

FRIDAY, 7 JANUARY 2022

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

I HEREBY SUMMON YOU TO ATTEND A VIRTUAL MEETING
OF THE **POLICY & RESOURCES SCRUTINY COMMITTEE**
WHICH WILL BE HELD AT **10.00 AM ON FRIDAY, 14TH
JANUARY, 2022** FOR THE TRANSACTION OF THE
BUSINESS OUTLINED ON THE ATTACHED AGENDA.

Wendy Walters

CHIEF EXECUTIVE

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

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

POLICY & RESOURCES SCRUTINY COMMITTEE

13 MEMBERS

PLAID CYMRU GROUP – 6 MEMBERS

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

LABOUR GROUP – 3 MEMBERS

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

INDEPENDENT GROUP – 3 MEMBERS

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

NEW INDEPENDENT GROUP – 1 MEMBER

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

AGENDA

1. APOLOGIES FOR ABSENCE.
2. DECLARATIONS OF PERSONAL INTEREST INCLUDING ANY PARTY WHIPS ISSUED IN RELATION TO ANY AGENDA ITEM.
3. PUBLIC QUESTIONS (NONE RECEIVED).
4. 2021/22 QUARTER 2 - CORPORATE PERFORMANCE REPORT (1ST APRIL TO 30TH SEPTEMBER 2021) THAT SPANS ACROSS ALL DEPARTMENTS. 5 - 10
5. 2021/22 QUARTER 2 - DEPARTMENTAL PERFORMANCE REPORT (1ST APRIL TO 30TH SEPTEMBER 2021) RELEVANT TO THIS SCRUTINY. 11 - 30
6. EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORT. 31 - 32
7. FORTHCOMING ITEMS. 33 - 44
8. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING OF THE COMMITTEE HELD ON THE 10TH DECEMBER 2021. 45 - 48

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POLICY & RESOURCES SCRUTINY COMMITTEE 14 JANUARY 2022

2021/22 QUARTER 2 - CORPORATE PERFORMANCE REPORT (1ST APRIL TO 30TH SEPTEMBER 2021) THAT SPANS ACROSS ALL DEPARTMENTS

Purpose:

To examine the report for monitoring purposes.

To consider and comment on the following issues:

1. To consider the information contained within the report.

Reasons:

- Authorities are under a general duty to make arrangements to monitor performance
- We need to demonstrate to citizens, members and regulators how performance is managed, and appropriate interventions implemented

To be referred to the Cabinet / Council for decision: NO

CABINET MEMBER PORTFOLIO HOLDER:- Cllr. Mair Stephens, Deputy Leader

Directorate
Chief Executives

Name of Head of Service:

Noelwyn Daniel

Report Author:
Robert James

Designations:

**Interim Director of
Environment and
Head of ICT & Corporate
Policy**

**Strategic Performance
Manager**

Tel Nos./ E Mail Addresses:

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EXECUTIVE SUMMARY

POLICY & RESOURCES SCRUTINY COMMITTEE

14 January 2022

2021/22 Quarter 2 - Corporate Performance Report (1st April to 30th September 2021) that spans across all departments.

BRIEF SUMMARY OF PURPOSE OF REPORT

This report shows progress as at the end of Quarter 2 - 2021/22 of our deliverables (Actions and Measures) linked to the Corporate Strategy and our 13 Well-being Objectives.

	No.	13 Well-being Objectives for 2021-22
Start Well	1	Help to give every child the best start in life and improve their early life experiences
	2	Help children live healthy lifestyles (Childhood Obesity)
	3	Support and improve progress, achievement, and outcomes for all learners
Live Well	4	Tackle poverty by doing all we can to prevent it, helping people into work and improving the lives of those living in poverty
	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 Adult obesity)
	8	Support community cohesion, resilience, and safety
Age Well	9	Support older people to age well and maintain dignity and independence in their later years
In a healthy and safe environment	10	Look after the environment now and for the future
	11	Improve the highway and transport infrastructure and connectivity
	12	Promoting Welsh Language and Culture
Corporate Governance & Better use of Resources	13	Better Governance and use of Resources

Note

- 2021/2022 is the first year that we will self-evaluate and report on, under the terms of the new Local Government and Elections (Wales) Act 2021, especially Part 6 of the Act on Performance and Governance.
- All quarterly reports will also be shared with relevant Scrutiny committees (not just quarters 1 and 3 as is the current arrangement).

Below is an overview of progress against deliverables (Actions and Measures) in the Corporate Strategy 2018-2023 to deliver the 2021/22 Well-being Objectives, as at 30th September 2021 and broken down by Scrutiny.

Breakdown as per Scrutiny	Total	On target	Off target	Not Available	Annual/ Not Started	Overall % on Target
Community & Regeneration Scrutiny	101	87	9	0	5	86%
Education & Children's Services Scrutiny	66	55	6	0	5	83%
Environmental & Public Protection Scrutiny	67	60	3	0	4	90%
Social Care & Health Scrutiny	32	29	2	0	1	91%
Policy & Resources Scrutiny	83	76	5	0	2	92%
Overall Performance	349	307	25	0	17	88%

Discussions on performance of specific actions and measures such as those off target would have been discussed at their appropriate Scrutiny.

In addition to the above, there are 11 measures without targets set (8 measures reported to Education and Children and 3 to Environmental & Public Protection Scrutiny).

DETAILED REPORT ATTACHED?

NO

IMPLICATIONS

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

Signed Noelwyn Daniel, Interim Director of Environment and Head of ICT & Corporate Policy

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

1. Policy, Crime & Disorder and Equalities

The Well-being of Future Generations (Wales) Act 2015 requires public bodies *to take all reasonable steps to meet their Well-being Objectives*.

The **Local Government and Elections Wales Act 2021** provides for the establishment of a new and reformed legislative framework for local government elections, democracy, governance and performance. It replaces the Local Government Measure 2009. [Part 6 of the Act, Performance and Governance of Principal Council's statutory guidance](#) is the most relevant and includes specific duties for the Council:

Duty	Response
Duty to keep performance under review	We will maintain quarterly performance monitoring throughout the year. This Quarter 2 report addresses this duty.
Duty to consult on performance	We will undertake a self-assessment and undertake consultation on 2021/22 performance and publish an Annual Report.
Duty to report on performance – based on self-assessment approach	

2. Legal

In our published Well-being Statement, we are committed to monitor our Well-being Objective action plans.

CONSULTATIONS

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

Signed: Noelwyn Daniel, Interim Director of Environment and Head of ICT & Corporate Policy

1. Scrutiny Committee – N/A

2. Local Member(s) – N/A

3. Community / Town Council – N/A

4. Relevant Partners – N/A

5. **Staff Side Representatives and other Organisations** – All Departments have been consulted and have had the opportunity to provide comments on their performance and progress.

CABONET PORTFOLIO HOLDER(S) AWARE/CONSULTED -YES	Include any observations here
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Section 100D Local Government Act, 1972 – Access to Information**List of Background Papers used in the preparation of this report:**

Title of Document	Locations that the papers are available for public inspection
Corporate Strategy 2018-2023 (refreshed April 2021)	Corporate Strategy 2018-23 - updated April 2021

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POLICY & RESOURCES SCRUTINY COMMITTEE 14 JANUARY 2022

2021/22 QUARTER 2 - DEPARTMENTAL PERFORMANCE REPORT (1ST APRIL TO 30TH SEPTEMBER 2021) RELEVANT TO THIS SCRUTINY

Purpose:

To examine the report for monitoring purposes.

To consider and comment on the following issues:

Information contained within the report be considered

Reasons:

- Authorities are under a general duty to make arrangements to monitor performance
- We need to demonstrate to citizens, members and regulators how performance is managed, and appropriate interventions implemented

To be referred to the Cabinet / Council for decision: NO

CABINET MEMBER PORTFOLIO HOLDER:-

Cllr. Mair Stephens (Deputy Leader); Cllr. David Jenkins (Resources); Cllr. Peter Hughes Griffiths (Culture, Sport and Tourism); Cllr. Ann Davies (Communities and Rural Affairs); Cllr. Emlyn Dole (Leader); Cllr. Linda Evans (Housing).

Directorate Chief Executive / Corporate Services / Education & Children's Services / Environment	Designations:	Tel Nos./ E Mail Addresses:
Name of Head of Service: Paul Thomas	Assistant Chief Executive (People Management)	01267 246123 PRThomas@carmarthenshire.gov.uk
Noelwyn Daniel	Interim Director of Environment and Head of ICT & Corporate Policy	01267 246270 NDaniel@carmarthenshire.gov.uk
Jason Jones	Head of Regeneration	JaJones@carmarthenshire.gov.uk
Helen Pugh	Head of Revenues and Financial Compliance	01267 246223 HLPugh@carmarthenshire.gov.uk
Randal Hemingway	Head of Finance	RHemingway@carmarthenshire.gov.uk
Linda Rees-Jones	Head of Administration & Law	01267 224010 lrjones@carmarthenshire.gov.uk
Jonathan Fearn	Head of Housing Property & Strategic Projects	01267 246244 JFearn@carmarthenshire.gov.uk
Stephen Pilliner	Head of Highways & Transport	01267 228150 sgpilliner@carmarthenshire.gov.uk
Amanda Bebb	Electoral and Civil Registration Manager	01267 2286019 ABebb@carmarthenshire.gov.uk
Deina Hockenhull	Marketing & Media Manager	mhockenhull@carmarthenshire.gov.uk
Aeron Rees	Head of Curriculum & Well-being	01267 246532 JARees@carmarthenshire.gov.uk
Report Author: Robert James	Strategic Performance Manager	01267 224479 rnjames@sirgar.gov.uk

EXECUTIVE SUMMARY

POLICY & RESOURCES SCRUTINY COMMITTEE

14 January 2022

2021/22 Quarter 2 - Departmental Performance Report (1st April to 30th September 2021) relevant to this Scrutiny

BRIEF SUMMARY OF PURPOSE OF REPORT

This report shows progress as at the end of Quarter 2 - 2021/22 of our deliverables (Actions and Measures) linked to the Corporate Strategy and our 13 Well-being Objectives.

	No.	13 Well-being Objectives for 2021-22
Start Well	1	Help to give every child the best start in life and improve their early life experiences
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	12	Promoting Welsh Language and Culture
Corporate Governance & Better use of Resources	13	Better Governance and use of Resources

Note

- 2021/2022 is the first year that we will self-evaluate and report on, under the terms of the new Local Government and Elections (Wales) Act 2021, especially Part 6 of the Act on Performance and Governance.
- All quarterly reports will also be shared with relevant Scrutiny committees (not just quarters 1 and 3 as is the current arrangement).

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

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

Signed

Paul Thomas - Assistant Chief Executive (People Management)

Noelwyn Daniel – Interim Director of Environment and Head of ICT & Corporate Policy

Jason Jones - Head of Regeneration

Helen Pugh - Head of Revenues and Financial Compliance

Randal Hemingway - Head of Finance

Linda Rees-Jones - Head of Administration & Law

Jonathan Fearn - Head of Housing Property & Strategic Projects

Stephen Pilliner - Head of Highways & Transport

Amanda Bebb - Electoral and Civil Registration Manager

Deina Hockenhull - Marketing & Media Manager

Aeron Rees - Head of Curriculum & Well-being

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

1. Policy, Crime & Disorder and Equalities

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Duty to consult on performance	We will undertake a self-assessment and undertake consultation on 2021/22 performance and publish an Annual Report.
Duty to report on performance – based on self-assessment approach	

2. Legal

In our published Well-being Statement, we are committed to monitor our Well-being Objective action plans.

CONSULTATIONS

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

Signed:

Paul Thomas - Assistant Chief Executive (People Management)
 Noelwyn Daniel – Interim Director of Environment and Head of ICT & Corporate Policy
 Jason Jones - Head of Regeneration
 Helen Pugh - Head of Revenues and Financial Compliance
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 Jonathan Fearn - Head of Housing Property & Strategic Projects
 Stephen Pilliner - Head of Highways & Transport
 Amanda Bebb - Electoral and Civil Registration Manager
 Deina Hockenhull – Marketing and Media Manager
 Aeron Rees - Head of Curriculum & Well-being

1. Scrutiny Committee – N/A

2. Local Member(s) – N/A

3. Community / Town Council – N/A

4. Relevant Partners – N/A

5. Staff Side Representatives and other Organisations – All Departments have been consulted and have had the opportunity to provide comments on their performance and progress.

CABINET PORTFOLIO HOLDER(S)
AWARE/CONSULTED -YES

Include any observations here

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

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

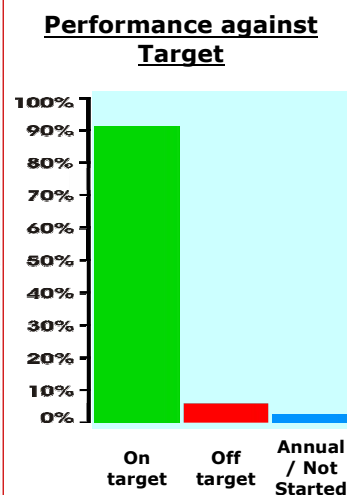
Title of Document	Locations that the papers are available for public inspection
Corporate Strategy 2018-2023 (refreshed April 2021)	Corporate Strategy 2018-23 - updated April 2021



PIMS Quarter 2 2021/22 Performance Report for Measures & Actions relevant to Policy and Resources scrutiny


The table below provides a summary progress against target for the Actions and Measures contained within the selected document


		Total	On target	Off target	Not reported	Not available	Annual / Not started	% on target	Overall % on target
WBO3.Support and improve progress, achievement, and outcomes for all learners	Actions	1	1	0	0	N/A	0	100%	100%
WBO4.Tackle poverty, help to prevent it, helping people into work, improving the lives of those living	Actions	4	4	0	0	N/A	0	100%	86%
	Measures	3	2	1	0	0	0	67%	
WBO5. Create more jobs and growth throughout the county	Actions	5	5	0	0	N/A	0	100%	83%
	Measures	1	0	1	0	0	0	0%	
WBO6.Increase the availability of rented and affordable homes	Actions	1	1	0	0	N/A	0	100%	100%
WBO12.Promote Welsh Language & Culture	Actions	3	3	0	0	N/A	0	100%	100%
WBO13.Better Governance and use of Resources	Actions	54	52	0	0	N/A	2	96%	92%
	Measures	11	8	3	0	0	0	73%	
Overall Performance	Actions and Measures	83	76	5	0	0	2	92%	




PIMS Quarter 2 2021/22 Performance Report for Measures & Actions relevant to Policy and Resources scrutiny


OFF TARGET


Theme: WBO13.Better Governance and use of Resources Sub-theme: B2 - Openness and engagement							
Measure Description	2020/21 Comparative Data			2021/22 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of Freedom of Information Act request responded to in 20 working days 2.1.1.17	Not applicable		Q2: 97.37 End Of Year: 96.87	Target: 90.00 Result: 95.65	Target: 90.00 Result: 88.12 Calculation: (304÷345) × 100	Target: 90.00	Target: 90.00
Comment	Forty one requests were responded to outside of 20 working days. A major factor was the absence of a key team member during July and the whole of August and September 2021. Other factors were delays in receiving information from departments, administrative errors and the time taken to obtain approval to release information.						
Remedial Action	None possible, please see above.						
Service Head: Noelwyn Daniel				Performance status: Off target			

Theme: WBO13.Better Governance and use of Resources Sub-theme: B5 - Valuing our people; engaging, leading and supporting							
Measure Description	2020/21 Comparative Data			2021/22 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The number of working days lost to sickness absence per employee PAM/001	Not applicable		Q2: 3.4 End Of Year: 7.7	Target: 2.0 Result: 2.2	Target: 4.0 Result: 4.4 Calculation: 27425÷6187	Target: 6.8	Target: 9.6
Comment	The legacy of the pandemic will be difficult to define in terms of the impact on health, both physical and mental health. We have seen an increase in absence this quarter. The importance of positive attendance management continues to be a priority.						
Remedial Action	The revised sickness policy and training is available for all, with key messages to promote positive attendance provided to managers to ensure cases are managed and supported. The People Management teams provide data and HR and OH & Wellbeing advice to employees and managers. PM continue to promote positive, proactive wellbeing initiatives & lifestyle choices and the medical team within OH support staff who have been referred and provide advice to managers regarding staff fitness to work. The legacy of Covid in terms of health is still unknown, the teams closely monitor the nature of referrals, outcomes and pick up trends alongside HR colleagues.						
Service Head: Paul R Thomas				Performance status: Off target			

Theme: WBO13.Better Governance and use of Resources Sub-theme: B7 - Good transparency and accountability							
Measure Description	2020/21 Comparative Data			2021/22 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Actual achievement against Annual Audit Plan 6.4.1.3	Not applicable		Q2: 36 End Of Year: 83	Target: 10 Result: 14	Target: 35 Result: 32 Calculation: (356÷1100) × 100	Target: 60	Target: 90
Comment	Audit Plan continues to progress well; whilst slightly off target, quality audits are continuing to be produced.						
Remedial Action	Audit Plan continues to progress well; whilst slightly off target, quality audits are continuing to be produced. Additional grant audits have been undertaken over the Summer period, which have had an effect on the audit plan. New staff member commenced in September to fill a post which has been vacant, due to a Secondment, for a number of months.						
Service Head: Helen Pugh				Performance status: Off target			

PIMS Performance Report

Theme: WBO4. Tackle poverty, help to prevent it, helping people into work, improving the lives of those living in poverty							
Sub-theme: D - Improving the lives of those living in poverty							
Measure Description	2020/21 Comparative Data			2021/22 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Average time for processing Housing/Council Tax Benefit notifications of changes of circumstances (days) 6.6.1.3	Not applicable		Q2: 3.06 End Of Year: 2.87	Target: 4.00 Result: 3.57	Target: 4.00 Result: 4.04 Calculation: 169442 ÷ 41971	Target: 4.00	Target: 4.00
Comment	The result is just off target at 0.04 of a day. The target was considerably reduced from 7 days in 20/21 to 4 days for 21/22. However, the benefits team have also had to take on additional work in the delivery of self isolation support payments. The last 3 months have seen the volume of applications increase considerably and additional benefit processing staff have been redeployed to comply with the commitment made to Welsh Government to process payments quickly to allow individuals to self isolate without the worry of getting into financial difficulties.						
Remedial Action	Additional support has been secured to process the self isolation support payments from 18th October which will release the benefit processing staff allowing them to return to their normal benefit processing work.						
Service Head: Helen Pugh				Performance status: Off target			

Theme: WBO5. Create more jobs and growth throughout the county							
Sub-theme: H - Continuing our recruitment of graduates and apprentices							
Measure Description	2020/21 Comparative Data			2021/22 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of apprentices on formal recognised apprenticeship schemes per 1,000 employees PAM/044	Not applicable		Q2: 23.8 End Of Year: 27.0	Target: 20.0 Result: 15.8	Target: 20.0 Result: 18.4 Calculation: (115 ÷ 6248) × 1000	Target: 20.0	Target: 20.0
Comment	Apprenticeship funding has been challenging in the areas which are a priority to the organisation. The increasing accessibility of Further Education funding to support areas such as Leadership & Management and Business Administration has resulted in a move away from staff choosing the Apprenticeship routes.						
Remedial Action	Work is in progress to target recruitment in priority areas such as Social Care to support Workforce Planning						
Service Head: Paul R Thomas				Performance status: Off target			

PIMS Performance Report

ON TARGET ETC.

ACTIONS - Theme: WBO12.Promote Welsh Language & Culture			
Sub-theme: A - Implement and monitor the Welsh Language Standards			
Action	13280	Target date	31/03/2022 (original target 31/03/2019)
Action promised	We will ensure the Council complies with the requirements of the Welsh Language Standards		
Comment	The Policy & Partnership Team support departments with questions regarding compliance and regularly convey messages through our Language Leaders and internal communications, to address any weaknesses. We have recently responded to the Welsh Language Commissioner's Quality Assurance review for 2020 and noted clear evidence that we have continued to comply with the Standards during the pandemic.		
Service Head: Noelwyn Daniel		Performance status: On target	

ACTIONS - Theme: WBO12.Promote Welsh Language & Culture			
Sub-theme: C - The Welsh Language Promotion Strategy			
Action	14896	Target date	31/03/2022
Action promised	We will review and refresh the County's Welsh Language Promotion Strategy in light of the progress to date and expected Census 2021 results during the year.		
Comment	The Policy & Partnership Team have developed a framework in order to assess the impact of our first Promotion Strategy. This includes collation of local and national data and the 2021 Census results will be incorporated into this work. The team are currently preparing the first draft of the Strategy review. Two workshops have been facilitated to identify key areas of work to be included as part of the revised strategy.		
Service Head: Noelwyn Daniel		Performance status: On target	
Action	14897	Target date	31/03/2022
Action promised	We will review the current Internal Use of the Welsh language policy in line with latest developments.		
Comment	The Policy & Partnership team have started to collate key data in terms of the current use of the Language in our workplaces. This includes an update of staff linguistic skills in key departments. We have also approached the Welsh Government in terms of the work they are doing to increase the use of the Language.		
Service Head: Noelwyn Daniel		Performance status: On target	

Theme: WBO13.Better Governance and use of Resources							
Sub-theme: A -Transforming, Innovating and Changing (TIC) the way we work and deliver services							
Measure Description	2020/21 Comparative Data			2021/22 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of Transactional Council Services available to the public online ICT/003	Not applicable		Q2: 36 End Of Year: 41	Target: 42 Result: 42	Target: 43 Result: 43	Target: 44	Target: 45
Comment	Pupil Deprivation Grant (School Uniform and Equipment Grant) which has been developed and launched, which provides financial assistance to families on low incomes. We continue to work closely with services across the council to provision greater on-line applications and means for our customers to request various grants and services quickly and easily on-line and via our Contact Centre / HWBs.						
Service Head: Noelwyn Daniel			Performance status: On target				
Measure Description	2020/21 Comparative Data			2021/22 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of user sessions to the County Council website ICT/005	Not applicable		Q2: 1531512 End Of Year: 2969796	Target: 687500 Result: 753264	Target: 1375000 Result: 1477834	Target: 2062500	Target: 2750000
Service Head: Deina Hockenhuil			Performance status: On target				

PIMS Performance Report

ACTIONS - Theme: WBO13.Better Governance and use of Resources			
Sub-theme: A -Transforming, Innovating and Changing (TIC) the way we work and deliver services			
Action	14105	Target date	31/03/2022 (original target 31/03/2020)
Action promised	We will develop and implement more effective consultation and engagement mechanisms with the public and service users about the design of the TIC programme and the shape of future services		
Comment	One of the key aims within the TIC Communications Plan was to seek ways of engaging residents and service users in the identification of future TIC priorities and projects. This is key objective of the TIC Service Improvement workstream and is already considered as part of specific service reviews and projects. However further work is required to consider how public/residents can be engaged in shaping the future of the wider TIC programme.		
Service Head: Jon Owen		Performance status: On target	
Action	14132	Target date	31/03/2022 (original target 31/03/2020)
Action promised	We will act as an enabler and vehicle for transforming the way services across the Council are delivered to customers by increasing opportunities for accessing council services via digital technologies.		
Comment	<p>We have continued to develop online services and improvements to various services which has allowed us to improve customer experience and/or range of services available to our customers on-line via the corporate website, My Account and via our Contact Centre / HWBs. Further enhancement have been made to the HWRC Appointments system, AHP Collection Service and Garden Waste Services to improve on these successful on-line services with greater integration and automation into their back-office system to further make these processes more efficient.</p> <p>In addition we have developed additional on-line forms and processes to help our customers / citizens / businesses. An example includes: Pupil Deprivation Grant (School Uniform and Equipment Grant) which has been developed and launched; which provides financial assistance to families on low incomes. We continue to work closely with services across the council to provision greater on-line applications and means for our customers to requests various grants and services quickly and easily on-line and via our contact centre / HWBs.</p>		
Service Head: Noelwyn Daniel		Performance status: On target	
Action	14891	Target date	31/03/2022
Action promised	We will ensure the Council makes the most efficient & effective use of its remaining community-based assets by reviewing and enabling any relevant Community Asset Transfer requests from interested parties.		
Comment	Community Asset Transfer Policy is being reviewed. Cabinet approval (acting as trustees) for assets held under trust, commencing formal reporting process in December. Update on transfers in early January.		
Service Head: Jason Jones		Performance status: On target	
Action	14899	Target date	31/03/2022
Action promised	We will in line with our Digital Transformation Strategy, continue to engage and understand the Departments needs to allow them to deliver effective services.		
Comment	<p>This quarter, as part of the Corporate Housing Stock Verification Project and Net Carbon 2030 agenda, a new Cloud Asset Management System has been procured and being implemented to allow a central repository and management of all corporate and housing stock asset data and oversight. Alongside this system two other key systems are needing to be replaced with a new Cloud solution. Total Connect (new Housing Repairs / Housing Stock Management System), and also replacement of the core Housing System OHMS. With a key aim to integrate and automate data-flow between these 3 system to better streamline back-office and the flow of information into the central Asset Management solution to help us drive towards the Net Zero target. A key project that ICT Service are supporting and underpinning the delivery of these 3 key systems.</p> <p>As per our `Cloud First` strategy / approach, we are further supporting our departments to moving their systems to new Cloud systems or to their current supplier Cloud Hosted Managed Services - CAMS (Countryside Access Management), ResourceLink (HR/Payroll), OLM Eclipse (Social Care), Museums and Archives are some of the key systems being transitioned to Cloud to improve upon business resilience and business continuity. This will allow services to maximise the use and effectiveness of their systems with the inclusion of citizen portals to harness 24/7 self-service for their customers and allow full automation and integration into back-office to drive operational efficiencies.</p>		
Service Head: Noelwyn Daniel		Performance status: On target	
Action	14904	Target date	31/03/2022
Action promised	We will implement robust and sustainable infrastructure solutions to support the changing landscape of Local Government.		
Comment	<p>We successfully migrated our core internet feed from County Hall to the data centre in 3 Spilman street. Work is now underway to decommission the DC in County Hall and return this space to corporate property.</p> <p>We have refreshed our contract with property maintenance asking for monthly checks to be done on 2 key backup generators located in 3 spilman and ty parcyrhun. These will now be tested monthly. ICT will need to schedule in yearly full load tests which is being planned.</p>		
Service Head: Noelwyn Daniel		Performance status: On target	
Action	14915	Target date	31/03/2022
Action promised	We will ensure the TIC programme continues to implement a balanced work programme so that TIC can support and promote longer term, sustainable change and improvement, whilst also recognising the need to focus on meeting the financial challenges in the short term and medium term.		
Comment	<p>The TIC programme is now focussed on the delivery of 6 thematic workstreams which reflect key organisational priorities. The areas of work within each workstream have also been re-prioritised to reflect key issues and learning emerging from the Council's experience of responding to the Covid-19 pandemic. The programme also continues to place great emphasis on the delivery of financial savings and is seeking to strengthen the links between the identification of savings from TIC projects and the Council's PBB programme.</p>		
Service Head: Paul R Thomas		Performance status: On target	

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Action	14916	Target date	31/03/2022
Action promised	We will ensure that the TIC Income Thematic Workstream is focussed on the development of a more commercial approach across the organisation, and will aim to implement the outcomes and recommendations of the Audit Wales Review of Commercialisation in Local Government.		
Comment	The findings of the Wales Audit Review - 'Commercialisation in Local Govt' has been considered by the TIC Income Workstream. The toolkit included within the report has been used to support a self-assessment exercise by the workstream. A similar exercise will now be arranged for the Heads of Service forum and the findings from these exercises will then be used to inform a discussion at CMT and with elected members. It is hoped that this will help clarify the Council's ambitions in this area and what capacity/skills the Council possesses or requires to further progress this agenda.		
Service Head: Paul R Thomas		Performance status: On target	
Action	14917	Target date	31/03/2022
Action promised	We will support the effective monitoring and reporting of the response to the Strategic review of the Impact of the COVID-19 crisis on the Council, with a view to ensuring that the learning and opportunities for improvement are integrated into new ways of working.		
Comment	Quarterly updates will be reported to CMT highlighting progress against all the actions included in the action plan that was developed in response to the Strategic review of the impact of Covid-19. The first of these updates was reported in May 2021 and the next is due in November. A further review has also been undertaken in relation to the status of the alternative ways of delivering services that were developed as part of the crisis and to determine whether services now intended for these to continue. A progress updates on this exercise will be reported to TIC in December 2021.		
Service Head: Paul R Thomas		Performance status: On target	
Action	14949	Target date	31/03/2022
Action promised	We will advance our progressive procurement action plan following on from the work with the Centre for Local Enterprises (CLES)		
Comment	<p>Progressive procurement Cluster meetings are being regularly held between Procurement, Policy and Economic Development to deliver the actions in the CLEs Progressive Procurement Report. Additional sub-groups have been set up, one to develop a Social Value Policy and another on Business Engagement Opportunities.</p> <p>A draft Social Value Policy was taken to the TIC expenditure workstream and to the Business, Economy and Community (BEC) group for consultation. Feedback has been positive and it is the groups intention to take this through the Council's approval process this Autumn.</p> <p>We have worked with colleagues in Economic Development over the summer, providing information on a forthcoming tender for servicing and remedial works for Mechanical and Electrical equipment worth an anticipated £12million, due in 2022 and another tender for Cleaning Materials, Workwear and PPE Products due to be advertised this autumn worth approximately £2million. The intention of this early engagement was to target SME's in the County to inform them in advance of these tendering opportunities which they might be interested in tendering for and the support available to bid. This engagement will also inform the Council of any potential barriers there maybe for suppliers to tender which we could factor into our lotting strategy and overall procurement approach.</p>		
Service Head: Helen Pugh		Performance status: On target	
Action	14950	Target date	31/03/2022
Action promised	We will address the key findings, highlighting good practice and recommendations from the 'Procuring well-being in Wales' report (published 25/02/2021) from the Office of Future Generations Commissioner for Wales.		
Comment	<p>We have carried out a number of Sustainable Risk Assessment exercises during this period on a variety of tenders. Namely for tenders with Burry Port Residential Site, Nantycaws Leacheate, Supported Accommodation & Supply of Cleaning Materials, Workwear & PPE Products.</p> <p>Following the SRA exercise, a set of recommendations are drawn up which ensure that the sustainability issues such as environmental, social, economic & cultural issues can be factored into the specification for individual tenders.</p> <p>In addition to this, we now incorporate elements of the WCFG Act by providing relevant information linking to the WCFG Objectives, we also include service provision information relating to the 5 ways of working i.e. Long Term, Prevention, Integration, Collaboration & Involvement.</p>		
Service Head: Helen Pugh		Performance status: On target	

ACTIONS - Theme: WB013.Better Governance and use of Resources

Sub-theme: B1 - Integrity and Values

Action	14912	Target date	31/03/2022
Action promised	We will begin advanced planning and preparation for the 2022 Local Government Elections		
Comment	The County Borough of Carmarthenshire (Electoral Arrangements) Order 2021 was made on the 22/09/21 review of the electoral arrangements for the County of Carmarthenshire and increasing the number of Councillors to 75. Work continues on the member induction programme and the necessary paperwork for both new and re-elected Councillors.		
Service Head: Linda Rees Jones		Performance status: On target	
Action	14944	Target date	31/03/2022
Action promised	We will promote the updated Financial Procedure Rules, the Antifraud and Anti-corruption strategy and any other specific strategies/policies or regulatory recommendations.		
Comment	Both FPRs and the Fraud Strategy have now been approved by the Audit Committee. Both documents are available to staff via the Intranet. The documents have been promoted via the staff e-mail newsletter. Further promotion has also taken place at various strategic meetings, which the Principal Auditor has been invited to attend. Promotion of both documents will continue indefinitely.		
Service Head: Helen Pugh		Performance status: On target	

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ACTIONS - Theme: WBO13.Better Governance and use of Resources			
Sub-theme: B2 - Openness and engagement			
Action	12435	Target date	31/03/2022 (original target 31/03/2018)
Action promised	We will work with other Council services to further develop the Council's involvement and use of data approaches as part of a Council wide involvement, participation and consultation framework		
Comment	Initial discussions with Marketing & media and Democratic Services to develop draft framework - work will be further progressed during the Autumn		
Service Head: Noelwyn Daniel		Performance status: On target	
Action	14902	Target date	31/03/2022
Action promised	We will work with other Council services to further develop the Council's involvement, participation and consultation framework.		
Comment	We have effectively collaborated with all Council departments throughout the year on essential consultations they have conducted. We ensured that Carmarthenshire residents and key stakeholders were fully aware of consultations being conducted and offered a number of mechanisms to have their say. We ensured that our updated website pages and consultations provided sufficient detail to ensure that communications and engagement are transparent. Some key services were consulted on such as; Housing and regeneration masterplan and Household Waste recycling centres which received 2522 and 4034 responses respectively. The success of these consultations is attributed to the collaboration between the relevant services and the media and marketing team. We are currently working on developing the consultation process to ensure that a more holistic approach is adopted. Specifically, we are looking to provide residents and key stakeholders an opportunity to have their say, publish the findings of consultation and actions arising from the results.		
Service Head: Deina Hockenhuil		Performance status: On target	
Action	14906	Target date	31/03/2022
Action promised	We will lead the review and refresh of the Public Service Boards (PSBs) County Well-being Assessment.		
Comment	Work continues on the development of the PSB's Well-being Assessment for Carmarthenshire led by the PSB team. Collaboration with regional colleagues in Ceredigion and Pembrokeshire and the Regional Partnership Board has resulted in progress on the engagement plan with a regional survey live from early August which will close 8 October. The survey is available online, traditional print forms are available for completion, as is an easy read version, and the survey is also available in other languages such as Polish, Romanian and Arabic. For visually impaired residents, responses can also be taken over the phone by request. A number of engagement events are also taking place during that period. The collection and analysis of local, regional and national data is progressing well. A Regional Data Group has been set up to take a collaborative approach to the data analysis by avoiding duplication and sharing expertise.		
Service Head: Noelwyn Daniel		Performance status: On target	
Action	14909	Target date	31/03/2022
Action promised	We will when appropriate update the COVID-19 Community Impact Assessment within Carmarthenshire		
Comment	1 We have prepared an Annual Report against our Corporate Strategy and Well-being Objectives for 2020/21. This report starts out with a summary of the impact of COVID-19 and reports what was able to be achieved against each objective set...2.. Department and Service Business Plans will be self evaluating their 2021/22 performance.		
Service Head: Noelwyn Daniel		Performance status: On target	
Action	14927	Target date	31/03/2022
Action promised	We will work with departments to ensure a consistent and co-ordinated corporate approach for communicating with the public making sure all our campaigns follow the principle of One Council, One Vision, Once Voice.		
Comment	Carmarthenshire County Council branding guidelines document is almost complete. Internal comms re-brand underway as part of this. Corporate communications strategy is in development. Communications review with leisure department is progressing well, with a view to rolling out to other departments in due course. An initial meeting has been organised with departmental reps to discuss forming a new internal communications group.		
Service Head: Deina Hockenhuil		Performance status: On target	
Action	14930	Target date	31/05/2021
Action promised	To carry out an effective campaign to ensure that all 16- and 17-year-olds and foreign nationals newly enfranchised living within Carmarthenshire are registered and encouraged to participate in the Senedd Elections taking place on 6 May 2021.		
Comment	May 2021 Senedd Elections successfully delivered		
Service Head: Amanda Bebb		Performance status: On target	
Action	14931	Target date	27/09/2021 (original target 31/05/2022)
Action promised	To implement the finding of the Carmarthenshire Electoral Review in time for the 2022 Local Elections		
Comment	Awaiting final Order from Welsh Government		
Service Head: Amanda Bebb		Performance status: On target	
Action	15029	Target date	31/03/2022
Action promised	We shall work with Public Services Board partners to develop our approach to engagement and participation with children and young people ensuring their voice is listened to as part of public service development.		
Comment	Departmental discussions have been held very recently regarding participation and children's rights work within the County Council, in addition to public service development. It has been decided that the vision for this work will be discussed further at a meeting of the Corporate Management Team in due course.		
Service Head: Aeron Rees		Performance status: On target	

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Theme: WBO13.Better Governance and use of Resources Sub-theme: B3 - Making a difference							
Measure Description	2020/21 Comparative Data			2021/22 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of households have Internet access in Carmarthenshire	Not applicable		End Of Year: 89	--	--	--	Target: 89
ICT/006							Result: 93
Comment	According to the 2020/21 National Survey for Wales, 93% of households in Carmarthenshire have internet access. This is an improvement on the 2019/20 survey result of 89%. This is the 7th highest in Wales, we were previously 9th.						
Service Head: Noelwyn Daniel				Performance status: On target			

ACTIONS - Theme: WBO13.Better Governance and use of Resources Sub-theme: B3 - Making a difference			
Action	14720	Target date	31/03/2022 (original target 31/03/2021)
Action promised	After publishing a Strategic Equality Plan and monitoring progress, we will respond to any recommendations from the Equalities & Diversity (BAME) Task & Finish Group & ensure they are embedded into the Council's Strategic Equality Plan as appropriate		
Comment	The recommendations from the Black, Asian, and Minority Ethnic Task & Finish Group have been drafted. Alongside our local work, the Welsh Government Race Equality Action Plan will be published during the autumn. The Policy & Partnership Team will map the recommendations and the Race Equality actions in order to build into the SEP Action Plan for 2022-24.		
Service Head: Noelwyn Daniel		Performance status: On target	
Action	14898	Target date	31/03/2022
Action promised	We will ensure the Council fully responds and complies with the new requirements relating to performance and governance of the Local Government and Elections Act and align them to our current duties relating to the Well-being of Future Generations Act		
Comment	1---We have adapted business planning to address the requirements of the new legislation and templates have more emphasis on SMART actions and PI--2-- Monitoring has been enhanced and there are now dedicated CMT meetings for quarterly performance monitoring....3...Draft Performance Management Framework incorporates the new expectations of the Act		
Service Head: Noelwyn Daniel		Performance status: On target	
Action	14929	Target date	31/05/2021
Action promised	To carefully review current arrangements for delivering the May 2021 combined elections with the view of ensuring that voters are safe and are fully aware of their voting options.		
Comment	May 2021 elections successfully delivered- this action can now be cancelled down.		
Service Head: Amanda Bebb		Performance status: On target	
Action	14934	Target date	31/03/2022 (original target 30/11/2021)
Action promised	We will pursue the relocation of our Registration Office for the Ammanford area		
Comment	A decision was taken that the Ammanford Registry office would re-locate to Ammanford Town Hall. Necessary works to accommodate our needs were completed just before the Covid pandemic. The building was subsequently closed to customers.		
Service Head: Amanda Bebb		Performance status: On target	
Action	14935	Target date	31/12/2021
Action promised	We will administer and work with our stakeholders in delivering the Civil Partnerships, Marriages and Deaths (Registration etc.) Act 2019 that came into force on 4 May 2021		
Comment	We have worked with our stakeholders to deliver the requirements as per the 2019 Act		
Service Head: Amanda Bebb		Performance status: On target	

Theme: WBO13.Better Governance and use of Resources Sub-theme: B4 - Making sure we achieve what we set out to do							
Measure Description	2020/21 Comparative Data			2021/22 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% use of the ICT Self Service helpdesk	Not applicable		Q2: 57.1	Target: 60.5	Target: 60.5	Target: 60.5	Target: 61.0
ICT/002			End Of Year: 60.5	Result: 70.1	Result: 67.7		
					Calculation: $(3255 \div 4807) \times 100$		
Comment	% used the ICT self-service helpdesk April-Sept 2021						
Service Head: Noelwyn Daniel				Performance status: On target			

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ACTIONS - Theme: WBO13.Better Governance and use of Resources Sub-theme: B4 - Making sure we achieve what we set out to do			
Action	14725	Target date	31/03/2022 (original target 31/03/2021)
Action promised	We will prepare and make arrangements for the proposals contained within the Local Government and Elections (Wales) Act, and implement any actions arising therefrom.		
Comment	A report will be presented to CRWG by December 2021 on proposals within the Act to meet the requirements of Chapter 2 of the Act in relation to Public Participation in decision making by Principal Councils this will include a public participation strategy and petitions scheme which once approved by Council will be included within the Council Constitution. Other elements of the Act will be addressed as and when they come into force.		
Service Head: Linda Rees Jones		Performance status: On target	
Action	14913	Target date	31/03/2022
Action promised	We will work up arrangements for hybrid democratic meetings as and when the circumstances allow		
Comment	Pre-Cabinet is currently trialling hybrid meetings using the bespoke equipment purchased for the Chamber. The Hybrid solution is working well, the Authority will have to decide on a method for voting in order to combine both a physical and zoom vote.		
Service Head: Linda Rees Jones		Performance status: On target	
Action	14914	Target date	31/03/2022
Action promised	We will ensure Elected Member participation to set priorities and allocate budget (CHR190004)		
Comment	5 Budget Consultation Meetings have now been set in the Council diary. These will take place in January 2022 as part of the budget setting process. Members will then have an opportunity to debate the budget at Council in February 2022.		
Service Head: Linda Rees Jones		Performance status: On target	
Action	14928	Target date	31/03/2022
Action promised	We will introduce quality monitoring of service delivery across different customer access channels to ensure that correct processes and procedures are adhered to consistently and professionally, in line with agreed Service Level Agreements		
Comment	We discuss call volumes and call quality during weekly meetings with staff. Monthly 1-1 meetings are held where specific calls are discussed and good practice and areas for improvement are identified. Quality monitoring is used as a benchmark for new starters during their induction. Processes are continually reviewed with departments to ensure that everyone is aware of their roles and responsibilities in delivering effective and efficient services.		
Service Head: Deina Hockenhull		Performance status: On target	
Action	14932	Target date	31/03/2022 (original target 31/03/2022)
Action promised	We will ensure that any potential merger of the Coroner's jurisdiction, results in a more resilient and consistent service for the bereaved people by working with key stakeholders including Pembrokeshire Council, Chief Coroner and Ministry of Justice		
Comment	The Chief Coroner's intentions is to create larger jurisdictions. With the departure of Pembrokeshire/Carmarthenshire's Senior Coroner, the MOJ have proposed that our jurisdiction is merged with Swansea/Neath Port Talbot jurisdiction. All respective authorities had concerns with this proposals due to geographical needs, Welsh Language needs and convenience to the bereaved families. Our concerns were made known to the MoJ just before the Covid pandemic. All merge talks were put aside so that Coroner Services could prioritise their time on contributing to the death registration journey being managed as smoothly as possible.		
Service Head: Amanda Bebb		Performance status: On target	
Action	14933	Target date	31/03/2022 (original target 31/03/2022)
Action promised	We will continue to deliver a Registrars service that meets and exceeds the national standards in all areas by working closely with our stakeholders.		
Comment	The Registration Service have to meet the national standards such as registering deaths within 5 days, birth registration within 42 days. The last 18months have seen birth registrations postponed which resulted in Carmarthenshire have to catch up on some 800 births which we managed to clear the majority of them down in 4 months. There is a high demand for weddings due to their postponements and we are working with our external wedding venues in delivering a safe wedding.		
Service Head: Amanda Bebb		Performance status: On target	

Theme: WBO13.Better Governance and use of Resources Sub-theme: B5 - Valuing our people; engaging, leading and supporting							
Measure Description	2020/21 Comparative Data			2021/22 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of employee laptops with 4GB of memory (RAM) or under ICT/009	Not applicable		New measure	Target: 35 Result: 35	Target: 34 Result: 31 Calculation: (881÷2832) x 100	Target: 33	Target: 32
Comment	4gb laptops over total laptops						
Remedial Action	more devices have been seen on the network. Target them for upgrade.						
Service Head: Noelwyn Daniel			Performance status: On target				

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ACTIONS - Theme: WBO13.Better Governance and use of Resources			
Sub-theme: B5 - Valuing our people; engaging, leading and supporting			
Action	14729	Target date	31/03/2023
Action promised	We will ensure the Council Employment Policy reflects changes to legislation such as the forthcoming exit payment cap legislation, reclaiming exit payments, casual worker agreements and any other employment related legislation introduced post Brexit.		
Comment	Ongoing action so will never show as 100% complete. Continuing to develop guidance and policies as required. Forward work programme in place. Travel Policy out to consultation currently.		
Service Head: Paul R Thomas		Performance status: On target	
Action	14730	Target date	31/03/2023
Action promised	We will continue with the further automation of HR and Recruitment processes: e.g. Declaration of interest e-form; Exit surveys; Sickness absence return to work interviews; Induction/onboarding; Honoraria payments; Starter and leaver notifications		
Comment	We have reviewed key processes and have harnessed the technology available to us to automate a range of HR processes including the Declaration of Interest, Gifts and Hospitality process, Exit Interviews, Sickness absence return to work interviews; Induction/onboarding; Honoraria payments; Starter and leaver notifications. We are also in the process of reviewing our end to end recruitment process prior to the procurement of a new Recruitment System which will help to streamline the process and eliminate any waste.		
Service Head: Paul R Thomas		Performance status: On target	
Action	14731	Target date	31/03/2023
Action promised	We will continue to ensure that our recruitment, retention, people management and development policies comply with changing legislation and reflect the needs of the organisation		
Comment	We are either reviewing or have reviewed and updated a range of policies over the last year to reflect the needs of the organisation which has been influenced Better Ways of Working. For example policies in relation to Learning & Development, Secondment, Probationary, Sickness Absence, Home working (temporary), Covid Vaccination, Recruitment, Pay.		
Service Head: Paul R Thomas		Performance status: On target	
Action	14732	Target date	31/03/2022
Action promised	We will ensure our Pay Policy and annual Equal Pay / Gender Pay Audit/ will comply with legislation and provide transparency around pay decisions. Separate Pay Policy for Teachers.		
Comment	Pay Policy for 21/22 published. Equal pay audits completed and published.		
Service Head: Paul R Thomas		Performance status: On target	
Action	14903	Target date	31/03/2022
Action promised	We shall ensure the Council fully supports staff to maintain a healthy work life balance and, where necessary, ensure the careful management of staff sickness absences in the interest of the staff and the provision of services.		
Comment	This is ongoing work, The health and wellbeing team work with departments to promote and encourage healthy lifestyles which includes positive work life balance, there is a suite of support and information available to all staff and the health and wellbeing champions offer peer support locally. Sickness absence management is a management responsibility, there is training, policy and guidance to assist and the OH and HR professionals are available to give advice on specific cases.		
Service Head: Paul R Thomas		Performance status: On target	

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Theme: WBO13.Better Governance and use of Resources							
Sub-theme: B6 - Managing risks, performance and finance							
Measure Description	2020/21 Comparative Data			2021/22 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Percentage performance against target to generate capital receipts to support the capital program	Not applicable		Q2: 7.28	Target: 25.00	Target: 50.00	Target: 75.00	Target: 100.00
2.1.2.12			End Of Year: 12.39	Result: 86.12	Result: 88.28		
					Calculation: (1877141÷2126250) × 100		
Comment	It is expected that the capital receipt target is achievable for this financial year						
Service Head: Jason Jones			Performance status: On target				
Measure Description	2020/21 Comparative Data			2021/22 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of council tax due for the financial year which was received by the authority	Not applicable		Q2: 55.44	Target: 31.00	Target: 56.00	Target: 84.00	Target: 97.50
CFH/007			End Of Year: 95.96	Result: 32.10	Result: 59.18		
					Calculation: (67850920.92÷114658463.36) × 100		
Service Head: Helen Pugh			Performance status: On target				
Measure Description	2020/21 Comparative Data			2021/22 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of non-domestic rates due for the financial year which were received by the authority	Not applicable		Q2: 59.95	Target: 31.00	Target: 56.00	Target: 84.00	Target: 97.50
CFH/008			End Of Year: 95.55	Result: 41.78	Result: 65.16		
					Calculation: (21892287.17÷33597998.64) × 100		
Service Head: Helen Pugh			Performance status: On target				

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ACTIONS - Theme: WBO13.Better Governance and use of Resources			
Sub-theme: B6 - Managing risks, performance and finance			
Action	14901	Target date	31/03/2022
Action promised	We will ensure a robust approach to Cyber security and sustainable solutions are implemented for Information Governance.		
Comment	<p>We have continued to evaluate our approach to cyber resilience with a phishing awareness exercise due to take place shortly to inform staff of the heightened risk of scam emails.</p> <p>A cyber resilience stocktake report will be presented to CMT in October with details on our stance to protect the Authority from possible cyber attacks.</p>		
Service Head: Noelwyn Daniel		Performance status: On target	
Action	14936	Target date	31/03/2022
Action promised	We will use the Council's reserves to invest in the County and support future development.		
Comment	Earmarked reserves detailed review carried out by Corporate Services Director and Head of Financial Services as part of 2020/21 statement of accounts. Specific requests for reserves considered by Corporate Services Director and Chief Executive alongside Corporate funding priorities. Reported to/approved by Governance & Audit Committee at July 2021 meeting as part of draft statement of accounts		
Service Head: Randal Hemingway		Performance status: On target	
Action	14937	Target date	31/03/2022
Action promised	We shall ensure the Council manages its budgets effectively and prudently.		
Comment	2021/22 budget monitoring shows small underspend at corporate level, with one area of departmental overspend is Communities driven by pressures in Learning Disability/Mental Health services. Considerable ongoing financial services support towards monthly hardship expenditure and quarterly income loss claims to mitigate overspends/income loss respectively. Consideration being given to longer term impact in respect of 2022/23 budgets when emergency funding streams will cease		
Service Head: Randal Hemingway		Performance status: On target	
Action	14938	Target date	31/03/2022
Action promised	We will provide significant financial support and advice to the Swansea Bay City Region		
Comment	update is as per Q1 commentary : unqualified audit, within statutory timescales and ongoing budget development and monitoring support being provided		
Service Head: Randal Hemingway		Performance status: On target	
Action	14939	Target date	30/06/2022
Action promised	We will undertake the closure and Audit of the Accounts within the appropriate timescales		
Comment	Carmarthenshire County Council and Dyfed Pension Fund accounts have now both received an unqualified audit opinion, with commendable audit reports. Whilst the County Council accounts fell behind normal statutory deadlines, they were within the approved flexibility granted by WG and ahead of a number of other councils.		
Service Head: Randal Hemingway		Performance status: On target	
Action	14941	Target date	31/03/2022
Action promised	We will identify a set of key performance indicators taking a balanced scorecard approach		
Comment	Proposal developed - next steps to be shared with Director		
Service Head: Randal Hemingway		Performance status: On target	
Action	14946	Target date	31/03/2022
Action promised	We will address the recommendation or proposals for improvement arising from the Audit Wales review of Risk Management arrangements		
Comment	The revised Risk Management and Contingency Planning Strategy which incorporates the Risk Management Toolkit is scheduled for approval at the next Risk Management Steering Group Meeting of the 11th November 2021. Risk Management Training has commenced with facilitated Risk Management Training Sessions for CMT, Heads of Service, Cabinet Members, Key Officers and the Governance and Audit Committee. A Risk Management page on the intranet is being developed with support from Communications which will include the Risk Management & Contingency Planning Strategy 2018-22, the Risk Management Toolkit, our Risk Appetite Statement for Carmarthenshire County Council, links to the Risk Management E-learning module, JCAD CORE User Guide, the Risk Champions and Meet the Team. Internal Audit Review of Risk Management arrangements is in progress. The TIC review of Risk Management arrangements is due to commence 1st November 2021.		
Service Head: Helen Pugh		Performance status: On target	
Action	14948	Target date	31/03/2022
Action promised	We will monitor effective Contract management throughout the Authority		
Comment	A draft Contract management guidance document has been produced and is due to be shared with the TIC expenditure worksteam next quarter for feedback. The Procurement team has engaged with officers in various departments on the draft, incorporating feedback into the guidance. Images for the document have been produced by the Council's Graphics team. Discussions with colleagues in L&D on a supporting eLearning training module for contract management is also progressing well with a skeleton structure having been built over the summer. Amendments are currently being made to move this forward.		
Service Head: Helen Pugh		Performance status: On target	

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Action	14974	Target date	31/03/2023
Action promised	We shall develop, implement and monitor compliant procurement exercises for the Property Division, working in conjunction with the Corporate Procurement Unit.		
Comment	We are continually monitoring current and future procurement and contract management activity. The Head of Property has also been chairing an Environment Departmental Contract Management Group to identify areas for improvement across the Department. A report with a large number of recommendations was reported to DMT in September 2021.		
Service Head: Stephen G Pilliner		Performance status: On target	
Action	14978	Target date	31/03/2022
Action promised	We shall continue to develop mobile working technology and our works management systems for our Property services workforce to enable them to work in an agile and cost-effective way including implementation of effective IT developments to support efficient delivery of services		
Comment	We are now implementing the Total Connect system to provide greater functionality and resource management tools		
Service Head: Jonathan Fearn		Performance status: On target	
Action	14979	Target date	31/03/2023
Action promised	We will ensure that risks relating to all premises owned or occupied by the council are suitably & sufficiently identified & managed. We will roll out the condition survey programme to develop the "one property" approach to compliance and condition		
Comment	The approval to create 3 Property Condition Officers has been authorised following Risk Management and TIC Board approval, with approval to recruit currently being sought.		
Service Head: Jason Jones (Env)		Performance status: On target	

ACTIONS - Theme: WBO13.Better Governance and use of Resources

Sub-theme: B7 - Good transparency and accountability

Action	13281	Target date	31/03/2022 (original target 31/03/2019)
Action promised	We will introduce a new Integrated Impact Assessment requirement across the Council's decision-making processes to ensure compliance with a range of statutory duties including the new Socio-Economic Duty & Climate Change / Carbon reduction (NZC-25)		
Comment	ICT and Corporate Policy have developed the template, guidance and a digital form. A series of training workshops have been held for Heads of Service, departmental co-ordinators, Democratic Services and report authors. The Integrated Impact Assessment is currently working its way through the Democratic Process. The Assessment includes the key areas of Five Ways of Working, Equalities, Welsh language, GDPR, Socio-economic Duty, United Nations Convention of the Rights of the Child, the Environment Act, Biodiversity and the Council's Net Zero Carbon Commitment.		
Service Head: Noelwyn Daniel		Performance status: On target	
Action	14908	Target date	31/03/2022
Action promised	We will implement the new Council Complaints Policy		
Comment	The Complaints Policy has been approved by the Executive Board on 22nd March 2021 and a letter provided by the Complaints Standards Authority on 26th May 2021 confirming that the new Policy is compliant. The Policy has been published and promoted with posters in public areas, attendance at DMTs, an article in Staff News etc. Increased reporting requirements are now in the process of being implemented.		
Service Head: Noelwyn Daniel		Performance status: On target	
Action	14911	Target date	31/03/2022
Action promised	We will advise on governance arrangements for new models of working, including but not limited to Local Authority Trading Companies, regional Partnerships, Pooled Budgets etc. and the Local Government & Elections Act.		
Comment	The Regional Chief Executives, s. 151 officers, Monitoring Officers and Directors of Regeneration continue to meet on a fortnightly basis to work up the governance arrangements for the South West Wales CJC. Drafting of required documentation has commenced. Update report taken to Pre-Cabinet 18th October 2021. First meeting expected to be convened before the end of January 2022.		
Service Head: Linda Rees Jones		Performance status: On target	
Action	14940	Target date	30/09/2022
Action promised	We will ensure an unqualified audit of the final accounts		
Comment	Unqualified audit received on Carmarthenshire County Council, Dyfed Pension Fund, Swansea Bay City Region JC, Wales Pension Partnership JC, Burry Port Harbour Authority		
Service Head: Randal Hemingway		Performance status: On target	
Action	14945	Target date	31/03/2022
Action promised	Implement the changes to our Audit Committee structure in line with the new Local Government and Elections Act (Wales) 2021.		
Comment	Changes to the Governance & Audit Committee structure have commenced, with the name change implemented in April 2021 and the Terms of Reference updated to reflect the responsibility the Committee now has in relation to Complaints. Meetings have commenced discussing the recruitment of Lay Members for the revised structure, in line with Act requirements, which are due to be implemented in 2022.		
Service Head: Helen Pugh		Performance status: On target	

PIMS Performance Report

ACTIONS - Theme: WBO3.Support and improve progress, achievement, and outcomes for all learners Sub-theme: C. An excellent school in the right place			
Action	14900	Target date	31/03/2022
Action promised	We will continue to improve the condition, suitability and ICT resources within schools and ensure that all newly built schools have the latest digital technologies and infrastructures in place to deliver 21st century education		
Comment	All teachers now have a modern device suitable for remote teaching. Any teacher or student devices that are nearing their decommissioning date have been identified and replacement planned. All non-functioning audio-visual equipment has been replaced and a condition review of all existing equipment has commenced.		
Service Head: Noelwyn Daniel		Performance status: On target	

ACTIONS - Theme: WBO4.Tackle poverty, help to prevent it, helping people into work, improving the lives of those livi Sub-theme: A - Review of our approach to Tackling Poverty			
Action	14905	Target date	31/03/2022
Action promised	We will develop a county Tackling Poverty Plan to respond to the current challenges faced by residents and communities.		
Comment	2nd officer workshop held on 28 September to consider points of entry into council support and onward referral arrangements. Action plan based on discussions to be prepared and considered at Advisory Panel in October.		
Service Head: Noelwyn Daniel		Performance status: On target	

ACTIONS - Theme: WBO4.Tackle poverty, help to prevent it, helping people into work, improving the lives of those livi Sub-theme: C - Helping people into work			
Action	14975	Target date	31/03/2023
Action promised	We will continue with recruitment programmes, together with graduate and apprentice appointments, to fill ongoing vacancies. Support construction apprentice programmes and develop further in-sourcing arrangements, subject to appropriate business cases.		
Comment	We continue to advertise vacant posts and look at ways to realign structures where there are barriers to recruitment from skills shortages. Work with Cyfle, CCTAL and Next Steps is continuing and we are monitoring progress of our apprentice and graduate intake.		
Service Head: Jonathan Fearn		Performance status: On target	

Theme: WBO4.Tackle poverty, help to prevent it, helping people into work, improving the lives of those livi							
Sub-theme: D - Improving the lives of those living in poverty							
Measure Description	2020/21 Comparative Data			2021/22 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Average time for processing new Housing/Council Tax Benefit claims	Not applicable		Q2: 11.83	Target: 17.00	Target: 17.00	Target: 17.00	Target: 17.00
6.6.1.2			End Of Year: 11.57	Result: 16.32	Result: 16.20	Calculation: 49604÷3062	
Service Head: Helen Pugh			Performance status: On target				
Measure Description	2020/21 Comparative Data			2021/22 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of recently calculated Housing/Council Tax Benefit claims that have been calculated accurately based on a sample check	Not applicable		Q2: 96.24	Target: 92.50	Target: 92.50	Target: 93.00	Target: 95.00
6.6.1.9			End Of Year: 96.92	Result: 96.34	Result: 97.22	Calculation: (210÷216) × 100	
Service Head: Helen Pugh			Performance status: On target				

PIMS Performance Report

ACTIONS - Theme: WB04. Tackle poverty, help to prevent it, helping people into work, improving the lives of those living in poverty			
Sub-theme: D - Improving the lives of those living in poverty			
Action	14006	Target date	31/03/2022 (original target 31/03/2020)
Action promised	We will work with the third sector and other stakeholders to develop the range of support services provided in the County across a number of service areas as well as further developing volunteering opportunities within the County		
Comment	The Consultant has issued a draft report on the Review of CAVs and will present findings to the Trustees in early November. The Consultant will then work with CAVs in the developmental phase with new initiatives.		
Service Head: Jason Jones		Performance status: On target	
Action	15056	Target date	31/03/2022
Action promised	We will contribute to tackling poverty within Carmarthenshire by supporting families to claim all the financial support they are entitled to.		
Comment	The teams in the Revenue Services Unit are pro-active in identifying and ensuring that customers they deal with are claiming all the financial support they are entitled to. Our Benefit Application form is designed to ensure claimants are able to claim the other devolved benefits eg free school meals. We work closely with other sections to ensure this in addition to having a pro-active approach to Discretionary housing payments and work closely with the Housing teams, the Walich, and Housing Associations on this. We work closely with the Hwb teams giving them the technical advice they need for their role in dealing with customers face to face. We are active members of the Welsh Government Regional Advice Network, and through processing self isolation payments are also able to identify when people should be claiming other benefits. Our recovery team and Enforcement agents are able to identify those who are vulnerable and provide the necessary advice and referrals.		
Service Head: Helen Pugh		Performance status: On target	

ACTIONS - Theme: WB05. Create more jobs and growth throughout the county			
Sub-theme: A - Regionally, by coordinating and delivering the Swansea Bay City Deal - Pentre Awel			
Action	14943	Target date	31/03/2022
Action promised	We will continue to provide significant procurement support and advice to the Swansea Bay City Region Carmarthenshire led projects		
Comment	The Tender to appoint a Principal Contractor for Pentre Awel Zone 1 was awarded at the end of Quarter 1 via Lot 6 of the Southwest Wales Regional Contractors Framework to Bouygues. The project is valued in the region of £66 million and is the largest construction procurement delivered in Carmarthenshire. Discussions are on-going with the Digital Programme Manager for Swansea Bay City Deal for support on procurement exercises to deliver for the City Deal Digital programme.		
Service Head: Helen Pugh		Performance status: On target	

ACTIONS - Theme: WB05. Create more jobs and growth throughout the county			
Sub-theme: B- Locally, by delivering the Transformational Strategy Area Plans targeting urban, coastal, rural.			
Action	13170	Target date	31/03/2023 (original target 31/03/2020)
Action promised	We will deliver phase 2 of the development of Glanamman Workshops to provide improved workshop availability.		
Comment	Some delays due to unforeseen works but still targeted completion in January 2022		
Service Head: Stephen G Pilliner		Performance status: On target	

ACTIONS - Theme: WB05. Create more jobs and growth throughout the county			
Sub-theme: C-Developing the rural economy with a focus on the 10 Towns Initiative			
Action	14717	Target date	31/03/2022 (original target 31/03/2021)
Action promised	We will monitor progress with the recommendations of the Moving Rural Carmarthenshire Forward report through the Rural Affairs Advisory Panel and consider any new issues as they arise.		
Comment	Advisory Panel membership now confirmed and first meeting to be scheduled during November/early December. Monitoring of progress against recommendations will be taken forward through the Panel.		
Service Head: Noelwyn Daniel		Performance status: On target	

PIMS Performance Report

ACTIONS - Theme: WB05. Create more jobs and growth throughout the county			
Sub-theme: D-Strengthen the foundational economy and community resilience.			
Action	14947	Target date	31/03/2022
Action promised	We will continue to support the early engagement of Local Businesses and have due regard to the effect of our procurement on the local economy		
Comment	<p>Supplier engagement has continued with online meetings due to Covid-19 pandemic and suppliers have been very receptive to this change. We have continued to work closely with Business Wales to adapt our processes for Tender support and engagement and this has ensured a coordinated approach.</p> <p>During this quarter (July -Sept 2021) Suppliers were met with virtually on a "first point of contact & procurement link to local business" basis which provides procurement advice & guidance on promoting their goods & services to Carmarthenshire County Council. In excess of 25 suppliers were met with in this way during this quarter.</p> <p>The transition from a "meet & greet" type session to a "virtual" meeting is now showing signs of becoming a popular & effective means of meeting with suppliers and providers. Due to Covid-19 we are continuing to adapting our ways of working & are now involved in organising Virtual Procurement Surgery Sessions & Webinars to replace & further enhance procurement support available. We are currently focussing on offering a programme of virtual meetings, sessions, workshops & webinars to local suppliers which will be rolled out over the next few months. These will be via Microsoft Teams.</p> <p>Further procurement support is now offered to suppliers & provider as we are working in conjunction with Business Wales to organise "Live Tender Workshops". The aim of the Workshops initiative managed by CCC Procurement & delivered by Business Wales Tender Advisers is to pro-actively engage with suppliers who require this level of assistance with submitting their tenders via the electronic tender portal, Bravo.</p> <p>The type of Supplier Engagement Initiative held during this period for example was a Virtual Early Market Engagement Event for the Supported Accommodation (16-25yr olds) Services whereby 24 providers attended. This session was organised and run by CCC Procurement Team. Following an initial overview of the service requirements, the session was divided into 2 workshops with facilitators ensuring consistency of questions to providers at both workshops. The ideas discussed & information gained via these workshops proved invaluable as it assisted the Lead Officers in building a specification suitable for the delivery of this service provision.</p> <p>A further example of supplier engagement during this period is an early market engagement by means of a questionnaire via a SNAP Survey which was forwarded to suitable providers in relation to Support to victims of Domestic Violence & Abuse tender. We are currently awaiting replies/responses to these questionnaires.</p> <p>An early market engagement event was also arranged (but unfortunately cancelled last minute due to Covid illness) for the Partnership for Statutory Qualifications. 11 Providers had registered for this event. This will be re-arranged as soon as possible.</p> <p>We have worked with colleagues in Economic Development over the summer, providing information on a forthcoming tender for servicing and remedial works for Mechanical and Electrical equipment worth an anticipated £12million, due in 2022 and another tender for Cleaning Materials, Workwear and PPE Products due to be advertised this autumn worth approximately £2million. The intention of this early engagement was to target SME's in the County to inform them in advance of these tendering opportunities which they might be interested in tendering for and the support available to bid. This engagement will also inform the Council of any potential barriers there maybe for suppliers to tender which we could factor into our lotting strategy and overall procurement approach.</p>		
Service Head: Helen Pugh		Performance status: On target	

ACTIONS - Theme: WB05. Create more jobs and growth throughout the county			
Sub-theme: G - Supporting local and digital economic growth			
Action	14892	Target date	31/03/2023
Action promised	Work with partners to address issues in terms of superfast broadband access and mobile phone signal across the County and in particular in rural areas.		
Comment	<p>Significant Commercial Investment in Gigabit fibre build secured and ongoing at Cross Hands, Llangennech, Burry Port, Llanelli, and Carmarthen.</p> <p>Superfast Cymru 2 Investment Secured to connect 3300 of Carmarthenshire's worst served rural premises. Fibre builds currently ongoing, due to complete September 2022.</p> <p>4 new Mobile masts currently being planned for some of Carmarthenshire's most rural areas as part of the mobile industries new Shared Rural Network Investment. These new masts will be shared by multiple operators.</p> <p>Up to 10 Gigabit Voucher Scheme Community Projects currently ongoing and at various stages across the County. Support being provided by Regeneration staff.</p> <p>24 Public Sector Sites being upgraded to full fibre to improve provision of and access to public services. These fibre spines being built to public sector assets will significantly enhance connectivity options for premises in and around those public sector assets.</p> <p>Web presence on Carmarthenshire's website significantly enhanced to provide clear and accessible advice, guidance and support for citizens and businesses in obtaining better connectivity.</p> <p>Officers playing a leading role as part of Welsh Governments Digital Infrastructure Barrier Busting Group to facilitate and encourage investment in Digital Connectivity across Wales.</p>		
Service Head: Jason Jones		Performance status: On target	

ACTIONS - Theme: WBO6.Increase the availability of rented and affordable homes			
Sub-theme: A - Affordable Homes Delivery Plan			
Action	14972	Target date	31/03/2023
Action promised	We will further develop relationships with internal and potential external customers to encourage collaboration and commercial opportunities to make best use of Carmarthenshire's property-related Frameworks and operational teams		
Comment	We continue to work with partner organisations to develop key relationships with a view to developing collaborative projects.		
Service Head: Jonathan Fearn		Performance status: On target	

Policy and Resources Committee

14th January 2022

EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORT

ITEM	RESPONSIBLE OFFICER	EXPLANATION	REVISED SUBMISSION DATE
PSB Minutes	Noelwyn Daniel	The latest set of minutes (November) have not been formally approved by the PSB.	Next meeting
Sickness	Paul Thomas	The report has been delayed to allow officers to prioritise covid related work.	Next meeting

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POLICY & RESOURCES SCRUTINY COMMITTEE 14th JANUARY 2022

FORTHCOMING ITEMS FOR NEXT MEETING TO BE HELD ON 2ND FEBRUARY 2022

In order to ensure effective Scrutiny, Members need to be clear as to the purpose of requesting specific information and the outcome they are hoping to achieve as a consequence of examining a report. Limiting the number of agenda items may help to keep meetings focused and easier to manage.

Proposed Agenda Item	Background	Reason for report <i>What is Scrutiny being asked to do? e.g. undertake a full review of the subject? Investigate different policy options? Be consulted on final proposals before decision making? Monitor outcomes /implementation?</i> <i>If the item is for information or for noting, can the information be provided in an alternative format i.e. via email?</i>
Revenue Budget Strategy Consultation 2022/23 to 2024/25	This item will provide members with an opportunity to consider and comment on the budget settlement, departmental service budgets and efficiency savings proposals.	To undertake consultation with the Policy & Resources Scrutiny Committee on the 3-year Revenue Budget Strategy.
Five Year Capital Programme 2022/23 - 2026/27	This item will provide members with an opportunity to consider and comment on the draft five-year capital programme.	To undertake consultation with the Policy & Resources Scrutiny Committee on the five year Capital Programme.
Treasury Management Policy & Strategy 2022/23	This item will enable members to consider and approve the content of the Treasury Management Policy and Strategy for 2022/23. This information will form the basis of this Committee's role in scrutinising the activity and function during the forthcoming financial year. The report is presented to the Committee in order to comply with the revised CIPFA Treasury Management Code of Practice and CIPFA Prudential Code 2009.	To comply with the revised CIPFA Treasury Management Code of Practice and CIPFA Prudential Code 2017. To formally approve the Treasury Management Strategy for 2022-23 including the Treasury Management Indicators, Prudential Indicators, the MRP Statement and recommendations therein.
Revenue and Capital Budget Monitoring Report 2021/22	This is a standard item which allows members to undertake their monitoring role of the departmental and corporate budgets.	The Committee is being requested to scrutinise the budget information.
Business Plans	This item will enable the Committee to consider and comment on the Business Plans 2022-23 relevant to its remit.	To enable the committee to undertake its monitoring role of the Chief Executive's & Corporate Services Departments and Environment which fall within its remit.
TIC Position Statement 20/21	To provide the committee with an update on the TIC Programme.	This report is for information.

Digital Schools Strategy	To provide members with an opportunity to consider and comment on the revised and updated strategy that will allow digital learning over the next 3 years. digital technologies that will be adapted by the Council to underpin all digital services.	To review and consult on the content of the Strategy.
Digital Technology Strategy reports	To provide members with an opportunity to consider and comment on the revised and updated strategy which provides direction of the digital technologies that will be adapted by the Council to underpin all digital services.	To review and consult on the the content of the Strategy.
November 2021 PSB minutes	The Well-being of Future Generations (Wales) Act 2015 notes the requirement that a designated local government scrutiny committee is appointed to scrutinise the work of the PSB. In Carmarthenshire, the Council's Policy & Resources Scrutiny Committee has been designated as the relevant scrutiny committee.	To consider and scrutinise on the content of the PSB minutes.
Sickness Absence Monitoring Report - Half Year Q2 2021/22	This report provides the committee with absence data for the cumulative period Q2 2021/22 financial year plus a summary of actions.	Policy & Resources Scrutiny Committee has requested that half/full EOY reports are provided to allow members to fulfil their scrutiny role.

When choosing a topic a Scrutiny Committee should consider whether:-

- **scrutiny could have an impact and add value**
- **the topic is of high local importance and reflects the concerns of local people**
- **the resources are available that would be required to conduct the review, in terms of resources and budget**
- **it avoids work duplication elsewhere**
- **the issue is one that the committee can realistically influence**
- **the issue is related to an area where the council, or one of its partners, is not performing well**
- **the issue is relevant to all or large parts of the local area**
- **the review would be in the council's interests.**

Topics are not suitable for scrutiny when:

- **the issue is already being addressed elsewhere and change is imminent**
- **the topic would be better addressed elsewhere (and will be referred there)**
- **scrutiny involvement would have limited or no impact upon outcomes**
- **the topic may be sub-judice or prejudicial to the council's interest**

- the topic is too broad to make a review realistic
- new legislation or guidance relating to the topic is expected within the next year
- the topic area is currently subject to inspection or has recently undergone substantial change.

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Policy & Resources Scrutiny Committee – Forward Work Programme 2020/21

10 th June 2021	21 st July 2021	20 th October 2021	10 th December 2021	14 th January 2022	2 nd February 2022	1 st April 2022
Carmarthenshire Well-Being Plan Annual Report 2020-21 & PSB Update	Draft Carmarthenshire County Council's Annual Report for 2020/21	Revenue & Capital Budget Monitoring Report 2021/22	Sickness Absence Monitoring Report – Half Year Q2 2021/22 Moved to January meeting	November 2021 PSB minutes	Revenue Budget Strategy Consultation 2021/22 to 2024/25 [Moved from January]	Quarterly Treasury Management and Prudential Indicator Report 1st April 2021 to 31st December 2021
PSB minutes	Strategic Equality Plan Annual Report 2020-21	Quarterly Treasury Management and Prudential Indicator Report 1st April 2021 to 30th June 2021	TIC Annual Report 20/21 Moved to February meeting	Sickness Absence Monitoring Report – Half Year Q2 2021/22 [Moved from December]	Five Year Capital Programme 2022/23 - 2026/27 [Moved from January]	Revenue & Capital Budget Monitoring Report 2021/22
Sickness Absence Monitoring Report – end of year 2020/21 Moved to July meeting	Annual Report on the Welsh Language 2020-21	May & July 2021 PSB minutes	Revenue & Capital Budget Monitoring Report 2021/22	Quarter 2 performance management report [Moved from December]	Treasury Management Policy & Strategy 2022/23 [Moved from January]	Policy & Resources Scrutiny Committee Actions and Referrals Update
Revenue & Capital Budget Monitoring Report 2020/21	Policy & Resources Scrutiny Committee Actions and Referrals update	Quarter 1 performance management report	Mid-Year Treasury Management and Prudential Indicator Report 1st April 2021 to 30th September 2021		Revenue and Capital Budget Monitoring Report 2021/22 [Moved from January]	Quarter 3 performance management report
Policy & Resources Scrutiny Committee Annual Report 2020/21	Annual Digital Transformation [and Technology] Strategy Report	Digital Schools Strategy Annual Report 2021 [moved from July meeting]	Policy & Resources Scrutiny Committee Actions and Referrals Update		Business Plans [added 11/10/21]	Learning Policy [added 11/10/21]
CCTV Policy	Sickness Absence Monitoring Report - end of year 2020/21	Annual Treasury Management and Prudential Indicator Report 2020-2021 [moved from July meeting]	September 2021 PSB minutes		TIC Position Statement 20/21	

Policy & Resources Scrutiny Committee – Forward Work Programme 2020/21

	Handling Personal Data Policy [added 13/7/21]	Vaccination Policy [added 26/7/21]	Quarter 2 performance management report Moved to January meeting		Digital Schools Strategy [added 2/11/21]	
		Ethical Employment in Supply Chains Policy and Annual Modern Slavery, Ethical Employment in Supply Chains Statement [added 11/10/21]			Digital Technology Strategy reports [added 2/11/21]	
					November 2021 PSB minutes [Moved from January]	
					Sickness Absence Monitoring Report - Half Year Q2 2021/22 [Moved from January]	

Exec. Board Meetings: 10th May; 24th May; 1st June; 7th June; 21st June; 5th July; 26th July; 13th September; 27th September; 11th October;

25th October; 8th November; 22nd November; 30th November; 6th December; 20th December;

Council Meetings: 12th May; 19th May [AGM]; 9th June; 14th July; 15th September; 13th October; 10th November; 8th December;

EXECUTIVE BOARD FORWARD WORK PROGRAMME 20/21
–as at 23/03/2021 (For the period March 21 – February 22)

Introduction

This plan is published to encourage and enable greater understanding between the Executive, all Councillors, the public and other stakeholders. It assists the Scrutiny Committees in planning their contribution to policy development and holding the executive to account.

The plan gives the public and stakeholders a chance to see the forthcoming major decisions to be made by the Executive Board over the next 12 months. It is reviewed and published quarterly to take account of changes and additional key decisions.

WORKING DRAFT

EXECUTIVE BOARD FORWARD WORK PROGRAMME 20/21
–as at 23/03/2021 (For the period March 21 – February 22)

CHIEF EXECUTIVES				
Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board
INTEGRATED IMPACT ASSESSMENT AND COVER SHEET	Wendy Walters, Chief Executive/Gwyneth Ayres	Deputy Leader	No	May 2021
ANNUAL REPORT	Noelwyn Daniel -Head of ICT & Corporate Policy	Deputy Leader	VARIOUS IN JULY	27/09/21
WELLBEING OBJECTIVES	Wendy Walters Chief Executive	Communities and Rural Affairs		
WELSH GOVERNMENT CONSULTATION DOCUMENTS	Wendy Walters Chief Executive	Deputy Leader	If applicable	If applicable
REVIEW OF COMMUNITY COUNCIL BOUNDARIES & ELECTORAL ARRANGEMENTS	Wendy Walters, Chief Executive	Resources		As and when required
REVIEW OF THE CONSTITUTION (LEGISLATION CHANGES) - CRWG	Linda Rees Jones Head of Administration & Law	N/A CRWG - FEB	N/A	As And When Required
CITY DEAL UPDATE (INCLUDING PENTRE AWEL)	Wendy Walters Chief Executive	Leader		As & When Required
CARMARTHEN WEST RESIDENTIAL	Jason Jones Head of Regeneration	Regeneration / Property	Not applicable	26/04/21
BURRY PORT RELEASE OF LAND	Jason Jones Head of Regeneration	Regeneration / Property	Not applicable	26/04/21
8/12 VAUGHAN STREET, LLANELLI	Jason Jones Head of Regeneration	Regeneration / Property	Not applicable	26/04/21
WELSH LANGUAGE ANNUAL REPORT	Wendy Walters, Chief Executive/Gwyneth Ayres	Culture, Sport & Tourism	Yes	March 2022
CORPORATE STRATEGY	Noelwyn Daniel -Head of ICT & Corporate Policy	Deputy Leader	Yes	March 2022
STRATEGIC EQUALITY REPORT	Noelwyn Daniel -Head of ICT & Corporate Policy	Deputy Leader	Yes	March 2022
NET ZERO ACTION PLAN - REVIEW	Jason Jones, Head of Regeneration	Communities and Rural Affairs	Date to be confirmed	March 2022

EXECUTIVE BOARD FORWARD WORK PROGRAMME 20/21
–as at 23/03/2021 (For the period March 21 – February 22)

COMMUNITY SERVICES				
Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board
DEVELOPMENT OF A NEW TENANT TYPE CHALLENGE PANEL	Jonathan Morgan – Head of Homes and SCr/Les James	Housing		24 TH May 2021
UNIVERSAL CREDIT AND RENTS UPDATE RENT ARREARS POSITION STATEMENT	Jonathan Morgan – Head of Homes and Safer Communities/ Jonathan Willis	Housing		26 th April 2021
ANTI SOCIAL BEHAVIOUR POLICY	Jonathan Morgan – Head of Homes and Safer Communities /Les James / Sue Watts/Robert David Williams	Culture, Sports & Tourism	E&PP Scrutiny 18/05/2021	07/06/21
CHS+ DELIVERING WHAT MATTERS BUSINESS PLAN	Jonathan Morgan – Head of Homes and Safer Communities/ Rachel Davies/ Gareth Williams	Housing	January 2022	February 2022 (Budget)
DIRECTOR OF SOCIAL SERVICES ANNUAL REPORT 2019/20	Jake Morgan – Director of Communities/Silvana Sauro	Social Care & Health		TBC
DOG BREEDERS LICENCE UPDATE (Change of Policy / Legislation – awaiting WG confirmation)	Jonathan Morgan – Head of Homes and Safer Communities/ Roger Edmunds	Public Protection		TBC

EXECUTIVE BOARD FORWARD WORK PROGRAMME 20/21
–as at 23/03/2021 (For the period March 21 – February 22)

CORPORATE SERVICES

Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board
BI-MONTHLY REVENUE AND CAPITAL BUDGET MONITORING REPORTS	Chris Moore Director of Corporate Services	Resources	N/A	SEPT NOV JAN MARCH
QUARTERLY TREASURY MANAGEMENT AND PRUDENTIAL INDICATOR REPORT	Chris Moore Director of Corporate Services	Resources	N/A	SEPT/OCT JAN APR
ANNUAL TREASURY MANAGEMENT & PRUDENTIAL INDICATOR REPORT	Chris Moore Director of Corporate Services	Resources	N/A	JULY
5 YEAR CAPITAL PROGRAMME	Chris Moore Director of Corporate Services	Resources	ALL JAN/ FEB	JAN
COUNCIL TAX BASE	Chris Moore / Helen Pugh	Resources	N/A	DEC
Council Tax Reduction Scheme	Chris Moore / Helen Pugh	Resources	N/A	FEB
BUDGET STRATEGY (Revenue and Capital)	Chris Moore Director of Corporate Services	Resources	ALL JAN/ FEB	JAN
HIGH STREET RATE RELIEF	Chris Moore Director of Corporate Services /Helen Pugh	Resources	N/A	March
CORPORATE RISK REGISTER	Chris Moore Director of Corporate Services / Helen Pugh	Resources	– Audit Committee March & SEPT	
TREASURY MANAGEMENT POLICY AND STRATEGY	Chris Moore Director of Corporate Services	Resources	N/A	FEBRUARY – BUDGET MEETING
FINAL BUDGET Revenue & Capital	Chris Moore Director of Corporate Services	Resources	N/A	FEBRUARY – BUDGET MEETING
HOUSING REVENUE ACCOUNT BUDGET AND RENT SETTING REPORT	Chris Moore Director of Corporate Services	Resources	HOUSING	FEBRUARY BUDGET MEETING
BUDGET OUTLOOK	Chris Moore Director of Corporate Services	Resources	N/A	NOV

EXECUTIVE BOARD FORWARD WORK PROGRAMME 20/21
–as at 23/03/2021 (For the period March 21 – February 22)

EDUCATION & CHILDREN				
Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board
PROPOSAL TO RELOCATE YSGOL HEOL GOFFA AND TO INCREASE ITS CAPACITY (STAGE 2 AND 3)	Simon Davies – Head of Access to Education	Education & Children	17/03/21 (stage 3)	12 th April 2021
PROPOSAL TO DISCONTINUE YSGOL GYNRADD BLAENAU AND TO INCREASE THE CAPACITY AND CHANGE THE NATURE OF PROVISION AT YSGOL GYNRADD LLANDYBIE (STAGE 1, 2 AND 3)	Simon Davies – Head of Access to Education	Education & Children	N/A	TBC (Stage 2) TBC (Stage 3)
PROPOSAL TO DISCONTINUE YSGOL RHYDYGORS (STAGE 1, 2 AND 3)	Simon Davies – Head of Access to Education	Education & Children	N/A	TBC (Stage 2) TBC (Stage 3)
PROPOSAL TO CHANGE THE AGE RANGE AT YSGOL SWISS VALLEY (TBC) (STAGE 1, 2 AND 3)	Simon Davies – Head of Access to Education	Education & Children	N/A	TBC (Stage 2) TBC (Stage 3)
PROPOSAL TO DISCONTINUE YSGOL GYNRADD MYNYDD Y GARREG (STAGE 1, 2 AND 3)	Simon Davies – Head of Access to Education	Education & Children	N/A	TBC (Stage 2) TBC (Stage 3)
PROPOSAL TO CHANGE THE NATURE OF PROVISION AT YSGOL Y FELIN (STAGE 2 AND 3)	Simon Davies – Head of Access to Education	Education & Children		TBC (Stage 2) TBC (Stage 3)
PROPOSAL TO CHANGE THE NATURE OF PROVISION AT MODEL VA PRIMARY SCHOOL (STAGE 2 AND 3)	Simon Davies – Head of Access to Education	Education & Children		TBC (Stage 2) TBC (Stage 3)
SCHOOL UPDATE REPORT- COVID 19, SCHOOLS CAUSING CONCERN AND FINANCE	Gareth Morgans – Director of Education and Children	Education & Children	N/A	
LA EDUCATION SERVICES SELF EVALUATION	Aneirin Thomas – Head of Education and Inclusion	Education & Children	tbc	TBC
POST 16 EDUCATION	Aeron Rees – Head of Curriculum and Wellbeing	Education & Children	tbc	TBC
RESULTS OF 2021 EXAMINATIONS”	Aneirin Thomas – Head of Education and Inclusion	Education & Children	tbc	N/A
CHILDREN’S SERVICES PAPER- TBC	Stefan Smith - Head of Children’s Services	Education & Children	N/A	tbc
CARMARTHENSHIRE 10 YEAR STRATEGY FOR EDUCATION	Gareth Morgans – Director of Education and Children	Education & Children	tbc	TBC
NEW 10 YEAR WELSH IN EDUCATION STRATEGY	Aeron Rees – Head of Curriculum and Wellbeing	Education & Children	tbc	TBC

EXECUTIVE BOARD FORWARD WORK PROGRAMME 20/21
–as at 23/03/2021 (For the period March 21 – February 22)

ENVIRONMENT				
Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board
PUBLIC REALM	Steve Pilliner / Richard waters	Environment		26/4/21
LDO	Llinos Quelch / Ian R Llewellyn	Environment		10/5/21
BUS REFORM	Steve Pilliner	Environment		24/5/21
PACE MAKING CHARTER	Llinos Quelch / Ian R Llewellyn	Environment		24/5/21
HIGHWAYS MAINTENANCE MANUAL	Steve Pilliner - Head of Transportation & Highways/ Chris Nelson/ Richard Waters	Environment	EPP 4/10/21	25/10/21
EQUESTRIAN STRATEGY	Steve Pilliner - Head of Transportation & Highways/ Caroline Ferguson	Environment	EPP 4/10/21	25/10/21
GRAFFITI POLICY	Ainsley Williams	Environment	EPP 4/10/21	25/10/21
FLOOD RESPONSE	Ainsley Williams	Environment	4/10/21	25/10/21
LEQ	Ainsley Williams	Environment	EPP 4/10/21	25/10/21
ELECTRIC VEHICLE STRATEGY	Steve Pilliner / Simon Charles	Environment	EPP 12/11/21	6/12/21
PUBLIC CONVENIENCES	Ainsley Williams. Head of Waste & Environmental Services Rhys Davies	Environment	EPP 16/12/21	January 22

Friday, 10 December 2021

PRESENT: Councillor A.G. Morgan (Chair);

Councillors:

S.M. Allen, K.V. Broom, D.M. Cundy, H.L. Davies, J.S. Edmunds, G.H. John, J.K. Howell, C. Jones, K. Madge and D.E. Williams;

Also in attendance:

Councillor E. Dole, Leader of the Council;
Councillor D.M. Jenkins, Cabinet Member for Resources;

The following Officers were in attendance:

R. Hemingway, Head of Financial Services;
P.R. Thomas, Assistant Chief Executive (People Management & Performance);;
G. Ayers, Corporate Policy and Partnership Manager;
L. Evans, Policy & Partnership Officer;
K. Harrop, Community Safety Manager;
A. Eynon, Principal Translator;
K. Evans, Assistant Democratic Services Officer;
M.S. Davies, Democratic Services Officer.

Virtual Meeting: 2.00 pm - 3.40 pm

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors T.A.J. Davies and J.G. Prosser.

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

Councillor	Minute Number	Nature of Interest
K. Madge	4 – Revenue and Capital Budget Monitoring Report 2021-22;	Daughter works in Social Services.

3. PUBLIC QUESTIONS

No public questions had been received.

4. REVENUE & CAPITAL BUDGET MONITORING REPORT 2021/22

The Cabinet Member for Resources presented the Authority's Corporate Budget Monitoring Report and the Chief Executive's and Corporate Services departmental reports as at 31st August 2021 in respect of the 2021/22 financial year. The report also included an appendix detailing Savings Monitoring 2021/22.

The monitoring report forecasted an end of year underspend of £399k on the Authority's net revenue budget with an underspend at departmental level of £869k. This was largely due to additional COVID19 related costs and lost income being refunded under the Welsh Government hardship scheme.

Amongst the issues and queries raised on the report were the following:

- In response to a query regarding the number of unfilled posts the

Committee was assured that these would be filled at the earliest opportunity and were not viewed as a means to achieve savings. The Assistant Chief Executive (People Management & Performance) commented that the Authority was working with the Local Government Association to improve the focus on workforce planning;

- Concerns were expressed over the possible consequences for the Modernising Education Provision programme of slippage of expenditure to future years of the capital programme and it was suggested that the Education and Children Scrutiny Committee should closely monitor the position;
- The Head of Financial Services agreed to follow up a query as to when Parc Howard Museum was likely to reopen.

UNANIMOUSLY RESOLVED

4.1 to receive the report;

4.2 that the Education and Children Scrutiny Committee be recommended to closely monitor progress on the Modernising Education Programme, recognising the slippage reported in the capital monitoring report.

5. MID-YEAR TREASURY MANAGEMENT AND PRUDENTIAL INDICATOR REPORT 1ST APRIL 2021 TO 30TH SEPTEMBER 2021

The Cabinet Member for Resources presented, for consideration, the Mid-Year Treasury Management and Prudential Indicator report for the period 1st April 2021 – 30th September 2021 to ensure that the activities undertaken were consistent with the requirements of the Treasury Management Policy and Strategy for 2021-22 adopted by Council on the 3rd March, 2021.

UNANIMOUSLY RESOLVED to receive the report.

6. CARMARTHENSHIRE PUBLIC SERVICES BOARD (PSB) - DRAFT CARMARTHENSHIRE ASSESSMENT OF LOCAL WELL-BEING

The Leader presented, for consideration, the Carmarthenshire draft Assessment of Local Well-being report which had been approved by the Carmarthenshire Public Services Board on 24th November 2021 for consultation with the public and stakeholders between 3 December 2021 and 19 January 2022. In preparation for the publication of the final assessment in March 2022, a technical document would be prepared which would include data sources, an analysis of the survey and involvement work. The Well-being Assessment would provide the foundation and evidence on which the county's Well-being Plan would be based.

Amongst the issues and queries raised on the report were the following:

- In response to a query it was confirmed that the Carmarthenshire Well-being Plan itself would be published in May 2023;
- The Leader expressed the hope that local Councillors would contribute their views on the draft report during the consultation period. The Corporate Policy and Partnership Manager stated that people were being invited to contribute their views on a post-code basis which would enable the final assessment to be formulated on the basis of the six Community Areas detailed in the draft report;
- Reference was made to the 'New Ways of Working' pilot proposal for Llandeilo [referred to in the September PSB minutes – minute 7 below] and it was queried as to whether this could be extended to another town. The

Corporate Policy and Partnership Manager commented that other areas were being considered as a means of extending the Council's presence beyond the three main towns in the County.

UNANIMOUSLY RESOLVED to receive the report.

7. CARMARTHENSHIRE PUBLIC SERVICES BOARD (PSB) MINUTES - SEPTEMBER 2021

The Corporate Policy and Partnership Manager presented the minutes of the meeting of the Carmarthenshire Public Services Board [PSB] held on the 29th September, 2021.

The Well-being of Future Generations (Wales) Act 2015 required that a designated local government scrutiny committee was appointed to scrutinise the work of the PSB. In Carmarthenshire, the Council's Policy & Resources Scrutiny Committee had been designated as the relevant scrutiny committee.

Amongst the issues and queries raised on the report were the following:

- In response to a query on the process for including surrounding rural areas in discussions on the 10 Rural Towns initiative the Leader agreed to ascertain when the meeting relating to the St. Clears was being held;
- The Corporate Policy and Partnership Manager agreed to ask the Economic Development section for a report detailing progress with the 10 Rural Towns initiative in each of the 10 towns. The Leader also agreed to convey to the Cabinet Member for Communities and Rural Affairs the possibility of arranging a meeting in due course to consider the ways in which each of the 10 towns was benefitting from the initiative;

UNANIMOUSLY RESOLVED that the minutes of the PSB meeting held on the 29th September, 2021 be received.

8. POLICY & RESOURCES SCRUTINY COMMITTEE ACTIONS AND REFERRALS UPDATE

UNANIMOUSLY RESOLVED that the report detailing progress in relation to actions, requests or referrals emerging from previous scrutiny meetings, be noted.

9. FORTHCOMING ITEMS

UNANIMOUSLY RESOLVED that the list of forthcoming items to be considered at the next scheduled meeting to be held on the 14th January 2022 be received.

10. MINUTES - 20TH OCTOBER 2021

UNANIMOUSLY RESOLVED that the minutes of the meeting held on the 20th October 2021 be signed as a correct record.

CHAIR

DATE

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