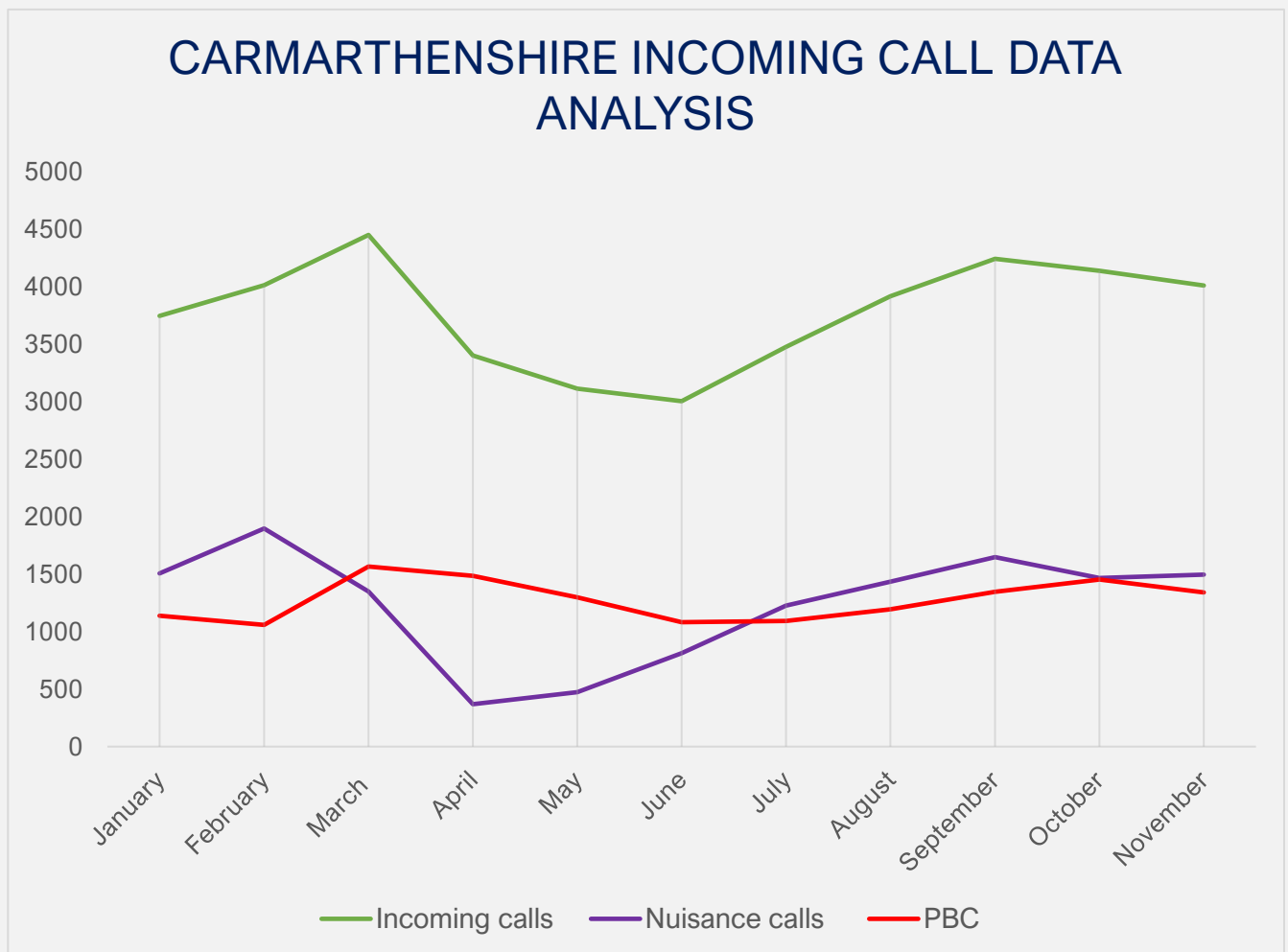
² **Banking, Private and Third Sector Safeguarding Protocols:** Safeguarding agreements with High Street Banks, Post Offices and Supermarkets that help support vulnerable persons in the community. During the Pandemic, we have established relationships to coordinate support for both professionals and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

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

Using data from our fleet of nuisance call blockers

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

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



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

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



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

Fig. 5. C-19 NCCZ support flyer

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

Dear Resident

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

SUPPORT AVAILABLE IN CARMARTHENSHIRE:

Ardal Gwahardd
Galw Diwahoddiad
No Cold Calling Area



trueCallTM
STOPS NUISANCE CALLS



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

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

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

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

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

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

Do you need any emergency repairs or essential home maintenance?

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

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

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

Citizens Advice can help.
Carmarthen **01267 234488**
Ammanford **01269 592267**
Llanelli **01554 759626**

Claiming Universal Credit :
07740945348
07957668187
Money/Debt: **01267 231275**
Benefits: **01267 231742**
Energy: **07565 562 282**

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

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

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

Page 59

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

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

Masnachu Twyllodrus, Twyll a Sgamiau

Annwyl Breswlydd

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

CYMORTH SYDD AR GAEL YN SIR GAERFYRDDIN:

Ardal Gwahardd
Galw Diwahoddiad
No Cold Calling Area



trueCallTM
STOPS NUISANCE CALLS



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

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

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

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

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

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

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

Peidiwch â phrynu nwyddau neu wasanaethau wrth y drws.

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

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

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

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

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

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

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

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

Digital referral infographic

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

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

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

Fig. 6. Digital infographic



CYMORTH

SAFONAU MASNACH



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

ATAL
GALWADAU

AILGYFEIRIO
POST

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



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

CYNGORI
DDEFNYDDWYR
AGORED I NIWED

PRYNU Â
HYDER

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



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

PROTOCOLAU'R
SECTOR PREIFAT

CYNGOR
ARIANNOL

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

cyngor ar
bopeth

citizens
advice

Sir Gar
Carmarthenshire

CYSYLLTWCH Â NI I WNEUD ATGYFEIRIAD





TRADING STANDARDS SUPPORT



Is your client receiving nuisance or scam telephone calls?

CALL BLOCKING

POSTAL
REDIRECTION

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



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

VULNERABLE
CONSUMER ADVICE

BUY WITH
CONFIDENCE

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



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

PRIVATE SECTOR
PROTOCOLS

MONEY ADVICE

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

cyngor ar
bopeth

citizens
advice

Sir Gar
Carmarthenshire

CONTACT US TO MAKE A REFERRAL

01554 742249

TSSupport@carmarthenshire.gov.uk



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

Business scam infographic

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

Fig. 7. Business advice infographic

RHYBUDD I FUSNESAU AM SGAMIAU



Safonau Masnach
Trading Standards

SGAMIAU O RAN AD-DALIADAU'R LLYWODRAETH

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



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

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

Sgamiau am anfonebau

Yn 2019, dywedodd UK Finance fod busnesau wedi colli

£82m

oherwydd sgamiau am anfonebau

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

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

Y DECHRAU

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

GWE-RWYDO

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

YR YMATEB

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

Y NIWED

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

Y CANLYNIAD

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

Sgamiau o ran Prif Swyddogion

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

£35k

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

Sgamiau am gymorth technoleg

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

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

STOPIO

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

HERIO

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

DIOGELU

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



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



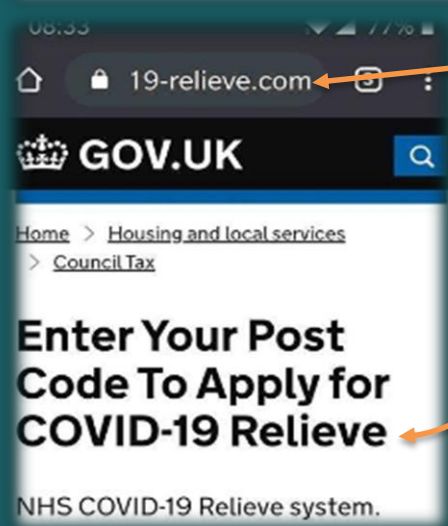
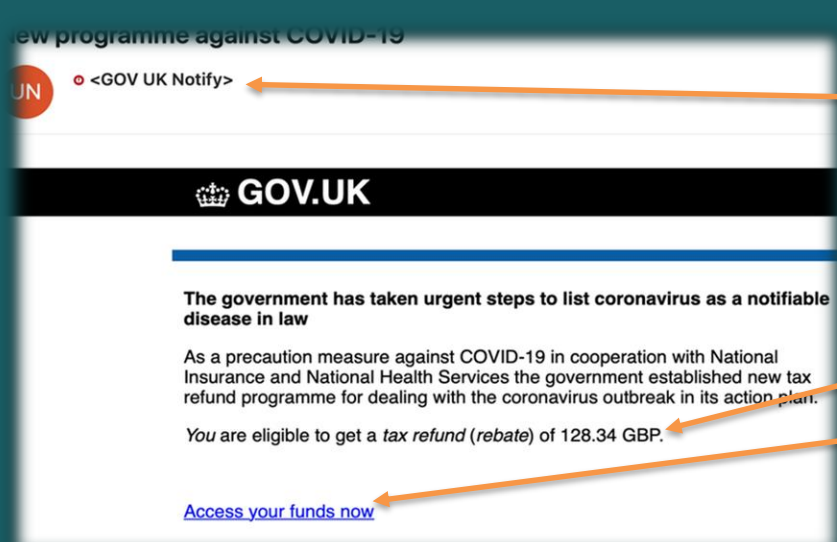
BUSINESS SCAM WARNING



Safonau Masnach
Trading Standards

GOVERNMENT REFUND SCAMS

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



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

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

Invoice/mandate scams

In 2019, UK Finance reported that businesses had lost over

£82m

to invoice/mandate fraud.

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

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

THE START

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

THE PHISH

Spoofed emails are sent to employees in the organisation

THE RESPONSE

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

THE DAMAGE

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

THE RESULT

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

CEO scams

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

£35k

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

Tech support scams

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

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

STOP

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

CHALLENGE

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

PROTECT

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



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



Buy With Confidence (BWC)



buywithconfidence.gov.uk



buywithconfidence.gov.uk

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

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



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

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

Fig. 8. Seraphimbeta© alerts page

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

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


Seraphimbeta[©]

True Call Nuisance Call Blocker - Integrated Victim Risk Analysis

Device performance report

2 - 23 September 2020

1018



Last month you received **91** calls

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

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

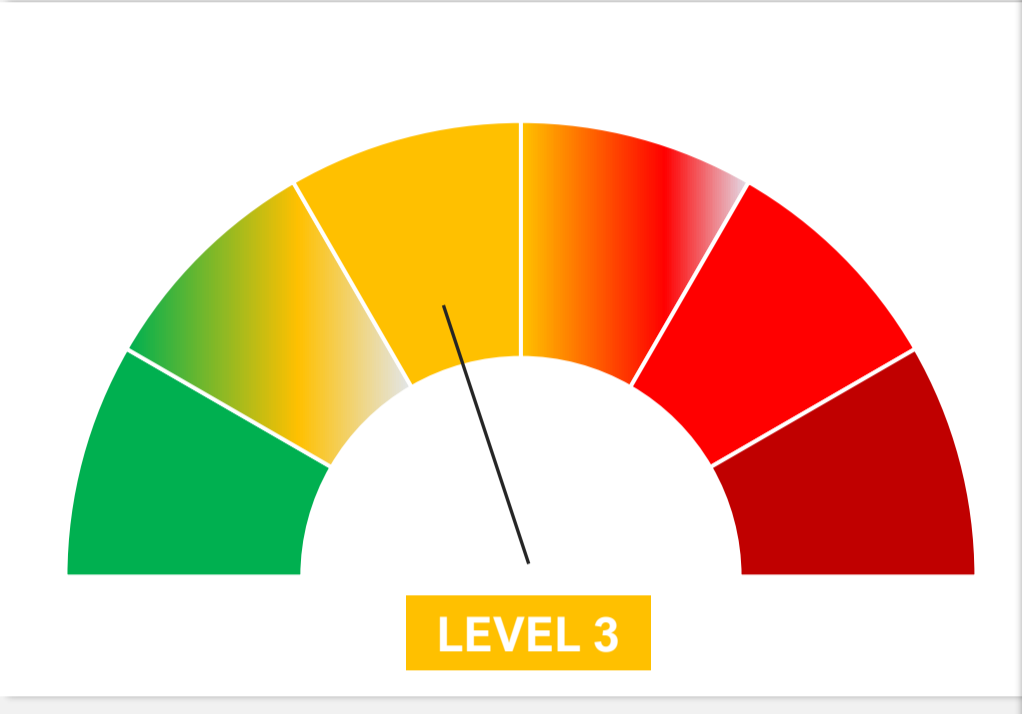
3

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

Your score explained

You are at moderate risk of exposure to scam calls

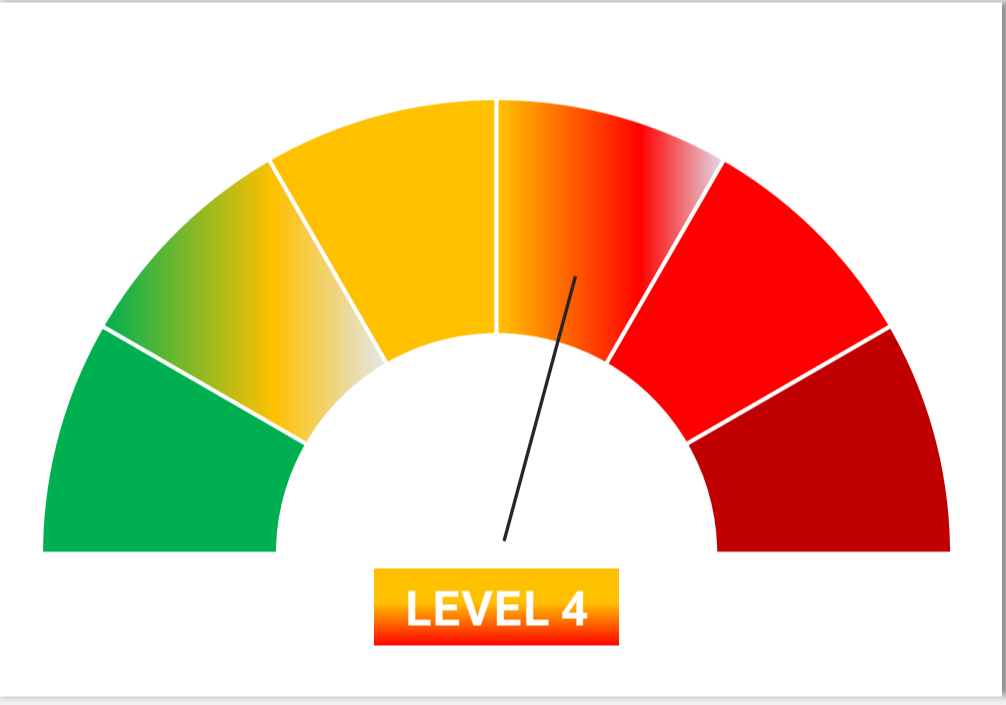
You received an above average amount of calls from persons not on your trusted caller list in comparison with other trueCall users in Carmarthenshire



How do I compare with other trueCall users in Carmarthenshire?

The average exposure to scams score in Carmarthenshire is 4

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



How to improve your score...

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

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



Safonau Masnach
Trading Standards

Personal Protective Equipment (PPE)

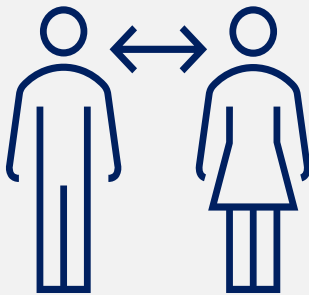


Unscrupulous criminals have been exploiting fears about C-19 to prey on members of the public, particularly older and vulnerable people who are isolated from family and friends. They also used the unprecedented global demand for PPE to their advantage with many bogus online offers leading to a high risk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

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

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

Consumer & Business Affairs: Business Compliance Team



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

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

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

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



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

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

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

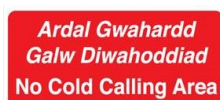
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COVID-19 NO COLD CALLING ZONE SUPPORT: Rogue Trading, Fraud and Scams

Dear Resident

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

SUPPORT AVAILABLE IN CARMARTHENSHIRE:



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

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

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

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

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

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

Do you need any emergency repairs or essential home maintenance?

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

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

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

Citizens Advice can help.

Carmarthen **01267 234488**
Ammanford **01269 592267**
Llanelli **01554 759626**

Claiming Universal Credit :
07740945348
07957668187
Money/Debt: **01267 231275**
Benefits: **01267 231742**
Energy: **07565 562 282**

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

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

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

Page 75

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

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

Masnachu Twyllodrus, Twyll a Sgamiau

Annwyl Breswlydd

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

CYMORTH SYDD AR GAEL YN SIR GAERFYRDDIN:

Ardal Gwahardd
Galw Diwahoddiad
No Cold Calling Area



trueCallTM
STOPS NUISANCE CALLS



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

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

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

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

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

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

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

Peidiwch â phrynu nwyddau neu wasanaethau wrth y drws.

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

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

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

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

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

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

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

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



CYMORTH

SAFONAU MASNACH



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

ATAL
GALWADAU

AILGYFEIRIO
POST

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



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

CYNGOR I
DDEFNYDDWYR
AGORED I NIWED

PRYNU Â
HYDER

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



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

PROTOCOLAU'R
SECTOR PREIFAT

CYNGOR
ARIANNOL

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

cyngor ar
bopeth

citizens
advice

Sir Gar
Carmarthenshire

CYSYLLTWCH Â NI I WNEUD ATGYFEIRIAD





TRADING STANDARDS SUPPORT



Is your client receiving
nuisance or scam
telephone calls?

CALL BLOCKING

POSTAL
REDIRECTION

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



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

VULNERABLE
CONSUMER ADVICE

BUY WITH
CONFIDENCE

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



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

PRIVATE SECTOR
PROTOCOLS

MONEY ADVICE

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

cyngor ar
bopeth

citizens
advice

Sir Gar
Carmarthenshire

CONTACT US TO MAKE A REFERRAL

01554 742249

TSSupport@carmarthenshire.gov.uk



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

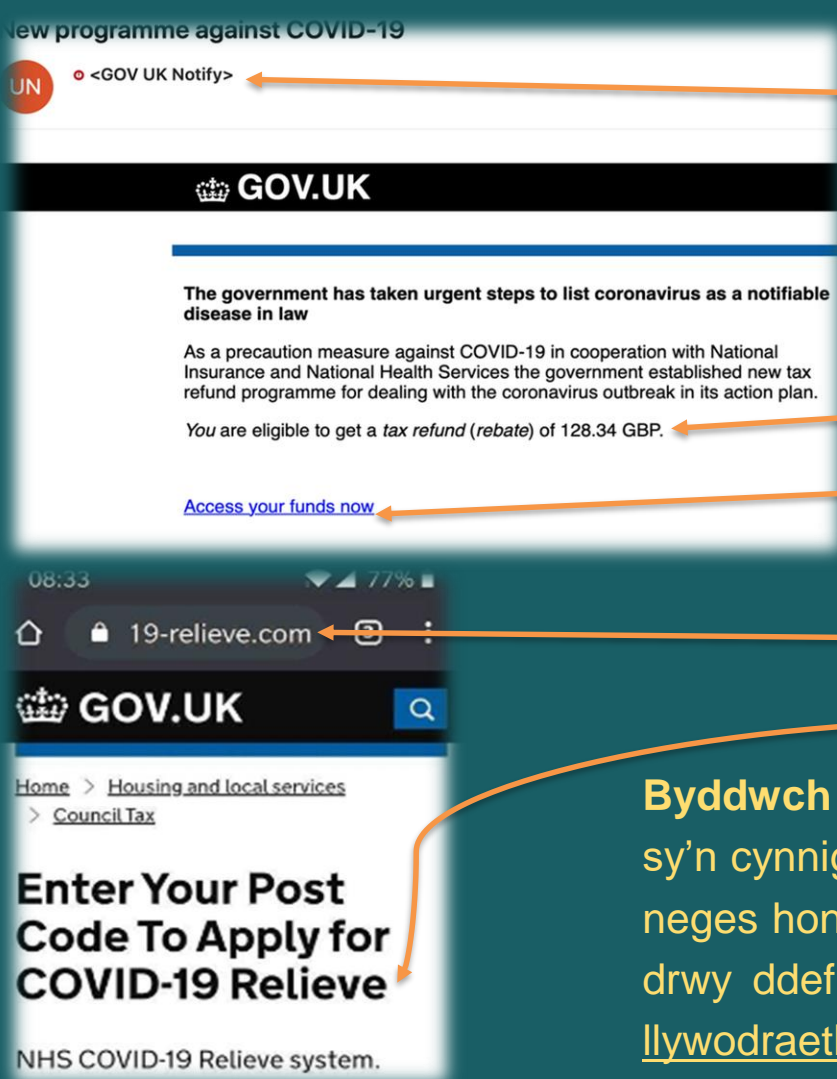
RHYBUDD I FUSNESAU AM SGAMIAU



Safonau Masnach
Trading Standards

SGAMIAU O RAN AD-DALIADAU'R LLYWODRAETH

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



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

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

Sgamiau am anfonebau

Yn 2019, dywedodd UK Finance fod busnesau wedi colli

£82m

oherwydd sgamiau am anfonebau

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

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

Y DECHRAU

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

GWE-RWYDO

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

YR YMATEB

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

Y NIWED

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

Y CANLYNIAD

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

SGAMIAU O RAN PRIF SWYDDOGION

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

£35k

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

SGAMIAU AM GYMORTH TECHNOLEG

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

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

STOPIO

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

HERIO

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

DIOGELU

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



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



BUSINESS SCAM WARNING



Safonau Masnach
Trading Standards

GOVERNMENT REFUND SCAMS

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



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

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

Invoice/mandate scams

In 2019, UK Finance reported that businesses had lost over

£82m

to invoice/mandate fraud.

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

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

THE START

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

THE PHISH

Spoofted emails are sent to employees in the organisation

THE RESPONSE

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

THE DAMAGE

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

THE RESULT

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

CEO scams

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

£35k

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

Tech support scams

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

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

STOP

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

CHALLENGE

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

PROTECT

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



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



Alert										
LEVEL 6	LEVEL 5	LEVEL 4	LEVEL 3	LEVEL 2	LEVEL 1	NO PBC CALLS	NO SYNC HIGH RISK	NO SYNC	ID NOT REPORTED	INPUT RISK RATING
Unit ID	Client Name	Client Risk Rating	Alert	Calls Received	% I	% U	% W	PBC		
10240446629		H	LEVEL 6	120	9%	0%	6%	82		
10240447527		H	LEVEL 6	213	8%	0%	0%	196		
10240449316		H	LEVEL 6	180	0%	0%	11%	141		
10240516711		H	LEVEL 6	60	0%	0%	15%	45		
10240517619		H	LEVEL 6	80	0%	0%	2%	36		
10240517985		H	LEVEL 5	27	0%	0%	6%	10		
10259730344		H	LEVEL 5	35	9%	0%	0%	10		
10240448708		H	LEVEL 5	18	0%	0%	10%	2		
10240517077		H	LEVEL 5	66	11%	0%	0%	4		
10240448432		H	LEVEL 4	50	0%	0%	0%	33		
10240519149		H	LEVEL 4	61	0%	0%	0%	34		
10240546442		H	LEVEL 4	79	0%	0%	0%	71		
10240582372		H	LEVEL 4	44	0%	0%	0%	40		
10240582723		H	LEVEL 4	133	0%	0%	0%	103		
10240581849		H	LEVEL 4	46	0%	0%	0%	31		
10240461837		H	LEVEL 3	79	0%	0%	0%	10		
10260112894		H	LEVEL 3	33	0%	0%	0%	11		
10260135237		H	LEVEL 3	52	0%	0%	0%	11		
10260150674		H	LEVEL 3	75	0%	0%	0%	11		
10260165586		H	LEVEL 3	92	0%	0%	0%	11		
10260176162		H	LEVEL 3	89	0%	0%	0%	11		
10400050017		M	LEVEL 2	22	0%	0%	0%	10		
10400086276		M	LEVEL 2	32	0%	0%	0%	11		
10240909261		M	LEVEL 2	47	0%	0%	0%	4		
10260112610		M	LEVEL 2	14	0%	0%	0%	2		
10260116809		M	LEVEL 2	16	0%	0%	0%	7		
10260137613		M	LEVEL 2	18	0%	0%	0%	3		
10260137903		L	LEVEL 1	25	0%	0%	0%	3		
10260138191		L	LEVEL 1	64	0%	0%	0%	4		
10260141177		L	LEVEL 1	29	0%	0%	0%	4		
10260146851		L	LEVEL 1	21	0%	0%	0%	9		
10260108712		H	NO PBC CALLS	33	0%	0%	6%	0		
10260110388		H	NO PBC CALLS	7	0%	0%	0%	0		
10260135848		H	NO PBC CALLS	12	0%	0%	0%	0		
10260138856		H	NO PBC CALLS	83	23%	10%	21%	0		
10260146387		H	NO PBC CALLS	105	23%	0%	2%	0		
10260152395		H	NO PBC CALLS	5	0%	0%	0%	0		
10240447824		H	NO SYNC HIGH RISK	0	0%	0%	0%	0		
10240640737		H	NO SYNC HIGH RISK	0	0%	0%	0%	0		
10260109115		H	NO SYNC HIGH RISK	0	0%	0%	0%	0		
10260110869		H	NO SYNC HIGH RISK	0	0%	0%	0%	0		
10260112764		H	NO SYNC HIGH RISK	0	0%	0%	0%	0		
10260112986		H	NO SYNC HIGH RISK	0	0%	0%	0%	0		
10260113402		H	NO SYNC HIGH RISK	0	0%	0%	0%	0		
10260113594		L	NO SYNC	0	0%	0%	0%	0		
10260113686		L	NO SYNC	0	0%	0%	0%	0		
10260113990		L	NO SYNC	0	0%	0%	0%	0		
10260117257		L	NO SYNC	0	0%	0%	0%	0		
		H	ID NOT REPORTED		0%	0%	0%	0		
		H	ID NOT REPORTED		0%	0%	0%	0		
		H	ID NOT REPORTED		0%	0%	0%	0		
		H	ID NOT REPORTED		0%	0%	0%	0		
		H	ID NOT REPORTED		0%	0%	0%	0		
		H	ID NOT REPORTED		0%	0%	0%	0		

Seraphimbeta[©]

True Call Nuisance Call Blocker - Integrated Victim Risk Analysis

Device performance report

2 - 23 September 2020

10180656355



Last month you received **91** calls

59 of these calls were from people who proceeded with the call after hearing the Trading Standards message

22 of these calls were from unknown callers who did not proceed with the call after hearing the Trading Standards message

10 of these calls were nuisance calls that were blocked by trueCall before reaching you

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

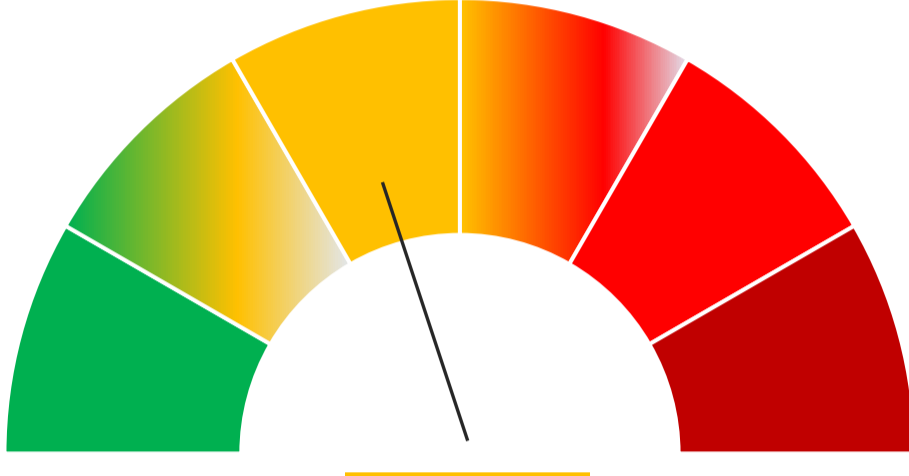
3

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

Your score explained

You are at moderate risk of exposure to scam calls

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

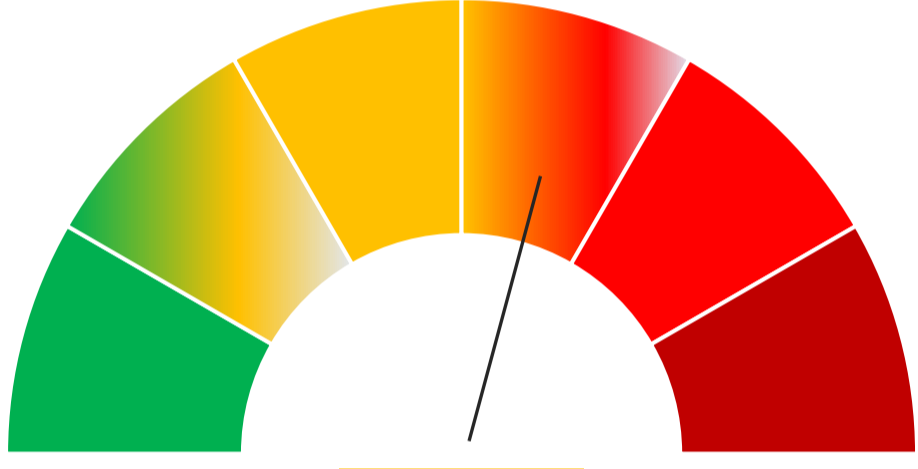


LEVEL 3

How do I compare with other trueCall users in Carmarthenshire?

The average exposure to scams score in Carmarthenshire is 4

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



LEVEL 4



How to improve your score...

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

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



Safonau Masnach Trading Standards

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ENVIRONMENTAL AND PUBLIC PROTECTION SCRUTINY COMMITTEE

5TH MARCH 2021

NET ZERO CARBON PLAN - UPDATE REPORT (DRAFT)

Purpose:

Annual performance report on progress towards becoming a net zero carbon local authority by 2030.

To consider and comment on the following issues:

The Net Zero Carbon Plan was approved by County Council on 12th February 2020. The attached draft report is submitted in accordance with Action NZC-28 of the Plan that requires performance reports on progress towards becoming a net zero carbon local authority by 2030 to be published annually.

Reasons:

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

To be referred to the Executive Board for decision: YES (22nd March 2021)

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:

Cllr Cefin Campbell, Communities and Rural Affairs

Directorate:

Environment and
Chief Executive's

Ruth Mullen

Report Author:

Kendal Davies

Designations:

Director of Environment

Sustainable Development
Manager

01267 224647

RMullen@carmarthenshire.gov.uk

01267 228351 | 5351

jkdavies@carmarthenshire.gov.uk

ENVIRONMENTAL AND PUBLIC PROTECTION SCRUTINY COMMITTEE

5TH MARCH 2021

NET ZERO CARBON PLAN - UPDATE REPORT (DRAFT)

Purpose:

Annual performance report on progress towards becoming a net zero carbon local authority by 2030.

BRIEF SUMMARY OF PURPOSE OF REPORT

Overview

1. The Net Zero Carbon (NZC) Plan was approved by County Council on 12th February 2020. The attached draft report is submitted in accordance with Action NZC-28 of the Plan that requires performance reports on progress towards becoming a net zero carbon local authority by 2030 to be published annually.
2. The attached draft NZC Plan - Update Report comprises:
 - Foreword (to be completed)
 - High Level Summary including Progress against Actions
 - COVID-19 and Climate Change
 - Section 1: Progress Update
 - Carbon Footprint - Non-domestic Buildings, Street Lighting, Fleet Mileage, and Business Mileage
 - Carbon Offsetting - Renewable Energy and Green Infrastructure
 - Collaboration - Working with Welsh Government, Carmarthenshire Public Services Board / Swansea Bay City Deal partners, and experts from the private and 3rd sectors
 - Integration and Communication
 - Section 2: Future Actions
 - Route Map to Net Zero Carbon by 2030
 - Appendix 1: Wider Response to Climate Emergency

3. In 2019/20 our overall carbon footprint reduced by 2.9% compared to 2018/19; however, it should be noted that our total energy consumption increased by 1.8% (due to the increased use of energy for heating) and our mileage increased by 3.4% (due to the inclusion of Domiciliary Care):

	2016/17	2017/18	2018/19	2019/20	2018/19 vs 2019/20	
	Results				Progress	% change
Non-Domestic Buildings						
Consumption (kWh)	66,808,735	63,690,923	64,857,362	66,407,242	Declined	+2.4%
Carbon Emissions (tCO ₂ e)	18,923	16,258	14,822	14,443	Improved	-2.6%
Street Lighting						
Consumption (kWh)	5,718,531	4,873,979	4,202,381	3,925,149	Improved	-6.6%
Carbon Emissions (tCO ₂ e)	2,569	1,874	1,291	1,088	Improved	-15.7%
Fleet Mileage						
Mileage (Miles)	5,127,150	5,121,289	*5,293,249	5,154,668	Improved	-2.6%
Diesel Used (litres)	1,416,276	1,441,751	1,434,583	1,419,336	Improved	-1.1%
Carbon Emissions (tCO ₂ e)	3,790	3,852	3,856	3,814	Improved	-1.1%
Business Mileage						
Mileage (Miles)	4,186,640	3,948,586	3,846,615	3,971,513	Declined	+3.2%
Carbon Emissions (tCO ₂ e)	1,260	1,159	1,118	1,132	Declined	+1.2%
TOTAL						
Consumption (kWh)	72,527,266	68,564,902	69,059,743	70,332,391	Declined	+1.8%
Mileage (miles)	9,313,790	9,069,875	8,829,043	9,126,181	Declined	+3.4%
Carbon Footprint (tCO ₂ e)	26,542	23,143	21,087	20,477	Improved	-2.9%

Note:

* This figure has been updated since last year to correct for incorrect mileage entries.

4. The draft Report refers to preliminary work to identify the impact of COVID-19. For the period April – June 2020 electricity consumption in our non-domestic buildings was less than 34% (a carbon saving of 738 tCO₂e) and business mileage less than 45% (a carbon saving of 139 tCO₂e) compared to the same period in 2019. However, the full impact won't be reflected until next year's update when we report on 2020/21 data. It is likely that the continuation of staff home working, as well as changes in working practices such as an increased use of video conference facilities and online communication will see a lasting reduction in carbon emissions in the longer term.
5. Welsh Government has an ambition for a carbon neutral public sector by 2030 and was to establish Wales-wide methodologies for carbon emissions reporting by the end of 2019/20. Unfortunately, this Guidance has not yet been published and this delay has impacted on several Actions in the NZC Plan which were dependent on this Guidance being published in April 2020.
6. We know that Welsh Government's reporting methodologies will differ from our current approach; however, until we have the specific detail there appears to be little merit in setting targets etc. as these will inevitably have to be reviewed / amended when the Guidance is published. Following the publication of the reporting Guidance, we will review our carbon reporting methodologies and will set targets to incorporate the new Guidance. This will not prevent the work outlined in the NZC Plan to reduce our carbon footprint being progressed.
7. Whilst we are committed to reduce our carbon footprint significantly further, we recognise that however energy/carbon efficient our Services become they will inevitably still have a residual carbon footprint. We aim to primarily compensate for this by increasing the amount of renewable energy we generate on our Estate. Unfortunately, recent applications to connect to the local electricity network have continued to attract significant reinforcement costs that have rendered schemes financially unviable.

This is a major concern as enhancements to the capacity of the local electricity distribution network are beyond our direct control as require a combination of major infrastructure works plus balancing local consumption, generation, and storage.

8. Furthermore, the continuing decarbonisation of the electricity distribution network (National Grid) means that the emission conversion factor for electricity is decreasing. Whilst this has a positive impact in reducing our carbon footprint, it conversely has a negative impact in reducing the equivalent carbon savings from renewable energy generation, thus requiring more wind turbines / solar PV panels to offset our (reducing) carbon footprint.

Public Sector Net Zero Carbon Route Map

9. Public services across Wales have pledged (July 2020) to ensure that action on decarbonisation is embedded through:
 - (1) Understanding their carbon footprint, in line with guidance for public sector greenhouse emissions reporting
 - (2) Agreeing to a set of net zero commitments / pledges for the 26th UN Climate Change Conference of the Parties (COP26) in Glasgow on 1st – 12th November 2021
 - (3) Closely monitoring and reporting their current and future carbon emissions
 - (4) Ensuring all Local Authorities have robust, evidence-based net zero action plans in place, as living documents, by March 2021
 - (5) Work with the new Decarbonisation Strategy Panel
(Note: Our Chief Executive is a Member of this Panel).

10. Whilst we already have a NZC Plan in place (Item (4) above), achieving net zero carbon by 2030 will require a range of ambitious actions and targets. A ‘Public Sector Net Zero Carbon Route Map’ is currently being developed by the Local Government Decarbonisation Strategy Panel as a high-level thematic framework to guide its approach. Where possible, we also propose to use this Route Map to help guide our approach. It should be noted that some of the Targets in the Route Map are particularly challenging, and appropriate Actions are currently being discussed with the relevant Lead Officers for incorporation into our NZC Plan.

Recommendation

It is RECOMMENDED that the draft Net Zero Carbon Plan - Update Report be endorsed for referral to Executive Board.

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: Ruth Mullen Director of Environment

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
YES	NO	YES	YES	YES	YES	YES

1. Policy, Crime & Disorder and Equalities

The Notice of Motion supported unanimously by County Council on 20th February 2019 required that a clear plan for a route towards being net zero carbon be developed within 12 months. The County Council approved the Net Zero Carbon Plan on 12th February 2020.

The Net Zero Carbon Plan accords with Carmarthenshire’s Well-being priorities, and echoes Welsh Government’s ambition for a carbon neutral public sector by 2030, and with ‘Prosperity for All: A Low Carbon Wales’ (March 2018).

2. Finance

The Council has adopted proactive programmes to reduce its carbon emissions over many years. Consequently, there will be financial implications in significantly further reducing carbon emissions as much of the more cost-effective measures have already been undertaken.

For example, to-date energy efficiency programmes in non-domestic buildings have been financed using interest-free funding secured from Salix / Wales Funding Programme, however there will be a need to supplement this funding to enable further energy measures with higher payback periods to be delivered if we are to achieve Net Zero Carbon by 2030.

Whilst the preferred primary method of compensating for the Council’s residual carbon footprint is to significantly increase the amount of renewable energy generated, this would require significant financing at a time of increasing pressure on Council budgets. Choosing to prioritise this investment would inevitably mean delaying or removing other capital schemes under consideration, including the implications for match funding contributions, such as 21st Century schools Welsh Government contribution or Regeneration schemes match-funding.

There will be a need to establish robust business cases for each potential renewable energy project. The more favourable investment returns of the projects, the lower the impact on other Council budgets will be.

3. ICT

The Net Zero Carbon Plan embodies the Council's ICT strategies to facilitate more efficient working practices such as Cloud hosting, agile working via provision of laptops /and video conferencing.

4. Risk Management Issues

Climate change is acknowledged as one of the world's greatest threats.

5. Physical Assets

Reducing carbon emissions would have significant implications for a variety of the Council's physical assets: non-domestic buildings, street lighting and fleet. There is also potential for use of Council owned land and buildings for renewable energy generation.

6. Staffing Implications

Staff, and Member, awareness and buy-in will be required to enable the Council to successfully deliver significant carbon reductions. This will require specific training and communications.

CONSULTATIONS

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

Signed: Ruth Mullen


Director of Environment

- | | |
|---|-----|
| 1. Local Member(s) | N/A |
| 2. Community / Town Council | N/A |
| 3. Relevant Partners | N/A |
| 4. Staff Side Representatives and other Organisations | N/A |

EXECUTIVE BOARD PORTFOLIO HOLDER AWARE/CONSULTED	YES
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Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:

THERE ARE NONE



Route towards becoming a Net Zero Carbon Local Authority by 2030

DRAFT Progress Report
February 2021



Contents

- Contents 2
- Foreword 3
- High Level Summary 4
- COVID-19 and Climate Change 8
- Section 1: Progress Update.....12
 - 1. Carbon Footprint..... 12
 - 1.1 Non-domestic Buildings 12
 - 1.2 Street Lighting..... 16
 - 1.3 Fleet Mileage 17
 - 1.4 Business Mileage..... 18
 - 2. Carbon Offsetting / Renewable Energy 19
 - 2.1 Overview 19
 - 2.2 Renewable Energy 20
 - 2.3 Green Infrastructure 22
 - 3. Collaboration 23
 - 3.1 Working with Welsh Government..... 23
 - 3.2 Working with Carmarthenshire Public Services Board / Swansea Bay City Deal partners 23
 - 3.3 Working with experts from the private and 3rd sectors 24
 - 4. Integration and Communication 25
- Section 2: Future Actions.....27
- Appendix 1. Wider Response to Climate Emergency 30

Clr Cefin Campbell

Executive Board Member for Communities and Rural Affairs

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High Level Summary

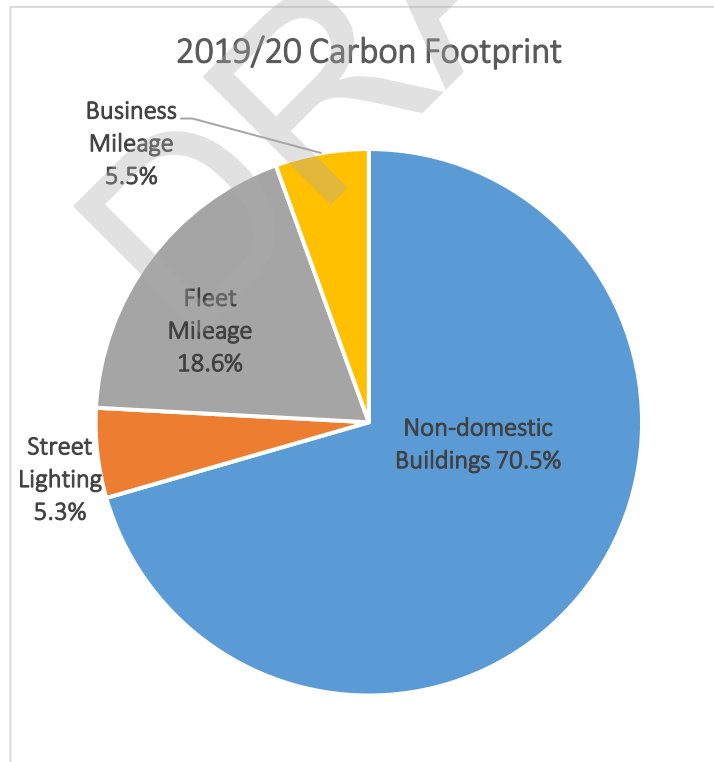
Carbon Footprint

	2016/17	2017/18	2018/19	2019/20	2018/19 vs 2019/20	
	Results				Progress	% change
Non-Domestic Buildings						
Consumption (kWh)	66,808,735	63,690,923	64,857,362	66,407,242	Declined	+2.4%
Carbon Emissions (tCO ₂ e)	18,923	16,258	14,822	14,443	Improved	-2.6%
Street Lighting						
Consumption (kWh)	5,718,531	4,873,979	4,202,381	3,925,149	Improved	-6.6%
Carbon Emissions (tCO ₂ e)	2,569	1,874	1,291	1,088	Improved	-15.7%
Fleet Mileage						
Mileage (Miles)	5,127,150	5,121,289	*5,293,249	5,154,668	Improved	-2.6%
Diesel Used (litres)	1,416,276	1,441,751	1,434,583	1,419,336	Improved	-1.1%
Carbon Emissions (tCO ₂ e)	3,790	3,852	3,856	3,814	Improved	-1.1%
Business Mileage						
Mileage (Miles)	4,186,640	3,948,586	3,846,615	3,971,513	Declined	+3.2%
Carbon Emissions (tCO ₂ e)	1,260	1,159	1,118	1,132	Declined	+1.2%
TOTAL						
Consumption (kWh)	72,527,266	68,564,902	69,059,743	70,332,391	Declined	+1.8%
Mileage (miles)	9,313,790	9,069,875	8,829,043	9,126,181	Declined	+3.4%
Carbon Footprint (tCO ₂ e)	26,542	23,143	21,087	20,477	Improved	-2.9%

Note:

* This figure has been updated to correct for incorrect mileage entries.

Breakdown of carbon footprint by percentage of emissions by each area.



Offset Equivalents

Carbon Footprint 2019/20 (tCO ₂ e)		Equivalent Offsetting Requirement								
		Solar Panels			Wind Turbines			Forested Land (ha)		
		2018/19	2019/20	% change	2018/19	2019/20	% change	2018/19	2019/20	% change
Non-domestic Buildings	14,443	175,450	189,398	7.9%	41	44	7.3%	24,099	23,482	-2.6%
Street Lighting	1,088	15,282	14,267	-6.6%	4	3	-25.0%	2,099	1,769	-15.7%
Fleet Mileage	3,814	45,644	50,015	9.6%	11	12	9.1%	6,269	6,201	-1.1%
Business Mileage	1,132	13,234	14,844	12.2%	3	3	0.0%	1,818	1,840	1.3%
TOTAL	20,477	249,610	268,524	7.6%	59	62	5.1%	34,285	33,293	-2.9%
Equivalent Installed Capacity (MW)		62.4	67.1		29.5	31.0				

Comparators:

- Equivalent number of 500 kW wind turbines (~327 tCO₂e/year | ~1,180 MWh/year) (capacity of wind turbine at Nant y Caws)
- Equivalent number of individual 250 W solar PV panels (~0.07626 tCO₂e/year | ~275 kWh/year)
- Equivalent area of Forested Land based on Welsh Government draft carbon reporting guidance. Presumes forested land planted is in place of grass land. For context, we own ~6,500 ha of land not including housing

Renewable Energy Generation

Renewable Energy Generation	2016/17	2017/18	2018/19	2019/20	2019/20 vs 2018/19	
	Result				Progress	% change
Solar PV						
Installed Capacity (kWp)	1,153	1,153	1,193	1,193	No Change	0%
Electricity generation (kWh)	670,401	937,330	979,071	997,480	Improved	+1.9%
Equivalent Carbon Savings (tCO ₂ e)	301	360	301	277	Declined	-8.0%

The continuing decarbonisation of the electricity distribution network (National Grid) means that the emission conversion factor for electricity is decreasing. Whilst this has a positive impact in reducing our carbon footprint, it conversely has a negative impact in reducing the equivalent carbon savings from renewable energy generation, thus requiring more wind turbines / solar PV panels to offset our (reducing) carbon footprint.

Progress against Actions

Ref	Action	By When	Progress
Carbon Footprint – Non-domestic buildings			
NZC-01	Deliver Re:fit Cymru (Energy Efficiency) Phase 1 project to achieve energy / carbon savings	Apr 2021	
NZC-02	Develop further phases of Re:fit Cymru (Energy Efficiency) project, or similar, to achieve accelerated energy / carbon savings	On-going	
NZC-03	Incorporate the 'Passivhaus' Standard, where appropriate, in new building construction projects	On-going	
NZC-04	Continually review and amend design specifications and briefs to reflect new technologies and energy efficient equipment	On-going	
NZC-05	Extend 'smart' and sub-metering technology to ensure accurate and timely capture of energy consumption data	On-going	
NZC-06	Develop appropriate carbon reduction target for the Council's non-domestic buildings as part of annual review of action plan	Mar 2021	

Ref	Action	By When	Progress
Carbon Footprint – Street Lighting			
NZC-07	Develop appropriate carbon reduction target for the Council's street lighting as part of annual review of action plan	Mar 2021	

Carbon Footprint – Fleet Mileage			
NZC-08	Review the most appropriate fuel powered vehicles for each of the Council's Services	On-going	
NZC-09	Develop appropriate carbon reduction target for the Council's fleet mileage as part of annual review of action plan	Mar 2021	

Carbon Footprint – Business Mileage			
NZC-10	Undertake a review of the Council's pool cars to identify opportunities for carbon reduction	TBC	
NZC-11	Finalise electric vehicle strategy for the County	TBC	
NZC-12	Develop appropriate carbon reduction target for the Council's business mileage as part of annual review of action plan	Mar 2021	

Renewable Energy Generation / Carbon Offsetting			
NZC-13	Work with Welsh Government Energy Service to explore and deliver opportunities for large scale renewable energy projects	On-going	
NZC-14	Work with National Procurement Service (NPS) to support greater procurement of energy from locally generated renewable energy projects	On-going	
NZC-15	Explore the feasibility of tree-planting, and other such measures, on Council controlled land to contribute towards carbon offsetting	On-going	
NZC-16	Develop appropriate target for renewable energy generation as part of annual review of action plan	Mar 2021	

Working with Welsh Government			
NZC-17	Collaborate with Welsh Government and other 'early adopter' Public Bodies to introduce national carbon reporting framework as part of ambition to achieve carbon neutral Welsh public sector by 2030	Jun 2020	

Working with Carmarthenshire Public Services Board / Swansea Bay City Deal partners			
NZC-18	Work with Carmarthenshire Public Services Board's (PSB's) Healthy Environment Delivery Group to undertake a Climate Change and Environmental Risk Assessment for the County	On-going	
NZC-19	Work with Carmarthenshire PSB partners to identify and develop opportunities for collaboration regarding carbon reduction	On-going	
NZC-20	Work with Welsh Government and Swansea Bay City Region partners to establish a Regional Energy Plan for South West Wales	On-going	

Collaboration with experts from the private sector and 3rd sectors			
NZC-21	Work with the Council's contractors to explore innovative approaches to carbon reduction	On-going	
NZC-22	Participate in the Carmarthenshire 3 rd Sector Environment Network established by Carmarthenshire Association of Voluntary Services (CAVS)	On-going	
NZC-23	Work with Ynni Sir Gâr, and others, to deliver and support local renewable energy projects	On-going	

Ref	Action	By When	Progress
Integration and Communication			
NZC-24	Undertake Staff survey to identify how individuals can contribute to the Council's commitment to become a net zero carbon local authority	May 2020	Overdue
NZC-25	Incorporate climate change / carbon reduction in Integrated Impact Assessment process to be introduced by Council	TBC	On track
NZC-26	Support the 'Walk the Global Walk' project in the County's schools to promote awareness of climate change	On-going	Completed
NZC-27	Review action plan following publication of Welsh Government guidance regarding new national carbon reporting framework	Mar 2021	Delayed
NZC-28	Publish performance reports on progress towards becoming a net zero carbon local authority by 2030	Annual	On track

Key:

	Overdue
	Delayed due to on-going delay in publishing Wales carbon reporting guidance (this had been anticipated in April 2020)
	On track
	Completed

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COVID-19 and Climate Change

“There are decades where nothing happens; and there are weeks where decades happen.” (quote widely attributed to Vladimir Lenin).

On 12th February 2020 the County Council approved its [Net Zero Carbon \(NZC\) Plan](#).

On 11th March 2020 the World Health Organization declared [COVID-19 a pandemic](#).

On 23rd March 2020 the UK Prime Minister announced a [COVID-19 national lockdown](#).

The impacts of COVID-19 are continuing to unfold.

Impact of COVID-19

‘[Impact of COVID-19 on Carmarthenshire](#)’ (September 2020) aims to better understand the community impact of the pandemic as we currently see it. We will be reviewing the key priorities set out in ‘[Moving Forward in Carmarthenshire: the next 5 years](#)’ (January 2018) to ensure that our short-term focus fully supports recovery from the pandemic and that plans are developed for medium and longer term recovery.

COVID-19 has also impacted on the delivery of our Net Zero Carbon (NZC) Plan both directly and indirectly. These impacts include:

Direct: COVID-19 related restrictions delayed on-site commencement of our Re:fit Cymru (Energy Efficiency) Phase 1 project. Thankfully, works were able to commence in September 2020 (Action NZC-01).

Indirect: As referenced in our NZC Plan, Welsh Government have an ambition for a [carbon neutral public sector by 2030](#) and were to establish Wales-wide methodologies for carbon emissions reporting by the end of 2019/20. Unfortunately, this Guidance has not yet been published and this delay has impacted on the following Actions in the NZC Plan which were dependent on this Guidance being published in April 2020:

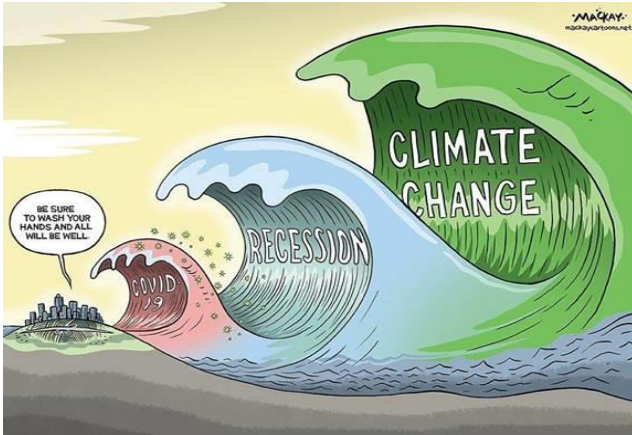
Ref	Action
NZC-06	Develop appropriate carbon reduction target for the Council’s non-domestic buildings as part of annual review of action plan
NZC-07	Develop appropriate carbon reduction target for the Council’s street lighting as part of annual review of action plan
NZC-09	Develop appropriate carbon reduction target for the Council’s fleet mileage as part of annual review of action plan
NZC-12	Develop appropriate carbon reduction target for the Council’s business mileage as part of annual review of action plan
NZC-16	Develop appropriate target for renewable energy generation as part of annual review of action plan
NZC-17	Collaborate with Welsh Government and other ‘early adopter’ Public Bodies to introduce national carbon reporting framework as part of ambition to achieve carbon neutral Welsh public sector by 2030
NZC-27	Review action plan following publication of Welsh Government guidance regarding new national carbon reporting framework

We know that Welsh Government’s reporting methodologies will differ from our current approach, and until we have the specific detail there appears to be little merit in setting targets etc. as these will inevitably have to be reviewed / amended when the Guidance is published. Following the publication of the reporting Guidance, we will review our carbon reporting methodologies and will set targets incorporating the new Guidance. This will not prevent us from progressing all the work outlined in our NZC Plan to reduce our carbon footprint.

Climate Change

"A global crisis has shocked the world. It is causing a tragic number of deaths, making people afraid to leave home, and leading to economic hardship not seen in many generations. Its effects are rippling across the world."

"Obviously, I am talking about COVID-19. But in just a few decades, the same description will fit another global crisis: climate change. As awful as this pandemic is, climate change could be worse." Bill Gates (August 2020).



"Without swift and immediate action, at an unprecedented pace and scale, we will miss the window of opportunity to 'reset' for... a more sustainable and inclusive future."

"[The environmental] crisis has been with us for far too many years - decried, denigrated and denied."

"It is now rapidly becoming a comprehensive catastrophe that will dwarf the impact of the coronavirus pandemic." HRH Prince Charles (September 2020).

"We can treat a crisis like a crisis, as we have seen because of the coronavirus. Treating the climate crisis like a crisis – that could change everything overnight." Greta Thunberg (November 2020).

United Nations Secretary General Antonio Guterres (December 2020) said that climate change has "left our planet broken" and urged nations to make radical changes before it is too late. Mr Guterres also warned that humanity is waging a war on the natural world, describing it as "suicidal". The central objective of the United Nations for 2021 is to build a truly global coalition for carbon neutrality "Every country, city, financial institution and company should adopt plans for transitions to net zero emissions by 2050 and take decisive action now to put themselves on the right path, which means cutting global emissions by 45% by 2030 compared with 2010 levels". (Note: The United Nations Environment Programme (UNEP) Report 'Making Peace With Nature' (February 2021) sets out the triple emergency the world is in: the climate crisis; the devastation of wildlife and nature; and, the pollution that causes many millions of early deaths every year).

These words were recently echoed by Ángel Gurría (February 2021), the outgoing head of the Organisation for Economic Co-operation and Development (OECD), who said: "The single most urgent, emergent, immediate risk is to combat COVID-19, and its health, economic and social consequences... But the single most important intergenerational responsibility is to protect the planet. We are on a collision course with nature and we have to change course for future generations."

Public services across Wales have pledged (July 2020) to ensure that decarbonisation action is embedded through:

- Understanding their carbon footprint, in line with guidance for public sector greenhouse emissions reporting
- Agreeing to a set of net zero commitments / pledges for the 26th UN Climate Change Conference of the Parties (COP26) in Glasgow on 1st – 12th November 2021
- Closely monitoring and reporting their current and future carbon emissions
- Ensuring all Local Authorities have robust, evidence-based net zero action plans in place, as living documents, by March 2021 (Note: We approved a Net Zero Carbon on 12th February 2020)
- Work with the new Local Government Decarbonisation Strategy Panel (Note: Our Chief Executive is a Member of this Panel).

Can we tackle both climate change and COVID-19 recovery?

“...The more fundamental question is whether it will take a major climate calamity to force the type of global reaction we are seeing with COVID-19 and whether lessons will be learned from this current experience.” Mike Hayes, Global Head of Renewables, KPMG (April 2020).



Example of how we are trying to connect the dots...

Egni Sir Gâr Cyfyngedig [Carmarthenshire Energy Ltd] is the community benefit energy society established by the Council in 2015 to tackle climate change by reducing energy costs, generating clean renewable energy, lowering carbon emissions, and keeping the profits local.

Egni Sir Gâr Cyfyngedig has installed 636 kWp of rooftop solar PV systems on 16 Council owned buildings, and at its 2020 AGM members voted for all interest payment for the year (the surplus from the feed-in-tariff after operating costs but prior to financing costs) to be dedicated to local food banks due to the impact of COVID-19 on the local community. This enabled £42,300 to immediately benefit local foodbanks - the highest payment per megawatt of installed solar for any community benefit society or commercial solar farm in the UK.



Egni Sir Gâr Cyfyngedig won the 'Community' award at the British Renewable Energy Awards 2020 on 26th January 2021.

Outline Approach

Our commitment to become a net zero carbon local authority by 2030 covers the following four key areas:

Non-Domestic Buildings

Non-domestic buildings include any buildings owned by the Council other than Housing. This includes Council offices, depots, leisure centres, libraries, museums, parks, schools, galleries, and theatres.



Street Lighting

Street lighting includes all lighting that you see on the roadside, along streets and within parks and other public spaces that are managed by the Council.

Fleet Mileage

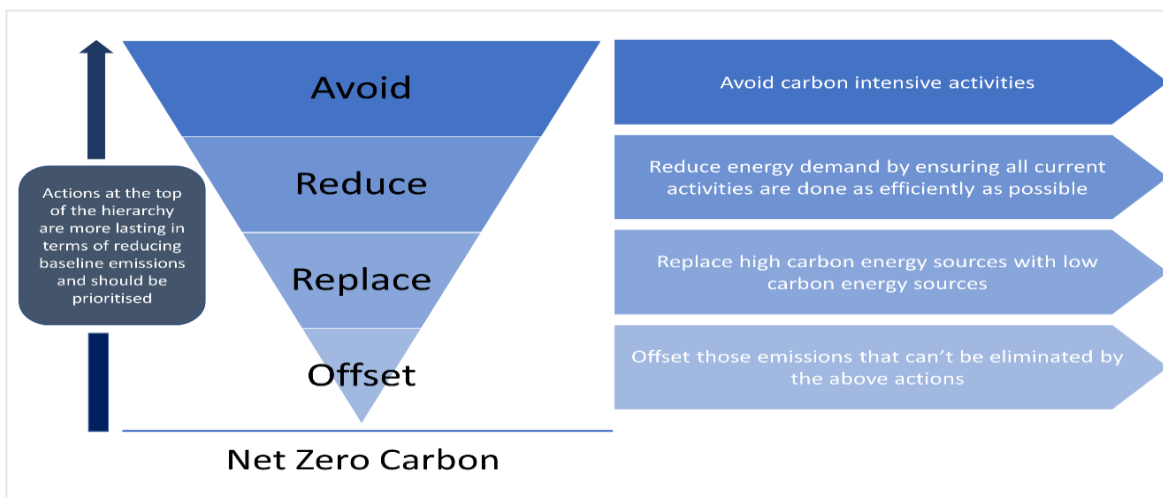
Fleet mileage includes all vehicles that are used to carry-out the Council's services. This includes vehicles such as those used for refuse collections and road gritting plus pool cars.



Business Mileage

Business mileage includes work-related duties undertaken by Council staff in their own cars.

Whilst we are committed to significantly reducing our carbon footprint, we recognise that however energy / carbon efficient our Services become, we will inevitably still have a residual carbon footprint. This situation is acknowledged by the 'Net' in the Net Zero Carbon equation, which enables our residual carbon footprint to be compensated / offset by the generation of renewable electricity and through carbon sequestration (such as through the planting of trees). However, we continue to pursue the carbon mitigation hierarchy approach as we do not consider compensation / offsetting as a 'get out clause' for reducing our carbon footprint:



Section 1: Progress Update

1. Carbon Footprint

1.1 Non-domestic Buildings

Non-Domestic Buildings	2016/17	2017/18	2018/19	2019/20	2019/20 vs 2018/19	
	Result				Progress	% change
Consumption (kWh)	66,808,735	63,690,923	64,857,362	66,407,242 ⁽¹⁾	Declined	+2.4%
Carbon Emissions (tCO ₂ e) ⁽¹⁾	18,923	16,258	14,822	14,443	Improved	-2.6%

Scope: This indicator covers energy consumption (kWh) in all our non-domestic buildings plus corresponding carbon emissions (tCO₂e).

Note:

⁽¹⁾ Whilst consumption (kWh) increased in 2019/20, carbon emissions (tCO₂e) continued to decrease due to a reduction in the emission conversion factor for electricity. The continuing decarbonisation of the electricity distribution network (National Grid) will help to accelerate the reduction of carbon emissions from the Council's consumption of electricity. The performance data quoted in this document uses UK emission conversion factors issued by the Department for Business, Energy, and Industrial Strategy (BEIS) where appropriate. These emission conversion factors are published annually, for example <https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2019>

Update

Our non-domestic buildings accounted for the highest proportion of our Carbon Footprint - at 70.5% of our total carbon emissions in 2019/20.

Although carbon emissions from non-domestic buildings was found to have decreased, this is largely due to the decarbonisation of the electricity grid. Energy consumption was shown to have increased by 2.4% from 2018/19 to 2019/20.

The increase in consumption in 2019/20 was a direct result of the increase in energy used for heating (weather colder than in 2018/19). The data we report is not degree day corrected i.e. our energy consumption figures for our heating fuels have not been adjusted to factor in the variations in outside air temperature. When this is considered, our total energy consumption reduced by -3.5% from 2018/19 to 2019/20. Also, whilst our gas consumption is metered, our reporting for oil, LPG and kerosene is based on delivery dates which can distort year-on-year comparison should deliveries be near year end. Unlike for electricity, the emission conversion factors for fossil fuels are comparatively static from year to year.

Also, for the first time we have included the use of the biomass boiler in the Tywi Centre, Llandeilo. Although this building is owned by the National Trust, we lease the building and purchase the biomass pellets used in the boiler. This use has not previously been included in our carbon footprint but has been added this year for completeness. This has added an additional 121,615 kWh to our carbon footprint in 2019/20 compared to 2018/19.

Utility	Consumption (kWh)		2018/19 vs 2019/20	
	2018/19	2019/20	kWh	%
Electricity	19,984,610	19,668,100	- 296,510	- 1.5 %
Gas	39,176,883	40,025,303	+ 848,420	+ 2.2%
Oil	3,878,728	4,576,446	+ 697,718	+ 18.0%
LPG	1,398,425	1,355,527	- 42,898	- 3.1%
Kerosene	418,716	660,249	+ 241,533	+ 57.7%
Biomass	0	121,615	+ 121,615	+100 %
Total	64,857,362	66,407,242	+ 1,569,879	+ 2.4 %

We continue to procure as much of our energy supplies as possible through the National Procurement Service (NPS), with 100% of this electricity being from renewable energy. In 2019/20, 63% of this 'green' electricity was generated within Wales (compared to 40% in 2018/19).

Sites included in Re:fit Cymru Phase 1:

Schools

1. Bryn Teg Primary School
2. Coedcae School
3. Glan-y-Mor School
4. Johnstown Primary School
5. Model Church in Wales School
6. Queen Elizabeth High School
7. St. John Lloyd Catholic Comprehensive School
8. Ysgol Gyfun Emlyn
9. Ysgol Gyfun Gymraeg Bro Myrddin
10. Ysgol Gymraeg Llangennech
11. Ysgol Gynradd Beca
12. Ysgol Gynradd Cynwyl Elfed
13. Ysgol Gynradd Gymunedol Cae'r Felin
14. Ysgol Gynradd Gymunedol Nantgaredig
15. Ysgol Gynradd Llannon
16. Ysgol Gynradd Wirfoddol Penboyr
17. Ysgol y Dderwen

Other

1. Ammanford Library
2. Carmarthen Leisure Centre
3. Dinefwr Bowls Centre
4. Llandovery Swimming Pool
5. Llys y Bryn Care Home / Ty'r Gelli Sheltered Housing Complex
6. Maes Llewelyn Care Home
7. Newcastle Emlyn Leisure Centre
8. Newcastle Emlyn Swimming Pool
9. Parc Dewi Sant Offices
10. Parc Myrddin Offices
11. Ty Parcyrhun Offices
12. Ysgol Dyffryn Aman Leisure Centre
13. Ysgol Maes y Gwendraeth (Drefach Site)

We are currently participating in the Welsh Government supported Re:fit Cymru programme, which aims to carry-out energy efficiency opportunities in non-domestic buildings. Whilst COVID-19 related restrictions delayed on-site commencement of our Phase 1 programme, works were able to commence in September 2020. The majority of Phase 1 is forecasted to be completed by 31st March 2021.

Phase 1 will result in overall carbon savings of 675 tCO₂e per year.

Following the completion of Re:fit Cymru Phase 1 we will seek to identify sites from our portfolio of non-domestic buildings that are suitable to include in a Re:fit Cymru Phase 2 project

Accurate data is critical to planning, monitoring, and reporting progress towards becoming Net Zero Carbon. Accordingly, we are working on rolling out 'smart' and sub metering technology across our portfolio of non-domestic buildings. Our initial focus is on upgrading our electricity meters, of which 206 (38%) are currently smart meters. A major audit of these meters has recently been completed, which will allow us to work with our energy suppliers to roll-out a comprehensive programme of smart meter installation as soon as possible. We aim to also extend our smart metering programme to our gas and water meters, to enable us to comprehensively monitor consumption in our non-domestic buildings.

Some preliminary work has been done to identify the impact of the first COVID-19 lockdown period on electricity use in our non-domestic buildings. Overall, it was found that electricity consumption was 34% less between April - June 2020 when compared to the same period in 2019, equating to a carbon saving of 738 tCO₂e. However, it should be noted that these emissions have effectively been displaced as most of our staff have worked from home since April 2020.

Our top 25 energy consuming / carbon emitting buildings (2019/20):

Rank	Buildings	Consumption (kWh)			Carbon Emissions (tCO ₂ e)			Gross Internal Area (m ²)
		2018/19	2019/20	% Change	2018/19	2019/20	% Change	
1	Ysgol Dyffryn Aman & Leisure Centre	4,440,915	3,877,318	-13%	876	759	-13%	22,444
2	Carmarthen Leisure Centre	4,394,191	3,572,783	-19%	897	731	-19%	8,740
3	Parc Dewi Sant	3,025,423	3,052,836	+1%	656	635	-3%	22,069
4	Llanelli Leisure Centre	2,614,683	2,629,918	+1%	540	528	-2%	5,259
5	Queen Elizabeth High School	1,983,175	2,058,117	+4%	458	446	-2%	15,414
6	Ysgol Maes y Gwendraeth	1,974,011	1,913,451	-3%	436	410	-6%	22,264
7	Llys-y-Bryn Care Home & Day Centre	1,682,011	1,761,272	+5%	338	353	+4%	3,210
8	Ysgol Bro Dinefwr	1,316,097	1,531,499	+16%	304	325	+7%	11,822
9	Y Ffwrnes Theatre	1,348,414	1,478,694	+10%	310	320	+3%	4,719
10	County Hall	1,154,382	1,155,934	0%	278	253	-9%	7,397
11	Dyffryn Taf Comprehensive School	1,240,267	1,184,004	-5%	269	249	-8%	8,887
12	Ysgol Gyfun y Strade	1,098,444	1,094,674	0%	247	236	-5%	10,268
13	Coedcae Comprehensive School	1,133,509	1,104,084	-3%	243	230	-6%	9,162
14	Parc Myrddin	998,532	1,042,108	+4%	221	222	0%	4,897
15	Ysgol Gyfun Bro Myrddin	728,872	784,665	+8%	208	207	0%	7,033
16	Bryngwyn Comprehensive School	910,779	934,911	+3%	208	201	-4%	9,279
17	Awel Tywi Care Home	673,536	733,006	+9%	189	191	+1%	1,366
18	3 Spilman Street, Carmarthen	670,030	703,965	+5%	196	188	-4%	3,620
19	Glan y Mor Comprehensive School	1,507,431	902,649	-40%	301	186	-38%	12,523
20	Ysgol Rhydygors	913,382	934,258	+2%	180	181	0%	3,249
21	Dol y Felin Care Home	675,568	870,084	+29%	141	172	+23%	1,189
22	Pembrey Country Park	401,877	571,294	+42%	120	149	+24%	1,596
23	Caemaen Care Home	728,473	691,221	-5%	162	148	-9%	1,781
24	Ysgol Gyfun Emllyn	509,669	564,552	+11%	145	147	+1%	5,190
25	Maesllewellyn Care Home	503,503	543,635	+8%	146	144	-1%	2,058
Top 25 total		36,627,173	35,690,930	-3%	8,069	7,610	-6%	187,218
Total across all non-domestic buildings		64,857,362	66,407,242	2%	14,822	14,433	-3%	516,870
Above sites as percentage of total		56%	54%		54%	53%		36%

 Included in Re:fit Cymru Phase 1 project

Note: The fact that a building appears in our Top 25 merely indicates that it is a relatively large consumer of energy and **not** because it is energy inefficient.

Progress against Actions

NZC-01		
Action	Lead Officer	Timescale
Deliver Re:fit Cymru (Energy Efficiency) Phase 1 project to achieve energy / carbon savings	Head of Property	April 2021
Progress		
Whilst COVID-19 delayed on-site commencement of our Phase 1 programme, works were able to commence in September 2020. The Phase 1 project is forecasted to be complete by 31 st March 2021 and to result in overall carbon savings of 675 tCO2e per year.		
NZC-02		
Action	Lead Officer	Timescale
Develop further phases of Re:fit Cymru (Energy Efficiency) project, or similar, to achieve accelerated energy / carbon savings	Sustainable Development Manager	Ongoing
Progress		
Currently working with WGES and Ameresco to develop a Phase 2 of our Re:fit Cymru (Energy Efficiency) project.		
NZC-03		
Action	Lead Officer	Timescale
Incorporate 'Passivhaus' standard, where appropriate, in new building construction projects	Property Design Manager	Ongoing
Progress		
Property Division are developing a fabric first methodology to new build construction projects to ensure a high level of energy efficiency for new facilities entering the Authority's building portfolio. This is underpinned by a commitment to incorporation of the quality assured Passivhaus Standard.		
Contracts were awarded during 2019/20 for the construction of the following new schools, which have been designed to achieve Passivhaus certification and thus deliver a prescriptive and benefitted performance in terms of energy usage and internal environment:		
<ul style="list-style-type: none"> • Gorslas Primary School (currently under construction) • Ysgol y Castell (currently under construction) • Pembrey Community Primary School (contract awarded) 		
Other non-educational buildings also designed and built to achieve the Standard are:		
<ul style="list-style-type: none"> • Carmarthen Archives and Repository • Pendine Attractor Project – Eco Hostel building (currently under construction) 		
The Property Division are committed to fostering experiences in designing and constructing to the Passivhaus Standard in the development of an auditable fabric and building performance model that will sit in compliment to installed renewable energy solutions. This model will be flexible in its approach to providing best value on each project, with reference to the capital build programme, forward operational expenditure, and the wider Net Zero Carbon action plan.		
NZC-04		
Action	Lead Officer	Timescale
Continually review and ammend design specifications and briefs to reflect new technologies and energy efficient equipment	Property Design Manager	Ongoing
Progress		
We will continue to explore solutions and methods to maximise renewable energy solutions. A further emphasis will be put on establishing optimised solutions in new buildings with calculated investment against the performance level of the building fabric and aimed to provide best value in terms of capital and operation expenditure. We will continue to explore a flexible model to best suit the needs of the Net Zero Carbon agenda on any given project.		

Examples of how renewable and low energy specifications are being continually developed and adapted include:

- All major new build projects incorporate renewable energy technologies where appropriate with solar photovoltaic (PV) installations being incorporated into many recent Modernising Education Provision 21st Century Schools projects (Ysgol Pum Heol – due for completion during 2020/21) and new housing developments (e.g. Garreglwyd and Dylan sites).
- The new housing development currently under construction at Glanmor Terrace, Burry Port includes battery storage to maximise the use of the electricity generated by the solar PV installed on each dwelling. Electric vehicle charge points are also being provided for each property. Also features Mechanical Ventilation Heat Recovery (MVHR) units in each dwelling.
- Air Source Heat Pumps have been installed to provide heating at each of the flats and communal areas at Llys yr Ysgol Sheltered Housing Complex. These heat pumps replaced inefficient and expensive to run electric storage heaters at the Complex. Air Source is currently being explored on a larger scale in respect of the new development for Ysgol Heol Goffa
- Specifications for all new school developments now include for the installation of Electric Vehicle Charging Points.
- LED lighting now being specified as standard.
- SolarEdge technology specified for all new solar PV systems which allows web access to generation data that allows more detailed real-time data for the analysis of electricity generation.

NZC-05		
Action	Lead Officer	Timescale
Extend 'smart' and sub-metering technology to ensure accurate and timely capture of energy consumption data.	Various	Ongoing
Progress		
We currently have 206 smart electricity meters installed, which is 38% of our total meter stock. A major audit of our meters has recently been completed, which 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 gas and water consumption.		
NZC-06		
Action	Lead Officer	Timescale
Develop appropriate carbon reduction target for the Council's non-domestic buildings as part of annual review of action plan	Sustainable Development Manager	March 2021
Progress		
Welsh Government were to establish Wales-wide methodologies for carbon emissions reporting by the end of 2019/20. Unfortunately, this Guidance has not yet been published. This delay has impacted on this Action, and others, as it was dependent on the Guidance being published in April 2020. Welsh Government's reporting methodologies will differ from our current approach, but until we have the specific detail there appears to be little merit in setting targets etc as these will inevitably have to be reviewed / amended when the Guidance is published. Following the publication of the reporting Guidance, we will review our carbon reporting methodologies and will develop an appropriate carbon reduction target for the Council's non-domestic buildings that incorporates the new Guidance.		

1.2 Street Lighting

Street Lighting	2016/17	2017/18	2018/19	2019/20	2019/20 vs 2018/19	
	Result				Progress	% change
Consumption (kWh)	5,718,531	4,873,979	4,202,381	3,925,149	Improved	-6.6%
Carbon Emissions (tCO ₂ e)	2,569	1,874	1,291	1,088	Improved	-15.7%

Scope: This indicator covers energy consumption (kWh) in all our Street Lighting plus corresponding carbon emissions (tCO₂e).

Update

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.

In 2020, we also completed a project to upgrade 5,000 community lighting units to incorporate LED lighting. The initiative which included 'invest to save' funding for Community Councils, reduced energy consumption and improved lighting quality in local communities.

Progress against actions

NZC-07		
Action	Lead Officer	Timescale
Develop appropriate carbon reduction target for the Council's street lighting as part of annual review of action plan	Public Lighting Engineer	March 2021
Progress		
Similar to Action NZC-06... Following the publication of the Wales reporting Guidance, we will review our carbon reporting methodologies and will develop an appropriate carbon reduction target for the Council's street lighting that incorporates the new Guidance. However, as we have completed a comprehensive upgrade of street lighting to LED technology, and reviewed operational hours, little more can currently be done to further reduce annual emissions.		

1.3 Fleet Mileage

Fleet Mileage	2016/17	2017/18	2018/19	2019/20	2019/20 vs 2018/19	
	Result				Progress	% change
Mileage (Miles)	5,127,150	5,121,289	5,293,249 ⁽¹⁾	5,154,668	Improved	-2.6%
Diesel Used (Litres)	1,416,276	1,441,751	1,434,583	1,419,336	Improved	-1.1%
Carbon Emissions (tCO ₂ e)	3,790	3,852	3,856	3,814	Improved	-1.1%

Scope: This indicator covers vehicles in the Council's fleet that obtain fuel from bunkered diesel stores in Council depots and pool vehicles.

Note:

⁽¹⁾ This figure has been updated since last year to correct for incorrect mileage entries.

Update

Fleet Mileage makes up 19% of our carbon footprint, resulting in 3,814 tonnes of tCO₂e emitted in 2019/20. This is a decrease of 1.1% from last year.

Currently, eight of our fleet are electric vehicles comprising two new Renault Zoe and six older fleet pool cars i.e. Peugeot iOn (four) and Mitsubishi i-MiEV (two).

We have also submitted grant bids to replace five diesel vehicles with EVs.

Breakdown of Council fleet size and associated annual mileage:

Fleet	2018/19		2019/20	
	Fleet size	Annual mileage	Fleet size	Annual mileage
Heavy Commercials – Refuse Collection Vehicles (RCVs) and Resource Recovery Vehicles (RRVs)	43	378,482	38	378,482
Heavy Commercials – Other (every else over 3.5 tonnes)	73	51,6705	64	518,481
Welfare Minibuses (Wheelchair Adapted)	33	567,724	36	516,742
Minibuses (Standard)	22	128,111	26	167,237
Light Commercials (Vans – all sizes up to 3.5 tonnes)	321	2,847,111	325	2,787,839
Fleet Cars (including pool cars and people carriers)	92	855,116	72	785,887
Total	584	5,293,249	561⁽¹⁾	5,154,668

Note:

⁽¹⁾ Our Fleet changes during the year. The Total is for ALL vehicles that were on fleet that year and includes swap-out vehicles and short term hired vehicles. On 31st March 2020 the number of vehicles in the fleet was 510.

Progress against Actions

NZC-08		
Action	Lead Officer	Timescale
Review the most appropriate fuel powered vehicles for each of the Council's services.	Fleet Manager	Ongoing
Progress		
We are working closely with WEGS on a review of our vehicle fleet, with the aim of planning for a transition to an Ultra-Low Emission Vehicle (ULEV) fleet. The review will cover all aspects of our road transport operations, as well as the supporting Electric Vehicle Charging Infrastructure (EVIC) required to support a ULEV fleet. This review is due to be complete by 31 st March 2021.		
NZC-09		
Action	Lead Officer	Timescale
Develop appropriate carbon reduction target for the Council's fleet mileage as part of annual review of action plan	Fleet Manager	March 2021
Progress		
WGES are currently undertaking a ULEV fleet review to help reduce the carbon footprint of our fleet and business mileage. Following the outcomes of this work, a carbon reduction target for our fleet mileage will be established.		

1.4 Business Mileage

Business Mileage	2016/17	2017/18	2018/19	2019/20 ⁽¹⁾	2019/20 vs 2018/19	
	Result				Progress	% change
Staff Cars (Grey fleet – mileage reimbursed)						
Mileage (miles)	4,186,640	3,948,586	3,846,615	3,971,513	Declined	+3.2%
Carbon Emissions (tCO ₂ e)	1,260	1,159	1,118	1,132	Declined	+1.2%

Scope: This indicator covers work-related mileage undertaken by Council staff in their own cars.

Note:

⁽¹⁾ The increase in mileage (miles) in 2019/20 is due to the inclusion of travel undertaken for Domiciliary Care due to staff transferring over from care provider Allied.

Update

As part of the ULEV fleet review, WGES are looking at both our pool car provision and at staff-owned vehicles ('grey fleet') that are reimbursed by a mileage payment scheme. The outcomes will include a Fleet profile, which will outline recommendations for dealing with grey fleet mileage and transitioning it to ULEV vehicles.

New EV charging sites have been installed for public use across the County, including 26 Fast Charging sites (7-22kW), 3 Rapid Charging sites (50kW) and one Ultra Rapid (150kW) site. A further 10 Fast Charging sites and 2 Rapid charging sites are also planned. This expansion of our EV charging infrastructure should encourage greater use of electric pool cars which are currently underused due to the lack of charging facilities for longer journeys. A map of EV charging sites can be viewed online at [Zap Map](#).

As part of a staff travel project, two new electric pool cars have been added at Ty Elwyn, primarily for the use of Children's Services, but available to all staff in the building. Fast charging points have also been installed at the site to support their use.

Due to the COVID-19 pandemic, many of our staff are now working from home resulting in a significant decrease in work-related travel. This has resulted in a reduction in business mileage during April-June 2020, with a decrease of 45% compared to the same period in 2019. This equates to a carbon saving of 139 tCO₂e. It is likely

that a continuation of staff home working, as well as changes in working practices such as an increase in video meetings and online communication, will see a reduction in business mileage in the longer term.

Progress against Actions











NZA-10		
Action	Lead Officer	Timescale
Undertake a review of the Council's pool cars to identify opportunities for carbon reduction	Head of Transportation and Highways	TBC
Progress		
WGES are currently undertaking a fleet review with a view of reducing the carbon footprint of our fleet and business mileage. Part of this work will involve an assessment of our pool cars and opportunities for the decarbonisation of our fleet.		
NZA-11		
Action	Lead Officer	Timescale
Finalise electric vehicle strategy for the County	Transport Strategy and Infrastructure Manager	TBC
Progress		
An electric vehicle strategy for the County is yet to be finalised. Despite this, progress continues to be made with the majority of short term objectives completed including the installation of 26 new electric vehicle charging points around the County and particularly at destination points to enable journeys by electric vehicles. Further we have been awarded funding by Welsh Government to install a super-fast charging hub at Cross Hands to be completed by 31 st March 2021 - believed to be the first of its kind in Wales.		
NZA-12		
Action	Lead Officer	Timescale
Develop appropriate carbon reduction target for the Council's business mileage as part of annual review of action plan	Head of Transportation and Highways	March 2021
Progress		
WGES are currently undertaking a fleet review with a view of reducing the carbon footprint of our fleet and business mileage. The outcomes of this work will allow us to set meaningful targets for carbon reduction for business mileage.		

2. Carbon Offsetting / Renewable Energy

2.1 Overview

Carbon offsetting involves compensating for carbon emissions arising from industrial or other human activity, by participating in schemes designed to make equivalent reductions of CO₂ in the atmosphere. Because one unit of CO₂ has the same climate impact wherever it is emitted, the benefit is the same wherever it is reduced or avoided. Achieving verified carbon reductions could include protecting rainforests in Sierra Leone or potentially local tree planting and renewable energy generation. This can be a complex issue and represents the option of last resort unless tree-planting / peatland enhancement on Council controlled land is deemed to qualify for carbon offsetting (**Note:** This to be confirmed when Welsh Government publishes its Land Use guidance as part of the net zero carbon public services reporting framework).

An example of what would be required to compensate / offset the entirety of our 2019/20 carbon footprint with renewable energy is shown here:

Carbon Footprint 2019/20	-	Renewable Energy Generation			=	Net Zero Carbon
Non-Domestic Buildings		Wind Turbines	or	Solar PV panels		
Carbon emissions (tCO ₂ e)	14,443	44 	or	189,398 		= 0 tCO ₂ e
Street Lighting						
Carbon emissions (tCO ₂ e)	1,088	3 	or	14,267 		= 0 tCO ₂ e
Fleet Mileage						
Carbon emissions (tCO ₂ e)	3,814	11 	or	50,015 		= 0 tCO ₂ e
Business Mileage						
Carbon emissions (tCO ₂ e)	1,132	3 	or	14,844 		= 0 tCO ₂ e
TOTAL						
Carbon emissions (tCO ₂ e)	20,477	62 ≡ 31.0 MW 	or	268,524 ≡ 67.1 MW 		= 0 tCO ₂ e

Comparators:

- Equivalent number of 500 kWp wind turbines (~327 tCO₂e/year | ~1,180 MWh/year) (capacity of wind turbine at Nant y Caws)
- Equivalent number of individual 250 W solar PV panels (~0.07626 tCO₂e/year | ~275 kWh/year)

2.2 Renewable Energy

Renewable Energy Generation	2016/17	2017/18	2018/19	2019/20	2019/20 vs 2018/19	
	Result				Progress	% change
Solar PV						
Installed Capacity (kWp)	1,153	1,153	1,193	1,193	No Change	0%
Electricity generation (kWh)	670,401	937,330	979,071	997,480	Improved	+1.9%
Equivalent Carbon Savings (tCO ₂ e)	301	360	301	277	Declined	-8.0%

Note: Whilst electricity generation increased in 2019/20, carbon savings (tCO₂e) decreased due to the reduction in the emissions conversion factor for electricity.

Update

Over recent years, we have sought to significantly increase the amount of renewable electricity we generate but continue to be frustrated by the limited capacity of the local electricity distribution network (National Grid). Recent discussions with Western Power Distribution have established that there is little additional capacity available on the local electricity distribution network in Carmarthenshire for large-scale renewable energy

Sites identified for solar PV installation under our Re:fit Cymru Phase 1 project:

Site	kWp
Carmarthen Leisure Centre	123
Coedcae Comprehensive School	40
Johnstown Primary School	12
Llandovery Swimming Pool	50
Maes Llewellyn Care Home	51
Model Church in Wales School	14
Parc Dewi Sant Offices	134
Ysgol Gymraeg Llangennech	12
Ysgol Gynradd Gymunedol Nantgaredig	12
Ysgol Gynradd Llannon	12
Total	460

installations, without the requirement for significant reinforcement work. Unfortunately, this is beyond our direct control as requires a combination of major infrastructure works plus balancing local consumption, generation, and storage. The cost for reinforcement work would have to be met by prospective developers and could take several years to complete. Realistically, therefore, to achieve our net zero carbon commitment by 2030, we are limited to small-scale renewable energy schemes and to 'export-limited schemes' where all generated electricity is consumed on-site without export to the local distribution network.

We have solar PV installed on 35 of our non-domestic buildings, with an overall installed capacity of over 1.15 megawatts. Solar PV is being installed at a further ten sites as part of our Re:fit Cymru Phase 1 project, increasing our total installed capacity by 38% to 1.65 MW.

In addition, we are discussing a possible power purchase arrangement with Hywel Dda University Health Board linked to 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 (we were unable to construct a similar facility on land at our Parc Dewi Sant site due to Planning restrictions).

We are currently actively exploring the following options:

In Carmarthenshire

1. Installation of small-scale renewable energy schemes where possible, including ‘export-limited schemes’ where generated electricity is consumed on-site without export to the local distribution network.
2. Investment in suitable, existing renewable energy sites when opportunities arise.
3. Investment in suitable new sites with other developers where the scale of the project makes reinforcement costs viable.

Outside Carmarthenshire

4. Investment in suitable existing renewable energy sites when opportunities arise.
5. Investment in suitable new sites with other developers.

Progress against Actions

NZC-13		
Action	Lead Officer	Timescale
Work with Welsh Government Energy Service to explore and deliver opportunities for large scale renewables	Sustainable Development Manager	Ongoing
Progress		
We continue to work with 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 kW solar farm at their Hafan Derwen site – some 50% of the generated electricity would be available to supply our adjoining Parc Dewi Sant offices.		
NZC-14		
Action	Lead Officer	Timescale
Work with National Procurement Service (NPS) to support greater procurement of energy from locally generated renewable energy projects	Sustainable Development Manager	Ongoing
Progress		
100% of the electricity we procure from NPS is from renewable energy. In 2019/20, 63% of this ‘green’ electricity was generated within Wales (compare to 40% in 2018/19).		
NZC-16		
Action	Lead Officer	Timescale
Develop appropriate target for renewable energy generation as part of annual review of action plan	Strategic Asset Manager	March 2021
Progress		
Similar to Action NZC-06 - Following publication of the Wales reporting Guidance, we will review our carbon reporting methodologies and will develop an appropriate target for renewable energy generation. This will also be informed by discussions with Welsh Government and Western Power Distribution regarding the capacity of the local electricity distribution network.		

2.3 Green Infrastructure

Update

The Intergovernmental Science-Policy Platform on Biodiversity and Ecosystem Services has shown the strong interrelationship between climate change, the loss of biodiversity and human wellbeing. In developing our Net Zero Carbon Plan, we will consider the impact on Carmarthenshire's biodiversity and consider how the natural environment on our Estate can help with mitigation and adaptation to climate change. We cannot solve the threats of human-induced climate change and loss of biodiversity in isolation. We either solve both or we solve neither.

The Carmarthenshire Nature Recovery Plan which we facilitate identifies climate change as a major risk to our biodiversity but also as a way of mitigating the impacts from its effects.

Several projects already help with our Net Zero Carbon targets including the Caeau Mynydd Mawr project and the Carmarthenshire Bogs project. Future work will look at how we manage our land within our Estate as Country Parks, Local Nature Reserves plus amenity grasslands, land around housing, coastal saltmarshes etc. could all contribute to achieving our Net Zero Carbon targets and contribute to a more resilient natural environment.

We have secured funding from the Welsh Government Enabling Natural Resources and Wellbeing (ENRaW) scheme to plant 70 mixed species trees to enhance the treescape on our Parc Dewi Sant site. The planting of the trees has been delayed due to restrictions caused by COVID-19 however it is envisaged that this will be undertaken by 31st March 2021.

We have also received funding from the Welsh Government Targeted Regeneration Investment (TRI) programme to deliver Green Infrastructure (GI) projects in two TRI focus areas - Llanelli and Ammanford. These projects are currently being delivered, with a 'green wall' to be installed at Llanelli Library, and a 'rain garden' at Carregaman Car Park in Ammanford.

As part of the Revised Local Development Plan, a Green Infrastructure Assessment has been undertaken which has identified and mapped green assets across the County. To build on this work, we are now looking to commission consultants to produce a Green Infrastructure Strategy, which will build on the mapping work by identifying priority areas and specific interventions. The revised Local Development Plan deposit plan also includes a new Green Infrastructure Networks policy, which seeks to ensure developers protect and enhance assets on development sites.

The equivalent area of forested land required to offset our carbon footprint has been estimated using Welsh Government's draft carbon reporting guidance. This presumes that the forested land planted is in place of grass land. For context, we own ~6,500 ha of land not including housing. This analysis will be refined when the Wales reporting guidance is published.

Carbon Footprint 2019/20 (tCO ₂ e)		Equivalent Offsetting Requirement		
		Forested Land (ha)		
		2018/19	2019/20	% change
Non-domestic Buildings	14,443	24,099	23,482	-2.6%
Street Lighting	1,088	2,099	1,769	-15.7%
Fleet Mileage	3,814	6,269	6,201	-1.1%
Business Mileage	1,132	1,818	1,840	+1.3%
TOTAL	20,477	34,285	33,293	-2.9%

Progress against Actions

NZN-15		
Action	Lead Officer	Timescale
Explore the feasibility of tree-planting and other such measures, on Council controlled land to contribute towards carbon offsetting	Strategic Asset Manager	Ongoing

Progress

Planting of 70 mixed species trees to be implemented at Parc Dewi Sant. Projects funded by Welsh Government to increase urban green infrastructure are also being implemented in Llanelli and Ammanford, with further funding having been awarded for feasibility studies in Newcastle Emlyn and Carmarthen.

3. Collaboration

3.1 Working with Welsh Government

Progress against Actions

NZC-17		
Action	Lead Officer	Timescale
Collaborate with Welsh Government and other 'early adopter' Public Bodies to introduce carbon reporting as part of the ambition to achieve a carbon neutral Welsh public sector by 2030.	Sustainable Development Manager	June 2020
Progress		
We collaborated with Welsh Government and other 'early adopter' Public Bodies and had anticipated that reporting guidance would be published in April 2020; however, the Guidance has not yet been published. Once the Guidance is published we will review our reporting methodologies.		

3.2 Working with Carmarthenshire Public Services Board / Swansea Bay City Deal partners

We provide the Secretariat for the Carmarthenshire Public Services Board and the Swansea Bay City Deal.

Progress against Actions

NZC-18		
Action	Lead Officer	Timescale
Work with the Carmarthenshire Public Services Board (PSB) Healthy Environment Delivery Group to undertake a Climate Change and Environmental Risk Assessment for the County.	Corporate Policy and Partnership Manager	Ongoing
Progress		
In July 2019, Natural Resources Wales (NRW) commissioned AECOM to carry-out a severe weather assessment to gather information of people's experiences of local severe weather events and to identify future priorities for addressing the impacts. This assessment focussed on Carmarthenshire, Pembrokeshire and Ceredigion. The report identified a number of communities most at risk from severe weather events, including Llanelli, Kidwelly, Pibwrlwyd and Newcastle Emlyn in Carmarthenshire.		
Subsequently, in February 2020, NRW commissioned Netherwood Sustainable Futures to deliver this project within two at-risk pilot communities - Newcastle Emlyn and Fishguard (Pembrokeshire) - with the specific brief to:		
<ul style="list-style-type: none">• Identify and engage with key stakeholders to develop a plan for building climate resilience• Document the process and findings in a report by April 2021, specifying recommendations by focusing specifically on outcomes and solutions, as well as identifying a path for progression.		
The project was paused before any community engagement due to COVID-19 and restarted in July 2020. An online approach to engage with people was agreed and during August, people's views started to be gathered. The research has collated information on people's past experiences - changes to the seasons, warmer and wetter winters, changes in the natural world and some specific impacts in the area – and also their concerns about what's happening now to the physical environment because of climate change, the town's collective response to severe weather and practical steps to cope.		

An online public meeting was held on 29th September 2020 for residents, groups, businesses and local agencies in Newcastle Emlyn to find out more about risks such as impacts on the local economy, risks to the townscape and its infrastructure or recognising the risk to particular groups or neighbourhoods. The research has shown that people feel the town needs to plan forward for a changing climate. There will be further consideration of the report's recommendations by the PSB's Healthy Environment Delivery Group.

NZC-19		
Action	Lead Officer	Timescale
Work with PSB partners to identify and develop opportunities for collaboration regarding carbon reduction	Sustainable Development Manager	Ongoing
Progress		
A planned workshop to further develop joint working amongst PSB partners was cancelled due to COVID-19. This will now be progressed with our PSB partners and an invitation to participate extended to other PSBs in the Region. We are in discussion with PSB partners Hywel Dda UHB about a possible power purchase arrangement linked to 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.		
NZC-20		
Action	Lead Officer	Timescale
Work with Welsh Government and Swansea Bay City Region partners to establish a Regional Energy Plan for South West Wales	Head of Regeneration	Ongoing
Progress		
The existing South West Regional Directors Group is providing the lead for the Regional Energy Strategy. An energy sub group has recently been established, chaired by Pembrokeshire County Council's Director of Development. The next steps are to carry-out stakeholder mapping and engagement. This will be followed by energy vision setting, updating energy vision scenario modelling, economic analysis relating to the updated scenario modelling and finally strategy development.		

3.3 Working with experts from the private and 3rd sectors

Progress against Actions

NZC-21		
Action	Lead Officer	Timescale
Work with the Council's contractors to explore innovative approaches to carbon reduction	Various	Ongoing
Progress		
We are currently working to explore innovative approaches to carbon reduction with a range of organisations, including: <ul style="list-style-type: none"> the Active Building Centre regarding extending the Cross Hands Industrial Estate the Welsh School of Architecture, Cardiff University to understand and model our retrofit programme to inform our housing decarbonisation strategy and future investment programmes across our entire housing stock. 		
NZC-22		
Action	Lead Officer	Timescale
Participate in the Carmarthenshire 3 rd Sector Environment Network established by Carmarthenshire Association of Voluntary Services (CAVS)	Various	Ongoing
Progress		
The Carmarthenshire 3 rd Sector Environment Network was formed in September 2019. During 2020/21, three meetings were held. The Network is open to any third sector organisations or community groups, involved with, or concerned by environmental issues, to share information and to collaborate to achieve common goals. The meetings also allow groups to follow the progress made by the Healthy Environment PSB delivery Group in the implementation of the Carmarthenshire Well-being Plan.		

One of the main points of discussion this year was the future focus, aims and potential of the network. The two main areas highlighted were to raise awareness and to support 3rd sector groups and their service users to act around the following environmental messages:

- Climate Change threat - the need to change behaviour and benefits of doing so
- Climate Change effects - the need to prepare
- Safeguarding the Environment - the need and benefits
- Health and Well-being - the benefits of being outdoors in nature

In February 2021 the [Green Stories Campaign](#) was started as a first step in raising awareness of good practice happening - sharing good examples of what is already being achieved by groups locally and hence also highlighting the environmental issues.

NZC-23		
Action	Lead Officer	Timescale
Work with Ynni Sir Gâr, and others, to deliver and support local renewable energy projects	Sustainable Development Manager	Ongoing
Progress		
Ynni Sir Gâr have been funded under the Welsh Government Rural Development Fund LEADER programme to identify and explore the feasibility of small-scale, community energy projects in the County. The project will work collaboratively with our Ten Towns initiative. We are also supporting Ynni Sir Gâr to deliver a project at Ysgol Bro Dinefwr to install additional solar PV, plus EV charging points.		

4. Integration and Communication

Update

As advised by our Environmental and Public Protection Scrutiny Committee, we have produced a [Young Person's version of the NZC Plan](#). This was presented at the Walk the Global Walk virtual model UN climate change conference for schools in June 2020 and has been circulated to the schools involved.

We have also added a [Net Zero Carbon page](#) on our website to help improve communication and to update on progress.

We have been working with our Corporate Policy team to integrate the aims of the Net Zero Carbon Plan and the wider climate emergency into a new Integrated Impact Assessment Tool. This tool will be used to assess the impact of Council plans, policies, and programmes to establish both positive and negative impacts against a range of legislative requirements.

Progress against Actions

NZC-24		
Action	Lead Officer	Timescale
Undertake a staff survey to identify how individuals can contribute to the Council's commitment to become a net carbon zero local authority	Media and Marketing Manager	May 2020
Progress		
This was put on hold as an action due to communications around COVID-19 taking priority. We aim to revisit the staff survey in the coming months.		
NZC-25		
Action	Lead Officer	Timescale
Incorporate climate change / carbon reduction into Integrated Impact Assessment process to be introduced by the Council	Corporate Policy and Partnership Manager	TBC

Progress

The integrated impact assessments are to be completed and will include a section in which climate change and carbon reduction impacts can be identified.

NZC-26

Action

Support the 'Walk the Global Walk' project in the County's schools to promote awareness of climate change

Lead Officer

Officer for International School Linking

Timescale

March 2021

Progress

Despite restrictions due to COVID-19, we continued to support Walk the Global Walk including participating in a virtual model UN climate change conference for schools. 28 pupils across six different countries participated and lively debate was had around the topics of climate change, plastic waste and our Net Zero Carbon Plan. The event was attended by both Members and Officers. Following this event, the students agreed the 'Carmarthenshire Global Goalkeepers Climate Action Manifesto' which was launched at the Wales Youth Climate Summit 2020 held on 8th December 2020 - <https://www.youtube.com/watch?v=rtigy5zyMn8>

Maniffesto Gweithredu dros yr Hinsawdd, Gôl-geidwaid Byd-eang Sir Gaerfyrddin

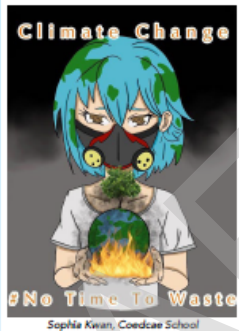
Crëwyd y maniffesto hwn ar gyfer Nod Datblygu Cynaliadwy 13 Gweithredu dros yr Hinsawdd gan Gôl-geidwaid Byd-eang Sir Gaerfyrddin trwy'r prosiect Walk the Global Walk. Daethpwyd i'w argymhellion trwy drafodaethau â Gôl-geidwaid Byd-eang o wledydd partner, cynghorwyr a swyddogion o Gyngor Sir Gaerfyrddin, athrawon, cynrychiolwyr o'r Gyngor Iauaenctid, Dolen Cymru Lesotho a Chadw Cymru'n Dactus. Rydym ni, y rhai sydd wedi llofnodi bod ac sy'n cynrychioli pobl fawr Sir Gaerfyrddin, wedi dod yn ymwybodol iawn o'r peryglon i'n cenhedlaeth ni ac i genedlaethau'r dyfodol a achosir gan ddiffyg gweithredu yn wyneb newid yn yr hinsawdd.

Mae'r argyfwng hinsawdd eisoes yn effeithio ar fflora ledled y byd, gan daro'r rhai sydd â'r adnoddau lleiaf i ddalio ag ef yn galetaf. Rydym yn gwneud newidiadau i'n ffordd o fyw fel unigolion ac yn arwain gweithredoedd yn ein bysgollon a'n cymunedau i addasu i newid yn yr hinsawdd a'i liniaru. Fodd bynnag, os am gael effaith ystyrlon, ni allwn wneud hyn ar ein pennau ein hunain. Felly gofynnwn i Gyngor Sir Gaerfyrddin addo ei ymrwymiad i weithredu dros yr hinsawdd trwy:

1. Hyrwyddo datblygiad manau gwyrdd a chefnogi plannu rhywogaethau o goed brodorol, o leiaf 10 coeden ym mhob ysgol, neu gymuned ysgol os nad yw tir yr ysgol yn addas, a sicrhau eu diogelwch parhaol
2. Annog a chefnogi trafniadaeth ddiogel a chynaliadwy ar gyfer ysgollon gan gynnwys rhannu ceir, cerdded a beicio e.e. darparu llochesi belc.
3. Sefydlu corff ymgynghori ar weithredu dros yr hinsawdd sy'n cynnwys grŵp cynrychiadol o bobl ifanc, cynghorwyr, swyddogion cyngor a busnesau lleol sy'n cyfarfod bob 3 mis i sicrhau cynnydd ar y maniffesto hwn
4. Darparu cefnogaeth i wledydd datblygol i frwydro yn erbyn effaith newid yn yr hinsawdd e.e. trwy gefnogi menter Maint Cymru
5. Cefnogi creu gerddi mewn ysgollon a chymunedau lleol i ddarparu bwyd ac annog bioamrywiaeth e.e. darparu hadau a gwrtaith heb ffawn
6. Dyblu defnydd y cyngor o gerbydau hybrid a thrydan a gosod pwyntiau gwefru trydan mewn ysgollon cynradd ac uwchradd prifodol erbyn Ionawr 2022
7. Cydwethio ag ysgollon a chyflenwyr i lallhau'r defnydd o blastig un defnydd mewn ysgollon erbyn Ionawr 2022
8. Sicrhau bod gan bobl ifanc y gefnogaeth sydd ei hangen arnynt i gyflawni gweithredoedd hinsawdd perthnasol

Wedi ei gymeradwyo gan gynrychiolwyr o Gyngor Sir Gaerfyrddin ac o Gyrrff Anllywodraethol: | Endorsed by representatives of Carmarthenshire County Council and NGOs:

• Gareth Morgans - Director of Education • Cefin Campbell - Executive Board Member for Communities and Rural Affairs • Kendal Davies - Sustainability Manager • Rebecca Stone - Carbon Reduction Officer • Polly Seton - International School Linking Officer • Bethan Evans Phillips - Eco Schools Officer, Keep Wales Tidy • Mandy Ballett & Sharon Flint - Education Officers, Dolen Cymru Lesotho



Climate Change

No Time To Waste

Sophie Kwan, Coedcae School

Carmarthenshire Global Goalkeepers Climate Action Manifesto

This manifesto for Sustainable Development Goal 13 Climate Action was created by Carmarthenshire's Global Goalkeepers through the Walk the Global Walk project. Its recommendations were arrived at through discussions with Global Goalkeepers from partner countries, councillors and council officers from Carmarthenshire County Council, teachers, representatives from the Youth Council, Dolen Cymru Lesotho and Keep Wales Tidy.

We, the undersigned, representing the young people of Carmarthenshire, have become acutely aware of the dangers to our own generation and to future generations posed by inaction in the face of climate change. The climate emergency is already affecting millions around the world, hitting hardest those with the least resources to deal with it.




We are making lifestyle changes as individuals and leading actions in our schools and communities to adapt to and mitigate climate change. However, if there is to be a meaningful impact, we cannot do this alone. So we ask that Carmarthenshire County Council pledge its commitment to climate action by:

1. Promote development of green spaces and support native tree species planting of a minimum of 10 trees in each school, or school community if school grounds are unsuitable, and ensure their ongoing protection
2. Encourage and support safe, sustainable school transport including car-pooling, walking and cycling e.g. providing bike shelters
3. Set up a climate action consultation body consisting of a representative group of young people, councillors, council officers, and local businesses which meets every 3 months to ensure progress on this manifesto
4. Provide support for developing countries to combat impact of climate change e.g. by supporting the Size of Wales initiative
5. Support the development of gardens in schools and local communities to provide food and encourage biodiversity e.g. provide seeds and peat-free compost
6. Double the council's use of hybrid and electric vehicles and install electric charging points in appropriate primary and secondary schools by January 2022
7. Work together with schools and suppliers to reduce single use plastic in schools by January 2022
8. Ensure young people have the support they need to carry out relevant climate actions

Wedi ei llofnodi gan Gôl-geidwaid Byd-eang ac Athrawon o: | Signed by Global Goalkeepers and Teachers from:

Ysgol Dyffryn Aman	Ysgol Bro Dinefwr	Coedcae School	Ysgol Glan-y-Môr	Ysgol Gyfun Y Strade
Sam Barnett Magda Smith Gareth Holmes (Teacher)	Milly Jones Isabel Edwards Carol Owen (Teacher)	Lily Evans, Chloe Barlow, Rhya Thomas, Sophie Kwan Victoria Colbourne (Teacher)	Liberty Brown Thomas Ashby Sophie Bowen (Teacher)	Isuan Davies Katie George Sion Acclaiol (Teacher)

Queen Elizabeth High School - Anwen Skinner, Carmarthenshire Youth Council

NZC-27

Action

Review action plan following the publication of Welsh Government guidance regarding new carbon reporting framework

Lead Officer

Sustainable Development Manager

Timescale

March 2021

Progress

Guidance from Welsh Government on carbon reporting was due to be published in April 2020, however this has been delayed. Once the Guidance is published we will work closely with Welsh Government to adopt the new reporting methodologies.

NZC-28		
Action	Lead Officer	Timescale
Publish performance reports on progress towards becoming a net zero carbon local authority by 2030	Sustainable Development Manager	Annual
Progress		
This report is the first annual update on progress towards become a net zero carbon local authority by 2030.		

Section 2: Future Actions

Many of our current Actions are ongoing and will continue throughout the lifetime of the NCZ Plan. We will continue to review and report progress against the following ongoing Actions in each annual review of the NZC Plan:

Ref	Action	Lead Officer
Carbon Footprint – Non-domestic buildings		
NZC-03	Incorporate the 'Fabric First' design criteria, where appropriate, in new building construction projects	Property Design Manager
NZC-04	Continually review and amend design specifications and briefs to reflect new technologies and energy efficient equipment	Property Design Manager
Renewable Energy Generation / Carbon Offsetting		
NZC-13	Work with Welsh Government Energy Service to explore and deliver opportunities for large scale renewable energy projects	Sustainable Development Manager
NZC-14	Work with National Procurement Service (NPS) to support greater procurement of energy from locally generated renewable energy projects	Sustainable Development Manager
Working with Carmarthenshire Public Services Board / Swansea Bay City Deal Partners		
NZC-19	Work with Carmarthenshire PSB partners to identify and develop opportunities for collaboration regarding carbon reduction	Corporate Policy and Partnership Manager
NZC-20	Work with Welsh Government and Swansea Bay City Region partners to establish a Regional Energy Plan for South West Wales	Head of Regeneration
Collaboration with experts from the private and 3rd sectors		
NZC-21	Work with the Council's contractors to explore innovative approaches to carbon reduction	Various
NZC-22	Participate in the Carmarthenshire 3 rd Sector Environment Network established by Carmarthenshire Association of Voluntary Services (CAVS)	Various
NZC-23	Work with Ynni Sir Gâr, and others, to deliver and support local renewable energy projects	Sustainable Development Manager
Integration and Communication		
NZC-28	Publish performance reports on progress towards becoming a net zero carbon local authority by 2030	Sustainable Development Manager

Achieving NZC by 2030 will require a range of ambitious actions and targets. A 'Public Sector Net Zero Carbon Route Map' is currently being developed by the Local Government Decarbonisation Strategy Panel as a high-level thematic framework to guide its approach. Where possible, we also propose to use this Route Map to help guide our approach. It should be noted that some of the Targets in the Route Map are particularly challenging, and appropriate Actions are currently being discussed with the relevant Lead Officers for incorporation into our NZC Plan.

THE JOURNEY TO NET ZERO : BUILDINGS	
Achieving our goal 2026-2030	<p>All new public sector buildings are built to net zero standard, including supply chain impacts.</p> <p>All public buildings are supplied with low carbon heat by 2030 and generate their own electricity where feasible.</p> <p>The focus is no longer on buildings but healthy environments to live, work and visit.</p>
Well on our way 2022-2026	<p>Firm proposals & business cases are in place for hard to decarbonise building types (e.g. complex hospitals) & shared spaces.</p> <p>Transition to all new schools and offices built to net zero standard (including supply chain impacts).</p> <p>All remaining existing buildings will be highly energy efficient OR scheduled for replacement & renewable heat schemes will be rolled out.</p>
Moving up a gear 2021-2022	<p>The climate impacts of our built estates are well understood.</p> <p>Our construction programmes include mandatory net zero objectives.</p> <p>Develop plan for hard to decarbonise building types (e.g. complex hospitals)</p> <p>Scoping for Low Carbon Heat pilot projects and significant progress on remaining energy efficiency opportunities.</p>

THE JOURNEY TO NET ZERO : MOBILITY & TRANSPORT	
Achieving our goal 2026-2030	<p>Citizen-centred models of service delivery reduces the need for travel by staff, visitors and service users.</p> <p>Commuting and business travel takes place using Wales' integrated public transport system is ultra-low emission, including our rail services. This is assisted by our aim to reduce the carbon footprint of buses, taxis and private hire vehicles to zero by 2028.</p> <p>Where practicably possible, all new heavy goods vehicles in the public fleet are ultra low emission by 2030.</p>
Well on our way 2022-2026	<p>Continued flexible working, use of local hubs and shared facilities, active travel and greater use of public transport significantly reduces car commutes and business travel in our working lives post-Covid pandemic.</p> <p>All new cars and light goods vehicles in the public sector fleet are ultra low emission by 2025.</p> <p>We will continue to work flexibly and make greater use of active travel.</p>
Moving up a gear 2021-2022	<p>We will understand the nature and use of our fleet, future patterns of usage, and a feasible technological pathway for an ultra-low emission transformation.</p> <p>We will accelerate the roll-out of EV charging infrastructure and our staff will be offered the opportunity to test ultra-low emission vehicles.</p> <p>We commit to fleet transformation plans and there is a considerable upscaling of ULEV uptake.</p>

THE JOURNEY TO NET ZERO : PROCUREMENT	
Achieving our goal 2026-2030	<p>The public sector has nurtured a productive, near zero carbon Welsh supply chain.</p> <p>Suppliers are incentivised through proportionate evaluation criteria to proactively seek further opportunities to reduce climate impacts.</p> <p>Staff are empowered to challenge the status quo – requesting zero carbon alternatives is routine and use of alternative business models is fully supported.</p>
Well on our way 2022-2026	<p>By applying the tools developed in the Getting Started phase, and the principles of a Circular Economy, we are rapidly reducing the carbon impact of our goods and services in line with our interim targets.</p> <p>Targeted support and skills development within the supply chain to increase the proportion of Welsh suppliers who can deliver the required goods and services and are, therefore, eligible for contracts.</p> <p>All purchasing activities have a robust carbon reduction phase built in at the earliest stage and throughout.</p>
Moving up a gear 2021-2022	<p>We gain a good understanding of our estimated £6bn / 3 million tonnes CO2e per annum procured goods and services, and its emissions profile and supplier base.</p> <p>Development of guidance, tools and training that will be targeted at procurement professionals to support the reduction of carbon throughout the procurement lifecycle.</p> <p>Suppliers are sent a strong signal regarding future low carbon requirements and staff are trained.</p>

Note: The scope of our NZC Plan does not currently include Procurement. This will be reviewed following the publication of the Wales carbon reporting guidance. The 'Public Sector Net Zero Carbon Route Map' approach to Procurement will be used to inform our approach.

THE JOURNEY TO NET ZERO : LAND USE

Achieving our goal
2026-2030

Carbon sequestered in our land assets more than offsets any remaining emissions and, where possible, will go further to maximise sequestration potential.

Initiatives to ensure communities are connected to green space have matured, and it is routine to integrate beneficial use of natural resources into our public services.

Well on our way
2022-2026

Use of natural habitats for carbon sequestration and citizen well-being is integrated into planning public spaces and service delivery.

Acquisition of additional land to connect existing habitats, create woodland and manage natural regeneration and roll-out of woodland creation and habitat restoration projects at scale.

Moving up a gear
2021-2022

We develop a common understand of the current status and sequestration potential of land under public ownership and set out an agreed level of expectation and ambition.

We will connect people with nature by delivering pilot projects on public land around woodland creation and habitat restoration.

Carbon sequestration is seen by Ministers and Public Sector leaders as a valid core purpose for use of public land.

11

THE JOURNEY TO NET ZERO : GOVERNANCE & ENERGY PLANNING

Achieving our goal
2026-2030

The public sector are now delivering a range of projects across heat, power and transport to decarbonise regions. These projects are delivered both independently and in partnership, but all are working to a single vision and plan for the energy system of the region.

Well on our way
2022-2026

We deliver the first phase of local area energy plans, which indicate priority energy interventions to meet our power, heat and transport needs and how they can contribute to making places people want to live and work.

Renewable deployment is now part of a wider energy and decarbonisation strategy.

The public sector is delivering its first tranche of emissions reduction based on the emissions baseline.

Moving up a gear
2021-2022

Our energy activities are aligned to the priorities of the regional energy strategies, managed by cross sector governance arrangements. We develop local area energy plans which identify the changes needed to the local energy system, to decarbonise heat and local transport and realise opportunities for local renewable energy production.

Accelerate renewable deployment on public land with priority to where the development can deliver wider benefit, such as local ownership and reduced bills for Welsh business or communities.

The public sector baselines emissions and creates a plan for eliminating.

12

Appendix 1

Wider Response to Climate Emergency

Whilst the initial focus of this Action Plan is a route towards becoming a net zero carbon local authority, it is important to recognise the wider actions that are taking place across the Council that contribute towards addressing the climate emergency.

COVID-19 has presented many challenges since March 2020 and many of our staff have been redeployed to help the County response to the pandemic. Notwithstanding this, considerable progress has been made on several initiatives.

Some of these actions and updates on progress are shown below (this is not an exhaustive list):

Housing

- **New Build Developments** – We currently have five new build developments on site, which will provide 114 homes, with a further 21 developments in the pipeline. Glanmor Terrace, Burry Port; Dylan, Llanelli; Maespiode, Llandybie and Gwynfryn, Ammanford are all back on site after COVID-19 delays and progressing well, whilst Garreglwyd, Pembrey will be re-commencing work on site as soon as possible. Estimated handover dates for the Council's first new build homes are scheduled for April 2021 at both Dylan and Garreglwyd. These developments will provide homes that have high levels of insulation by using 'Passivhaus' principles and will also include modern technologies such as Mechanical Ventilation with Heat Recovery (MVHR), electric vehicle charging points, plus solar PV and battery storage. We call this new standard, Building Regulations PLUS.

Overall, our new build programmes achieve an EPC 'A' rating and a minimum SAP level of 95. Our new build development in Glanmor Terrace however, achieves SAP level 105 as the homes can produce and store their own electricity. To monitor the improved standard that we have implemented into our new build developments, we are looking to work with Cardiff University who will be able to provide us with data on the home's energy efficiency, carbon footprint and how the tenants are operating within the home.

- **Optimised Retrofit Programme (ORP)** – We have successfully been awarded grant funding for seven void properties that equate to 26% of the Council's housing stock archetype. The purpose of this programme is to identify and install a range of energy measures that will reduce carbon emissions within the home and improve energy efficiency. The measures within this programme include high levels of thermal insulation, triple glazed windows, solar PV with battery storage, MVHR, and LED lighting. One of the properties will also offer an 'off-grid' solution, where Air Source Heat Pumps will be installed as the primary heating system. All seven properties are aiming to achieve a minimum SAP / EIR rating of 92 in line with Welsh Government's targets for the ORP.

The ORP has provided us with an opportunity to identify solutions for our most prominent housing stock, which has the further potential to be rolled-out as a wider programme once the impact of the void retrofit project has been measured. Work on the homes has now begun, with homes situated within Llanelli being the first to begin the retrofit. The homes are currently in the process of being cleared with existing M&E equipment being removed. The current works programme aspects all homes to be completed and ready for handover towards the end of April 2021.

- **Approach to Flats** – We have taken a similar approach to the ORP by looking for an innovative solution for our flats that follows a fabric first approach. The proposed specification for our innovative flat solution includes high levels of fabric insulation, triple glazed windows, hybrid or air source heat pumps, solar PV and lithium batteries, LED lighting. We are in the final design stages of a pilot to test this scheme. Work on has already begun and is in the early stages of soft stripping.
- **Collaborative Research and Innovation Support Programme (CRISP)** – We have recently been successful in securing additional funding from Welsh Government for further research to better understand our housing stock, and to provide appropriate tools to enable us to bring forward our housing decarbonisation agenda. The CRISP allows us to explore the effect of Affordable Warmth on our tenants - ensuring that the running costs of our homes are affordable and not to the tenants' detriment. This research will shape the roll-out of the ORP across our wider housing stock and provide a model of best practice for other social landlords. This will then feed into the sustainability of our future works and maintenance programmes and local economy. To date, we are working with Cardiff University to create a tool that will allow us to model our housing stock based on the SAP 2012 methodology. This research project ends in March 2021.

Public Protection and Air Quality

- **Routine monitoring and inspection** – We regularly monitor and inspect various Carmarthenshire businesses to ensure that they are operating to environmental standards. We also engage with various sectors to ensure the best available techniques are used to protect public health and the environment, for example those environmental polluters that produce black / dark smoke. Also, businesses with certain types of combustion processes such as crematoria are required to monitor their own carbon footprint from gas usage which can also help identify business savings if alternative methods can be used.
- **Air Quality - Air Quality - Management Areas (AQMA's)** are declared in the towns of Llandeilo, Llanelli, and Carmarthen. We work in collaboration with external partners to deliver actions to improve air quality in these areas. This work primarily aims to reduce traffic congestion and build-up of pollutants, and support projects that promote and encourage the use sustainable modes of transport and active travel. We also actively promote national active travel campaigns such as Clean Air day, World Car Free day, Walk to School and Bike to School weeks to encourage residents to get involved by choosing sustainable modes of travel.
- The 'Impact of COVID-19 lockdown on Air Quality in Carmarthenshire' report (July 2020) shows that significantly lower levels of nitrogen dioxide (NO₂) were recorded during April 2020 across Carmarthenshire's AQMA's and for the first time in over seven years all monitoring sites measured a monthly reading below 40µg/m³.

Procurement

- In early 2020 we engaged with WRAP Cymru to investigate opportunities to consider and increase post-consumer recycled (PCR) content re-use, recovery, and recycling of materials to be built into procurements, such that a new sustainable approach becomes mainstream across all our divisions. A draft report was completed in April 2020 but due to COVID-19 full consideration of its implications has yet to be agreed and set into practice. However, some elements have been included in our standard procurement templates (e.g. expanded our questions in our Sustainable Risk Assessment template that's carried-out for all exercises valued over £25k) for consideration at the start of a tender exercise.

- Our Foundational Economy project regarding Public Sector Food Procurement aims to introduce the community-wealth building concept, ensure strategic buy-in from senior leaders, and understand how this approach can shape and support Carmarthenshire's COVID-19 Recovery Plan to help local businesses which are at risk or vulnerable due to the pandemic and supporting the growth of local employment opportunities.
- The Centre for Local Economic Strategies (CLES) have been appointed to look at our procurement practice and arrangements and has also focused on food spend within Hywel Dda University Health Board, Coleg Sir Gâr, and University of Wales Trinity Saint David. A draft report has been produced with an action plan to apply the recommendations to be considered further.

Highways and Transportation

- **Promoting Active Travel** - We have worked throughout the year to encourage the adoption of sustainable travel options and taken a lead role in developing the necessary infrastructure which facilitates walking and cycling journeys instead of short trips by car.
- **Sustainable Travel Networks** - Throughout 2020 we have continued to develop the strategic network of walking and cycling routes at many locations but particularly within the wider Llanelli area.
- **Electric Vehicle Charging Points** - We have installed 26 new electric vehicle charging points around Carmarthenshire and particularly at destination points to enable journeys by electric vehicles. Further we have been awarded funding by Welsh Government to install a super-fast charging hub at Cross Hands to be completed by 31st March 2021 - believed to be the first of its kind in Wales.
- **Lobbying for Rail Improvements** - We have continued to work with Welsh Government and Network Rail to promote the case for rail improvements within Carmarthenshire. This includes regional improvements through the Metro initiative and more localised improvements at railway stations within the County.
- **LED Street Lighting** - In 2020 we completed a project to upgrade 5,000 community lighting units to incorporate LED lighting. We project managed the initiative which included 'invest to save' funding for Community Councils, reduced energy consumption and improved lighting quality in local communities.
- **Public Realm Changes** - In response to the COVID-19 pandemic we have implemented infrastructure changes within our key town centres to help combat the risk of infection and allow visitors to safely return to our towns. This also aimed to 'lock-in' and encourage sustainable modes of travel into our towns and included pedestrianising streets in Carmarthen and Llanelli town centres.
- **Reducing Traffic Congestion** - Our Engineering Design Team have promoted and managed a portfolio of engineering schemes which are targeted towards reducing longstanding traffic congestion hotspots on our highway network. This includes major highway improvements at Ammanford and Cross Hands, Junction 48 of the M4, Sandy Road in Llanelli and other key locations.
- **Electric Vehicles** - We have submitted a bid to Welsh Government to replace five diesel fleet vehicles with electric vehicles.

- **Reduced Travel** – Our office-based staff have moved very successfully to home working with significant use being made of ICT to hold virtual meetings and exchange to share and exchange documents. Video surveys have also been undertaken of almost all the highway network using a Vaisala system which incorporates artificial intelligence to determine road surface conditions, map and analyse road markings and traffic signs. This builds our asset database and has made a considerable saving on staff site visits.
- **Real Time Passenger Information** - To encourage greater use of public transport investment has been made in installing Real Time Passenger Information facilities with 30 display screens at key locations such as Carmarthen Bus Station and Glangwili Hospital to enable customers to track services.
- **Safe Routes in the Community** - We are continuing our high-quality programme of infrastructure and supporting behavioural change initiatives that encourage safe sustainable travel within communities (with a specific emphasis on travel to and from school). Utilising funding from Welsh Government we are currently introducing programmes in Ammanford and Llanelli West, building on programmes previously undertaken in numerous locations across the County.

Leisure

- The Amman Valley Leisure Centre, Carmarthen Leisure Centre, Llandovery Swimming Pool and Newcastle Emlyn Swimming Pool are included in our Re:fit Cymru Phase 1 project. We also plan to install, where possible, EV charging points at our facilities for both car and bicycles.
- We are reducing the amount of plastic packaging being used in our catering outlets in favour of recyclable/biodegradable materials. Where we lease catering concessions on our sites, we ask that all food cartons/cups etc. are recyclable. There is also a big push to recycle more waste at facilities, with separate bins for general rubbish and recyclable materials more available throughout.
- When undertaking procurement exercises, we endeavour to ensure that we incorporate as much recycling of materials of possible into capital projects. For example, on the current Carmarthen Athletics Track refurbishment project, rather than taking excavated materials off site they are being used to form functional features on site such as viewing mounds for spectators. Also, almost all the refurbished all-weather pitch old surface was recycled and used at Pembrey Country Park for creating pedestrian pathways on site.
- We are creating and delivering more activities / services online (these partially COVID-19 enforced but have longer term benefits) increasing access to our services and reducing the need to travel for our end users.

Waste and Environmental Services

- We are exploring opportunities to deliver carbon reduction in our new waste collection methodology, including reviewing the potential for ULEV fleet replacement when next replacing our waste kerbside collection fleet and ancillary service vehicles in line with fleet strategy and associated infrastructure.
- We are endeavouring to maximise, and where possible exceed, statutory waste recycling targets.
- With CWM Environmental Ltd we are reviewing the potential to use UK markets for recycling materials to reduce the carbon footprint of our recycling.

- As part of corporate ambitions to incorporate the Circular Economy, we aim to move waste higher up the waste hierarchy by promoting reuse and repair in addition to specifying and using products created with low carbon impact.
- We are scoping the potential of adopting a grass-cutting regime incorporating a biodiversity action plan for grounds maintenance activities and are also reviewing the potential of battery powered plant and machinery for ground maintenance services.

Planning

Education

Regeneration

Finance

Information and Communications Technology (ICT)

Civil Contingencies

DRAFT

ENVIRONMENTAL AND PUBLIC PROTECTION SCRUTINY COMMITTEE

5TH MARCH 2021

EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORTS			
ITEM	RESPONSIBLE OFFICER	EXPLANATION	REVISED SUBMISSION DATE
Air Quality Management Area (AQMA) – Future Delivery Plan	Sue Watts, Environmental Protection Manager	<p>The report would be more informative if presented after the meeting of the Action Planning Group which is to be held in March. The report having been updated following the meeting will then be in a position to fully inform members on actions.</p> <p>There are also 2 Welsh Government consultations open on Air Quality and their outcome will influence measures contained within the Delivery Plan which will need to be fully aligned.</p>	19 th April 2021
Anti-Social Behaviour Policy	Sue Watts, Environmental Protection Manager	<p>The policy sets out the approach to be adopted by the Neighbourhood Team in Environmental Protection with regards to dealing with complaints of Anti-Social Behaviour and tenancy issues relating to Council Housing properties only.</p> <p>This will include taking formal action against council tenants that are causing antisocial behaviour to other tenures in the area.</p> <p>We want to engage more widely with key partners before the final draft is agreed and require more time to do so.</p>	19 th April 2021
Departmental Business Plans	Various Departmental Officers	Departmental Business Plans are currently being finalised and will be available once final review meetings have been conducted with Service Directors.	19 th April 2021

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ENVIRONMENTAL AND PUBLIC PROTECTION SCRUTINY COMMITTEE

5TH MARCH 2021

FORTHCOMING ITEMS

for next meeting to be held on 19th April 2021

In order to ensure effective Scrutiny, Members need to be clear as to the purpose of requesting specific information and the outcome they are hoping to achieve as a consequence of examining a report.

Proposed Agenda Item	Background	Reason for report	Executive Board Member
Task and Finish Review Report on Financial Exploitation and Safeguarding Scheme (FESS)	<p>The Committee, at its informal Forward Work Programme Development Session held on the 22nd February, 2019 agreed in principle to undertake a review into the Trading Standards Services' – Financial Exploitation Safeguarding Scheme (FESS) initiative.</p> <p>Following the consideration of a Planning and Scoping Document the Committee at its meeting in June 2019 formulated a Task and Finish Group to undertake the review.</p>	A final report of the Task and Finish Group's review will be presented to the Committee for consideration and comment.	Councillor P.M. Hughes - EBM for Public Protection
Air Quality Management Area (AQMA) - Future Delivery Plan	We have regularly monitored air quality levels at various locations across the County in recent years. The delivery plan will focus more on planned actions to further improve air quality levels, across the County, as opposed to just producing monitoring figures.	For members to scrutinise our delivery plan in relation to improving air quality across the County	Councillor P.M. Hughes - EBM for Public Protection
Corporate / Departmental Business Plans <i>Moved from March 2021</i>	<p>This Departmental Plan is produced to give staff, customers, and elected members and partners a guide to the services provided by the department. It translates strategic objectives, to service objectives, to individual staff targets. It provides an open and transparent way of showing what is to be achieved and how we plan to do this.</p> <p>It shows how resources will be used to achieve objectives and the service implications of budgetary increases or reductions. It shows what we get for what we spend and</p>	To give members an opportunity to review the Department's business plan.	<p>Councillor H.A.L. Evans EBM for Environment</p> <p>Councillor P.M. Hughes - EBM for Public Protection</p> <p>Councillor D. Jenkins – EBM for Resources</p> <p>Cllr Cefin Campbell – EBM</p>

	if we are making the most of what we have. The plan also aims to demonstrate and provide assurance on service standards so that the service can be held to account.		for Communities and Rural Affairs
Anti-Social Behaviour Policy <i>Moved from February 2021</i>	As a result of the development of the Neighbourhood Team in the Environmental Protection Section in 2018, complaints of anti-social behaviour have increased considerably. Whilst successful investigations have been achieved through increased and improved partnership working, the demand on the service is resulting the requirement to prioritise complaints in order to focus resources on more serious issues which could result in harm to neighbours/ community.	To enable the scrutiny committee to consider and comment on the Anti-Social Behaviour Policy prior to submission to the Executive Board for consideration.	Councillor P.M. Hughes EBM for Public Protection
Waste Service Review	The Council needs to consider the potential for increasing its recycling performance in future. A study has been commissioned to establish if there are alternative ways of collecting recyclable and waste materials at the kerbside. The study benchmarks the current methodology against alternative forms of collection, including Welsh Government's preferred form of collection.	The report will set out potential future options for the collection of recycling/waste at the kerbside, including the viability of alternative methods of collection.	Councillor H.A.L. Evans EBM for Environment
Budget Monitoring 2020/21 for April to December 2020	This item enables members to undertake their monitoring role of the Environment Department, Public Protection Services and Community Safety Team's revenue and capital budgets.	The Committee is being requested to scrutinise the budget information as part of their scrutiny role.	Councillor D. Jenkins – EBM for Resources

An updated Environmental and Public Protection Scrutiny Committee's Forward Work Programme for 2020/21 is attached for information.

Items circulated to the Committee under separate cover since the last meeting held on 1st February 2021

No items have been circulated to members of the Environmental and Public Scrutiny Committee for information since the last meeting.

In line with the Committee's 2020/21 Forward Work Programme the list of reports below will be forwarded to Committee Members outside of the formal Scrutiny Committee process. Members will be able to raise any questions/queries regarding the content of the report to the Scrutiny Officer by e-mail. At the Committee's request, responses to any questions/queries raised will be placed here. Should Members wish to discuss a report at the formal meeting, arrangements can be made to do so in line with the Scrutiny Procedure Rules.

- Public Conveniences
- Report on the impact of flooding in Carmarthenshire
- Active Travel update
- Report on fly-tipping
- Update on WG Speed Limit Review (20mph) –*after WG has published review report*

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Environmental & Public Protection Scrutiny Committee – Forward Work Programme 2020/21

24 th November 2020	14 th December 2020	1 st February 2021	5 th March 2021	19 th April 2021
E&PP Scrutiny Committee Annual Report 2019/20	Highways Asset Management Plan Annual Statement update	3-year Revenue Budget Consultation	Net Zero Carbon Action Plan	Task and Finish Review Report on Financial Exploitation and Safeguarding Scheme (FESS)
E&PP Forward Work Programme 2020/21		Anti-Social Behaviour Policy <i>[Moved to April]</i>	Corporate Strategy	
Covid-19 Position Statement covering • Environment remit		Waste Service Review <i>[Moved to March/April]</i>	Covid 19 and the Financial Exploitation Safeguarding Scheme (FESS) <i>[Additional report]</i>	Corporate / Departmental Business Plans 2021/22 <i>[Moved from March]</i>
Covid-19 Position Statement covering • Public Protection remit		Annual Performance Report (Half yearly)		Anti-Social Behaviour Policy <i>[Moved from Feb]</i>
Budget Monitoring 2020/21 for April to August		Budget Monitoring 2020/21 for April to October		Air Quality Management Area (AQMA) - Future Delivery Plan <i>[Moved from March]</i>
			Budget Monitoring 2020/21 for April to December 2020	
				Waste Service Review <i>[Moved from February]</i>

The following information/update reports will be sent to Committee Members via e-mail throughout the year:-

- Public Conveniences – *Forwarded to 2021/22 FWP*
- Update on WG Speed Limit Review (20mph) – *dependant on WG publishing their review report*
- Environment Act Forward Plan Update - *(Forwarded to 2021/22 FWP - June 2021 & December 2021)*

- Report on the impact of flooding in Carmarthenshire
- Active Travel update
- Report on fly-tipping

IMPACT OF THE COVID -19 ON SCRUTINY COMMITTEE

Due to the Covid-19 pandemic, Scrutiny in Carmarthenshire was suspended during April – October 2020.

The E&PP Scrutiny Committee, on 6th November 2020 reviewed its Forward Work Programme to prioritise the reports for the remainder of 2020/21.

OTHER REPORTS TO BE INCLUDED:

The following reports will be included to the FWP at a later date:-

- Carmarthenshire Nature Recovery Action Plan
- Carmarthenshire Pollinator Strategy and Action Plan
- Household Waste Recycling Centre (HWRC) North

- Referral from P&R Scrutiny Committee (27/1/2020), Joint Transport Plan for South West Wales –
Delayed until 2021/22 or 2022/23 [Report at the E&PP Scrutiny meeting on 14/12/2020, minute 5 refers].

SCRUTINY FOCUS SESSION - ITEMS FOR SC&H and E&PP JOINT SCRUTINY COMMITTEE 2020/21 – 19th April 2021:

Joint Scrutiny Committee meeting with Social Care and Health– April 2021 (to be confirmed):

- Area Planning Board’s Drug & Alcohol Misuse Strategy Report
- Substance Misuse Service Report

TASK & FINISH REVIEW:

At its informal Forward Work Programme Development Session held on the 22nd February 2019, the Environmental & Public Protection Scrutiny Committee considered several topic options for a task and finish to review. However, the Committee agreed in principle to undertake a review into the Trading Standards Services – Financial Exploitation Safeguarding Scheme (FESS) initiative, as it was felt that fraud was escalating and was a particular concern for the elderly and vulnerable residents living in Carmarthenshire. A final report of the task and finish review is due to be presented to the Committee at the revised date of April 2021.

At its meeting held on 15th November 2019, the Committee considered a report on Dog Breeding in Carmarthenshire. The Committee unanimously resolved that dog breeding in Carmarthenshire be the subject for Committee’s next Task and Finish review in 2021.

DEVELOPMENT SESSIONS

Shaping the future of Waste strategy

Ash Die-back – All member seminar

ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE

MONDAY, 1ST FEBRUARY, 2021

PRESENT: Councillor J.D. James [Chair]

Councillors:

M. Charles, A. Davies, J. Davies, K. Davies, J. Gilasbey, T. Higgins, E. Morgan, D. Phillips, S. Phillips, A. Speake, D. Thomas and A. Vaughan-Owen

Also in attendance:

Councillor C. Campbell – Executive Board Member for Communities & Rural Affairs
Councillor H. Evans – Executive Board Member for Environment
Councillor D. Jenkins – Executive Board Member for Resources

The following Officers were in attendance:

R. Mullen – Director of Environment
R. Hemingway – Head of Financial Services
J. Morgan – Head of Homes & Safer Communities
S. Pilliner – Head of Transportation & Highways
A. Williams – Head of Waste & Environmental Services
R. Edmunds – Consumer & Business Affairs Manager
J. Edwards – Business Improvement Manager
K. Harrop – Community Safety Manager
R. James – Group Accountant
M. Evans Thomas - Principal Democratic Services Officer
E. Bryer - Democratic Services Officer
R. Lloyd - Democratic Services Officer
S. Rees - Simultaneous Translator
J. Corner - Technical Officer

Virtual Meeting : 10.00 am - 11.35 am

1. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillor P. Edwards

**2. DECLARATIONS OF PERSONAL INTEREST INCLUDING ANY PARTY WHIPS
ISSUED IN RELATION TO ANY AGENDA ITEM.**

There were no declarations of personal interest or of any party whips.

3. PUBLIC QUESTIONS

The Chair advised that no public questions had been received.

4. HALF YEAR PERFORMANCE REPORT 2020/21 (1ST APRIL TO 30TH SEPTEMBER 2020)

The Committee considered the 2020/21 Half Year Performance Report for the period 1st April to 30th September 2020.

The report detailed the progress made against the performance measures contained in the Corporate Strategy 2020/21. It was noted that, due to the Covid-19 pandemic, Departmental Action Plans for 2020/21 were not currently being monitored in order to enable services to focus on dealing with emergencies. Instead of monitoring actions set prior to the pandemic, a half year Covid-19 Community Impact Assessment had been produced and it was also intended to produce an annual report on the Corporate Strategy Wellbeing Objectives for 2020/21.

The following questions/observations were raised on the report:-

- Officers were asked if the present waste amnesty has led to a higher incident of fly tipping of hazardous waste. The Committee was informed that this was the case when the HWRC site was closed but there have been no problems since then;
- Reference was made to the fact that some measures are listed as having no target and officers were asked if this was just for the Covid period as it was difficult to scrutinise if there are no targets. The Head of Homes and Safer Communities confirmed that this was just for the Covid period as because of the circumstances the targets wouldn't really tell us anything during this period. He added that these targets will be re-visited.

UNANIMOUSLY RESOLVED that the report be received.

5. REVENUE BUDGET STRATEGY CONSULTATION 2021/22 to 2023/24

The Committee considered the Council's Revenue Budget Strategy 2021/22 to 2023/24 which provided a current view of the revenue budget for 2021/2022 together with indicative figures for the 2022/2023 and 2023/2024 financial years. The report was based on officers' projections of spending requirements and took account of the provisional settlement issued by Welsh Government on the 22nd December, 2020. It also reflected current departmental submissions for savings proposals after taking account of the impact of the Covid-19 pandemic on the delivery of those savings.

It was noted that, whilst significant work had already been undertaken in preparing the budget, this report represented an initial position statement which would be updated over the coming month as the budget was further developed, council members are engaged and public consultation takes place. The final settlement was due to be received from Welsh Government on 2nd March, 2021.

It was pointed out that Covid-19 has led not just to unprecedented additional costs but also to the collapse of important income, particularly during periods of lockdown. Taken together, it was anticipated that the combination of additional expenditure and income loss would have a £30 million impact on Carmarthenshire's current year budgets. Authorities have submitted monthly

claims, which have been assessed and to a very significant extent, fully refunded by WG. Looking ahead to next year, continued WG funding in this way has not been committed at this stage, not least because WG itself does not yet have funding confirmed as a consequence of Westminster Covid-19 related expenditure.

Although the Strategy proposed a 4.89% Council Tax increase for each of the three financial years, the Executive Board had recommended that the increase for 2021/22 be reduced to 4.48%. This recommendation would be considered by Council at its meeting to be held on 3rd March, 2021 when setting the Council Tax level for 2021/22. Additionally, the Welsh Government final settlement figure was to be announced on the 2nd March 2021 and any amendments required to be considered in relation to the Budget Strategy arising from that announcement would also be considered by Council on the 3rd March.

The Committee thereupon considered the following detailed budget information appended to the Strategy, relevant to its remit:-

- **Appendix A(i)** – Efficiency summary for the Environment and Public Protection Services
- **Appendix A(ii)** – Growth Pressures summary for the Environment Service
- **Appendix B** – Budget monitoring report for the Environment and Public Protection Services
- **Appendix C** – Charging Digest for the Environment and Public Protection Services

Whilst the budget proposals assumed the full delivery of all the savings proposals, together with the identification and delivery of the shortfall in savings proposals for the 2022/23 and 2023/24 financial years, further cost reductions would need to be identified for those latter years in order to maintain the current Budget Strategy and level of Council Tax. The savings to be identified in years 2 and 3 of the Strategy amounted to £1.96 million and departments would work over the forthcoming year to identify those savings

The following questions/observations were raised on the report:-

- Reference was made to the increase in telephone scams targeting the elderly and vulnerable during lockdown and officers were asked if there was any possibility of additional funding being provided to assist with the purchase of devices for the TrueCall service;
- Reference was made to the total of £60k efficiency savings identified in the Road Safety Unit which it was hoped to recoup via sponsorship and officers were asked if they are reasonably confident that money can be derived from sponsorship. The Head of Transportation & Highways explained that that proposal is in year 2 of the savings programme which allowed officers some time to work on the potential for sponsorship.
- Reference was made to the efficiency savings identified in Fleet Maintenance and the proposal to offset this by expanding the amount of chargeable work through MOTs and officers were asked how sensitive we are to small businesses who offer MOTs as we would not want to compete against them and put them out of business. The Head of Transportation & Highways explained that this is a service which receives many requests

from the public and this proposal was purely in response to a demand from the public;

- Reference was made to the reduction in the flood defence budget, whilst acknowledging that £5k was a relatively small amount, concern was expressed at this proposal given the fact that we are facing more severe weather and a changing climate. The Head of Waste and Environmental Services explained that £5k is a relatively small sum and would mean less small scale works, however, more funding is being received from Welsh Government on a scheme basis so there would be no detriment;
- Reference was made to the fact that the Waste Services budget had reduced by £55k due to the fact that grants have stopped and concern was expressed that that could happen to the flood defence grants referred to earlier;
- Reference was made to the proposed savings in Public Rights of Way and officers were asked how they intended to achieve the reduction in expenditure and how the current outstanding issues will be tackled. The Head of Transportation & Highways informed the Committee that the maintenance and legal teams have just merged and will be looking at the programme of interventions;
- Officers were asked how confident they are that any anticipated Welsh Government grants will be forthcoming. The Head of Financial Services explained that grants figures have been received from Welsh Government on an all Wales level. He added that the uncertainty is how public sector funding will change over the next couple of years;
- Reference was made to the big reduction in funding for winter gritting and whilst acknowledging that we have had very mild winters for the last 5-6 years, officers were asked if there is money available should we have a bad spell of icy/frosty weather. The Head of Transportation & Highways explained that in order to achieve the required efficiencies, the department has to prioritise accordingly. He added that we have had a lot of bad weather recently and the department has responded to that appropriately;
- Reference was made to the reduction in the road sweeping budget and the fact that last year there were 2-3 inches of dead leaves on rural roads which were washed into the gulleys after a period of heavy rain. Road sweepers are only able to do 2 loads in a day and officers were asked if more front end loaders could be used with 2 operatives which would result in far more clearing being achieved in a day. Officers were also asked if it would be possible to take the dead leaves to recycling centres for composting. The Head of Transportation & Highways explained that it is difficult to predict leaf fall every year and consequently officers have to be reactive unfortunately. With regard to the suggestion with regard to loading/picking up, he explained that it was a matter of availability of resources. He added that he would explore the idea of composting, however, he feared that there may be a contamination issue.

RESOLVED TO RECOMMEND TO THE EXECUTIVE BOARD

- 5.1 that the 2021/22–2023/24 Revenue Budget Strategy be received;**

- 5.2 that the Charging Digest for the Environment and Public Protection Services, as detailed in Appendix C to the report, be endorsed;**
- 5.3 that the possibility of allocating additional funding for the TrueCall Service be explored.**

In accordance with Council Procedure Rule 16.5 Councillor A. Speake requested that the fact that he abstained from voting on the above item be recorded in the minutes.

6. REVENUE AND CAPITAL BUDGET MONITORING REPORT 2020/21

The Committee considered the Revenue and Capital Budget Monitoring Report for the Environmental and Public Protection Services which provided an update on the latest budgetary position as at 31st October, 2020 in respect of 2020/21.

The following question was asked in relation to the report:-

- Reference was made to the number of vacant posts in the Public Protection Service and officers were asked if these have been advertised/filled. The Consumer and Business Affairs Manager explained that there has been a lot of staff movement to help the TTP team and the aim was to fill all vacant posts as soon as possible.

RESOLVED that the report be received.

7. EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORT

The Committee received an explanation for the non-submission of the following scrutiny report:-

- Anti-Social Behaviour Policy

UNANIMOUSLY RESOLVED that the information be noted.

8. FORTHCOMING ITEMS

The Committee considered a list of items to be included on the agenda of the next meeting to be held on 5th March, 2021.

UNANIMOUSLY RESOLVED that the information be noted.

9. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING OF THE COMMITTEE HELD ON THE 14TH DECEMBER 2020

UNANIMOUSLY RESOLVED that the minutes of the meeting of the Committee held on the 14th December, 2020 be signed as a correct record.

CHAIR

DATE

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