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TUESDAY, 13 DECEMBER 2022

TO: ALL MEMBERS OF THE COMMUNITIES, HOMES & REGENERATION SCRUTINY COMMITTEE

I HEREBY SUMMON YOU TO ATTEND A MEETING OF THE **COMMUNITIES, HOMES & REGENERATION SCRUTINY COMMITTEE** WHICH WILL BE HELD IN THE **CHAMBER - COUNTY HALL, CARMARTHEN. SA31 1JP AND REMOTELY AT 10.00 AM ON MONDAY, 19TH DECEMBER, 2022** FOR THE TRANSACTION OF THE BUSINESS OUTLINED ON THE ATTACHED AGENDA

Wendy Walters

CHIEF EXECUTIVE

Democratic Officer:	Kevin J Thomas
Telephone (direct line):	01267 224027
E-Mail:	kjthomas@carmarthenshire.gov.uk
This is a multi-location meeting. Committee members can attend in person at the venue detailed above or remotely via the Zoom link which is provided separately.	
The meeting can be viewed on the Authority's website via the following link:- https://carmarthenshire.public-i.tv/core/portal/home	

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

COMMUNITIES, HOMES & REGENERATION SCRUTINY COMMITTEE

PLAID CYMRU GROUP - 7 Members

Cllr. Betsan Jones (Vice-Chair)
Cllr. Bryan Davies (Committee Member)
Cllr. Terry Davies (Committee Member)
Cllr. Handel Davies (Committee Member)
Cllr. Ken Howell (Committee Member)
Cllr. Denise Owen (Committee Member)
Cllr. Russell Sparks (Committee Member)

LABOUR GROUP - 4 Members

Cllr. Deryk Cundy (Chair)
Cllr. Nysia Evans (Committee Member)
Cllr. Rob Evans (Committee Member)
Cllr. Martyn Palfreman (Committee Member)

INDEPENDENT GROUP - 2 Members

Cllr. Anthony Davies (Committee Member)
Cllr. Hugh Shepardson (Committee Member)

UNAFFILIATED

A G E N D A

- 1. APOLOGIES FOR ABSENCE**
- 2. DECLARATIONS OF PERSONAL INTERESTS INCLUDING ANY PARTY WHIPS ISSUED IN RELATION TO ANY AGENDA ITEM**
- 3. PUBLIC QUESTIONS (NONE RECEIVED)**
- 4. HOUSING REVENUE ACCOUNT BUDGET AND HOUSING RENT SETTING FOR 2023/24** 5 - 28
- 5. HOUSING REVENUE ACCOUNT BUSINESS PLAN 2023-26 CARMARTHENSHIRE'S HOUSING INVESTMENT PROGRAMME** 29 - 102
- 6. AN ALTERNATIVE OUTDOOR EDUCATION OFFER FOR CARMARTHENSHIRE** 103 - 106
- 7. CARMARTHENSHIRE COUNTY COUNCIL'S ANNUAL REPORT FOR 2021/22** 107 - 252
- 8. 2022/23 QUARTER 2 - PERFORMANCE REPORT (01/07/22-30/09/22) RELEVANT TO THIS SCRUTINY** 253 - 284
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- 10. PLANNING OBLIGATION (SECTION 106) - UPDATE** 317 - 326
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- 12. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING OF THE COMMITTEE HELD ON THE 16TH NOVEMBER, 2022** 337 - 346

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COMMUNITIES, HOMES AND REGENERATION SCRUTINY COMMITTEE

19TH DECEMBER 2022

SUBJECT

HOUSING REVENUE ACCOUNT BUDGET AND HOUSING RENT SETTING FOR 2023/24

Purpose:

That as part of the Budget Consultation process, the Scrutiny Committee considers the revenue and capital budgets of Housing Revenue Account (HRA) and rent setting proposals for 2023/24. This will be considered by Cabinet 9/01/2023 and subsequently County Council on 25/01/2023.

THE SCRUTINY COMMITTEE IS ASKED TO:-

Consider and comment on the Rent setting and budget proposals in the report and appendices A & B.

Endorse submission to Cabinet and County Council

Reason(s)

To enable the Authority to set its Housing Revenue Account Budget and the Housing Rent levels for 2023/24

CABINET MEMBER PORTFOLIO HOLDER:- Cabinet member for Resources Cllr
Alun Lenny Cabinet member for Housing Cllr Linda Evans

Directorate Name of Head of Service: Randal Hemingway Report Author: Steve Williams	Designations: Head of Finance Senior Accountant	Tel Nos. 01267 224120 E Mail Addresses: RHemingway@carmarthenshire.gov.uk stewilliams@carmarthenshire.gov.uk
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EXECUTIVE SUMMARY
COMMUNITIES, HOMES AND REGENERATION SCRUTINY
COMMITTEE
19TH DECEMBER 2022

**Housing Revenue Account Budget and Housing Rent
Setting for 2023/24**

SUMMARY & PURPOSE OF REPORT.

This report has been prepared in conjunction with officers from the Communities Department and brings together the latest proposals for the Revenue and Capital Budgets for the Housing Revenue Account 2023/2026. The report will be presented to the Community & Regeneration Scrutiny Committee on the 19th December 2022 as part of the budget consultation process.

The report has been prepared reflecting the latest proposals contained in the Housing Revenue Account (HRA) Business Plan, which is the primary financial planning tool for delivering the Carmarthenshire Homes Standard Plus (CHS+) for the future. The proposed investment within the current business plan delivered the CHS by 2015 (to those homes where tenants agreed to have work undertaken), provides investment to maintain CHS+ and continues investment for our Housing Regeneration and Development Delivery Plan.

The report also details how rents will increase for 2023/24.

Appendix A provides the proposed Revenue Account Budget for 2023/24.

Appendix B of this report provides the proposed Capital Programme for 2023/26.

The HRA budget for 2023/24 is being set to reflect:

- Social Housing Rent Policy (set by WG)
- Proposals contained in the Carmarthenshire Housing Revenue Account Business Plan.
- Housing Regeneration and Development Delivery Plan.

DETAILED REPORT ATTACHED ?	YES / 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: **Randal Hemingway**

Head of Finance

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

1. Finance

The report details the HRA proposals to be considered by scrutiny. If the proposals are agreed the budget for the HRA will be set for 2023/24 with an expenditure level of £54.3M. The average rent will increase from £94.26 to £99.44 (5.5%).

The proposed Capital Programme will be £33.8M for 2023/24, £34.4M for 2024/25 and £35.5M for 2025/26

6. Physical Assets

The capital programme continues the works to maintain the Carmarthenshire Home Standard+ and deliver the Housing Regeneration and Development Delivery Plan as per the 30-year business plan.

CABINET MEMBER PORTFOLIO HOLDER(S) CONSULTED

YES

Cllrs Alun Lenny and Linda Evans will continue to input throughout this process.

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

THESE ARE DETAILED BELOW

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Social Housing Rents Policy		Financial Services, County Hall, Carmarthen
30 year Housing Business Plan		Financial Services, County Hall, Carmarthen

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REPORT OF THE DIRECTOR OF CORPORATE SERVICES

SCRUTINY

19th DECEMBER 2022

HOUSING REVENUE ACCOUNT AND HOUSING RENT SETTING 2023/24

- REVENUE AND CAPITAL

DIRECTOR & DESIGNATION.	DIRECTORATE	TELEPHONE NO.
C Moore Director of Corporate Services	Corporate Services	01267 224120
AUTHOR & DESIGNATION	DIRECTORATE	TELEPHONE NO
S Williams Senior Accountant	Corporate Services	01267 228836

1. INTRODUCTION

1.1. This report explains the proposed 2023/24 Housing Revenue Account (HRA) budget for both revenue and capital. It has been prepared in conjunction with officers from the Communities Department and is presented to this Scrutiny Committee as part of the budget consultation process. The views expressed by this Committee will be fed back to Cabinet for their consideration when they set the 2023/24 HRA budget and Housing Rents.

1.2. The HRA budget for 2023/24 is being set to reflect:

- Welsh Government's Policy for Social Housing Rents (Rent Policy) issued 17/11/22, which this year is governed by the Welsh Government's Minister for Climate Change instruction that the maximum increases in the rent envelope for any local authority does not exceed 6.5%
- Proposals contained in the Carmarthenshire Housing Revenue Account Business Plan
- Housing Regeneration and Development Delivery Plan

1.3. The HRA budget is prepared to maintain the HRA Business Plan, deliver our affordable homes aspirations and manage and maintain our homes on a daily basis. As a ring-fenced account this expenditure is balanced by income primarily generated through rents charged to tenants. Supporting the HRA Business Plan is a 30 years financial model which is submitted to and scrutinised/approved by WG annually (as part of the Major Repairs Allowance application).

Carmarthenshire County Council along with the other 10 local authorities (LAs) in Wales who retained their Housing Stock, exited the Housing Revenue Account Subsidy (HRAS) system on 1/4/15, which allows Local Authorities more flexibility in the management of their stock going forward.

Part of the agreement to exit included LAs with retained stock were required to adopt the new Social Housing Rents Policy set by the Welsh Government (WG). It aimed to develop a coherent and consistent rent policy framework that would apply to all social landlords, reflect local variations in affordability and housing market values, providing for a more equitable distribution of rents for social sector tenants across Wales, while at the same time ensuring the viability of individual social landlords. County Council approved the implementation of the policy on 24/02/15. This policy provided consistency for 4 years from 2015/16 to 2018/19. WG provided an interim policy for 2019/20 while they await the results of the Affordable Housing Supply Review. The result of this review was to retain the existing policy for a further 5 years which was implemented in 2020/21 with some additional/amended requirements. Below are the main points detailed in Social Housing Rents Policy and WG letter dated 17/11/22:-

- An annual rent uplift (total rent envelope) of up to CPI+1%, each year for 5 years from 2020-21 to 2024-25 using the level of CPI from the previous September each year. September 2022 was 10.1%.
- CPI+1% will be the maximum increase allowable in any one year but CPI+1% must not be regarded as an automatic uplift to be applied by social landlords. Landlords decisions on rent should take into account the affordability of rents for tenants as set out below.
- The level of rents for individual tenants can be reduced or frozen or can rise by up to an additional £2 over and above CPI+1%, on condition that total rental income collected by the social landlord increases by no more than CPI+1%. This provision is designed to enable social landlords to restructure rents payable where necessary.
- Should CPI fall outside the range of 0% to 3%, the Minister with responsibility for housing will determine the appropriate change to rent levels to be applied for that year only. **As CPI was 10.1% in September 2022 this clause was activated** and the Government Minister for Climate Change has instructed that the maximum

increase in the rent envelope for any local authority does not exceed 6.5%. The Minister also commented that affordability remains at the heart of the rent settlement and excessive financial burdens should not be placed upon tenants in these very challenging times.

- Social landlords should advise the Welsh Government where they have concerns about the impact that rent policy has upon their business plan or financial viability, or on their ability to meet their obligations to tenants and lenders.
- As an intrinsic part of the five-year rent policy, social landlords will be expected to set a rent and service charge policy which ensures that social housing remains affordable for current and future tenants. As part of their annual decision on the level of rent uplift/reduction to be applied they should make an assessment of cost efficiencies, value for money and affordability for tenants which should be discussed at the Cabinet/Council.
- During the pandemic, governmental resources have been re-prioritised meaning this year's rent data-set collection was suspended at the start of the COVID 19 crisis, therefore there is no up to date, robust data available to generate Target Rent Bands for the year ahead. WG have therefore considered the role of the Target Rent Bands in conjunction with representative bodies and individual stakeholders. Discussions revealed that whilst Target Rent Bands played a valuable role when they were introduced, the landscape today is very different and for most landlords they do not play a significant role in local rent setting. WG have therefore taken the decision to suspend them again for this year. The impact of this decision in next year's rent setting, and if there are unexpected and unintended matters arising from this decision, will be re-considered. This results in setting the 2023/24 rents without Target Rent Bands.

Additional commitments and initiatives to last year's plan include :-

- No evictions due to financial hardship for the term of the settlement, (financial year 2023/24), where tenants engage with landlords.
- Continue to provide targeted support to those experiencing financial hardship to access support.
- Maximise the use of all suitable social housing stock, with a focus on helping those in the poorest quality transitional accommodation move into longer term homes that meet their needs.
- Undertake a joint campaign to encourage tenants to talk to their landlord if they are experiencing financial difficulties and access support available.
- Build on existing engagement with tenants in rent setting decisions, including explaining how income from rent is invested and spent.
- A commitment to invest in existing homes to keep them safe, warm and affordable to live in.
- Explore, in partnership with Welsh Government, options to prevent home loss for owner occupiers and those in the private rented sector.

- Work in partnership with tenants, Welsh Government, funders and other partners to develop a consistent approach to assessing affordability across the social housing sector in Wales.
- Participate in an assurance exercise early in the 2023/24 financial year to reflect on application of the rent policy to date. This will build on the work undertaken by social landlords over the past 3 years and inform future work to develop a consistent approach to assessing affordability.

WG want LA's to consider the "whole cost of living in a property", looking at not only rent and service charges but energy costs also in order to reduce the financial burden on tenants. In recognition of the greater stability and certainty due to the rent policy WG also want to strengthen joint working with LA's in a wider rental agreement. WG also want LA's to produce annual assessments of affordability, value for money and demonstrate finding efficiencies as part of monitoring compliance.

All local authority budgets have been put under increased pressure due to the cost of living crisis, which has followed the difficult covid period and the ongoing war in Europe.

Social housing has not been sheltered from the impacts of the above. Below is a schedule of the main budget components to be impacted significantly (items with * impacted positively):-

- 1.Commission for collection on behalf of Dwr Cymru
- 2.Capital Financing Charges*
- 3.Payaward 2022/23
- 4.Payaward 2023/24
- 5.Interest on cash balances*
- 6.Void loss assumption
- 7.Revenue R&M
8. Central Support Costs
9. Additional staffing costs for R&M delivery
- 10.Energy costs relating to Service Charges
11. Additional cost of in year ODR's
- 12.Rents*

1.4 Capital investment

A capital investment of £231m was undertaken to deliver the CHS+ by 2015. This included £117million of unsupported borrowing. This investment was being funded by Major Repairs Allowance received from the WG, capital receipts from the sales of land and dwellings, HRA revenue funding, external grants and borrowing. This ensured the delivery of work

programmes to all our tenants' homes (with the exception of where the work was declined by tenants). Since achieving the CHS+, a further £92M will have been spent on maintaining the standard and £68M on providing additional affordable homes in the HRA by the end of 2022/23.

The HRA Business Plan 2023-26 highlights the approach that will be taken over the next three years and will be presented by the Head of Housing and Public Protection in this meeting. It includes further investment over the next 3 years of £60million to maintain the CHS+ and £43million for our Affordable Homes programme. This will be supported by an on-going cost certainty exercise to ensure our investment is targeted to maintain the CHS+ and deliver our Affordable Homes targets.

The timing and method of potential sale of HRA land is being kept under review to ensure that receipts are maximised to support the Business Plan however there are no anticipated sales in current plan and current land is retained for development of housing. Land sales are scrutinised on an individual basis, decisions on sale/retention depend on housing demand within that area.

The profile of capital expenditure required to maintain the CHS+ and invest in affordable homes is detailed in appendix B. The plan is extremely sensitive to change and is currently being fully reviewed every 6 months, with ongoing monthly monitoring to identify any potential issues.

1.5 Decarbonisation

WG ministers commissioned a report "Better Homes, Better Wales, Better World". The report recommended that "Political parties in Wales should make a strategic commitment to national residential decarbonisation and stick to it."

This included "setting ambitious energy targets for homes to achieve net zero carbon by 2050".

This will have a significant impact on future investment plans.

The HRA Business Plan details our proposed approach to decarbonisation of our HRA stock, headlines include:-

- Make Fabric Energy Efficient
- Monitoring, Evaluation, Development, Training, Skills through using research, smart technologies etc.
- Reduce Demand through working with tenants
- Off Grid Solutions – Decarbonise Supply by harnessing the natural environment.

2. BUSINESS PLAN ASSUMPTIONS

2.1. There are many assumptions within the Business Plan, including future rental levels, interest rates, inflation, pay awards etc. Business Plan guidance from the WG was received 12/12/22 and requires a submission of a viable plan by 31/03/2023.

Underpinning the HRA Business Plan is the 30 year financial model which has many assumptions including:

- **Rents** The WG Social Housing rents policy allows local authorities to increase rent by CPI plus 1%. As September 2022 CPI fell outside the 0%-3% parameters in the policy, the Minister for Climate Change set a maximum increase of 6.5%. It is proposed in this report that the rent envelope is increased by 5.5%
- **Major Repairs Allowance (MRA)** is a grant from WG which is provided to support our works in maintaining the standard and is audited annually. This has not been increased for future years but has been varied for changing stock numbers. Our MRA is estimated to be £6.2million for 2023/24.
- **Capital Receipts** We have suspended our Right to Buy for tenants (WG has also subsequently suspended RTBs) so there are no planned receipts from sales of houses. There are no intentions for any land sales in the current plan.
- **Grants** This is an increasingly important element of our financing. We are likely to receive over £9.3M in 2023/24. Social Housing Grant can now be utilised by local authorities as well as RSL's.
- **Void Loss** incurred on dwellings currently set on long term basis at 2%. Current performance, partly due to covid is higher at 3.5% due to restricted activity in 2022/23. We have allowed for voids at 3.5% for 23/24.
- **Central Support Costs** are based on services received by departments, these have been validated accordingly.
- **Stock Numbers** have been updated based on affordable homes delivery plan.
- **Interest on Balances** is estimated to be £145k based on an interest rate of 0.85% (average interest earned).

2.2.

Members will be aware that as part of the HRAS exit agreement in 2015 Local Authorities were required to agree a Borrowing Cap, which was a requirement put in place by the UK Government. This restricted what a Local Authority could borrow in respect of the HRA, for this Authority the limit was set at £228M. The minister for Housing and Regeneration wrote to LA's 29/10/2018 detailing that the Chancellor of the Exchequer had confirmed that the removal of HRA borrowing caps applied to Wales as well as England. This was a significant change in policy designed to encourage LA's to build at pace and scale and to deliver their affordable homes ambitions. This places a responsibility on LA's to develop Business

Plans which are financially sustainable as well as ambitious. This has led to a review of how we fund our capital investment programme to release additional resources in a prudent manner. We are therefore now developing the New Build programme with a greater number of schemes being commissioned and developed by the Council internally.

However, although the borrowing cap has been released, it should be noted that there is a significant responsibility on the County Council to ensure any borrowing for the HRA is sustainable, prudent and affordable within the HRA financial Business Plan. An officer working group has been developed with WG to establish some key ratios to help manage these plans. Work is currently ongoing.

As most of the schemes delivering Housing projects have a significant lead-in time, there will be an ongoing review of what is needed to maintain CHS+ and deliver our affordable housing ambitions, which will utilise the borrowing available as we develop our plans.

3. EXPENDITURE

The expenditure levels in the Business Plan have been set in line with the anticipated Business Planning guidance.

Maintenance and Stock Improvement

Revenue repairs and maintenance expenditure is forecast to be £17.2million in 2023/24. This is an increase on the 2022/23 budget (£12.3million) which reflects transfer of resource to Communities from Environment, local building costs, forecast outturn for 2022/23, changes in stock numbers and additional revenue costs relating to void properties.

The capital programme provides resources to: -

- maintain our stock to the CHS+ (including carrying out improvements to previously declined properties)
- deliver our Housing Regeneration and Development Delivery Plan commitments

Maintain our Stock

For 2023/24 the capital programme to maintain the CHS+ is £21.1million. This gives an overall spend of £38.3million on stock improvement and maintenance (the total for 2022/23 was £29.6million). This will be further informed by stock condition data which will be gathered in 2023/24.

Affordable Housing Commitment

Housing Finance Grant (HFG2) funding for new affordable housing ended in 2019/20. This funding was provided as a revenue source, requiring the authority to borrow the money and WG repaying the capital charges. It effectively supported £7million of capital expenditure, the revenue consequence of this is generating £246k annually.

We will be bidding for any other additional resources available to support our Affordable Homes delivery. WG have confirmed the details of alternative funding for delivering more Affordable homes as Social Housing Grant.

We have set aside £43million over the next three years as part of the capital programme to increase the supply of affordable homes. Within 2023/24 £12.7million has been identified for the housing development programme (including development costs).

The capital programme and funding sources for this programme up to 2025/26 are detailed in Appendix B.

Validation

The proposed Business Plan includes the following validations for 2023/24, which is in line with the proposed budget strategy:

- general payroll costs are +5% (average). It is recognised that the Chancellor of Exchequer has expressed a view regarding a pay freeze but currently impact of this is unclear and therefore not to allow for payaward would be imprudent.
- general inflation has been accommodated at +5%
- revenue R&M at 10%

Capital Financing and Subsidy

The capital financing costs reflect the borrowing requirement inclusive of the exit from HRAS.

Details of the budget for Housing Revenue Account for the period up to 2025/26 is shown in Appendix A.

4. INCOME

4.1. As outlined in Paragraph 1.3 above, WG have re-confirmed the original policy that was in place up to 18/19 with increases in rent being CPI plus 1% for the next 5 years (subject to certain parameters).

Carmarthenshire's current average rent for 2022/23 is £94.26. In the private sector median rents for 2 bedrooms are £126, 3 bedrooms are £150 and 4 bedrooms are £212 in 2022

4.2. Target Rents

Target rents bands have been removed for 2023/24 (as detailed in 1.3), actual rents including a 5.36% increase are detailed below: -

	Houses and Bungalows (£)					Flats (£)				Bedsits (£)
	1Bed	2Bed	3Bed	4Bed	5+Bed	1Bed	2Bed	3Bed	4+Bed	
Actual Rent 2023/24 with 5.36% increase	89.27	99.18	109.09	119.00	128.93	80.74	89.75	98.70	107.70	71.78

This produces average rent of £99.44 for 2023/24

Carmarthenshire's 2022/23 actual rent is the 2nd lowest of eleven stock retaining authorities at £94.26 (Welsh LA's average £96.53) Data to be confirmed.

WG have advised LA's that a 6.5% increase should be the maximum applied in 2023/24.

4.3.

Implementing the 5.5% overall increase for Carmarthenshire and implementing rental progression of £1, has the following impact:

For those properties at target rent the increase will be: -

Consumer Price Index (CPI for Sept 2022) @10.1%-4.74% = 5.36%

For those properties where rent is below target rent, the increase can be:

Consumer Price Index (CPI for Sept 2022) @10.1%-4.74% = 5.36%

plus a maximum of £1 progression in order to achieve an average rent increase of 5.5%.

Those rents above target are frozen until such time that they meet the target, there are only 6 of these properties remaining. When a property becomes empty it is placed at the appropriate rent.

Based on applying the above for 2023/24 at 5.5% rent increase this would produce an average rent of £99.44 (increase of £5.18)

Details of the rent increases on individual households are below:-

Receive an increase of :-	5% increase
No increase	6
£3.00 to £3.99	38
£4.00 to £4.99	2,232
£5.00 to £5.99	6,101
£6.00 to £6.99	876
	9,253

Table : No .of Householders affected by average increases.

30% of tenants are now in receipt of universal credit, 28% of tenants are on full Housing Benefit (HB), 18% are on partial HB and 24% receive no HB. (data to be confirmed)

The proportion of dwellings below the rent they should be paying is 14% as a result of the £1 progression implemented last year and the rent being changed as a result of properties becoming vacant. This was over 85% when we began the harmonisation process.

4.4. Garage Rental Income

The HRA currently receives a net rental income of £126k per annum. This equates to a weekly charge of £9.00 per week. Garage bases are £2.30 per week. It is not proposed to increase these in 2023/24.

4.5. Service and Heating charges

Service charges are calculated in line with the policy adopted in 2011. These charges are made to cover the additional services we provide as a landlord that are not covered within the rent and to ensure that all communal areas are kept in a good condition.

These charges will vary annually as they are based on actual expenditure from the previous financial year. By implementing the Service Charge Policy we are ensuring that tenants who receive additional services pay for them in a fair and transparent way.

The unprecedented increases in energy costs will probably result in expenditure rising significantly in 2023/24 to £1.3M from £0.5M in 2022/23. The current policy allows for a maximum increase of £3 per tenant per week and is applicable to approximately 1250 tenants. These increases will then be included in the service charging process for recovery in 2024/25 generating £200k of income. Options will need to be considered to achieve a sustainable charging policy longer term.

4.6. Sewerage Treatment Works

We have 15 pumping stations serving approx. 154 properties, the cost of running and maintaining the stations falls on the HRA. We also have 8 cesspits. It is proposed for 2023/24 that current charges are increased as per our rent increase.

4.7. Commission on Collection of Water Rates

In addition to the rent collection process we act as an agent on behalf of Dwr Cymru/Welsh Water, which generates a net income of £350k in the form of commission. Dwr Cymru have served notice of their intention to repatriate this service from April 2023 not only for Carmarthenshire but all the local authority and RSL's in Wales. This means the Authority and the Housing Revenue Account will lose the net income.

4.8. Universal Credit

Universal Credit (UC) is a new monthly payment for people who are either unemployed, or working but on a low income. It will eventually replace six legacy benefits, including Housing Benefit. For Carmarthenshire, it was introduced in December 2018. We currently have nearly 2,779 tenants on Universal Credit.

We anticipate, unless things change, that a further 4,000 tenants could transfer over the next two to three years. From a business point of view, evidence from other social housing providers has shown that rent arrears will increase in the short to medium term and we have allowed for this within this plan in terms of our bad debt provision.

To date, there has only been a slight increase in rent arrears overall. This is lower than we had been expecting and certainly compares very favourably with the experience of other social housing providers.

The CHS+ Business Plan presents more detail on this, including the actions that are being undertaken to mitigate the impact for Council tenants.

5. BALANCES

5.1. If a rental increase is set at 5.5%, the overall proposed budget will result in a deficit on the Housing Revenue Account of £4.6million for the year, however this has been accommodated in the long-term plan leaving £13.9million in balances at the end of 2023/24. It should also be noted in Appendix A that balances are required to support the current strategy of funding our capital expenditure and continue to make our business plan affordable over a 30-year period.

6. PROPOSED RECOMMENDATIONS TO CABINET

6.1. That as part of the budget consultation process, Community & Regeneration Scrutiny consider and comment on the Revenue and Capital Budget of the Housing Revenue Account and rent setting proposals 2023/24. This was considered by pre-cabinet 12/12/22 and will be presented to Cabinet 9/01/23 and subsequently County Council 25/1/23

- **To increase average housing rent by 5.5% (£5.18) per dwelling per week as per WG Social Housing Rents Policy. This will produce a sustainable Business Plan, maintain CHS+, resource our Housing Regeneration and Development Delivery Plan and is supported by Housing and Regeneration Strategic Team.**
- **To maintain garage rents at £9.00 and garage bases at £2.25.**
- **Apply the Service Charge Policy to ensure tenants who receive the benefit from specific services pay for those services**
- **To increase charges for using our sewerage treatment works in line with rent increase.**
- **To approve the Housing Revenue Account Budget for 2023/26 (2024/25 & 2025/26 being soft budgets) as set out in Appendix A.**
- **To approve the proposed Capital Programme and applicable funding for 2023/24 and the indicative spends for 2024/25 to 2025/26 as set out in Appendix B.**

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APPENDIX A	Budget 2023/24	Budget 2024/25	Budget 2025/26
REVENUE SPENDING TO:	(£000s)	(£000s)	(£000s)
Repair and maintain homes	17,233	18,319	19,411
Supervision and management	9,625	10,071	10,499
Support services e.g. legal and finance	1,866	1,903	1,941
Provision for Bad debts	606	636	668
Direct Revenue financing	10,000	5,000	5,000
Capital charges	14,929	15,474	16,197
TOTAL	54,258	51,403	53,716
REVENUE FUNDING FROM:	Budget 2023/24	Budget 2024/25	Budget 2025/26
REVENUE FUNDING FROM:	(£000s)	(£000s)	(£000s)
Tenant rents	46,247	48,540	51,063
Service charges	981	1,227	1,275
Interest received	137	71	76
Housing Finance Grant 2	246	246	246
Water rates commission	-	-	-
Grants / Other	2,050	2,136	2,220
TOTAL	49,661	52,221	54,879
Surplus/(Deficit in year)	- 4,598	818	1,163
HRA end of year position			
Balance brought forward from last year	18,494	13,896	14,714
HRA Budgeted surplus(+) / deficit (-)	- 4,598	818	1,163
Balance carried forward	13,896	14,714	15,877

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APPENDIX B			
CAPITAL SPENDING TO: -	Budget 2023/24	Budget 2024/25	Budget 2025/26
	(£000s)	(£000s)	(£000s)
<i>Maintain the standard:</i>			
All Internal works	2,378	2,287	2,300
All External Works	1,000	2,000	1,000
Voids and Major Works to homes	6,000	5,000	6,000
Structural works - Estates and boundary walls (inc. identified structural works)	900	1,800	2,000
Decants	150	150	150
<i>Support Tenant and Residents:</i>			
Sheltered Scheme Investment	370	500	850
Assisted Living Projects	1,200	450	800
Adaptations	2,000	2,000	2,000
Environmental works	250	300	250
Garages	100	100	100
<i>Provide more affordable homes:</i>			
Housing Development Programme	12,730	14,900	15,500
<i>Decarbonisation:</i>			
Works to deliver decarbonisation	2,835	2,623	2,055
<i>Support the delivery of CHS+:</i>			
Programme management	1,500	1,560	1,622
Stock condition information	416	387	350
Risk Reduction Measures	1,987	285	470
Sewerage treatment works & associated costs	20	20	20
TOTAL	33,837	34,362	35,467
CAPITAL FUNDING FROM: -	Budget 2023/24	Budget 2024/25	Budget 2024/26
	(£000s)	(£000s)	(£000s)
Welsh Government Grant - MRA	6,225	6,225	6,225
Welsh Government Grant - IHP & other	9,272	9,052	7,000
Direct Revenue Financing	10,000	5,000	5,000
External Borrowing	8,340	14,085	17,242
TOTAL	33,837	34,362	35,467

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COMMUNITIES, HOMES & REGENERATION

SCRUTINY COMMITTEE

19TH DECEMBER 2022

**HOUSING REVENUE ACCOUNT BUSINESS PLAN 2023-26
CARMARTHENSHIRE'S HOUSING INVESTMENT PROGRAMME**

Purpose:

- To explain the vision and detail of our housing investment programme over the next three years, including our housing stock improvement plans, the new build programme, plans to become net zero carbon and what they mean for tenants;
- To recognise the effect the cost-of-living crisis has had on many of our tenants and our commitment to:
 - help and support tenants to ensure they feel safe and secure in their homes, increasing income levels where possible and ensuring that they are in receipt of all grants and benefits they are entitled to; and
 - ensure that no one is evicted from our homes as a result of financial hardship.
- To confirm the income that we will receive from tenants' rents and other funding sources over the next three years and how this enables us to develop a capital programme exceeding £103m, which will:
 - improve and maintain our existing housing stock, reduce the number of empty Council homes and deal with the backlog of repairs, keeping tenants informed of progress;
 - support the delivery of over 2,000 new affordable homes in our communities to ensure more homes are available for those who need it;
 - support the Council's Net Zero Carbon principles, creating energy efficient homes, minimising carbon emissions and promoting affordable warmth for tenants to reduce the cost of maintaining a home;
 - help stimulate economic growth, creating jobs and training opportunities in the county; and
 - help build strong sustainable communities – places where people are proud to call home.
- To confirm the financial profile, based on current assumptions, for the delivery of our housing investment and Council new build programme over the next three years; and
- To produce a business plan for the annual application to Welsh Government for Major Repairs Allowance (MRA) Grant for 2022/23, equating to 6.2m.

THE SCRUTINY COMMITTEE IS ASKED TO:-

- To comment on the vision for our housing investment programmes over the next three years.
- To comment on the 2023/24 Business Plan that will be submitted to Welsh Government.
- To note the contribution the Plan makes to the Housing Regeneration and

Development Delivery Plan in supporting the delivery of over 2000 homes.

- To note the importance of the investment included in this plan and its role in stimulating the local economy and creating local jobs and training opportunities.

Reasons:

- To try and balance supporting tenants in the current cost of living crisis in terms of the rent increase and wider assistance with the need to continue to invest in existing homes and increase the availability of new affordable homes.
- To continue our housing investment vision and deliver what really matters to tenants.
- To continue to support tenants by maintaining the standard and accelerate how we approach the net zero carbon agenda. This will allow for the evolution of our planned stock investment programmes so that they are fit for the future. An overall investment of £60m is planned over the next three years.
- To support the £43m investment required by the Housing Regeneration and Development Delivery Plan over the next three years in providing more social rented homes to meet the unprecedented housing need in our communities.
- To link our housing investment programme with wider regeneration initiatives with a real focus on developments in the Tyisha ward, Pentre Awel, town centres and rural towns and villages.
- To make members aware that the delivery of the Business Plan is dependent on an overall average rent increase of 5.5% with a maximum progression of £1 for those tenancies below target rent. In this plan most tenants will receive a 5.36% average rent increase which is significantly below level set by WG at 6.5% and current inflation values.
- To access MRA grant from WG (£6.2m) for 2023/24 to help maintain our existing homes.

CABINET MEMBER PORTFOLIO HOLDER:-

Cllr. Linda Evans (Deputy Leader and Homes Portfolio Holder)

Cllr Alun Lenny (Resources Portfolio Holder)

Directorate Communities Name of Head of Service: Jonathan Morgan Report Author: Rachel Davies Nathan Hartley	Designations: Head of Housing and Public Protection Investment and Development Service Manager Innovation Partnership Officer	E Mail Addresses & Tel Nos: JMorgan@carmarthenshire.gov.uk 01267 228960 RaMDavies@carmarthenshire.gov.uk 07884 235714 NJHartley@carmarthenshire.gov.uk 07827 808865
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EXECUTIVE SUMMARY

HOUSING REVENUE ACCOUNT BUSINESS PLAN 2023-26 CARMARTHENSHIRE HOUSING INVESTMENT PROGRAMME

1. Purpose of the Business Plan

- 1.1. At the start of each year we develop a business plan which explains our vision and the three-year housing investment programmes to maintain our stock and deliver more affordable homes.
- 1.2. It is important that the plan is clear and that all readers, including our tenants, understand its contents. Meeting our tenant's expectations is a key priority within the plan.
- 1.3. The income that we receive from tenants' rents and other funding sources enables us to build an investment programme exceeding £262m (Capital - £103m and Revenue - £159m) to run our services, build more affordable homes, improve and maintain our existing stock as well as develop new standards to meet our net zero carbon ambitions over the next three years.
- 1.4. The plan also reflects on previous years achievements and through careful consideration, confirms the financial profile (based on current assumptions) for housing stock investment and delivery of more affordable homes, over the next three years
- 1.5. To help maintain the investment programme, each year we apply for Welsh Government's (WG) Major Repair Allowance (MRA) grant. We access this funding by having a detailed business plan and compliance policy. The MRA application for 2023/24 will equate to £6.2m.
- 1.6. The plan this year also has a key focus how we plan to:
 - support tenants through the current cost of living crisis;
 - introduce a new emergency social housing allocation policy to ensure throughput in the system;
 - tackle key local issues to improve services especially reducing the number of empty Council homes, dealing with the repair backlog (including our vision and frameworks for in-house and external contractor provision) and making sure our processes are robust for any condensation/damp issues; and
 - make sure our estate and tenancy management offer is as good as it can be.

2. Context

- 2.1. The Business Plan sets out our priorities, plans and activities for 2023 - 2026 for new and existing homes.
- 2.2. The plan recognises the hardship caused for many of our tenants by the cost of living crisis and how it is more important than ever that the Council provides help and support for tenants. It is important we help to increase income levels where possible, ensuring that tenants are in receipt of all the grants and benefits they are entitled to and we continue to ensure that no one is evicted from our homes as a result of financial hardship.
- 2.3. The plan also recognises the importance of carrying out responsive repairs to tenants' homes and reducing the number of empty Council homes. We recognise more work needs to be carried out in these areas and the steps the Council must take. This includes developing a new minor works framework that will enable more local contractors to work on our Council homes. We are also developing our in-house teams, developing our capacity and skills so that we become less reliant on the market and can carry out the works ourselves.
- 2.4. The Plan focuses on how our investment programmes help stimulate economic growth, boost local supply chains and ensure that we have a resilient workforce to meet the future demand of the service.
- 2.5. A comprehensive investment programme has been put together to carry out work that builds on what we were able to do in 2022/23. Through careful consideration and planning the plan looks to continually improve the standards within our existing stock, build more homes using innovative technology and ensure that current and future tenants have quality, affordable homes to live in.
- 2.6. The Council is fully WHQS compliant having met the standard during 2015 utilising a whole house delivery approach.
- 2.7. The Council has over 9000 homes and our approach goes beyond general repair and maintenance, it is based on looking at the whole life of the homes. Adopting this approach means that we can guarantee that what we do today, will be fit for purpose and sustainable for years to come.
- 2.8. Over the next three years we plan to deliver a comprehensive work programme that will see an investment of £60m in our existing homes and £43m in building new Council homes.
- 2.9. To maintain this level of investment we have considered a rent increase within the Plan. In previous years we have taken care to set this in accordance with the WG rent policy of Consumer Price Index (CPI) plus 1%. Applying this in 2023/24 would mean an exceptionally high and unaffordable overall average rental increase of 11.1% for all tenants.
- 2.10. As the Consumer Price Index in September 2022 falls outside the 3% threshold set within the policy, the Housing Minister has discretion to set the maximum rental increase for all social housing providers for 2023/24. It has been set at 6.5%. The

current assumptions in this plan have been based on a rental increase of **5.5%** overall, which includes a maximum £1 progression for those tenancies below target rent.

- 2.11. In this plan most tenants will receive a 5.36% average rent increase which is significantly below level set by WG and current inflation values.
- 2.12. The plan has been divided into **five** key themes that will drive our business for the next three years. They are as follows:

Theme 1- Supporting Tenants & Residents

The cost of living crisis has caused hardship for many of our tenants and providing help and support to ensure that they are able to live comfortably in their homes is more important than ever. We will:

- ensure that there are no evictions from our homes due to financial hardship and work with tenants to put a plan in place to help them make their weekly rental payments;
- provide financial advice and support to ensure that tenants claim all the financial assistance they are entitled to. This will include helping tenants apply for the benefits and grants, including the Homelessness Prevention Grant;
- do everything we can to support tenants' well-being. Increasing bills and being unable to afford food and other essential items will cause stress and anxiety. We will ensure we support tenants and provide access to local schemes that support mental health and well-being;
- continue to roll out our housing stock retrofit programmes that will make our homes more energy efficient and help reduce fuel bills for tenants; and
- review our current approach to estate and tenancy management services.

Theme 2- Investing in Homes & Our Estates

Maintaining the standard is a statutory duty, and the Council has made a commitment to maintain the stock through this plan and programme of work. This year we will continue to roll out our optimised retrofit programmes helping to make our tenants homes more energy efficient. We are also carrying out a new stock condition survey which will help develop our new investment programmes and provide cost certainty for the future.

Tenants tell us that getting repairs done on time and maintaining homes to a good standard is important to them. Both the pandemic and Brexit have had a significant effect on the local construction market, causing market failure and affecting the availability skills, capacity and materials. In addition to this, costs escalated with many of our framework contractors choosing to prioritise higher paid private sector work instead of carrying out repairs to our homes.. This has significantly affected our ability to carry out responsive and maintenance works on our homes. This has caused a big backlog in both the number of repairs we have outstanding and the number of empty Council homes that have not been let.

Carrying out the backlog of repairs and letting our Council homes quickly are our priorities. To enable us to do this we are developing a new minor works framework that will enable more local contractors to work on our Council homes. We are also

developing our in-house teams, developing our capacity and skills so that we become less reliant on the market and implementing a new repairs scheduling system called Total Connect, over the next 12 months. Total Connect will enable tenants to request and track their repairs and help us ensure that the works carryout on tenants' homes meet their needs and are done at a time that is convenient and suitable for our tenants.

We will also make sure that our homes are safe by reviewing risk reduction measures, particularly around fire safety, radon and electrical installations.

Lastly we will be making sure our processes to deal with condensation and damp issues are as robust as they can be, especially in light of recent tragic events.

Theme 3- Providing More Homes

Providing more affordable homes has been a priority for the Council for a number of years. Our Housing Regeneration and Development Delivery Plan sets our strategic direction and is focused on supporting the delivery of over 2000 additional homes over the next five years by:

- meeting housing need in all areas of the county;
- developing new innovative energy efficient Council homes with low running costs, helping to mitigate fuel poverty and helping some of our most vulnerable families through the cost of living crisis;
- providing sustainable solutions to address the unprecedented rise in homelessness cases seen in recent months due to external market conditions affecting the private rented sector which is reducing the supply of homes; and
- stimulating economic growth in the county, creating jobs and growing the green economy.

Since beginning our ambitious journey to increase the supply of affordable homes in 2016, we have delivered over 1,600 homes, exceeding our delivery targets every year meeting housing need and helping some of the most vulnerable people and families in our communities.

Our plans to increase the supply of homes ensure that we do so in the most cost-effective way, using a range of delivery vehicles that offer flexibility, scale and pace. The effects of the current unprecedented housing crisis and the rise in homelessness cases has required greater focus on our buying private sector homes programme making more homes available quickly to help address the increasing demand for housing.

To support the above we are also introducing a new emergency social housing allocation policy to ensure better throughput in the housing system.

Theme 4- Providing Affordable Warmth and Decarbonising our Housing Stock

Reducing tenants fuel bills, promoting affordable warmth and reducing carbon emissions is also a key priority. Our aim is to make all of our homes energy efficient and achieve a minimum Band C Energy Performance Rating as quickly as possible.

We have already delivered retrofit schemes as part of the WG Optimised Retrofit Programme. The works have included:

- an optimised retrofit programme utilising the fabric first approach and introducing renewable technology to both empty and occupied homes; and
- developing a programme to replace gas boilers that were falling out of compliance with hybrid heat pumps.

Although the sample sizes of our retrofit projects are small, the data and learning we have gained is immeasurable. The next challenge, however, is how we accelerate these programmes forward to include more homes at pace. The cost of living crisis has made this a key priority for the Council and we will be revisiting our programmes to determine what can be brought forward that will directly help our tenants by reducing their fuel bills.

Our Council new build standards embrace decarbonisation. Our homes are highly efficient and already achieve a Band A Energy Rating with SAP levels between 92 and 105. We have developed a housing performance matrix that allows us to build to different energy standards depending on the development. Our ambitious plans to support the delivery of over 2,000 homes in the next 5 years will include developing innovative energy efficient homes with low levels of carbon emissions that can produce and store energy.

Whilst decarbonising the housing stock is a huge challenge, there are several benefits to this approach, including:

- reducing fuel bills for tenants and helping to mitigating fuel poverty;
- strengthening our local economy by providing long term investment programmes;
- providing more training and work opportunities for local people; and
- ensuring our tenants homes are fit for purpose now and for generations to come.

There are several barriers in place that make it difficult to predict when all our homes will achieve a minimum Band C energy performance rating, these include:

- high cost to fully retrofit a typical home that has already received investment;
- lack of local skills and trades to deliver the work;
- shortage of materials both locally and nationally; and
- limited capacity of the national grid to deal with the increased energy demands of more electrical equipment such as heat pumps and solar panels as they are installed in our homes.

We have, however, always understood that the most practical way to decarbonising our homes is through a fabric first approach. This means ensuring our homes are well insulated with an increased air tightness so homes stay warmer for longer and therefore reduce heating demands for tenants. Although we do see innovative technologies such as solar panels, heat pumps and battery storage equipment becoming more prominent in housing, we see these as additional benefits that will be installed further down the line as the national grid continues to improve and skills, trades and materials become more available.

Theme 5- The Local Economy, Community Benefits & Procurement

We fully embrace the role of housing-based investment in stimulating, supporting and developing the local economy. The housing stock investment and Council new build programmes will provide sustained periods of trade and benefit to local contractors and builders, creating more jobs, training opportunities and other community benefits. The

decarbonisation of our homes will also become a fundamental part of our future stock improvement programmes. Rolling this out across our entire housing stock will result in increased job opportunities and further training opportunities as we explore new ways of providing low carbon, energy efficient homes for our tenants.

The Council's first five new build developments have already created 19 new jobs and 1,344 waged training weeks. Our current housing investment programmes are predicted to deliver 21 new jobs and a further 3,668 waged training weeks.

During construction, contractors will also contribute to the wider local economy by increasing footfall into town centres and spending money in rural market towns/villages by accessing local amenities such as shops, supermarkets, restaurants and cafés. It is, however, extremely important that all contracts demonstrate good value for money and through the South West Wales Regional Contractors and the Minor Works Frameworks we will challenge their costs, the principles and methods of construction to make sure that we achieve this.

- 2.13. Annually the Council reviews the Housing Revenue Account (HRA) Business Plan which sets out the investment needed to maintain the housing investment programmes. The Council has a robust 30-year business plan in place and since April 2015 has become self-financing having exited the Housing Revenue Account Subsidy System (HRAS).
- 2.14. We will also pursue, where possible, other funding streams and grants to maximise our income that will support and complement the work programmes and/ or services outlined in the Business Plan. In 2022/23 we received over £10m in grant funding through successful bids to Welsh Government.
- 2.15. Also included in the plan is how we measure and verify compliance. We believe that we report compliance accurately in achieving and maintaining the Welsh Housing Quality Standard, and we will continue to do so.

3. Conclusion

- 3.1. We believe that this Business Plan sets out a clear intent to improve our housing stock, looking to the future as we roll out optimised retrofit works. This will help our environment and lower tenants fuel bills, as well as building more affordable homes to meet an ever-increasing demand on front line homelessness services.
- 3.2. The cost of living crisis has caused hardship for many of our tenants and providing help and support to ensure that they are able to live comfortably in their homes is more important than ever.
- 3.3. Investing £103m in capital projects over the next three years will stimulate our local economy which will help our communities to grow and build resilience for the future, but in doing so we must ensure that there is capacity within the industry to deliver.
- 3.4. Finally, we have set out what the key assumptions are to make sure the Business Plan is balanced, remains viable and is realistic on what we will spend the money on and how it is funded.

4. **Recommendations**

- 4.1. To confirm the vision for our housing investment programmes over the next three years.
- 4.2. To agree that the 2023/24 Business Plan can be submitted to Welsh Government.
- 4.3. To note the contribution the Plan makes to the Housing Regeneration and Development Delivery Plan in supporting the delivery of over 2000 homes.
- 4.4. To note the importance of the investment included in this plan and its role in stimulating the local economy and creating local jobs and training opportunities.

DETAILED REPORT ATTACHED?

YES – HRA Business Plan 2023/2026

IMPLICATIONS

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

Signed: Jonathan Morgan Head of Housing & Public Protection

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

1. Policy, Crime & Disorder and Equalities

The HRA Business Plan will act as the framework for policy development across Housing and Public Protection and will contribute to wider agendas and programmes.

2. Legal

The Housing (Wales) Act 2014 sets out our statutory duty to maintain the Welsh Housing Quality Standard in our existing stock.

3. Finance

Maintaining and investing in our housing stock will continue to present significant financial challenges and risks to the County Council.

A capital investment of £231m has been undertaken to deliver the WHQS by 2015. This included £117m of unsupported borrowing. Since achieving the WHQS, a further £92m will have been spent on maintaining the standard and £68m on providing additional affordable homes in the HRA by the end of 2022/23.

Through careful management, the financial model remains viable to not only maintain the housing stock and evolve the current standard but also delivers more affordable homes. A summary of costs over the next three years is included in the plan.

An overall rent increase of 5.5% with a maximum £1 progression for those below target rent for 2023/24 is also assumed in the plan.

5. Risk Management

The housing investment programme is identified as a moderate risk in the Council's Risk Management Plan. A risk management plan has been developed to mitigate and review all risks associated with the programme.

Failure to deliver a viable Business Plan to Welsh Government by the end of March 2023 will mean the MRA of £6.2m for 2023/24 being withdrawn.

6. Physical Assets

The housing investment programme will involve the management, maintenance and improvement of the Council's housing stock. This will be carried out within the context of our asset management principles which are defined within the plan. Any decision to acquire, convert or dispose of homes, land and/or garage areas will be considered in line with these principles.

This plan will also result in an increase in the number of homes in the Council's housing stock through the Council new build and purchasing private sector homes programmes.

**CABINET MEMBER PORTFOLIO
HOLDER(S) AWARE/CONSULTED**

Yes

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

THESE ARE DETAILED BELOW

Title of Document	File Ref No.	Locations that the papers are available for public inspection
HRA Business Plan 2023/2026	Housing General Files	Council website- Democratic Services

Housing Revenue Account Business Plan 2023-26

Carmarthenshire's Housing Investment Programme



sirgar.llyw.cymru
carmarthenshire.gov.wales



Llywodraeth Cymru
Welsh Government

Cyngor Sir Gâr
Carmarthenshire
County Council



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Foreword by our Cabinet Members

To be inserted



Cllr. Linda Davies Evans
Deputy Leader & Cabinet Member for
Homes



Cllr. Alun Lenny
Cabinet Member for Resources

Introduction

Introduction

The Welsh Housing Quality Standard (WHQS) is the standard set for all social housing in Wales by Welsh Government (WG). The WHQS was first introduced in 2002 and aimed to ensure that all homes are of good quality and suitable for the needs of existing and future tenants. WG set a target for all social landlords to improve their housing stock to meet the WHQS by 2020.

Carmarthenshire's tenants developed their own standard, called the Carmarthenshire Homes Standard (CHS), and this was successfully delivered in 2015, well in advance of the WG timescales.

Following the successful delivery of the CHS (and WHQS), we have continued to work with our tenants and external partners to continue to improve and evolve our standards, embracing where possible decarbonisation and affordable warmth measures.

Purpose of the HRA Business Plan

At the start of each year we develop a business plan which explains our vision and the three-year housing investment programmes to maintain our stock and deliver more affordable homes.

It is important that the plan is clear and that all readers, including our tenants, understand its contents. Meeting our tenant's expectations is a key priority within the plan.

The income that we receive from tenants' rents and other funding sources enables us to build an investment programme exceeding £262m (Capital - £103m and Revenue - £159m) to run our services, build more affordable homes, improve and maintain our existing stock as well as develop new standards to meet our net zero carbon ambitions over the next three years.

The plan also reflects on previous years achievements and through careful consideration, confirms the financial profile (based on current assumptions) for housing stock investment and delivery of more affordable homes, over the next three years

To help maintain the investment programme, each year we apply for Welsh Government's (WG) Major Repair Allowance (MRA) grant. We access this funding by having a detailed business plan and compliance policy. The MRA application for 2023/24 will equate to £6.2m.

The plan this year also has a key focus how we plan to:

- support tenants through the current cost of living crisis;
- introduce a new emergency social housing allocation policy to ensure throughput in the system;
- tackle key local issues to improve services especially reducing the number of empty Council homes, dealing with the repair backlog (including our vision and frameworks for in-house and external contractor provision) and making sure our processes are robust for any condensation/damp issues; and

- make sure our estate and tenancy management offer is as good as it can be.

Advancing the HRA Business Plan

This Plan is updated annually considering the views of tenants and stakeholders, the latest stock condition information, updated financial information, WG guidance and any revised Council policies. Current events are also taken into consideration that directly impact our services and our tenant's wellbeing, such as the current cost of living crisis and the unprecedented housing pressures

Progress against the actions within the plan, associated budgets and strategic direction will be monitored regularly by the Housing Investment & Development Team. The plan also acknowledges the link between good quality housing and estate management with the seven goals in the Well-being of Future Generations Act.

A copy of the governance structure and the well-being goals are provided in Appendix A.

2022/2023 Achievements

The effect of the cost of living crisis in 2022/23 presented difficulties for many tenants across the county. Providing help and support for our tenants to ensure that they can continue to live comfortably in their homes, provide food and other essential items for their family has become more important than ever.

Over the last 12 months we have:



- supported over 594 tenants to maximise their income levels through unclaimed grants and benefits, generating over £926k of additional income and helping to support tenants through the cost of living crisis;
- provided additional support and well-being services to vulnerable households across the county;
- won the MJ award for Best Social Housing Initiative for helping young people to live independently and manage their tenancy;
- developed a new Rapid Rehousing Transition Plan to help people experiencing homelessness find secure, settled self-contained accommodation as quickly as possible;
- continued to deliver affordable homes across the county, exceeding our targets and delivering in excess for 1,600 additional homes since the start of the programme;
- delivered 114 new build Council homes in Ammanford, Burry Port, Pembrey and Llanelli;
- advanced plans for a further 200 affordable homes across the county on developments being developed directly by the Council or by working in partnership with a private sector development partner;



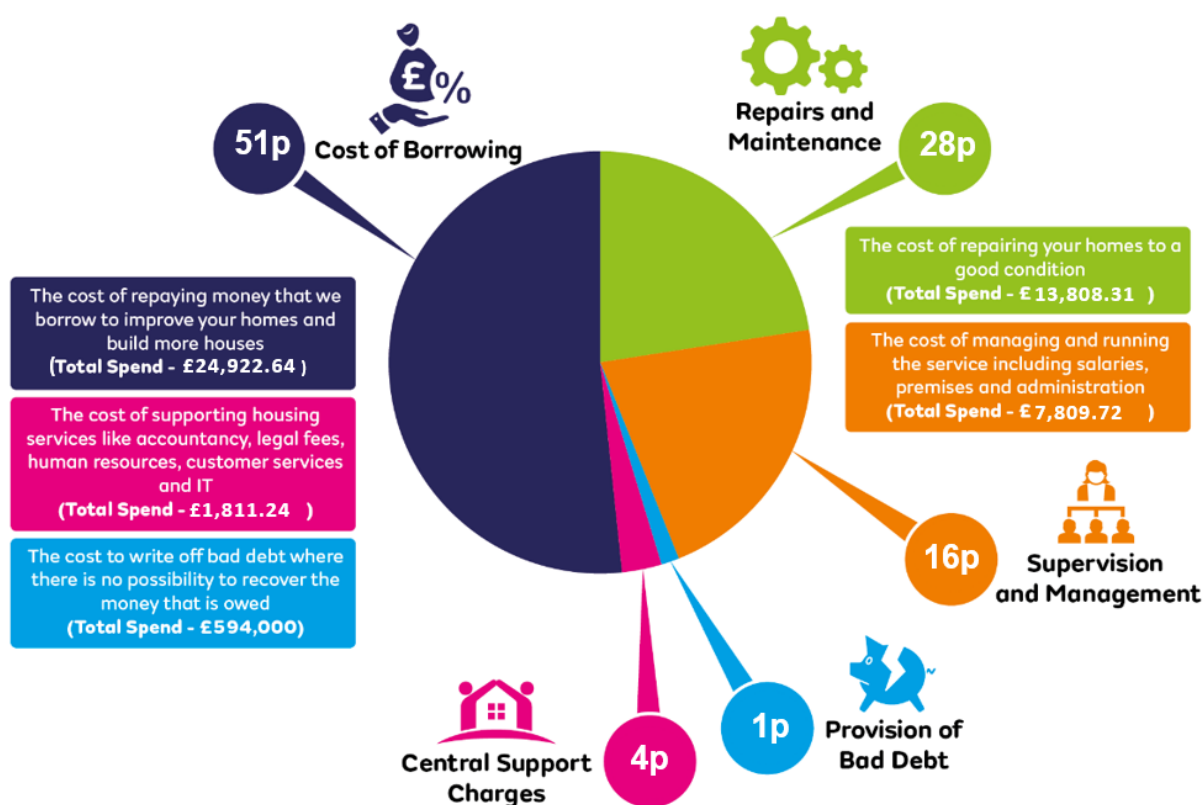


- purchased over 30 homes on the open market, increasing our housing stock quickly and helping to address homelessness in the county;
- created 24 additional supported accommodation units for individuals with learning disabilities and mental health;
- continued to provide temporary accommodation solutions to individuals and families threatened with homelessness;
- reduced the number of Council empty homes to below 300;
- procured a partner to deliver super-fast wi-fi to our sheltered schemes;
- progressed with the decarbonisation programme for the housing stock through the Optimised Retrofit Programme (phase 2 & 3), providing us with crucial data on how best to decarbonise our homes, reduce energy bills and supporting tenants through the cost of living crisis;
- installed a new Intelligent Energy System (IES) within all new build and retrofitted homes, enabling us to monitor the performance of the homes and ensure that tenants are able to use the new technologies installed;
- updated all our processes and prepared new contracts in preparation for the new Renting Homes (Wales) Act;
- conducted an audit of all our CCTV equipment to ensure it remains fit for purpose;
- successfully recruited a new team of stock condition and verification officers that will maintain and update our stock condition information; and
- implemented a new asset management system (CX Assets) that will allow us to model our own housing stock and develop a robust decarbonisation investment programme.

The following sections will provide the context and detail of what we plan to deliver over the next three years. This includes how we intend paying for it and the wider benefits of the investment programme. We will cover **five** key themes that will drive our business for the next three years.

What your rent was used for 2022/2023

How every £1 of rent was used

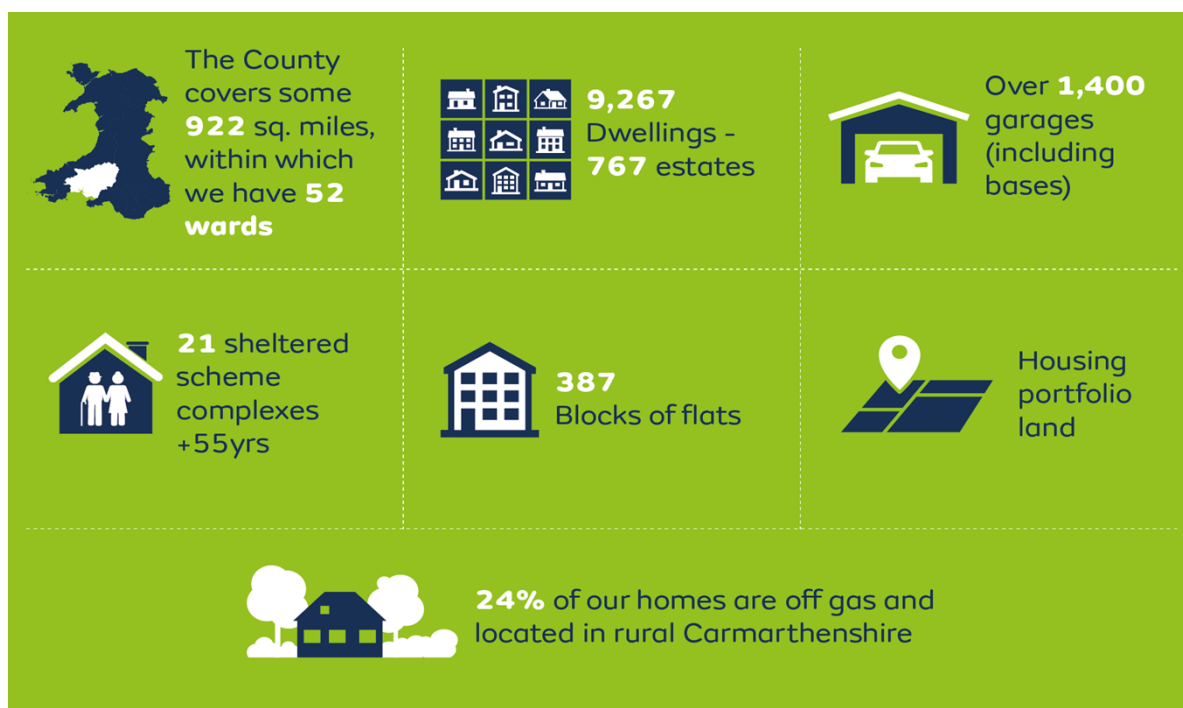


Context

The HRA Business Plan

This plan covers all housing services and assets in the Housing Revenue Account (HRA). It sets out our objectives and what this means for tenants and leaseholders across a range of housing activities. The plan relates to policies that affect how we deliver our services and looks at wider on-going events that may impact our tenants and how we plan to resolve/mitigate them whilst still delivering our everyday services.

Our county:



Further details of our housing assets and the profile of our tenants and applicants are set out in Appendix B.

This plan outlines the delivery programmes that will enable us to maintain full compliance with the WHQS and build upon the work that has already been completed.

We will focus on:
Demonstrating sustained commitment and investment in the repair and maintenance of our homes. This includes dealing with the back log of repairs already reported by tenants.
Developing initiatives that will help tenants overcome the effects of the cost of living crisis.
Continuing to let our empty Council homes as quickly as possible, maximising the number of homes we have available to address housing and homelessness pressures.
Delivering our Council new build programmes and achieving the priorities outlined in the Housing Regeneration and Development Delivery Plan.
Decarbonising our existing housing stock by carrying out a retrofit programme of works that aligns with cyclical maintenance.
Getting value for money, good quality workmanship and making sure that our suppliers share our values.
Increasing housing supply, meeting housing need and increasing the availability of single person accommodation across the county.
Reviewing our sheltered housing schemes to ensure that they remain fit for purpose.
Maximising grant funding opportunities to continue to deliver our new build and decarbonisation programmes at scale and pace.
Maximising the wider benefits of our housing investment, stimulating the economy, creating jobs and training opportunities for local people.

We will invest over £60m in our existing homes over the next three years. £7m will be used directly to meet our net zero carbon ambitions, making our homes energy efficient and reducing fuel costs for our tenants. The plan has a revenue provision of £54m for repairs and maintenance and over £43m will be invested in building new Council homes. Whilst this is an ambitious investment programme which capitalises on additional WG grant funding, it also considers the current financial challenges that face the Council. These include soaring inflation levels in excess of 10%, high energy costs for buildings and fuel, increasing wage bills and the loss of income from the Welsh Water rate collection commission.

Approach to managing our assets

Our approach goes beyond repairs, maintenance and improvements. It is based on looking at the whole life of the homes and the tenants that will live there. It also makes sure that these homes are in the right location, are affordable and are in good condition. Applying an effective asset management strategy will help us continue to achieve this. It will go beyond general component compliance, ensuring value for money, and helping tenants where possible to overcome increasing costs caused by the cost of living crisis.

Underpinning this are the following principles:	
Communication & Engagement	Engaging with tenants, stakeholders and members and meeting their aspirations and priorities. It is important that we communicate with our tenants before, during and after the work has been completed and learn from their experiences.
Stock Condition & Verification	Continue with our stock verification programme to inform our cyclical work programmes, linked to decarbonisation measures and review/revisit any homes that do not meet our current standards.
Risk Reduction	There will be legislative changes from time to time particularly around building safety, health impact and general building regulations. We will respond and adapt to these changes and align our work programmes.
Responsive Repairs	Responding to unplanned failures in homes is critical to our services, for tenants and to avoid further deterioration or disrepair to the building or its components. We will respond to any reported defects within the agreed timescales, prioritised by urgency. We will also ensure that we programme in and carry out the backlogged repairs that have accumulated and make sure we have robust processes in place to deal with condensation and damp related issues.
Empty Council Homes (Voids)	We will bring empty homes back into use quickly and efficiently. This will help alleviate the demand on front line homelessness services, maintain standards and lower void loss from missed revenue.
Improving Communities & Estates	We will review our estate and tenancy management offer to further improve our neighbourhoods, community cohesion and create a sense of place that people are proud to live in. We will also work with local contractors to ensure that our greenspaces within our new and existing housing developments are maintained to a high standard.
Procurement	Our procurement strategies ensure value for money and where possible use locally based suppliers or contractors to stimulate the local economy, develop skills and talents for future generations. We also look to ensure that suppliers share our values including the need to reduce their carbon emissions. It is important that we allow a range of suppliers to become a part of our future decarbonisation programmes to ensure we achieve shared learning across the construction industry.

The Compliance Policy (Appendix F) shows how we will achieve this, through allocating adequate resources to maintain the standard, a robust asset management system, verification of the data and validation to ensure cost certainty over the 30 year financial model.

Ensuring our assets are economical to maintain and meet our strategic objectives and future needs

Homes	<p>Every year there are a small number of homes that need major work where the previous tenants have either declined the investment works, or where inherent structural defects are identified. We will monitor these and take the appropriate action.</p> <p>Before committing to do any major works, we ensure that the cost of work is proportional to the value of the property and demand for housing. For consistency, extensive work programmes, for one or more homes, will be assessed based on the Most Satisfactory Course of Action (MSCA). This allows us to establish the net value of the homes over a 30-year period and whether we should invest further or look at alternative solutions.</p>
Garages	<p>We have detailed asset information on the types of agreements used and the condition of our garages, by establishing who uses the garages and/or bases. We will standardise all agreements and charges and consult owners and leaseholders on future options for garage sites including repairs or even demolition if they are unsafe, unused or would have a positive impact on the surrounding area if the land was used for something else.</p>
Land	<p>We own areas of land across the County. As part of our commitment to affordable housing, we have already identified areas of land that could be used for development, prioritising those in areas of greatest housing need and meeting the Councils wider strategic regeneration priorities. We will ensure that developable land is maintained to safeguard the future development plans for that site.</p> <p>We may sell land which we have no use for and is costly to maintain. The capital receipts from any sales will contribute to maintaining our stock or purchasing additional land for development.</p>
Sewage Treatment Works	<p>We currently have 15 treatment works serving 154 homes and 8 septic tanks. Based on the results of a recent options appraisal a programme of remedial works has been developed that will ensure that all treatment works continue to comply with licence discharge conditions. As part of this process, we will revisit the charging arrangements for tenants and private homeowners benefiting from the treatment works and monitor the ongoing maintenance of these facilities.</p>

Theme 1 – Supporting Tenants and Residents

Recognising the effects of the cost of living crisis for tenants

The cost of living crisis has created hardship for many tenants and vulnerable families in our communities and this situation is unfortunately likely to continue throughout 2023/24. At these difficult financial times it is more important than ever that we provide help and support for tenants to ensure that they feel safe and secure in their homes, increasing income levels where possible and ensuring that they are in receipt of all grants and benefits they are entitled to. We provide advice and financial support to help tenants pay their rent and utility bills, buy food and other essential items for their families. It is also crucial that we continue to ensure that no one is evicted from our homes as a result of financial hardship.

We know that poverty and deprivation is already a real issue affecting many households in Wales and the cost of living crisis has exacerbated this for many families. Poverty rates are also highest in social rented and private rented households, many of whom are in poverty after paying their housing costs alone.



The Joseph Rowntree Foundation describes poverty as -
“Not being able to heat your home, pay your rent, or buy the essentials for your children. It means waking up every day facing insecurity, uncertainty and impossible decisions about money. It means facing marginalisation and even discrimination because of your financial circumstances.”

We know that...

- 35.6% (29,444) of all households in Carmarthenshire are living in poverty. The household income in these homes is less than £19,641 per annum;
- the number of households living in poverty in Carmarthenshire is 1.6% higher than the Welsh national average;
- 31.3% of children in Carmarthenshire are living in poverty;
- the average weekly wage in Carmarthenshire is £566.90, this is significantly lower than the Welsh average (£570.60) and the UK average (£613.10);
- 18% of pensioners in Wales are living in poverty, equating to nearly 1 in 5 people; and
- 11% of adults in Wales are in income poverty.

Supporting tenants through the cost of living crisis

It is crucial that we continue to provide help and support for tenants to ensure that they are able to live comfortably in their homes. We have also agreed to a number of commitments set by the Ministers to ensure that tenants are supported by Social Landlords during these difficult times. These are summarised on page 13.

Commitment	What we will do:
There will be no evictions due to financial hardship for the term of the rent settlement in 2023-24, where tenants engage with their landlords.	<ul style="list-style-type: none"> • We did not evict any tenants during 2022-23 due to financial hardship. • We will continue with our no evictions policy and provide help and support to tenants to help them feel safe and secure in their homes.
Social landlords will continue to provide targeted support to those experiencing financial hardship to access support available.	<ul style="list-style-type: none"> • We have developed an in house pre tenancy service that provides advice and support to tenants prior to them taking up occupation of their new home and for 6 months after, to ensure that they are able to sustain their tenancy. • Housing Officers continue to monitor and support tenants through their tenancy and provide support where necessary to ensure that they are accessing the income they need to pay their rent and manage other household bills.
A joint campaign, encouraging tenants to talk to their landlord if they are experiencing financial difficulties and accessing the support available, will be launched across Wales.	<ul style="list-style-type: none"> • We ensure that our tenants can access services and that there are clear lines of communication available. This is important in ensuring that tenants have the right support at the right time. • Our tenants can access our services through the Corporate Hwbs in our three main townships and we also do outreach work in rural areas. • Where tenants are vulnerable and do not engage well, officers will continue to work closely with support providers and actively campaign to ensure that these households and individuals have the help they need to sustain their tenancies with regular contact.
Social landlords use the rent they receive to increase the supply of homes for some of the most vulnerable people and families in our communities.	<ul style="list-style-type: none"> • We will continue to deliver our ambitious new build programmes that will support the delivery of over 2000 homes in our communities. • We will continue to increase the supply of homes quickly through our buying private sector homes programme for both general and specialist housing need. • We will work with private sector partners to deliver housing solutions at scale and pace that meet the individual needs of an area. • We will buy additional land to support the delivery of more homes in the county.
We know that any increase in social rent may impact those social tenants who pay all or part of their own rent. These tenants, in particular, need to be protected from being placed into financial hardship	<ul style="list-style-type: none"> • We will ensure there are no evictions from our homes due to financial hardship, we will work with tenants to put a plan in place to help them make their weekly rental payments. • We will provide financial advice and support to ensure that tenants claim all the financial assistance they are entitled to. This will include helping tenants apply for the benefits

through trying to cover the costs of keeping a roof over their heads.	<p>and grants they are entitled to, including the Homelessness Prevention Grant.</p> <ul style="list-style-type: none"> • We will do everything we can to support tenants' well-being. Increasing bills and being unable to afford food and other essential items will cause stress and anxiety. We will ensure we support tenants and provide access to local schemes that support mental health and well-being.
Social landlords will help protect and enhance the provision of good quality housing.	<ul style="list-style-type: none"> • We will continue to invest, repair and maintain our homes.
Social landlords have agreed to maximise the use of all suitable social housing stock, with a focus on helping those in the poorest quality transitional accommodation move into longer term homes that meet their needs.	<ul style="list-style-type: none"> • We will continue to ensure our new emergency allocation policy directly matches people in temporary accommodation to suitable permanent accommodation that meets their needs. • We will also continue to increase the supply of single person accommodation by re-modelling some of our three bedroom homes into two bedroom properties with ensuite facilities for use as shared accommodation to help provide a permanent accommodation to single people living in temporary accommodation.
Social landlords will invest in existing homes to keep them safe, warm and affordable to live in.	<ul style="list-style-type: none"> • We will continue to roll out our housing stock retrofit programmes that will make our homes more energy efficient and help reduce fuel bills for tenants. • Bring all of our Council homes up to a Band C Energy Performance Rating (SAP 69 and over) as quickly as possible. • Continue to install new technology to help monitor building performance and the way tenants use the new technology installed in their homes.
Social landlords will participate in an assurance exercise in April 2023 to reflect on the application of the rent policy to date. This will build on the work undertaken by social landlords over the past three years, and inform future work to develop a consistent approach to assessing affordability	<p>We are committed to participate in the assurance exercise and provide any information or help that will promote consistency across the sector and how we assess affordability in light of the current economic pressures.</p>



To ensure our tenants maximise their income and provide financial security for their families, we will continue working with tenants to enable them to claim grants and benefits they are entitled to and help them through the cost of living crisis.

To help tenants we have...

- provided support to over 594 tenants to ensure that they claim all benefits and grants that they are entitled to. This has already generated over £926,000 of additional income for our tenants; and
- helped tenants secure over £218,000 of recurring benefit and grant payments. This will ensure that tenants also receive this additional income in the future.

Tenant engagement and communication

The commitment and support of our tenants and members is important to us. It helps us maintain, improve and expand our housing stock and our services for the future. Tenant and community engagement has always underpinned the delivery of our services, but we want to do more. We want to get better by:

- engaging as widely as possible with tenants, and including those who don't usually take part;
- keeping in touch with tenants about the repairs that are due to be carried out on their homes. This includes when we will carry out the backlog of repairs that have built up, contractor capacity and market failure;
- developing our in house team and developing skills and capacity to carryout housing repairs ourselves; and
- ensuring our tenants have an opportunity to influence decisions about their homes and the area where they live.

We will do this by...



Keeping in touch and supporting tenants

- engaging with our tenants on a daily basis. Our Housing Officers will talk to tenants to understand their needs and views in their homes and in the community;
- implementing Total Connect, a new repairs scheduling service, within the next 12 months. This will help us keep tenants informed about when any repairs are due to be carried out on their homes, ensure that the repairs are carried out at a time that is convenient for tenants and enable tenants to order and track their own repairs ;
- having tenant and community event days where tenants and residents can share their views whilst participating in community activities; and
- providing digital platforms that are safe and secure for tenants to raise concerns, give ideas or promote events that involves their community.

What are our tenants telling us?

1,938 tenants took part in our latest tenant satisfaction survey, which represented a 26% response rate overall. A third of the total number of responses were collected online (660) compared to a quarter of responses received in the last survey and 47 surveys were completed in Welsh (2%).

77%

of respondents were
satisfied with the service overall



The majority of those that responded were happy with the overall quality of their home and the surrounding neighbourhood.



When asked if more could have been done during the pandemic, most tenants said that we had done as much as we possibly could to support them.



Repairs and maintenance continues to be something that matters most to our tenants.



Our tenants are likely to recommend living in our homes and the service in general, to family and friends.

Generally, our satisfaction rates were greater than the average for other stock retaining authorities and equal to other registered social landlords. Satisfaction in responding to repairs and carrying out works was also comparable even though the delays are still affecting our capacity to carry out responsive repairs and turn around empty Council properties quickly.

What happens next?

- Gain a better understanding of differences in satisfaction rates from the STAR survey;
- develop new ways to include and engage with younger people and families;
- engage with tenants on our plans to decarbonise their homes;
- clear the backlog of repairs that have built up;
- implement the new Total Connect system that will improve our responsive repair service and enable tenants to order and track their repairs;
- develop our in-house team so that we can deliver a more effective responsive repair and maintenance service that meets the needs of our tenants;
- increase in-house contractor capacity and skills to carry out repairs to occupied and empty homes by developing a new minor works framework that enable small local contractors work with us;
- continue with the roll out of the time-banking platform “Connect to Carmarthenshire”; and
- prepare for the next STAR survey, which is to be carried out in 2023. This will allow us to determine if we have made progress in the areas tenants have highlighted and what other services we need to improve.

Responding to Universal Credit

Universal Credit (UC) was introduced in Carmarthenshire in 2018 and replaced six legacy benefits including Housing Benefit. We currently have 2730 tenants on Universal Credit and a further 1658 that are due to transition over. How tenants on UC currently pay their rent is shown in Appendix B.

Theme 2 – Investing in Homes and our Estates

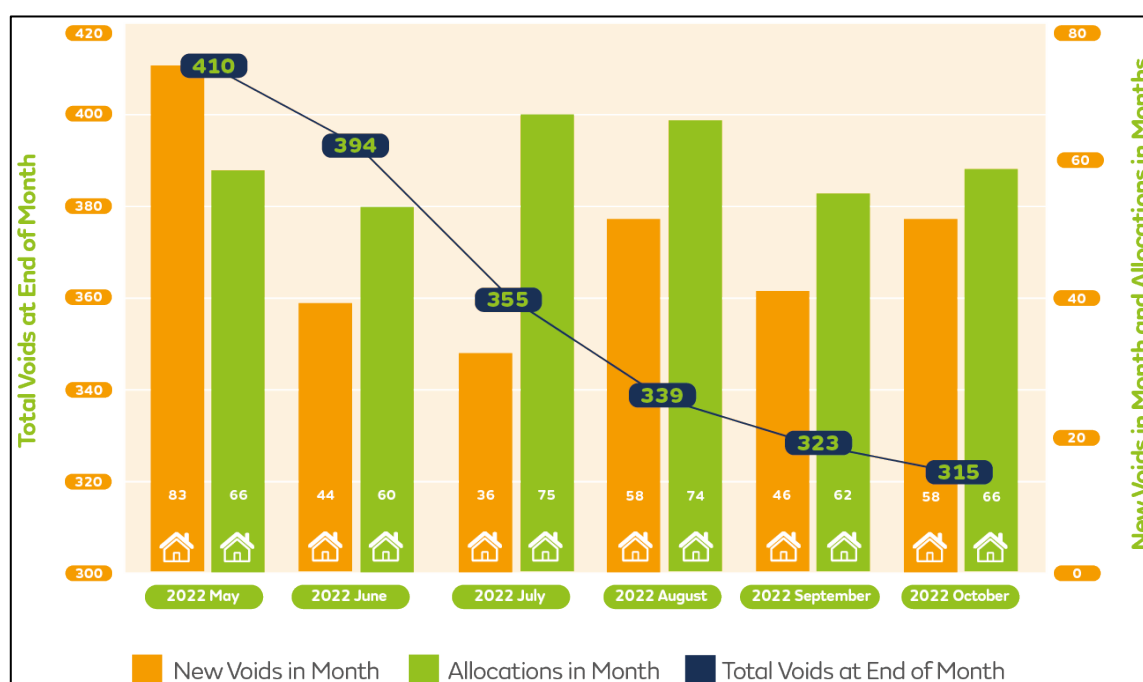
In 2015, we completed the WHQS programme of works to all homes where tenants had agreed to the work- well before WG's target of December 2020. This is in line with our agreed assumptions that all our homes will achieve the standard and future replacement programmes will be based on condition, not time. This year we will continue to review the standard to determine how we continue to move forward with our optimised retrofit and decarbonising programmes.

Maintaining the condition of our housing stock

Maintaining the WHQS standard is a statutory duty, and the Council has made a commitment to achieve and maintain the standard. The standard is contained in the Compliance Policy in Appendix F. Critical to this work is our ongoing stock condition survey for all housing assets. Robust stock condition data will enable us to plan our future programmes for the replacement of elements and components when they fail rather than on the time from when they were first installed.

Carrying out repairs and letting empty Council homes

Tenants tell us that getting repairs done on time and maintaining homes to a good standard is important to them. Both the pandemic and Brexit have had a significant effect on the local construction market, causing market failure and affecting the availability skills, capacity and materials. In addition to this, costs escalated. Many of our framework contractors have declined housing repair and maintenance works choosing to prioritise higher paid private sector work instead. This has seriously affected our ability to carry out responsive and maintenance works on our homes. This has caused a significant backlog in both the number of repairs we have outstanding and the number of empty Council homes that have not been let.



The graph on page 18 shows the number of empty Council homes between May and October 2022. Although the number of empty Council homes remains high, nearly 100 homes were brought back into use during this time. The total is now below 300.

To enable us to further improve performance in these areas we are developing a new minor works framework that will enable more local contractors to work on our Council homes. We are also developing our in-house teams, developing our capacity and skills so that we become less reliant on the market and implementing a new repairs scheduling system called Total Connect, over the next 12 months. Total Connect will enable tenants to request and track their repairs and help us ensure that the works carryout on tenants' homes meet their needs and are done at a time that is convenient and suitable for our tenants.

Our on-going consultation with tenants has identified seven key areas of work:

Work Area	Context	Action
Repairs and Maintenance	Effective and timely maintenance service, maintaining homes to a high standard and continuing to improve the housing stock	<ul style="list-style-type: none"> • Keeping in touch with tenants and advising tenants how quickly we can carry out the works when they report minor repairs. • Clearing the backlog of repairs that have built up. • Carrying out repairs in the timescales we have agreed or at a time that is more convenient for the tenant. • Introducing an appointments system for our urgent responsive repairs service, using mobile technology. • Introducing an automatic scheduling of repairs system. • Developing and implementing a new minor works framework that will help build contractor capacity and skills. • Developing our in-house teams so that we have the skills and capacity to deliver repairs ourselves and reduce our reliance on the private market.
Internal Works	For internal components such as kitchens, bathrooms, electrical upgrading and central heating, we replace components when they are in disrepair	<ul style="list-style-type: none"> • Contacting tenants who have previously declined works. • Ensuring homes have the appropriate smoke alarms, heat detectors or carbon monoxide detectors, and agree with tenants how we can upgrade these components to protect their safety.
Damp and Mould	Prolonged exposure to dampness and mould can affect health and wellbeing, as highlighted by recent press coverage of a tragic case.	<ul style="list-style-type: none"> • Ensuring that our processes for dealing with damp and mould are reviewed to mitigate risks. • Taking a preventative approach to identifying any issues early, through welfare checks and programmed inspections. • Providing advice to tenants on what they are able to do to reduce damp and mould in their homes. • Reviewing the introduction of new technology that will allow us to monitor and intervene early to prevent mould and damp from occurring in tenants' homes.
Servicing	We assess the condition of our gas, oil, electric and solid fuel appliances and	<ul style="list-style-type: none"> • Continuing our annual programme of safety checks on gas fires, and gas or oil boilers, and replacing or upgrading where necessary with energy-efficient appliances.

	<p>meet our statutory servicing obligations. Protecting the health and well-being of our tenants by ensuring that all homes are fitted with fully compliant electrical systems, including hard-wired smoke and carbon monoxide (CO) detectors</p>	<ul style="list-style-type: none"> • Inspecting smoke, heat and carbon monoxide detectors installed in homes. Upgrading where necessary. • Gaining access to ensure that the necessary works are completed. • Installing servicing timers when we gain access (where a tenant repeatedly refuses access), to help protect lives.
External Works and the Environment	<p>Our homes are in a good condition and we aim to achieve economies of scale by replacing components in disrepair; including the rendering and roofing upgrading or replacement programmes and improving the estate environment around our tenants homes.</p>	<ul style="list-style-type: none"> • Continuing to review and update our annual roof and rendering programmes to include external wall insulation (EWI). • Working with a range of partners to identify opportunities to install low carbon technologies to our homes. • Continuing our programme of replacing structural boundary and retaining walls. • Ensuring sheds/outhouses, gardens, paths and fencing meet our standards.
Empty Council Homes (Voids)	<p>Our aim is to let empty Council homes as quickly as possible, reducing rent loss and reducing the pressure on front line homelessness services</p>	<ul style="list-style-type: none"> • Make empty properties available for letting as quickly as possible and reducing the number of empty homes in the Council's housing stock. • Completing individual options appraisals if homes are no longer fit for purpose or require significant investment. • Ensuring every new tenant receives relevant information and certification about their new home.
Improving Standards	<p>Tenants have told us they want a standard that continues to evolve</p>	<ul style="list-style-type: none"> • Giving tenants a say through single-issue meetings, digital participation and challenge panels. • Developing an energy savings programme and ensure we have robust Energy Performance Certificate (EPC) data to inform future work programmes. • Using the data gathered by the stock condition and verification team to determine the most sensible route for improving our standards. • Continue to implement a new asset management system for our housing stock that can be used to store data on our homes and conduct our own modelling for retrofit works. • Maximising funding opportunities that allow us to test new innovative technologies that can reduce our carbon footprint and fuel bills for tenants. • Providing adaptations for our tenants to meet their needs and maintain their independence. • Meet the needs of households on the Accessible Housing Register (AHR) through conversion or where an empty Council property with existing adaptations is matched to a new household.

Risk reduction measures

Approach to fire management - Following a review of fire risk assessments to our purpose-built blocks of flats and sheltered schemes, we have identified improvements to be made and an action plan has been developed. This provides a record of present risks, defects identified and the remedial action to be taken in a defined period. The risk assessments are monitored by the Housing Stock Investment and Decarbonisation Working Group, as set out in our governance structure. A work programme has been developed to improve the detection systems within these blocks of flats, the means of escape and the compartmentalisation of flats in the event of a fire.

Radon Testing Programme - Following guidance issued by the WG and Public Health Wales, we have started a programme of radon testing in all our homes located in areas where there is a greater probability of high radon levels. Officers from the Council install radon detectors for 3 months to gather data in specific, discreet locations within homes. Remedial action is taken if levels are higher than recommended.

Surge Protection upgrade - The demand on the electrical systems and consumer units in our homes has increased over time. The introduction of other renewable energy components and electric vehicle charging points in future will place further strain on the systems installed. Surge protection devices (SPD) are being installed which significantly reduce the risk associated with transient over-voltages.

Future developments and opportunities

Investing in Sheltered Housing – It is important that the right type of support and facilities are in the right schemes, in areas where older people wish to live and where it is convenient to access local amenities. As part of our programme, we continue to challenge whether our sheltered schemes will meet the expectations of future residents. We will also continue our annual sheltered housing programme of:

- communal boiler replacement/upgrades making boilers more energy efficient;
- maintaining and servicing lifts;
- introducing super fast broadband and Wi-Fi to all our sheltered schemes so that all tenants are connected; and
- transferring lifelines from non-scheme sites to our Telecare service (Delta Wellbeing).

Assisted living solutions for older people – Meeting the housing needs of older people over the next 10-20 years requires a mix of housing models and solutions. This range covers general needs housing, specialist housing (i.e. housing specifically for older people) and care-based provision (residential/ nursing care, hospital-based care). The new Pentre Awel Wellness Village in Llanelli will form a test bed for developing innovative housing and care solutions for older people that promotes health, well-being and independence. We have also provided accommodation for older people over the age of 60 within our new build

developments, including one bedroom flexible apartments in Glanmor Terrace, Burry Port and two bedroom bungalows in Dylan, Llanelli.

Regeneration plans for Tyisha (Llanelli) - We have developed a transformational plan in partnership with the local community to create vibrancy, cohesion and sustainability for one of our most deprived communities. Our plans will develop the area around the railway station to create a gateway into the town centre, provide improved community facilities, re-model the existing housing stock and deliver new mixed-tenure modern homes in the community for local people and key workers. This investment will provide incentives for further development, making the area more attractive. This will help lay the foundations for stimulating the economy and improving the social and economic profile of the area.

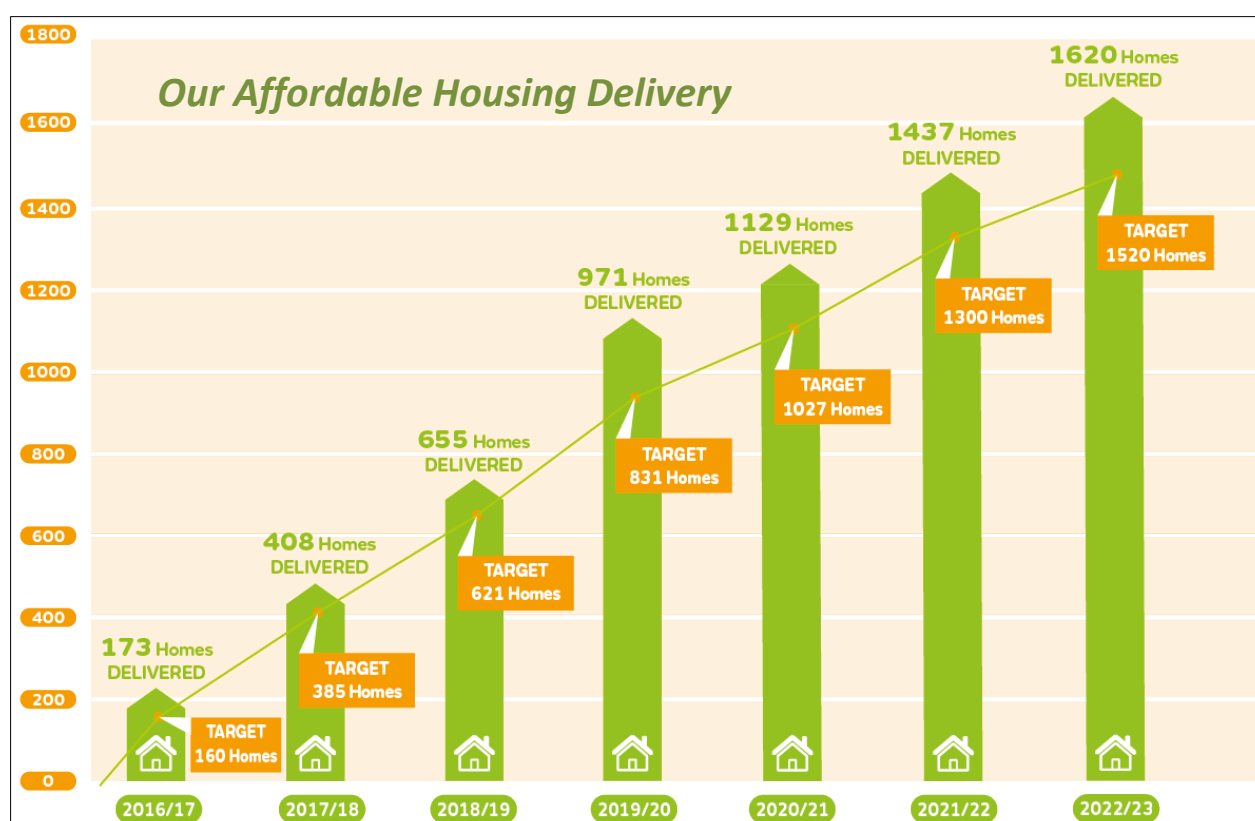
Supported Housing (Learning Disabilities & Mental Health) – we develop accommodation with support for individuals or groups of people that have learning difficulties or mental health needs. Through a planned approach and understanding the medium to long term need, we provide housing that can provide an option for transitional care arrangements. By bringing the landlord function ‘in house’, and commissioning the care separately, we can lower the cost and liability to other services and provide safe, quality and affordable accommodation for our clients. Where a need is identified we redesignate homes within the current housing stock, purchase additional properties or make homes available on our new build sites. We want to offer tenants a choice over where they would like to live and who the support provider is.

Theme 3 – Providing More Homes

Increasing the supply of homes in the County has been a priority for the Council for a number of years. Our Housing Regeneration and Development Delivery Plan sets our strategic direction and is focused on supporting the delivery of over 2000 additional homes over the next five years by:

- meeting housing need in all areas of the county;
- developing new innovative energy efficient Council homes with low running costs, helping to mitigate fuel poverty and helping some of our most vulnerable families through cost of living crisis;
- providing sustainable solutions to address the unprecedented rise in homelessness cases seen in recent months due to external market conditions affecting the private rented sector which is reducing the supply of homes; and
- stimulating economic growth in the county, creating jobs and growing the green economy.

Over 1600 additional affordable homes already delivered



Since beginning our ambitious journey to increase the supply of affordable homes in 2016, we have delivered over 1,600 homes, exceeding our delivery targets every year meeting

housing need and helping some of the most vulnerable people and families in our communities. With the current cost of living crisis and the housing crisis it is now more important than ever that we continue to increase the supply of homes in the county.

The plan to increase the supply of homes will:

- support the development of strong sustainable communities – places where people want to live and work;
- help grow the local economy;
- understand the needs of our diverse communities, building the right homes in the right places and meeting housing need for single and family accommodation;
- support some of our most vulnerable tenants through the housing support grant programme;
- create jobs for local people;
- provide affordable homes for young and working aged people to help them remain in the County and benefit from the additional jobs created;
- help maintain our culture and identity especially in rural towns and villages, where we must help ensure that local people are able to afford quality affordable homes and remain in their communities;
- help to maintain and develop our town centres by increasing the residential offer, increasing footfall and helping businesses thrive;
- support the growth of the green economy, the local construction industry and our supply chains; and
- be flexible to ensure that we can respond to changing market conditions, risks and opportunities as they arise.

Meeting housing need and addressing the housing crisis

Meeting housing need has always been our main reason for providing more homes. Housing need can be met in a variety of different ways, according to the needs of the household, their financial position and the opportunities available. Our plans help address housing need in a number of different ways including:

- providing more homes for social rent, including homes for general needs households (single people and families), specialist supported housing for individuals with complex needs and accommodation for older people;
- providing a choice of mixed tenure assisted living options for older people, including our offer at the innovative Pentre Awel Wellness Village;
- providing more homes for low cost home ownership helping, individuals and families own their own home;

- providing mixed tenure developments consisting of social rented, low-cost home ownership and open market homes, offering a real choice of tenures for local people and key workers depending on their individual circumstances;
- providing more affordable homes for rent and sale in rural towns and villages, helping local people stay in their communities, helping to protect the Welsh language and culture; and
- increasing the residential offer in the primary towns of Ammanford, Carmarthen and Llanelli, increasing footfall through housing-based regeneration and helping to make our town centres vibrant once more.

Over recent months the Council has seen an unprecedented rise in homelessness which has had a significant impact on the demand for affordable housing in the county. This has been caused by external market conditions affecting the private rented sector which is reducing the supply of homes available for rent, as a result of:

- private landlords leaving the market due to concerns over the implications of the new Renting Homes Act due to come into force in December 2022. This has increased the numbers of Section 21 Notices (no-fault evictions) being served on private rented sector tenants;
- private Landlords serving Section 21 eviction notices so they can secure a higher rent as the market soars; and
- private Landlords wishing to cash in on recent rises in property prices and exiting the rental market.

These actions have had a significant effect on the supply of affordable homes. Many single person and family households by no fault of their own have become homeless. It has also had a direct effect on the Council being able to discharge its homelessness duty through the private rented sector. The lack of housing supply has also increased market rents substantially above the local housing allowance making the market unaffordable for many. A situation which is likely to get worse as the cost of living also continues to rise and inflation levels soar above 10%.

It is clear that despite the number of households being re-housed currently the demand for affordable housing due to the effect of the external housing market is continuing to increase.

Our approach

Our plans to increase the supply of homes ensure that we do so the most cost-effective way, maximising all external funding opportunities, working collaboratively with partners to support the development of our communities. We do this by using a range of delivery vehicles that offer flexibility, scale and pace. The effects of the current housing crisis has required greater focus on our buying private sector homes programme making more homes available quickly to help address the increasing demand for housing.

We are also introducing a new emergency social housing allocation policy that will move away from the “bidding system to direct allocations. This will improve the throughput in the system and better manage demand and supply issues. The Policy has been developed by a Task and Finish Scrutiny group

Our current approach includes:

New Build Developments	This includes the Council developing new build homes, but it also includes collaborative working with our housing association partners to maximise all regeneration and funding opportunities.
Buying Private Sector Homes	<ul style="list-style-type: none"> • Increasing the number of homes in the Council's housing stock by purchasing private sector homes that are able to be let immediately for general and specialist housing need e.g. assisted living schemes for learning difficulties, mental health, and older people's housing. • Making direct approaches to purchase properties from private landlords who have served their tenants with Section 21 Eviction Notices as they wish to leave the private rented market. This will prevent tenants becoming homeless and remain in their homes. • Working directly with private developers and purchasing homes to meet housing need off plan. • Purchasing strategic properties to convert and develop into shared single person accommodation with 24hour support.
Private Sector Partnerships	Working with private sector partners to deliver housing solutions at scale and pace that meet the individual needs of an area.
Purchasing Land	Buying additional land to develop more homes to meet our strategic regeneration priorities and addressing housing need throughout the county.
Empty Homes	<ul style="list-style-type: none"> • Working with private owners across the County to bring empty homes back into use. • Purchasing empty homes through the Land and Building Development Fund, releasing the potential of a disused asset. • Converting empty spaces above retail premises into residential use.
Section 106	Securing homes for low-cost home ownership through the planning system on private sector developments in line with the requirements of the Local Development Plan.
Simple Lettings	We work with private landlords to increase the number of homes available for rent through the Council's Simple Lettings Agency by offering a range of different agreements over different terms and timescales.

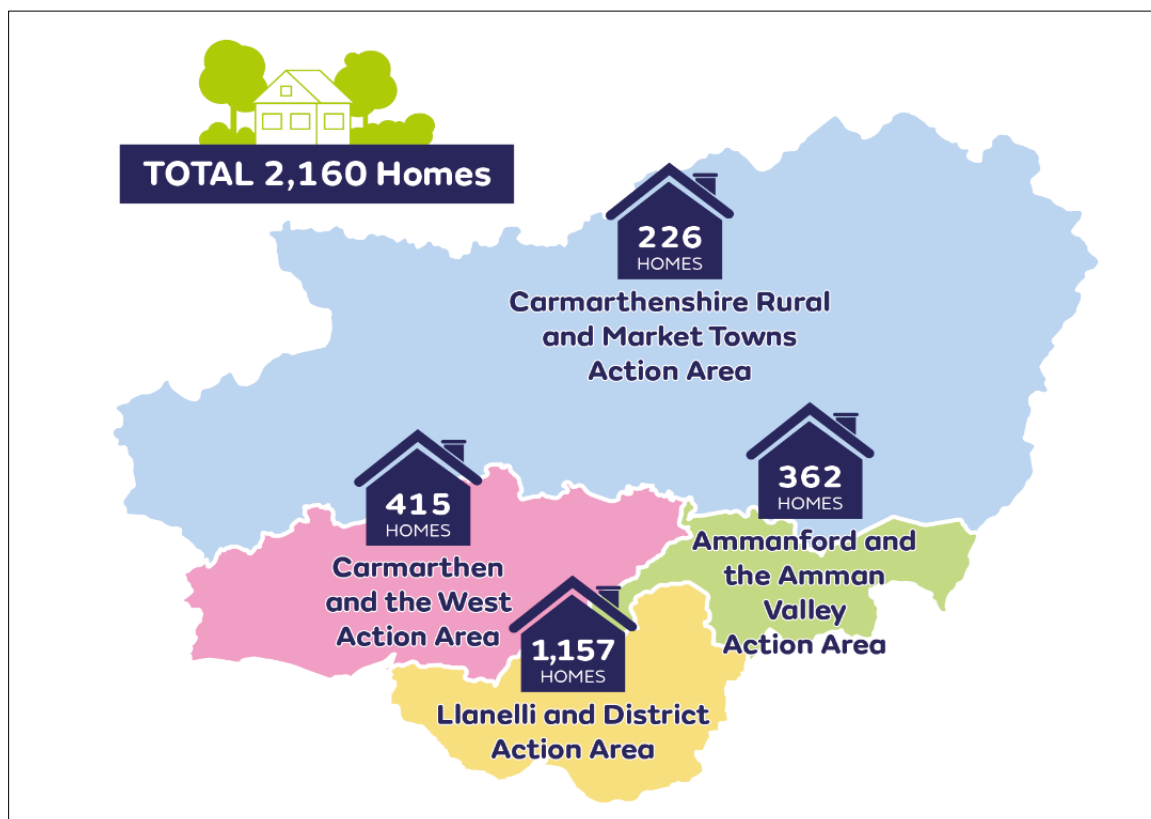
The additional homes delivered through our plans meet the individual needs of our communities and include houses, bungalows and apartments for rent and sale. Our new build developments follow a clear set of design principles that create new communities that are sustainable, with a real sense of place. They are also energy efficient. Fitted with high levels of fabric insulation and innovative renewable technology, reducing carbon emissions, creating affordable warmth for residents, and following the Councils Net Zero Carbon principles.

Our programme

Our programme to support the delivery of over 2000 homes is shown below. This programme is flexible and will change as new opportunities arise. The programme will be affected by changing market conditions and risks that will affect the viability of some developments. This may result in some developments not proceeding and being replaced by other developments.

This programme is inclusive of the homes the Council will deliver, the homes we will deliver collaboratively with our housing association (HA) partners, and the homes the Council will deliver in partnership with private developers.

Current housing regeneration and development - five year delivery plan by action area (2022 – 2027)



***** This programme is flexible and subject to change due to changing market conditions, risks and opportunities that may arise over the next five years *****

Theme 4 – Promoting Affordable Warmth and Decarbonising our Housing Stock

Our aim is to make all of our homes energy efficient and achieve a minimum Band C Energy Performance Rating as quickly as possible. Decarbonising our housing stock, looking at our services and reducing carbon emission from our activities will be a strategic focus for us for years to come, as we aim to become a Net Zero Carbon Authority by 2030.

Whilst decarbonising the housing stock is a huge challenge there are several benefits to this approach, including:

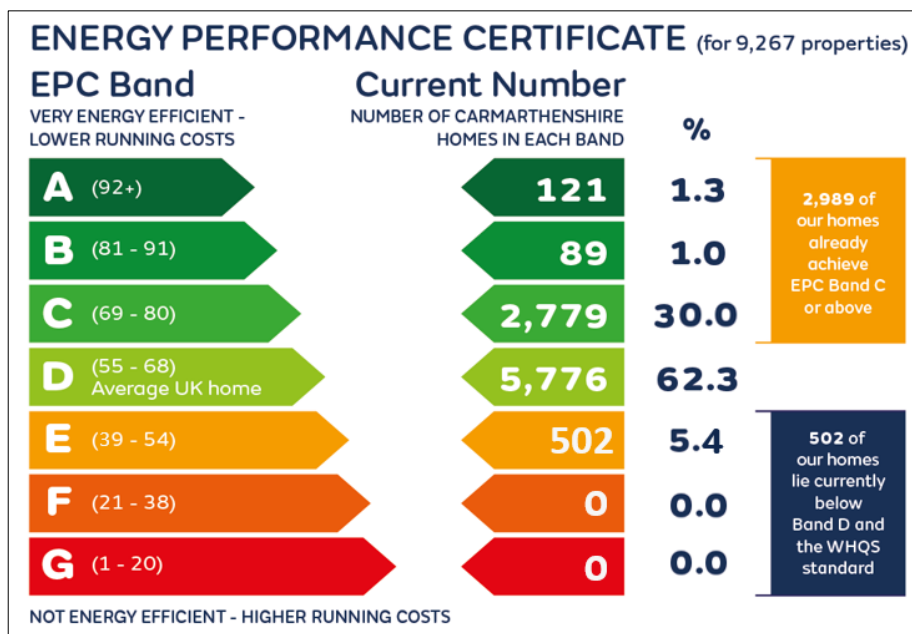
- reducing fuel bills for tenants and helping to mitigating fuel poverty, this is particularly important with the current cost of living crisis;
- strengthening our local economy by providing long term investment programmes;
- providing more training and work opportunities for local people; and
- ensuring our tenants homes are fit for purpose now and for generations to come.

What we have done so far..... existing homes

The work we have done previously through our investment programmes goes some way to improving the fabric and the thermal performance of our homes. There is more that can be done, however, that will reduce carbon emissions and make our homes more affordable for our tenants to heat.

As part of our housing investment programme to achieve WHQS, we upgraded the thermal performance of our homes by installing cavity wall insulation, increasing the amount of insulation in the loft, lagging pipes and hot water cylinders and replacing inefficient boilers. The average energy performance currently achieved by our homes is a Band D Energy Performance Rating with a SAP level of 66. This exceeds standard set in WHQS which requires a SAP level of 65.

The energy performance of our housing stock is shown below:

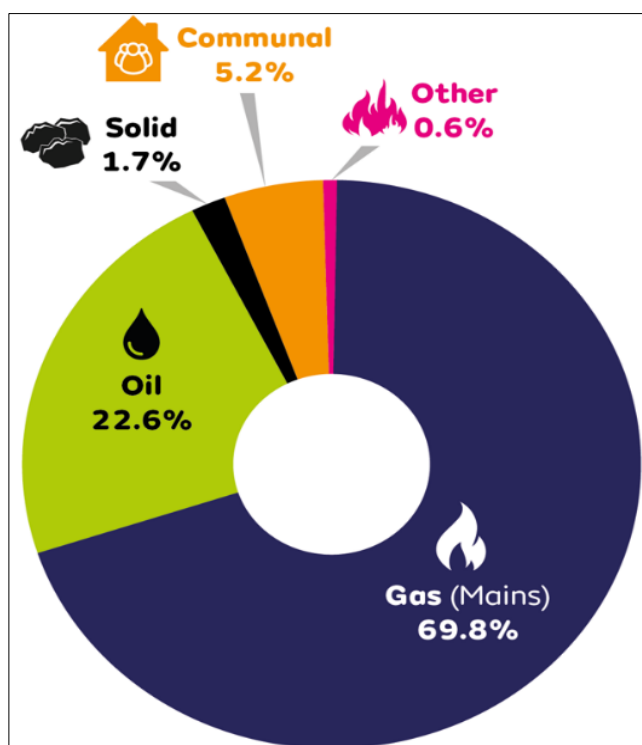


Already 30% of our housing stock achieves a Band C energy performance rating. 62% is slightly below this level, achieving Band D and with only 502 homes (5.4%) having an energy performance rating below Band D. This provides us with a solid foundation to push forward with improving the energy efficiency of all our homes to a minimum Band C, Energy Performance Rating.

In recent years, we have been actively looking for solutions that will allow us to improve the energy performance of our homes and provide affordable living for our tenants. This is a particularly important area of work with the current cost of living crisis and soaring energy bills. We have worked in partnership with WG and Cardiff University to look at our current housing stock and determine what solutions would have the biggest effect on our energy efficiency and decarbonisation programme.

During the initial pilot study with WG and Cardiff University, we were able to identify the different archetypes that make up our total housing stock. This data allowed us to model different decarbonisation solutions that would impact the majority of our housing stock and allow us to develop further decarbonisation programmes. Over 80% of the housing stock archetype is post-war, built between 1945-1990 and the majority of our stock is heated by fossil fuels as illustrated below.

How our homes are heated



The majority of our homes are heated from mains gas, with nearly a third of our stock heated from oil and other solid fuels.

The optimised retrofit programme

In 2019, it was agreed by WG that an 'Optimised Retrofitting' approach would be adopted in Wales to decarbonise homes which involves:

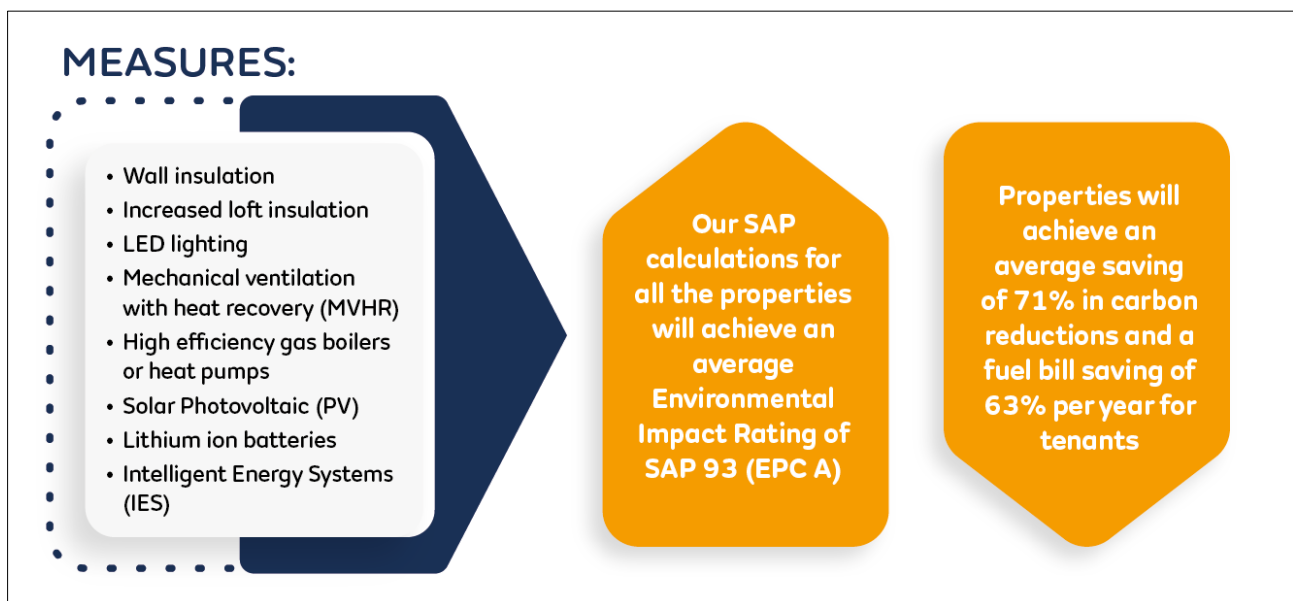
- beginning the decarbonisation programme on the social housing sector;
- pursuing a 'Fabric First' approach to retrofitting homes; and

- embracing a test and learn approach.

The work we did on our initial pilot study with Cardiff University enabled us to develop and deliver an Optimised Retrofit Programme (ORP) and utilise WG funding from ORP 1 and 2. The ORP programmes were small but allowed us to test:

- an optimised retrofit programme utilising the fabric first approach and introducing renewable technology to both empty and occupied homes; and
- develop a programme to replace gas boilers that were falling out of compliance with hybrid heat pumps.

A summary of the works typically carried out on our homes through the retrofit programmes is shown below:



ORP 3 was introduced in 2022/23 and eliminated the need for competitive bidding. All funding is now pre-allocated by WG in advance over a three year period. This will allow us to programme decarbonisation and affordable warmth works at a faster rate than what would have been possible without these additional resources.




Although we recognise that there is no one size fits all approach for retrofitting our homes, we believe that with minor variations, we will be able to deliver similar works to almost a third of our housing stock, significantly reducing our carbon footprint and providing affordable warmth for many of our tenants.

What we have done so far..... new build Council homes

Our Council new build standards embrace decarbonisation. Our homes are highly efficient and already achieve a Band A Energy Rating with SAP levels between 92 and 105. We have developed a housing performance matrix that allows us to build to different energy standards

depending on the development. A breakdown of the different energy standards we currently use on our new build developments can be seen in the table below.

Energy performance matrix

	Energy Performance	Level 1	Level 2	Level 3	Level 4
	Roof	0.15 W/m2k	0.12 W/m2k	0.12 W/m2k	0.10 W/m2k
	Floor	0.18 W/m2k	0.12 W/m2k	0.12 W/m2k	0.10 W/m2k
	External Walls	0.20 W/m2k	0.12 W/m2k	0.12 W/m2k	0.10 W/m2k
	Part Walls	0.21 W/m2k	0.12 W/m2k	0.12 W/m2k	0.10 W/m2k
	Windows & Doors	1.60 W/m2k	0.85 W/m2k	0.80 W/m2k	0.80 W/m2k
	SAP Rating / EPC	97 / A	97+ / A	105+ / A	105+ / A
	Ventilation	Natural	Natural	Mechanical Ventilation Heat Recovery	Mechanical Ventilation Heat Recovery
	Air Tightness	8	5	1	0.6
	Heating and Renewable Technology	Gas Solar PV	Gas or heat pumps Solar PV Battery Storage Optional	Heat Pump or Electric Panel Heaters Solar PV Battery Storage	Heat Pump or Electric Panel Heaters Solar PV Battery Storage

Our ambitious plans to support the delivery of over 2,000 homes in the next 5 years will include developing innovative energy efficient homes with low levels of carbon emissions that can produce and store energy. We will continue to focus on using a fabric first approach, innovative technology and the use of natural and local products on all future developments, and where possible we will encourage the use modern methods of construction (MMC).

Next steps for decarbonising our existing homes

We have made a good start to decarbonising our housing stock. Although the sample sizes of our retrofit projects are small, the data and learning we have gained is immeasurable. The next challenge, however, is how we accelerate these programmes forward to include more homes at pace. The cost of living crisis has made this a key priority for the Council and we will be revisiting our programmes to determine what can be brought forward that will directly help our tenants by reducing their fuel bills.

C

Our aim is to bring all of our Council Homes up to a Band C Energy Performance Rating as quickly as possible.

Our aim is to make all of our homes energy efficient and affordable for tenants. We will achieve this by bringing all of our Council homes up to a minimum Band C Energy Performance Rating (SAP 69 and above) as quickly as possible.

There are, however, several barriers currently in place that make it difficult to deliver a full retrofit programme at scale that simply cannot be overcome in the short term. These include the:

- high cost to fully retrofit a typical home that has already received investment;
- lack of local skills and trades to deliver the work;
- shortage of materials both locally and nationally; and
- limited capacity of the national grid to deal with the increased energy demands of more electrical equipment such as heat pumps and solar panels as they are installed in our homes.

These barriers make it very difficult to predict when all our homes will achieve a Band C Energy Performance Rating.

We have always understood that the most practical way to decarbonise our homes is through a fabric first approach. This means ensuring our homes are well insulated with an increased air tightness to ensure homes stay warmer for longer and therefore reduce heating demands for tenants. Although we do see innovative technologies such as solar panels, heat pumps and battery storage equipment becoming more prominent in housing, we see these as additional benefits that will be installed further down the line as the national grid continues to improve and skills, trades and materials become more available.

Swansea Bay City Deal – Homes as Power Stations (HAPS)

The HAPS City Deal is a pioneering project that will facilitate the adoption of the Homes as Power Stations approach to integrate energy efficient design and renewable technologies into the development of new build homes and retrofit programmes carried out by the public, private and third sectors. This will tackle fuel poverty while helping residents save money on their energy bills.

The HAPS project aims to prove the concept in the public sector at a relatively small scale with the intention of then scaling up activity in other sectors across the Swansea Bay City Region, including private sector developers.

The project will facilitate the take up of renewable technologies in at least 10,300 homes (7,000 retrofit, 3,300 new build) within five years. It is linked to other housing improvement programmes, including the WG Optimised Retrofit Programme. The work we have done to date on decarbonising our existing housing stock and our new build programmes directly supports the principles of the City Deal.

The City Deal will also focus on developing a sustainable regional supply chain. It will leave a legacy of skilled jobs in the Swansea Bay City Region, while mainstreaming the concept for roll-out elsewhere in Wales and the UK.

Theme 5 – Local Economy, Community Benefits and Procurement

We recognise the importance of this Plan and its role across the wider capital investment programme to stimulate, support and develop the local economy. To support economic growth and the actions in the Economic Recovery Plan, we will be looking to further develop the Council's approach to procurement to maximise our contribution to local economic growth, focusing on social value and building sustainable communities. Our aim is to grow different economy sectors within the housing and building industry so that they and other local business benefit and thrive. It is therefore important that our investment plans:

- contribute to long term economic growth across the County;
- are sustainable in future years as we continue to invest and maintain our homes;
- enable local businesses, construction and manufacturing industries to develop, grow and lay down strong roots;
- keep the pound local, benefiting our economy and contributing directly to the prosperity of our County and its residents; and
- create new jobs and training opportunities for local people.

The housing stock investment and the Council new build programmes will provide sustained periods of trade and benefit to local contractors and builders. This will create more jobs, training opportunities and other community benefits. The Housing Regeneration and Development Delivery Plan has a direct focus on providing more homes in town centres and rural areas, having a direct impact on business and commerce in these areas.

The decarbonisation of our homes will also become a fundamental part of our future stock investment programmes. Rolling this out across our entire housing stock will result in increased job opportunities and further training opportunities as we explore new ways of providing low carbon, energy efficient homes for our tenants. A significant proportion of the Council's housing stock is in rural market towns and in rural areas. Encouraging small to medium enterprises (SMEs) to participate in those areas will help with local employment and allow young people to stay in the community where they want to live.

Our procurement strategy aims to develop our programmes using local contractors and suppliers to stimulate the local economy. Where this is not possible initially, because of limitations on the supply and availability of local skills (e.g. homes built using Modern Methods of Construction (MMC)), we will learn from these projects and put measures in place to ensure that the skills and work force needed is available locally. We will also influence this through the Regional Skills and Partnerships workstream and through expanding our own direct employment of staff to deliver work programmes alongside the private sector, including appointment of apprentices and supporting local shared apprentice programmes.

Community benefits directly delivered through housing investment

The Council's capital investment programme exceeds £30m per annum. Our procurement approach ensures that community benefits are delivered through the capital programme.

The table below demonstrates the community benefits already delivered through the Council's first five new build developments in Llandybie, Saron, Llanelli, Burry Port and Pembrey. It also shows the projected level of community benefits that will be delivered through our future housing investment programmes.

Community Benefits Delivered on our First 5 New Build Developments		Projected Community Benefits for Future Housing Investment Schemes	
	1344 Waged training weeks have been provided		3668 Waged training weeks will be delivered
	38 Work experience placements (5 days per student) were created		32 Work experience placements (5 days per student) will be delivered
	19 New entrant jobs were created		21 New entrant jobs will be created
	24 Construction careers advice and guidance events delivered		10 Construction careers advice and guidance events proposed
	57 Existing workforce employees were upskilled and provided with additional training		48 Existing workforce employees will be upskilled and provided with additional training

During construction, contractors will also contribute to the wider local economy by increasing footfall into town centres and spending money in rural market towns/villages by accessing local amenities such as shops, supermarkets, restaurants and cafés. This increased footfall in town centres will help compensate for the reduced use of the town centre commerce during and following the pandemic as local offices remain empty.

It is, however, extremely important that all contracts demonstrate good value for money and through the West Wales Regional Contractors and the Minor Works Frameworks we will challenge their costs, the principles and methods of construction to make ensure that we achieve this. We will also look to keep the workforce as local as possible and benefit the local economy by including 'environmental benefits' in a tender or contract and insisting that contractors demonstrate how they will reduce their carbon emissions.



Funding and Risk Management

Major repairs allowance

Every year we receive over £6 million from WG to support our capital investment. The grant comes with clear guidance on what it can and cannot be used for. The main condition is that it must be spent on property within the HRA. It cannot be used for revenue repairs or maintenance, demolition costs, repayment of borrowing etc. A full breakdown can be found in our MRA acceptance letter issued by Welsh Government.

The MRA makes a significant contribution towards achieving and maintaining our housing stock. A reduction in MRA levels would be detrimental to future investment plans.

Planning assumptions

To help us plan our investments, we must make certain assumptions. Changes to our assumptions may mean re-visiting the objectives included in this plan.

The current financial assumptions in the plan are based on a rental increase of 5.5%

INCOME	
Major Repairs Allowance (MRA) <i>i.e. the amount of capital funding we get from the Welsh Government</i>	£6.2m each year. This is on the basis that we receive an average of £682 per home.
Rent increase 2023/24	Welsh Government have set the maximum rent increase for 23/24 at 6.5% because the Consumer Price Index sat outside the 3% threshold (10.1%) which gives social landlords the discretion to set their own maximum rent no greater than CPI plus 1%. We have limited the rental increase to 5.5% overall with a maximum £1 progression for those tenancies below target rent. Most tenants will receive a 5.36% average rent increase which is significantly below level set by WG and current inflation values.
Future rent increase levels <i>Based on Welsh Government Policy</i>	3.5% for 24/25, 3.2% for 25/26, 3.1% for 26/27, 3.2% for 27/28, then increased to 2.5% pending revised rent policy from WG.
Borrowing and direct revenue financing (DRF)	Borrowing £40m and utilising £20m DRF over next 3 years to maintain our housing stock and develop new homes.
Expenditure/income inflation	Employees' pay at 5% for 2023/24 as per the Council Fund and general inflation at 5%.
Right to Buy receipts i.e. Money we get from tenants' buying their home	No receipts from 1 st April 2015 following suspension of Right to Buy

Balances on the revenue account <i>i.e. the amount of money we need to keep in reserve</i>	Minimum of £4.5m (based on £150 per property)	
SPENDING		
Assumed Borrowing costs <i>i.e. the amount it costs to borrow money</i>	Cost of existing and new debt: 2023/24: 4.36% Then 4.4% in future years	Cost of exiting HRAS: Average of 4.15%
Provision for Bad debt i.e. debt that we will be unable to recover	2023/24: £606K 2024/25: £636K 2025/26: £668K	

CAPITAL PROGRAMME	Budget 2022/23 (£000s)	Budget 2023/24 (£000s)	Budget 2024/25 (£000s)
Maintaining the Standard:			
All Internal Works	2,378	2,287	2,300
All External Works	1,000	2,000	1,000
Voids and Major Works to homes	6,000	5,000	6,000
Structural Works - Estates and boundary walls (inc. identified structural works)	900	1,800	2,000
Decants	150	150	150
Support Tenant and Residents:			
Sheltered Scheme Investment	370	500	850
Assisted Living Projects	1,200	450	800
Adaptations	2,000	2,000	2,000
Environmental Works & Garages	350	400	350
Providing More Homes:			
Housing Development Programme	12,730	14,900	15,500
Decarbonisation:			
Works to Deliver Decarbonisation	2,835	2,623	2,055
Support the Delivery of CHS+:			
Programme Management	1,500	1,560	1,622
Stock Condition Information	415	387	350
Risk Reduction Measures	1,987	285	470
Sewerage Treatment Works	20	20	20
TOTAL	33,836	34,362	35,467
SOURCE OF CAPITAL FUNDING	Budget 2022/23 (£000s)	Budget 2023/24 (£000s)	Budget 2024/25 (£000s)
Welsh Government Grant - MRA	6,225	6,225	6,225
External Grant Funding – IHP, SHG, ICF & Other Grants	9,271	9,051	7,000
Direct Revenue Financing	10,000	5,000	5,000

External Borrowing	8,339	14,085	17,242
TOTAL	33,836	34,362	35,467

REVENUE PROGRAMME	Budget 2021/22 (£000s)	Budget 2022/23 (£000s)	Budget 2023/24 (£000s)
Repair and Maintenance of Homes	17,233	18,319	19,411
Supervision and Management	9,625	10,071	10,499
Support Services e.g. Legal and Finance	1,866	1,903	1,941
Provision for Bad debts	606	636	668
Direct Revenue Financing	10,000	5,000	5,000
Capital Charges	14,929	15,474	16,197
TOTAL	54,258	51,403	53,716
SOURCE OF REVENUE FUNDING	Budget 2022/23 (£000s)	Budget 2023/24 (£000s)	Budget 2024/25 (£000s)
Tenant Rents	46,247	48,540	51,063
Service Charges	981	1,227	1,275
Interest Received	137	71	76
Housing Finance Grant 2	246	246	246
Water Rates Commission	0	0	0
Grants / Other	2,050	2,136	2,220
TOTAL	49,661	52,221	54,879
Difference between 'Revenue Funding' and 'Revenue Spending'	-4,598	818	1,163

HRA END OF YEAR POSITION:	Budget 2022/23 (£000s)	Budget 2023/24 (£000s)	Budget 2024/25 (£000s)
Balance brought forward from last year	18,494	13,896	14,714
HRA budgeted difference *	-4,598	818	1,163
BALANCE CARRIED FORWARD**	13,896	14,714	15,877

*N.B. + is a surplus in revenue funding over spending and – is a deficit/ shortfall in revenue funding over spending

**The balances carried forward in the plan are fully committed to funding our borrowing requirements in future years.

Risk management

Each year, as part of the HRA business planning process, we identify, assess and prioritise potential risks and consider the likelihood and impact of each. This exercise is carried out by each service delivery area. Once this has been done, we identify ways in which we can reduce or manage the potential risk and impact. These are recorded corporately and monitored regularly.

The greatest risks identified in delivering this plan are:

- maintaining up to date asset information about our stock;

- uncertainty of the impact of market conditions about inflation, pricing and availability of workforce to inform the 30-year cost certainty exercise; and
- the impact of balancing investment in maintaining the existing standard, introducing new measures to support decarbonisation and continuing to deliver our ambitious housing regeneration and development programme.

All risks are monitored by the Housing Investment and Development Team.

Compliance, Verification and Monitoring

Compliance and acceptable fails

Recording compliance and acceptable fails is not a simple collection of condition information for things like kitchens, bathrooms, electrics and so on. It is a combination of occupancy and property condition information. Surveying of homes, collating of information, how we manage our data, and the ability to report 100% accurate information, are all data-hungry activities.

An acceptable failure occurs when an individual component e.g. a kitchen or bathroom, has not been completed for one or more of the following reasons:

- cost of remedy;
- timing of remedy;
- resident's choice; and
- physical constraint.

The details of our acceptable fails and compliance are set out in Appendix D, and our full Housing Standards compliance document is set out in Appendix F.

Energy efficiency

We have had several different programmes running to improve the energy efficiency of homes. These programmes have helped save tenants money on their heating costs and improve the energy performance ratings of their homes. The average SAP level across our stock is 66 (EPC rating D) which meets the current requirements of the WHQS.

Independent verification

We believe that we report compliance accurately in achieving and maintaining our Housing Stock, and we will continue to do so. We will also back this up with further verification by:

- demonstrating compliance by ensuring there is a clear separation of duties between CCC staff reporting compliance and those staff responsible for improving stock condition;
- using internal staff in conjunction with external support, where necessary to undertake desktop reviews;
- continuing to carry out a sample programme of stock condition visits every year;
- asking tenants how they would like to be part of the process of verification;
- continuing to use a range of methods to assess compliance. Some data is already independently collected, e.g. boiler inspections, EPCs and electrical tests; and
- providing Home Information packs for all new tenants, informing them of boiler inspections, asbestos advice, Energy Performance Certificates, electrical tests and when any outstanding investment works will be carried out.

Housing Revenue Account Business Plan 2023-26

Carmarthenshire Housing Investment Programme

Appendices A-E



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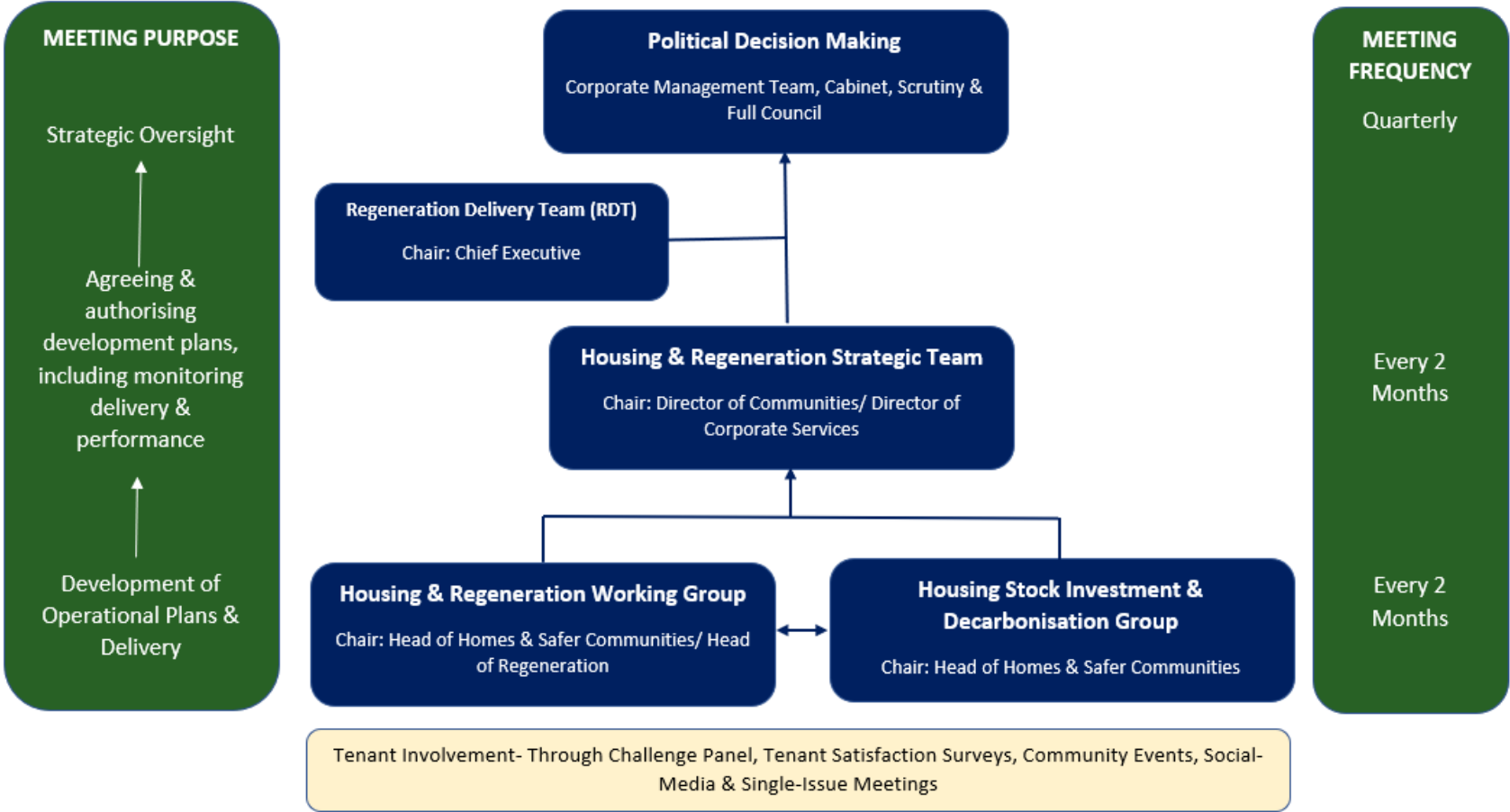
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Appendix A: Well-being Priorities & Governance Structure

<p>A more prosperous Wales</p>	<p>We will focus on:</p> <ul style="list-style-type: none"> • Ensuring long-term economic and social benefits for Carmarthenshire through the Swansea Bay City Region and future European and external funding avenues. <p>We are committed to:</p> <ul style="list-style-type: none"> • Contributing to the social, economic and environmental well-being of the wider community.
1	
<p>A resilient Wales</p>	<ul style="list-style-type: none"> • Asking tenderers to deliver community benefits in our tendering activities through the delivery of the contracts or frameworks awarded.
2	
<p>A healthier Wales</p>	<ul style="list-style-type: none"> • Maximising the value for every pound we spend, applying a community benefits approach to any tender valued over £1million. • Capturing and recording community benefits utilising WG's community benefits measurement tool. <p>We will focus on:</p> <ul style="list-style-type: none"> • Increasing the availability of rented and affordable homes to support the needs of local people by building new homes, bringing empty homes back into use and ensuring an allocation of affordable homes on new developments. • Mitigating the local impacts of welfare reform by supporting affected residents through the changes. • Providing homes better suited to tenants needs by investing in adapting homes and understanding the future investment needs for our sheltered housing stock.
3	
<p>A more equal Wales</p>	<p>We will focus on:</p> <ul style="list-style-type: none"> • Reducing anti-social behaviour by working in partnership with other agencies and communities to tackle local problems.
4	
<p>A Wales of cohesive communities</p>	<ul style="list-style-type: none"> • We want to get better by engaging as widely as possible and maximising opportunities to help build stronger communities. <p>We believe we should:</p> <ul style="list-style-type: none"> • Give our tenants the opportunity to influence decisions about their homes, the area they live and ensure the services they receive achieve value for money. <p>Our vision is: -</p>
5	
<p>A Wales of vibrant culture and thriving Welsh language</p>	<p><i>"To make it easy and inviting for tenants to get involved in shaping strategic decisions and improve services through meaningful involvement by ensuring residents have the relevant skills".</i></p> <p>We will focus on what our tenants are telling us:</p> <ul style="list-style-type: none"> • We recently undertook a tenant satisfaction survey. In total, 1,938 tenants took part in the survey. This represented a 26% response rate overall. 47 surveys were completed in Welsh (2%). • We will carry out an in-depth analyse of results to get a better understanding of the differences in satisfaction rates by age, by ward and property type; and revamp our approach to the way we listen and act on tenant's views.
6	
<p>A globally responsible Wales</p>	<p>We will ensure that:</p> <ul style="list-style-type: none"> • Our new build activities and retrofits of renewable energy technology to our tenants' homes are cost effective and meet our ambitions and obligations related to climate emergency (in particular its commitment to becoming a net zero carbon local authority by 2030). • We meet our ambitions to save tenants money on their energy costs, support the vulnerable and stimulate a sustainable local economy.
7	

Governance Structure

All actions in this Plan will be monitored on a bi-monthly basis by the Housing and Regeneration Strategic Team. This group provides strategic direction and corporate leadership to ensure appropriate progression on the initiatives included.

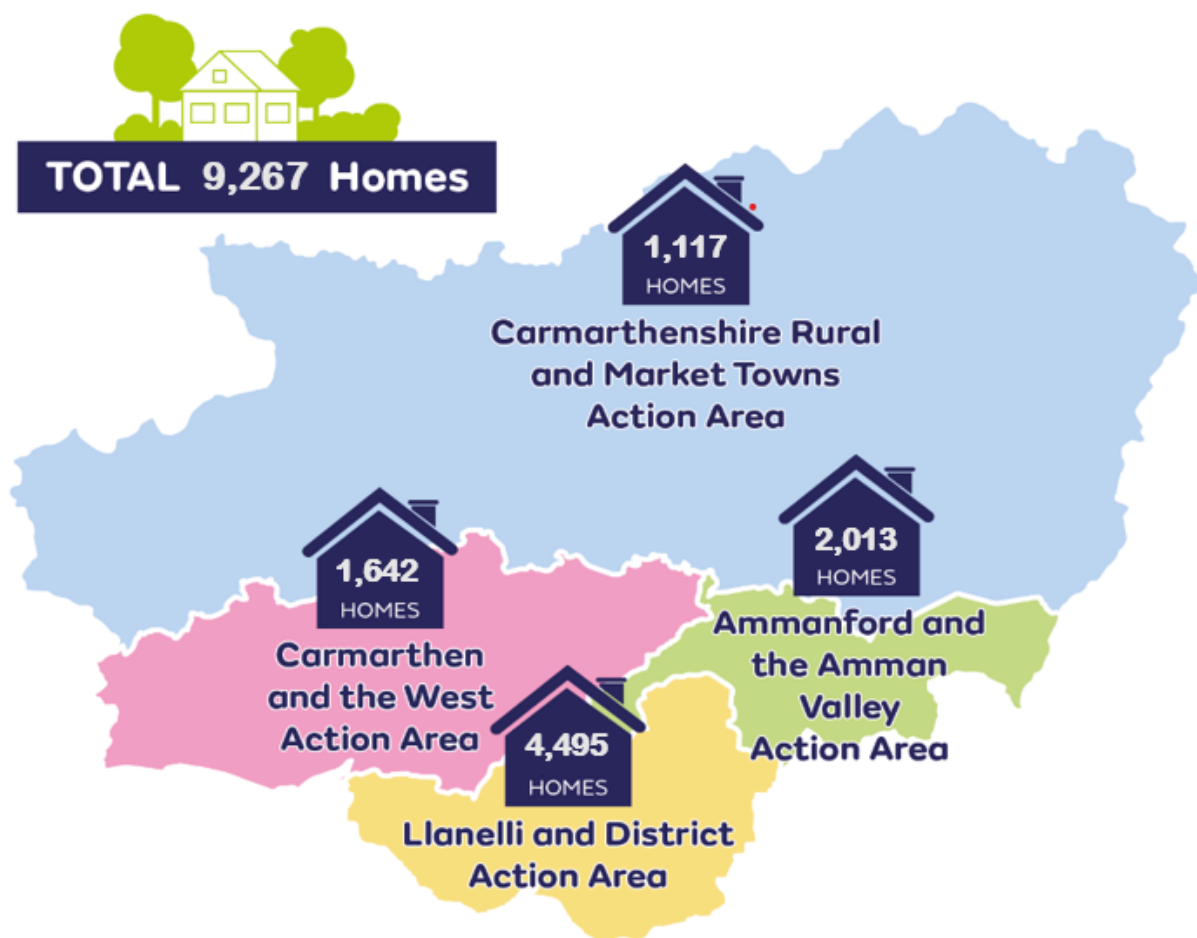


Appendix B: Stock, Tenant and Housing Choice Register Profile

Stock make up

Carmarthenshire County Council's HRA stock (as set out below) comprises 9,267 homes, including 519 sheltered homes, and an additional 211 leasehold homes.

The housing stock comprises 5,160 houses and 2,160 bungalows, with the remainder made up of 1,920 flats (including sheltered), bedsits and maisonettes. The majority of the stock is 2 and 3 bedroom homes.

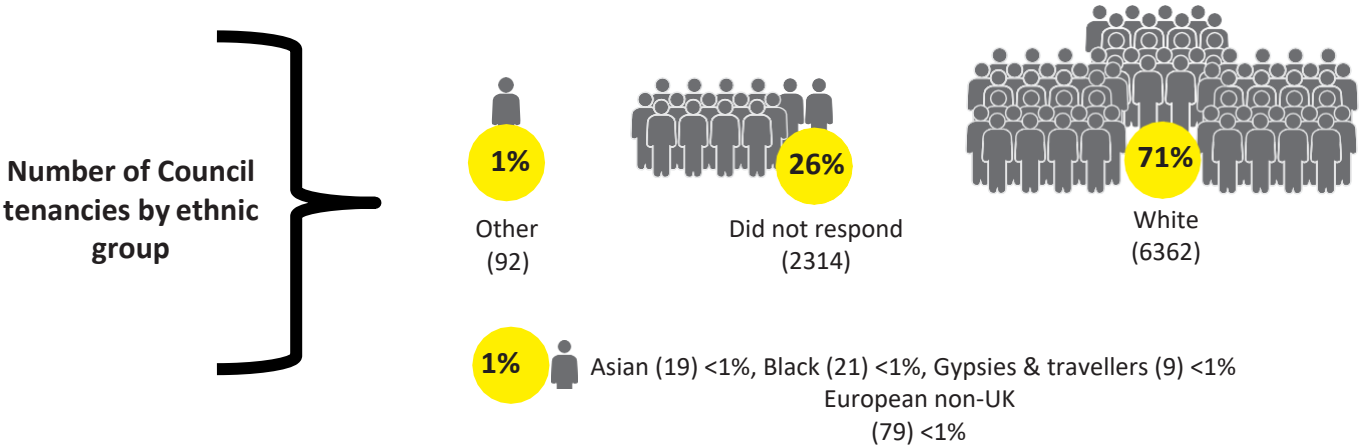
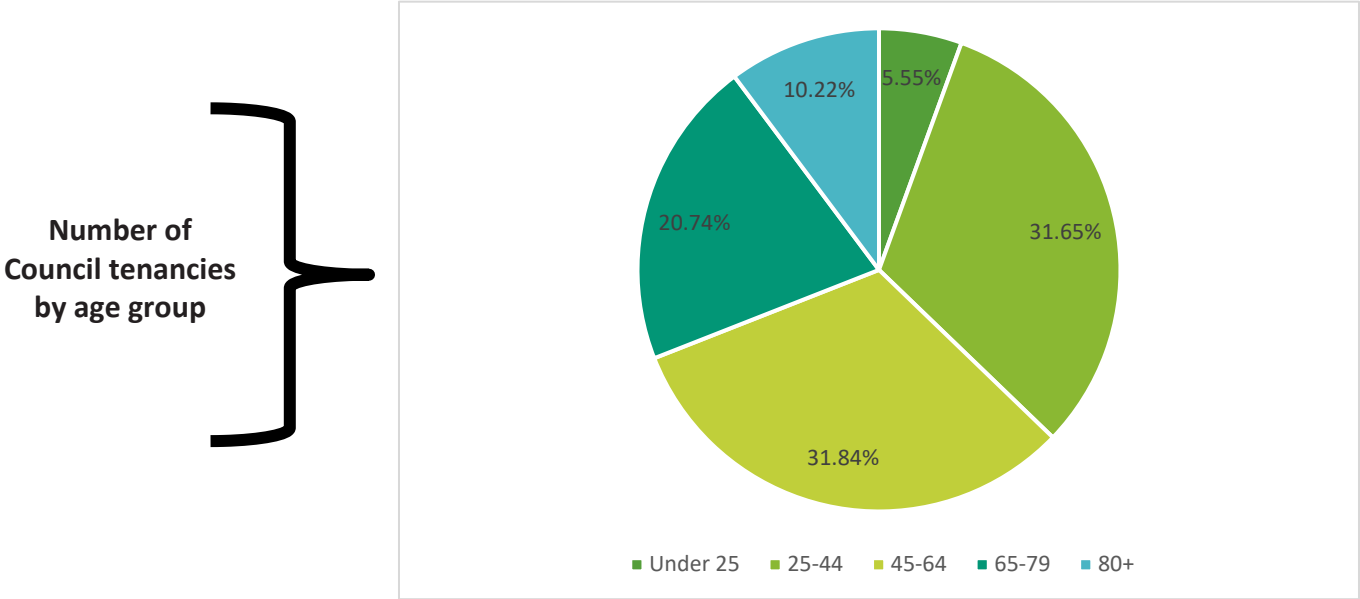


Property Type	Carmarthenshire Rural & MKT Town	Carmarthen & The West	Ammanford & the Amman Valley	Llanelli & District
Bedsit	0	5	0	3
Bungalow	536	497	502	625
Flats (Inc Sheltered)	185	329	511	895
House	396	792	1000	2972
Maisonette	0	19	0	0

Tenant profile

We know that 10% of our lead tenants are aged 80 or over and a further 21% are aged 65 to 79. As a result, 31% of our lead tenants are 65 or above. Only 5.5% of our lead tenants are under 25, the remaining 63% are aged 25 to 65.

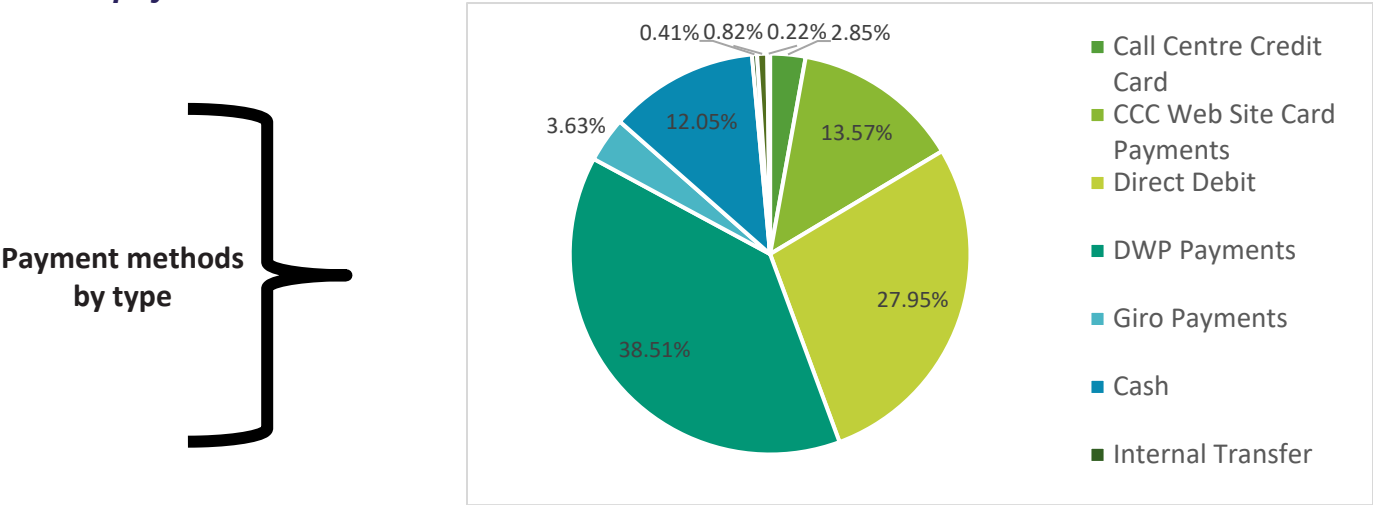
We know that 71% of our lead tenants are white British. A further 26% did not provide information about their ethnic group.



Universal Credit tenant payment profile

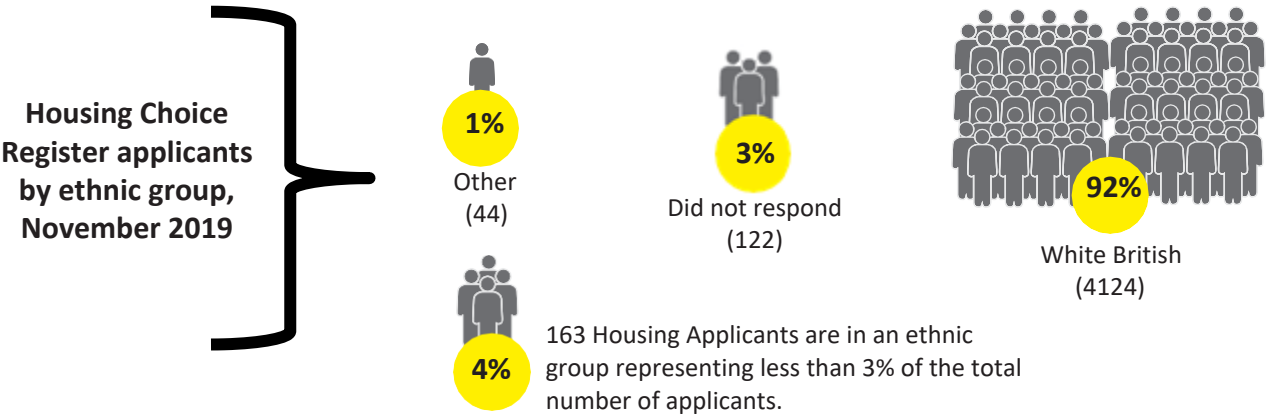
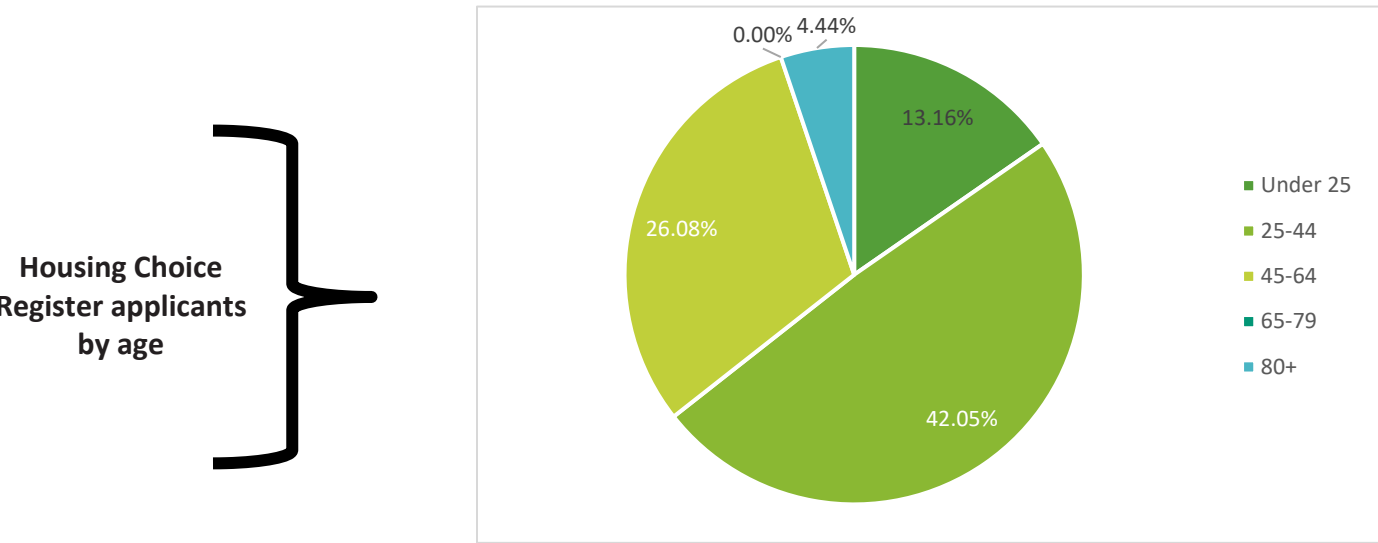
For tenants currently claiming Universal Credit, we know that 28% are paying their rent by direct debit. A further 14% are receiving Universal Credit Payments direct to CCC.

Tenant payment methods

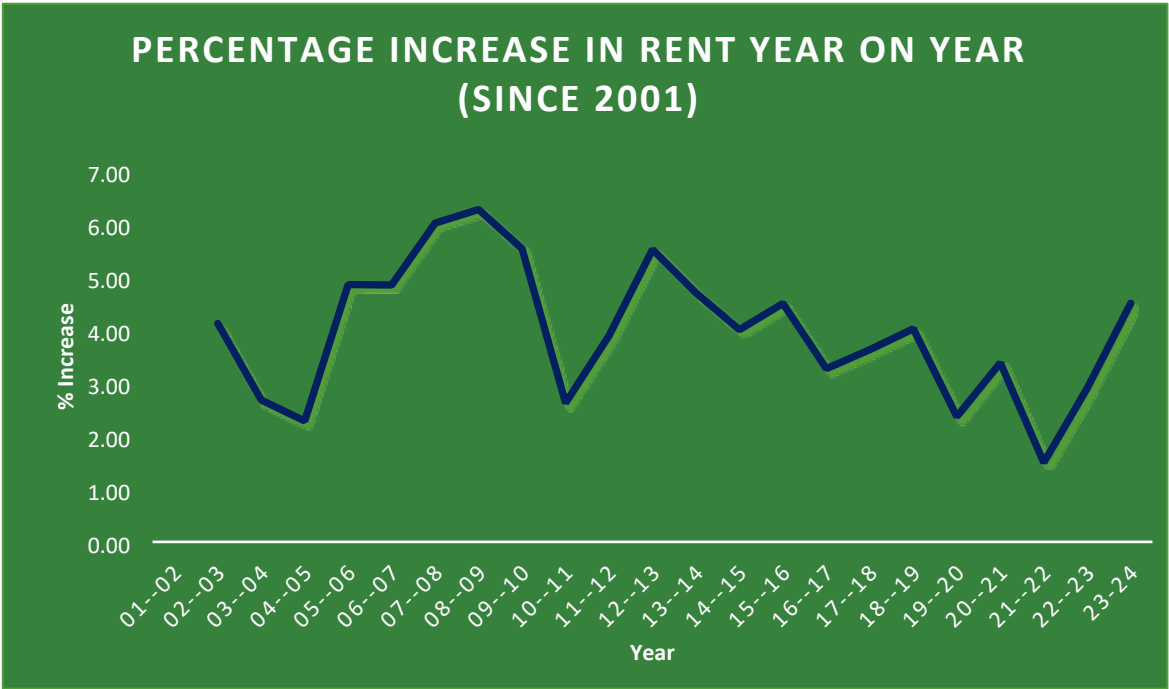


We know that 42% of our lead applicants are aged 25 to 44 with a further 15% aged under 25. 4% are aged 80+ and the remaining 39% are aged 45 to 79. We know that 88% of applicants are white British and a further 1% of our lead applicants did not provide information about their ethnic group.

Housing choice applicants



Rent Increase Profile (Since 2001)



Appendix C: *How Happy Tenants are with the Services we Provide*

Following the Pandemic we have continued to engage with tenants and other stakeholders in a number of ways. We have recently received feedback from a STAR Resident Satisfaction Survey that provided us with an overall summary for how satisfied tenants are with the overall services we provide as a Council.
The results are provided below:



The majority of tenants were satisfied with the quality of their home, however, around one in six were unhappy, and satisfaction had fallen by 4% since 2019. This year the wards with particularly high results for the quality of the home, included in Whitland, Llansteffan, Cynwyl Elfed, Llangunnor, Llanddarog and Glanymor. Conversely, those with significantly lower satisfaction were Carmarthen Town West, Laugharne and Llwynhendy.

The current perception of the rent value for money amongst tenants hadn't changed significantly since the last survey. There is also some correlation between the quality of the homes and value for money. Older tenants were again the most satisfied with value for money. This reflects a wider pattern seen amongst working age tenants, particularly the youngest generations, as they evaluate the rent compared to any other options for affordable housing in the area.

Satisfaction with the repairs and maintenance service was the strongest key driver of overall satisfaction, which is a much more prominent placing than it had been in 2019. This is not a surprise as significant disruption to repairs over the course of the pandemic had undoubtedly influenced tenants perception on how well we perform in this area. As always, there were differences by ward, although in most cases this correlated with the characteristics on the housing stock in those locations. The most obvious variable for overall satisfaction with the service was the age of the property, which again ties this score more closely to issues of ongoing maintenance rather than responsive repairs. That said the majority of tenants that took part were satisfied with the last completed repair.

Our tenants continue to feel that listening to their views and acting on there requests is an important part of the service and should be seen as something that will improve our services. As such, it was positive to find most of the survey respondents were indeed satisfied in response to this question, which was consistent with the national benchmark. At the opposite end of the scale only 12% were actively dissatisfied. We need to continue to uphold the standards for most tenants/ respondents and identify ways to communicate better with those least satisfied and act promptly on their requests. Nevertheless, older tenants were still more likely to say that that the Council was easy to deal with than the rest of the sample group.

Neighbourhood Services

82%

Satisfied with
neighbourhood as a
place to live

57%

Satisfied with the way
the Council deals with
ASB

69%

Satisfied with Grounds
Maintenance

Moving In

81%

Satisfied with the
condition of the home
upon moving in

84%

Satisfied with the
overall moving in
experience

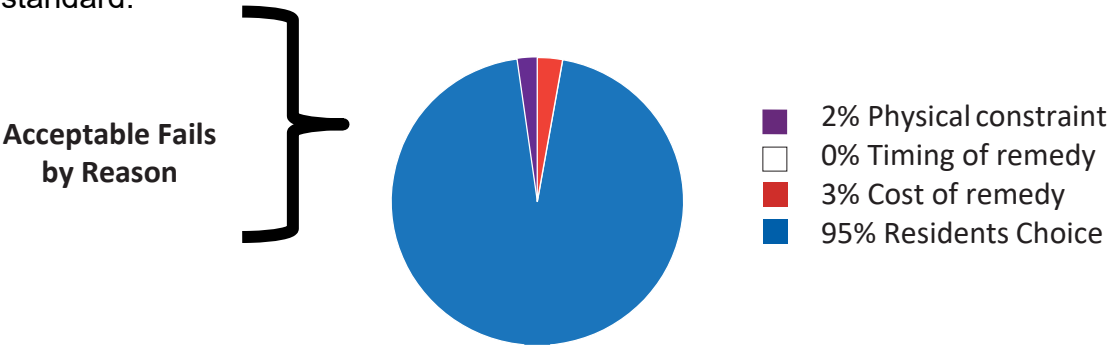
Satisfaction with our neighbourhoods as a place to live had fallen slightly, but is still in keeping with the median for other social landlords. This could be attributed to the Pandemic and residents being confined to their homes during the first lockdown period. Once again, older tenants were generally more satisfied that the younger population and similarly people living in sheltered schemes and bungalows were more satisfied with their surroundings. The predominant reason for this is that older residents are less transient and are likely to have lived in those communities for a considerable time. As expected geography played an important part in tenants perception with rural ward fairing well and other wards like Tyisha had lower satisfaction for their surroundings. Satisfaction with how we deal with ASB is somewhat unchanged from that in 2019. Age continues to be a factor and despite older tenants being more likely to report ASB, they were more satisfied with the resolution and correlates again to the area they live in. There are hotspots of dissatisfaction in some Llanelli Wards which will require further analysis.

Of particular interest to us this year was the experience of new tenants who had needed to move home within the last 18 months since the start of the pandemic. This group comprised a sizeable 19% of the total survey sample, a third of whom were aged under 35, and half under 50. The overall experience was rated positively by the vast majority of this group. However, we must remember that some of the services that we provided over the past 18 months, such as fitted flooring, white goods etc. over and above pre pandemic may have influenced this. Some new tenants were dissatisfied with the condition of the home when they first moved in particularly for pre-war built properties and in certain areas where the experience and condition of their new home was significantly worse than average with some degree of confidence.

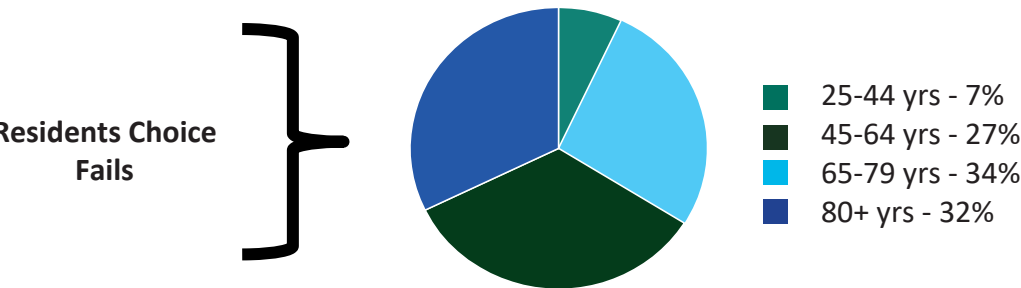
Appendix D: Acceptable Fails

The Welsh Government Outlines ‘acceptable fails’ as a home which meets the standard but has not had all works carried out to make if full compliant. There are different reasons for why these acceptable fails would occur.

Some tenants have chosen not to have the work done (Residents’ choice) because they were happy with their homes, have made their own improvements or some, particularly older tenants, do not want the disruption. This is, by far, the main reason why homes do not currently meet the standard.



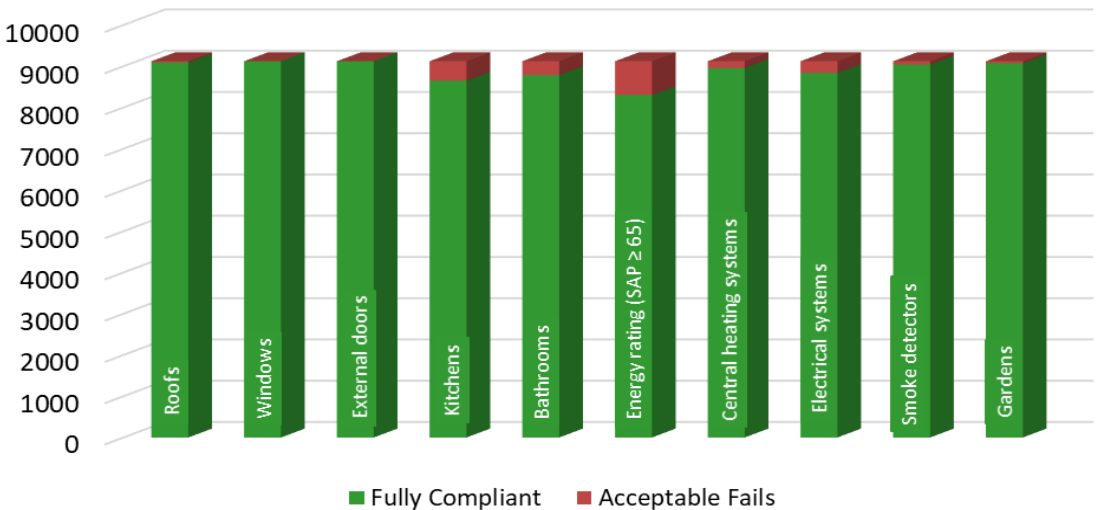
We know that 95% of our acceptable fails are as a result of residents’ choice. The remaining 5% being the cost of the remedy or physical constraints. We also know that 32% of the residents who chose not to have the CHS+ works completed are aged 80 or over and a further 34% are between the age of 65 and 79.



Welsh Housing Quality Standard (WHQS) compliance

The following table set out our achievement of meeting the WHQS in 2015 by components, together with the annual programme to maintain compliance of the WHQS.

WHQS Compliance by Component



Appendix E: Decarbonisation and Affordability

Understanding our housing stock

Over 80% of the housing stocks architype is post-war construction, built between 1945-1990. 26% of those homes are semi-detached houses. We can use this data to inform our decarbonisation programmes and target the housing that represents the majority of our tenants' homes. The homes that have been retrofitted through ORP 1 and ORP 2.1 were selected using this data and will continue to be used for future decarbonisation programmes.

	End terrace	Mid terrace	Semi-detached	Detached	Flat	Total
Pre 1919	0%	1%	0%	0%	0%	1%
1919-1944	2%	3%	7%	0%	1%	13%
1945-1964	3%	3%	26%	0%	6%	38%
1965-1990	8%	8%	14%	0%	13%	43%
Post 1990	1%	0%	2%	0%	2%	5%
Total	14%	15%	49%	0%	22%	100%

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Housing Revenue Account Business Plan 2023-26

Carmarthenshire Housing Investment Programme

Appendix F – Compliance Policy



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1. The purpose....

- 1.1. The purpose of this document is to confirm our approach to achieving and maintaining (and further improving) the Carmarthenshire's housing stock. It takes account of the guidance produced by the Welsh Government in 2015 in terms of compliance and verification.

2. The context....

- 2.1. Carmarthenshire has been committed to providing homes for council tenants that are modern, safe, fuel efficient, situated in well maintained neighbourhoods and are well managed.
- 2.2. In 2006, the Council started its ambitious programme to achieve the Welsh Housing Quality Standard (WHQS) by the end of 2015. We are pleased to say that we have delivered this programme, on time, to homes where tenants have agreed to have the work carried out. Even though these programmes have been delivered, this does not mean the end to us investing in our housing stock. There remains much more to do.
- 2.5 We have acknowledged the importance of strategic asset management in providing the foundation for our investment plans, as well as the central role of supporting tenants and residents in everything we do, is critical to the delivery of the plan. The 2023/26 business plan covers five key themes that have been identified in terms of future investment. These are:

THEME 1 - Supporting Tenants and Residents

THEME 2 - Investing in Homes and our Estates

THEME 3 - Providing More Homes

THEME 4 – Promoting Affordable Warmth and Decarbonising our Housing Stock

THEME 5 - Local Economy, Community Benefits and Procurement

3. Policy statement....

- 3.1. In 2015 we achieved the CHS+ to homes where tenants have agreed to have work completed - well before WG's target of December 2020. This is in line with our agreed assumptions that the standard of our homes will be to the Welsh Housing Quality Standard (WHQS); and replacement programmes will be based on condition, not time.
- 3.2. Tenants tell us that getting repairs done on time and maintaining homes to a good standard is important to them. Maintaining the standard is a statutory duty, and the Council has made a commitment to this by ensuring that all homes will be:
 - in a good state of repair;

- free from damp;
- free from significant condensation;
- structurally stable;
- in safe and attractive environments; and
- suitable for the household.

4. Tenants views...

- 4.1. The commitment and support of our tenants' and Members' continues to be important to us to ensure that we maintain and improve the standards in the future
- 4.2. Tenant and community engagement have always underpinned the delivery of the housing investment programme, but we want to do more. We want to get better by engaging as widely as possible and maximising opportunities to help build stronger communities.
- 4.3. We also believe we should give our tenants the opportunity to influence decisions about their homes, the area they live and ensure the services they receive achieve value for money. A recent tenant satisfaction survey showed the following:

Tenant Satisfaction across the housing sector in Wales ¹						
1,938 tenants took part in the survey- 26% response rate overall. A quarter of the total number of responses was collected online (660), and 47 surveys were completed in Welsh (2%)						
	Housing Assoc.		Voluntary Transfer	Retained Councils		CCC
service	Not available	yet	Not yet available	Not available	yet	77%
repairs and maintenance	Not available	yet	Not yet available	Not available	yet	71%
listening and acting on tenants' views	Not available	yet	Not yet available	Not available	yet	60%
						77%
						66%
						63%

- 4.4. We will evaluate our approach to the way we listen and act on tenant's views. We want to get better by:
 - engaging as widely as possible with tenants, and including those who don't usually take part;
 - keeping in touch with tenants about the repairs that are due to be carried out on their homes. This includes when we will carry out the backlog of repairs that have built up, contractor capacity and market failure;
 - developing our in house team and developing skills and capacity to carryout housing repairs ourselves; and
 - ensuring our tenants have an opportunity to influence decisions about their homes and the area where they live.

This process will be repeated time and time again, so that we continue to improve the service in line with tenants' expectations.

5. Progress and reporting...

- 5.1. As of 31st March 2020, the Council was fully WHQS Compliant having met the standard during 2015 utilising a whole house delivery approach. Some of our housing stock does not meet the standard and are considered acceptable failures. The main reason was due to resident's choice (95%). A small number of properties (5%) were not improved because of physical constraints or the cost of remedy.
- 5.2. The following table sets out our achievement of meeting the WHQS in 2015 by components, together with the annual programme to maintain compliance.

WHQS Compliance by Component



- 5.3. Tenant refusals will be improved by having a rescheduling programme which targets properties when they either become void or whereby an existing tenant who previously refused the works decides to have the work completed.
- 5.4. A small number of properties have fallen out of compliance due to the 'Cost of Remedy' of repairs. An options appraisal will be done on these properties and the Most Satisfactory Course of Action (MSCA) and Net Present Value (NPV) considered.
- 5.5. Future work programmes will be considered in line with the life cycles of components previously upgraded. However, we will be developing a further programme for the following:
- continuing with our roofing & rendering programme;
 - boiler replacements and servicing;
 - maintaining the housing investment programme and standard;
 - retrofitting our homes and making them more energy efficient;
 - improving 'our offer' to older people; and

- building more homes following our commitment set out in the Housing Regeneration and Development Delivery Plan.
- 5.6. We have a robust Governance structure in place which can be found in the Business Plan (Appendix A-E). We report regularly to local members, scrutiny committees, full Council and the Housing Services Advisory Panel (made up of tenants, local members and Council Officers). Progress, good news stories and information is provided to tenants in a quarterly 'Tenant 2 Tenant' newsletter/ magazine and we often engage with TPAS Cymru.

6. Data collection, storage and updating ...

- 6.1. Prior to the CHS an internal asset management database was developed to produce the programme of works. This was populated through an 80% stock condition survey and information received from major works programmes at the time. The remaining property data was modelled giving a high level of accuracy to achieve the WHQS.
- 6.2. We believe that managing housing assets goes beyond just investing in good repair and improvements. Asset management is also about reviewing and potentially changing the asset base to end up with the right accommodation in the right location, supported by excellent, flexible services for our tenants. It must consider quality and value for money, particularly the whole life of a home and how running costs will affect tenants.
- 6.3. By applying an effective asset management strategy to our 9,000 plus homes, it will also enable us to meet our legal requirement of maintaining the housing stock in the future.
- 6.4. We fully recognise that in order to achieve the above we must ensure that:
- the right structures, skills, resources, and capacity are in place and are regularly reviewed;
 - robust stock condition information, data and analysis is in place to drive investment;
 - our data is further enhanced and regularly validated by feedback from all programmed and cyclical repairs, and maintenance activities; and
 - we complete our cost certainty exercise for our overarching 30-year financial plan.
- 6.5. We use two software systems for data collection and modelling. TOTALMobile, is used for job ordering of programmed works, contractor payment and store completion dates. We use the data to forecast future investment requirements as well as our overall 30-year business plan. Also, we use our Housing Management System (OHMS) to collate and store stock compliancy and other asset data such as adaptations. Both systems are legacy systems and we have purchased two new systems which are currently being implemented to manage stock investment. CIVICA CX Assets will replace OHMS functionality and Total Connect will replace TOTALMobile. Both systems will complement each other. This will improve functionality and facilitate more efficient analysis and scenario modelling to inform future investment programmes.

7. Current compliance position...

- 7.1. Annually, Carmarthenshire County Council completes a WHQS return for the Welsh Government which indicates the condition status of the stock at the end of each financial year. Subject to acceptable fails, Carmarthenshire is 100% WHQS compliant. The table below indicates the most up to date stock compliance status:

CCC CHS+ Status	Total Stock (March 2022)	Total Stock %
Assets	9,267	-
Total Fully Compliant	8,320	89.6
Total Acceptable Fails	947	10.4

8. Interpretation and current recording of 'Acceptable Fails'...

- 8.1. We will assess elements of the standard as pass, fail or not applicable. The Council accepts four main reasons for an acceptable fail and follows Welsh Government guidance:

In Line with Welsh Government Guidance, certain aspects for categorising an 'acceptable fail' are open to officer interpretation and therefore each case is reviewed by the responsible officer who will then decide if a property fails to meet the criteria		
Tenants' refusal	choice or	Where a tenant chooses or refuses works that prevents the council from maintaining or improving the house and is recorded as an acceptable fail. All such acceptable fails are reviewed and/ or rescheduled. The asset will be fully refurbished to the appropriate standard at the next available opportunity (void works or through tenants' change of mind). Tenants <u>do not</u> have a choice whether to have smoke or carbon monoxide detectors installed in their homes or to have their boilers serviced.
Physical Constraint		Physical constraint only accounts for a small percentage (2%) of our acceptable fails whilst this doesn't present a significant problem at this stage it could prevent us from maintaining the standard in future. These properties are clearly identified and measures have been put in place to mitigate this at the earliest possible opportunity.
Timing of Remedy		Although this currently does not present a problem for the council, we may in the future defer works to ensure our investment programmes remain efficient, we may also consider combining works to reduce disruption levels for our tenants.
Cost of Remedy		Future investment to support the standard will be based on an assessment of the building(s) and whether it is lettable. Consideration will be given to future lifecycle costs to maintain

compliance. Where it is uneconomical to repair, we will carry out an MSCA assessment to determine its long-term viability.

9. Risk reduction measures

9.1. We will continue to respond to changes in legislation, regulations or other statutory guidance that will make our tenants homes safer. Ensuring that our tenants are safe and healthy within their homes and the environments that they live in is an utmost priority for the Council and we will adopt new, better standards in timely manner. Risk reduction measures that we have recently put in place are:

- approach to fire safety management;
- radon testing programme; and
- serge protection upgrade.

10. Independent verification....

10.1. We believe that we report compliance accurately in achieving and maintaining the WHQS, and we will continue to do so.

10.2. We will also back this up with further verification by:

- demonstrate a clear separation of duties between those reporting compliances and those delivering and enhanced standard of work;
- using internal staff in conjunction with external support to undertake desktop reviews;
- commencing a sample programme of stock condition visits every year;
- asking tenants how they would like to be part of the process of verification;
- use a range of methods to assess compliance including independent collection of data; and
- complying with internal and external audit requirements.

11. Annual financial statement....

11.1. Annually the Council reviews the Housing Revenue Account (HRA) Business Plan which sets out the investment needed to maintain the housing stock investment programmes. The Council has a robust 30-year business plan in place and since April 2015 has become self-financing having exited the Housing Revenue Account Subsidy System (HRAS).

11.2. Our capital investment programme is supported by funding from the Welsh Governments Major Repairs Allowance (MRA), contributions from revenue, capital receipts as well as prudential borrowing. All of these income streams are used to facilitate the capital investment required to sustain our stock as part of our 30-year business plan.

11.3. We will also pursue, where possible, other funding streams and grants to maximise our income that will support and complement the work programmes and/ or services outlined in the Business Plan.

12. Recording community benefits....

12.1. The Council is committed to stimulating the local economy through our housing investment programme.

12.2. Where possible, we will use local contractors from the Minor Works Framework and South West Wales Regional Contract Framework (SWWRF). Not only will this provide value for money, as part of the framework agreement our contractors will provide:

- employment including apprenticeship schemes;
- training;
- working with local school and colleges; and
- non-core community benefits including regeneration schemes.

12.3. We are also committed to developing the skills, training and job opportunities within the Council Services. This includes providing apprenticeships and graduate trainee programmes through Coleg Sir Gar and University of Wales Trinity Saint David.

12.4. We will measure all contracts awarded through the capital investment programme against the Value Wales Measurement Toolkit (or similar).

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COMMUNITIES, HOMES & REGENERATION SCRUTINY COMMITTEE

19TH DECEMBER, 2022

SUBJECT:
**AN ALTERNATIVE OUTDOOR EDUCATION OFFER FOR
CARMARTHENSHIRE**

Purpose:

The purpose of the report is to review Carmarthenshire County Council's current Outdoor Education offer and to explore options for an alternative delivery model within existing resources.

THE SCRUTINY COMMITTEE IS ASKED TO:-

Review and assess the information contained in the summary report and provide any recommendations, comments, or advice to the Cabinet Member and / or Director prior to the report's consideration by Cabinet on the following:

- Retaining and improving an outdoor education offer.
- A new purpose for the service.
- Diversifying the outdoor education offer across the County.
- Delivering a more efficient service, reducing net expenditure over the next 3 years
- Working to a timeline of delivering an alternative offer from Sept 2024

Reasons:

To formulate views for submission to the Cabinet / Council for consideration

- The current outdoor education facilities at Pendine have reached the end of their life.
- It is recognised that there is no County Council Capital funding available to replace the existing provision.
- The need to deliver more efficient services with reducing revenue resources

CABINET MEMBER PORTFOLIO HOLDER:-

Cllr. G. John (Cabinet Member for Regeneration, Leisure, Culture and Tourism)

Directorate:
Communities

Designations:

Head of Leisure

Email address:

**Name of Head of Service/
Report Author:**
Ian Jones

IJones@carmarthenshire.gov.uk

EXECUTIVE SUMMARY

AN ALTERNATIVE OUTDOOR EDUCATION OFFER FOR CARMARTHENSHIRE

Executive Summary

The current outdoor education offer at Pendine must be re-considered as the built facilities there have reached the end of their life. It is recognised that there is no County Council Capital funding available to replace the existing provision.

The current service operates with an annual net controllable budget of £181k, with proposals to deliver efficiency savings over the next 3 years.

Following consultation with Education colleagues, Carmarthenshire Schools, and previous Scrutiny Committees, it has been established that there continues to be value in the service and thus **a new purpose has been proposed redefined as follows:**

- To deliver **high quality, challenging, outdoor education opportunities**, primarily to Carmarthenshire pupils, aligned to the new curriculum.
- To provide a **range of residential opportunities** for children to develop their social and emotional intelligence skill whilst experiencing being away from home.
- To **deliver high quality outdoor education opportunities at a range of outdoor recreation sites and settings**, including at schools.
- To consider wider, possibly **commercial opportunities** that will help grow and sustain the Outdoor Education offer across the County of Carmarthenshire.

A range of alternative options are being explored and considered, including:

- **Making best use of alternative resources / facilities / providers**
- **An online, mobile, and fixed base offer**
- **Combining an education offer with a commercial offer to maximise usage year-round, and to reduce net costs**

Alternative option:

Cease providing the service. Potential revenue saving of £181k, set against loss of residential outdoor activity for young people across Carmarthenshire, where for some of these children this is their first and possibly only opportunity to stay away from home.

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: **Ian Jones** **Head of Leisure**

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

1. Policy

- Not a statutory requirement to provide the service, however, new curriculum supports outdoor learning and proposed model / outcomes

3. Finance

- Capital: Potential capital receipt from disposal or re-purposing of current assets, which could be re-invested back into re-modelled service. Any additional capital funding would need to be sourced via external grant funding or via Invest to Save bids.
- Revenue: Re-modelling has to be based on a more sustainable operating model reducing net costs and delivering efficiencies.

7. Physical Assets

- The poor condition of the buildings at POEC is well documented, with estimates (pre-covid) provided at circa £5-6m to re-furbish the accommodation cabins and main hall / cafeteria – these costs are more likely to be £7-8m by now.

**CABINET MEMBER 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	File Ref No.	Locations that the papers are available for public inspection

Agenda Item 7

Communities, Homes and Regeneration Scrutiny Committee 19 December 2022

CARMARTHENSHIRE COUNTY COUNCIL'S ANNUAL REPORT FOR 2021/22

To consider and comment on the following issues:

The Council's draft Annual Report.

Reasons:

- Under the Well-being of Future Generations (Wales) Act 2015 we are required to publish an Annual Report on our Well-being Objectives.
- Under the Local Government and Elections Act (Wales) 2021 we have a duty to report on performance, based, on a self-assessment approach
- This report meets both these requirements in one document.

To be referred to the Cabinet / Council for decision

Cabinet: Yes

County Council: YES

CABINET MEMBER PORTFOLIO HOLDER:-

Corporate Overview:

Cabinet Member for Organisation and Workforce - Cllr Philip Hughes

Well-Being Objective Portfolio Holders:

Cllr Gareth John; Cllr Linda Evans; Cllr Ann Davies

Directorates:

Chief Executive / Communities

Names of Heads of Service:

Noelwyn Daniel

Jason Jones

Ian Jones

Jonathan Morgan

Report Author:

Rob James

Silvana Sauro

Designations:

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Head of Regeneration

Head of Leisure

Head of Homes & Safer Communities

Strategic Performance Manager

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Communities, Homes and Regeneration Scrutiny Committee

19 December 2022

CARMARTHENSHIRE COUNTY COUNCIL'S ANNUAL REPORT FOR 2020/21

The following sections within the document are **relevant to Community, Homes & Regeneration Scrutiny**:

Annual Report Sections and Well-being Objectives (WBO)	Cabinet Portfolio	Cabinet Member responsible
Introduction	Cabinet Member for Organisation and Workforce	Cllr Philip Hughes
WBO 2. Help children live healthy lifestyles	Cabinet Member for Regeneration, Leisure, Culture and Tourism	Cllr Gareth John
WBO 4. Tackling Poverty	Deputy Leader and Cabinet Member for Homes	Cllr Linda Evans
WBO 5. Creating more jobs and growth throughout the county	Cabinet Member for Regeneration, Leisure, Culture and Tourism	Cllr Gareth John
WBO 6. Increase the availability of rented and affordable homes	Deputy Leader and Cabinet Member for Homes	Cllr Linda Evans
WBO 7. Help people live healthy lives (tackling risky behaviour and obesity)	Cabinet Member for Regeneration, Leisure, Culture and Tourism	Cllr Gareth John
WBO 10. Look after the environment (Re Planning Policy)	Cabinet Member for Rural Affairs and Planning Policy	Cllr Ann Davies
WBO 12. Promoting Welsh language and Culture	Cabinet Member for Regeneration, Leisure, Culture and Tourism	Cllr Gareth John
Appendices	All	

- The Annual Report starts with an overview of our COVID-19 response and outlines some key impacts, challenges and learning.
- The Annual Report then looks in turn at each of our 13 Well-being Objectives and assesses the progress and adaptations that have been made during this difficult year.
- Appendices
 1. a) Statutory Requirements –
b) How our Well-being Objectives contribute to the national Well-being Goals
 2. Success measures for our Well-being Objectives
 3. National Survey for Wales 2021/22 – Carmarthenshire results
 4. Regulatory reports issued during 2021/22
 5. The extent to which we meet 'performance requirements'
 - a. Departmental analysis
 - b. The Council's response to the COVID-19 pandemic-unplanned transformation
 - c. Consultation on 'performance requirements'
- Under the Well-being of Future Generations (Wales) Act 2015 we are required to publish an Annual Report on our Well-being Objectives.
- Under the Local Government and Elections Act (Wales) 2021 we have a duty to report on performance-based on a self-assessment approach.
The Local Government and Elections (Wales) Act 2021 requires that a Council must produce a self-assessment report in respect of each financial year. The report must set out its conclusions on the extent to which it met the performance requirements during that financial year, and any actions it intends to take, or has already taken, to increase the extent to which it is meeting the performance requirements. The performance requirements are the extent to which:
 - *we are exercising our functions effectively.*
 - *we are using our resources economically, efficiently and effectively.*
 - *our governance is effective for securing the above.*
- We also have a duty to consult on the extent to which we meet our performance requirements.
- This report aims to meet these requirements within one document.

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

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

Signed:

Noelwyn Daniel, Head of ICT & Corporate Policy

Jason Jones, Head of Regeneration

Ian Jones, Head of Leisure

Jonathan Morgan, Head of Homes & Safer Communities

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

1. Policy, Crime & Disorder and Equalities

Well-being of Future Generations (Wales) Act 2015

To comply with the Well-being of Future Generations (WbFG) Act 2015, we must (in carrying out sustainable development):	
<ul style="list-style-type: none"> Set and publish well-being objectives 	Corporate Strategy update was published in June 2019, and further updated in May 2021.
<ul style="list-style-type: none"> Take all reasonable steps to meet those objectives 	
<ul style="list-style-type: none"> Publish a statement about well-being objectives 	
<ul style="list-style-type: none"> Publish an annual report of progress 	This will be accomplished by the enclosed Annual Report

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

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

Local Government and Elections Act (Wales) 2021

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.

The Local Government and Elections (Wales) Act 2021 requires that a Council must produce a self-assessment report in respect of each financial year. The report must set out its conclusions on the extent to which it met the performance requirements during that financial year, and any actions it intends to take, or has already taken, to increase the extent to which it is meeting the performance requirements

The performance requirements are the extent to which:

- we are exercising our functions effectively.
- we are using our resources economically, efficiently and effectively.
- our governance is effective for securing the above.

2. Legal

The requirement to publish a forward-looking Improvement Plan by the end of June and an Annual Report by the end of October no longer applies.

- *The Local Government and Elections (Wales) Act 2021 (“the Act”) replaces the current improvement duty for councils set out in the Local Government (Wales) Measure 2009* para

1.2 Statutory guidance on the Local Government and Elections (Wales) act 2021

The new Act sets a duty to report on performance through self-assessment. It provides that a council must produce a self-assessment report in respect of each financial year. The report should be made as soon as reasonably practicable after the financial year to which it relates. However, it is for the council to determine when exactly to do this to best align with its own corporate arrangements. Para 2.28.

The Well-being of Future Generations (Wales) Act 2015 requires that Annual Reports must be published as soon as possible, but no later than March 31st

It is up to Carmarthenshire County Council when it publishes its Annual Report on 2021/22 so long as it is before March 31st 2023. Though it should be as soon as reasonably practicable.

The requirement to produce a self-assessment report is one for the full council or its executive (as a council may determine). Councils will be required to involve a wide range of stakeholders and local people in its self-assessment. In addition, involving members from controlling and opposition groups.

Scrutiny committees are a key part of offering constructive challenge to how a council is performing and how it organises itself in the delivery of sustainable services.

‘Scrutiny committees, as well as internal audit, will be a key part of a council’s self-assessment, and the council should determine and agree how best to involve their scrutiny committees in the self-assessment process itself, not just in considering the outcomes of any self-assessment’.

The self-assessment report must be published within four weeks of it being finalised and approved in accordance with the council’s agreed processes.

This is the first year that we are reporting under the duties of Local Government and Elections (Wales) Act 2021.

[Part 6 of the Act outlines new duties in respect of Performance and Governance of Principal Councils.](#)

Note: Governance and Audit Committee must receive the Annual Report and its feedback considered.

3. Finance

Well-being Objective 13 – Better Governance and Use of Resources covers financial matters.

CONSULTATIONS

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

Signed:

Noelwyn Daniel, Head of ICT & Corporate Policy

Jason Jones, Head of Regeneration

Ian Jones, Head of Leisure

Jonathan Morgan, Head of Homes & Safer Communities

1. Scrutiny Committee

Scrutiny Committee	Other	Date
Corporate, Performance and Resources		19.10.22
	Governance and Audit Cttee.	21.10.22
Communities, Homes and Regen		19.12.22
Place, Sustainability and Climate Change		24.11.22
Health and Social Services		29.11.22
Education Young People & Welsh Language		01.12.22

2. Local Member(s)

NA

3. Community / Town Council

NA

4. Relevant Partners

NA

5. Staff Side Representatives and other Organisations

NA

All Departments have been consulted and have had the opportunity to provide comments on their performance and progress.

As part of the duty to consult on performance a mini-residents survey, staff survey, Trade Unions survey and business survey has been conducted. The summary findings are presented as part of this final annual report (See Appendix 5c) and further detailed reports and action plans will be prepared in response to the findings.

**CABINET PORTFOLIO HOLDER(S)
AWARE/CONSULTED**

YES

Cllr. Philip Hughes as Cabinet Member with responsibility for performance management has the overall lead for the report however it references the work of all Cabinet portfolio holders.

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

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

THESE ARE DETAILED BELOW

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Well-being of Future Generations (Wales) Act 2015		https://gov.wales/well-being-of-future-generations-wales
Local Government and Elections (Wales) Act 2021		Part 6 of the Act outlines new duties in respect of Performance and Governance of Principal Councils

Moving Forward in Carmarthenshire

ANNUAL REPORT for 2021/2022

on the Council's Corporate Strategy 2018-2023

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

October 2022



Welcome from the Leader of the Council to our Annual Report for 2021-2022

In writing this introduction I have taken the opportunity to review our year and to look back over our performance and achievements over the last few years. As the new Leader of Carmarthenshire County Council, I appreciate that I have solid foundations to continue to build on, but these past few years have been very challenging, and at the time of writing there are significant challenges ahead. For me, 2021/2022 is the year that marks the tail end of the pandemic and the beginning of the cost-of-living crisis. Despite the challenges, we made great strides in many areas including recovery and regeneration, we made plans for our children's future education, built more homes, and continued to work towards becoming a net zero carbon local authority by 2030.

Early in the pandemic we understood that alongside facing the day-to-day challenges, we needed to put in place a recovery plan. We saw opportunities and found new ambitions that could secure our future development and growth. We presented a comprehensive recovery plan to get Carmarthenshire back on its journey of growth, and set out priorities for supporting businesses, people, and communities. We have continued to work on that plan and during the year we have seen other opportunities for growth. Key to the plan is supporting the county's foundational economy and supporting local people to grow skills and talent in targeted areas so that there is a strong and resilient local workforce. Going forward it is more important than ever that we are able to help ourselves and support local businesses.

We have continued to look at town centre recovery plans for Ammanford, Llanelli and Carmarthen as well as our ten towns initiative, continuing to drive forward an agenda for change for each of the identified towns and their wider communities.

This year, we launched an ambitious ten-year strategy outlining our future vision for education. The plan sets out the council's aspirations for learners and staff for the next 10 years. The strategy aims to build on the good work that has been carried out to date to deliver consistently excellent outcomes for all learners.

We found out in Autumn 2021 that the Tywi Valley Cycle Path project had been awarded £16.7million as part of the UK Government's new Levelling Up fund. We have been campaigning to get the path underway for quite a few years and it is great to see another ambition being developed. The Tywi Valley Path project will create a 20km off-road walking and cycling route linking Carmarthen to Llandeilo, running alongside the River Tywi through stunning scenery which takes in castles, country parks and historical estates as well as attractions including the National Botanic Gardens of Wales and Aberglasney Gardens.

Another of our projects which received funding through the levelling up fund was the creation of Carmarthen Hwb. This project brings the former Debenhams store back to life as a central hub that will pull together a range of key public services under one roof, providing convenient access and a space for people to relax and enjoy. Still in the early stages of development, the exciting venture could feature a state-of-the-art leisure, culture and exhibition space alongside health and educational facilities, tourist information, customer services and more.

As I mentioned earlier, we have been able to grow despite the challenges of the pandemic but now we face the challenges of the cost-of-living crisis. We are facing uncertain times and I am not in any doubt that the next few years will be difficult, but we have built strong foundations and as always, we will look to pull together and find a way forward.



Council Leader
Cllr. Darren Price

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

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COVID-19 AND RECOVERY

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

START WELL



CHILDREN AND SCHOOLS

The last twelve months, due to COVID-19, have continued to be challenging for all services. However, we continued working through the recovery phase as one Education and Children's Services team, to ensure that our children and young people were successfully supported to access their education and all the services they required.

The Department coordinated plans to sustain schools and learners through lockdowns via an amended national curriculum. The programme emanated early on, following vital multi-disciplinary input from across departmental teams, focussing on the wellbeing of learners and re-engagement in learning.

All schools have utilised their delegated Recruit, Recover and Raise standards grant funding to support learners. School leaders have discussed the focus and impact of this funding with their Educational Support Adviser, focussing on the additional support and provision they are able to provide for learners and their families, including those who are most vulnerable, utilising this grant.

We have continued to ensure that schools are COVID-19 safe environments including supporting School Leaders with updating Risk Assessments, ensuring adherence to changing Health and Safety guidance. We have also continued to provide enhanced cleaning and provided additional resource such as air filters as required.

Whilst children's services continued throughout lockdown to ensure the safeguarding of children and young people, the work adapted in accordance with social distancing arrangements. This year has been even more challenging due to COVID-19, placing significant pressures on families and leading to an increase in demand for our services. The number of Contacts to the department has increased to 11,379 as compared to 9,498 last year. This increase coupled with staff absence due to COVID-19 and sickness, COVID-19 restrictions and recruitment difficulties have all been additional challenges placing increased pressures on childcare teams. However, despite this, workers have been inventive in finding meaningful and innovative ways of carrying out direct work with children and families and services have continued to perform well. 90.2% of all new assessments have been completed within statutory timescales.

The Inclusion Team has continued to deliver all service areas throughout the COVID-19 period. Methods of delivery have been modified following consultation with families, schools, Education and Child Psychologist Service and Health ensuring all best endeavours are undertaken to continue to deliver statutory processes and support services.

New on-line application processes have been introduced for both Free School Meals and Pupil Development Grant Access which provides a far better service to our residents. The continuation of Free School Meal payments has been challenging.

LIVE WELL



ECONOMY

Carmarthenshire's economy has been significantly impacted by the COVID-19 pandemic and Brexit. To gain an informed understanding of the position in Carmarthenshire, we engaged with over 1,000 businesses to gather evidence on the impact of the pandemic on our businesses, unemployment and our rural and primary town economies. This assisted us to put in place a clear [Economic Recovery Plan](#) (we were first in Wales to do so) with an immediate priority focus on protecting jobs and supporting our small and medium enterprises (SMEs) to upscale.

Businesses have done well to 'bounce back' – restrictions imposed on businesses created a range of operational challenges which hampered income generation and productivity. Consumer demand and changing consumer spending practices were a significant concern but financial interventions and support provided by the Council have assisted businesses to operate and diversify in a post-lockdown economy which was

complemented by a campaign to think and buy local through the '100% Sir Gâr' initiative.

What have we delivered?

More than 1,100 jobs have already been created and over 700 jobs safeguarded.

We have delivered over £66 million COVID-19 Business Recovery Funds on behalf of the Welsh Government

We have awarded contracts to local businesses, providing skilled work opportunities in the local economy and safeguarding jobs.

We have successfully delivered six jobs' fairs in each of the primary towns, to support sectors experiencing acute recruitment challenges.

We have engaged with well over 3,200 local businesses and provided just under 900 people with training support.

We will also continue to address the longer-term challenges that constrain growth in Carmarthenshire including low productivity and wages, skills deficits, too few businesses scaling up and the need for investment in modern business infrastructure and premises. *We will support Carmarthenshire's economy to recover as quickly as possible to become one that is more productive than before, more equal, greener and with more sustainable communities.*

AGE WELL



SOCIAL CARE

From a social care perspective, managing the challenges that the pandemic has created has become very much business as usual over the last year. The success of the vaccination programme and the associated very high level of take up by vulnerable adults and social care staff has meant that the impact of community transmission has been very different. With the exception of one isolated incident in the summer, clusters of cases in care homes have become more routine to manage and whilst COVID-19 has still contributed to staff absence, they have returned to work much quicker on the basis that more often than not they are well enough to return to the work at the end of the isolation period. COVID-19 has therefore become something for us to manage on a proactive basis, rather than constantly needing to respond to emergency and different issues on a reactive basis. As a consequence of the above, we have had the opportunity to focus more on our core business and look at how

we develop and shape our services so that they are fit for the future.

Our biggest challenge however has come from the significant recruitment and retention issues we are experiencing both in terms of a qualified social work and non-qualified social care workforce. There are insufficient qualified social workers and non-qualified care staff in the job market to fill all of the vacancies in the county, and we are competing with neighbouring public sector agencies and independent sector

providers in the same limited workforce pool. This position is echoed nationally, and as a consequence, we have had insufficient social workers available to assess all those who need assessments as quickly as we might like as well as support vulnerable people. In addition, we have had insufficient workforce available to provide all of the care that is needed. People are therefore having to wait longer for assessment than we would like, and we are having to prioritise those most in need of support. This means that there is a significant risk that people are not getting the help they need as quickly as they need it, and we are having to effectively manage that risk to keep people safe.

HEALTHY, SAFE AND PROSPEROUS ENVIRONMENT



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

As a consequence of lockdown there was an improvement in Air Quality during the year because of the reduction of road vehicle movements. The main pollutant of concern for Carmarthenshire is Nitrogen Dioxide (NO₂). Waste and recycling collections were crucial to public and environmental health during the COVID-19 crisis, and waste workers were deemed 'key workers' by the Government and continued to carry out essential services during the epidemic. The full range of waste collection services at the kerbside continued throughout the pandemic, despite some of the logistical and resource challenges brought about by COVID-19 at times; this was testimony to the commitment and determination of all the teams involved in

ensuring these important services continued. This was clearly appreciated by our residents.

We have seen an increased challenge with retaining and recruiting staff in several service areas across the department especially where certain expertise is required and this reflects the position Nationally. There are clearly opportunities arising from lessons learnt during the pandemic for us to look at re-shaping our service delivery models and ensure we continue to drive forward digital transformation to meet the increasing demands of the public.

GOVERNANCE



As a result of the COVID-19 pandemic, and new rules relaxing the requirements around the way meetings are held, Carmarthenshire's Democratic Process has changed significantly since June 2020 with all meetings currently being held virtually. This is the same for officers who are office based. As we move into 2022/23, and as COVID-19 rules allow, we anticipate moving to hybrid meetings, whereby some members will attend meetings physically and others remotely, with the public also being able to attend physically or remotely. We already have the systems in place ready for that move.

Information Technology

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

The use of technology, and especially the use of Microsoft Teams, has been a vital component of the Council's response to the pandemic, and is helping to support the adoption of a far more dynamic and productive way of working. It has facilitated improved communication and team working at a local, regional, and national level. It has increased productivity, reduced the amount of travel and therefore carbon emissions and increased flexibility access to information and learning.

Agile and Hybrid working, is more productive and will reduce our accommodation costs and the amount of time we spend travelling and commuting and this will go a long way in supporting our aim in becoming carbon neutral. To support our high streets and help increase footfall we are reviewing how we use our town centre buildings and plan to create spaces that our staff can use to do their work and meet with colleagues. All public sector organisations are facing similar challenges. We want to work with our public sector partners to share the facilities we all have. This approach will allow us to increase the accommodation options available to our staff whilst reducing the buildings we run ourselves. This will provide us with an opportunity to achieve better value for money from our existing or new town centre facilities. Welsh Government is encouraging an increase in multi-located working and has set a long-term ambition for 30% of the Welsh workforce to work at or closer to home. This ambition is intended to help reduce congestion and cut carbon emission.

We currently have over 40 transactional services available to the public online developed over the past 5 years and over the previous Digital Transformation Strategy 2018-2021. Over the past two years in particular, we have had to rapidly and quickly implement and develop solutions in response to the pandemic, cost of living and Ukraine. We have an ongoing programme to introduce more on-line services.

Workforce

COVID-19 continued to present challenges for our workforce during 2021. However, our employees continued to step up to deliver the best possible services, with almost a thousand employees prepared to retrain and step in and help their colleagues, doing very different jobs in a positive and highly supportive manner. Feedback from Carmarthenshire's residents has been extremely positive.

2022 will see the lifting of all restrictions and our workforce will start to see a return to a "new" normal way of working having learnt much from the pandemic. Our Transformation programme will support our workforce and continue to look at ways to improve services by reducing waste, saving money whilst at the same time helping our staff to work in smarter ways.

Staff saw changes in their personal and working lives during the pandemic and we want to use that learning to make sure we build on what has worked well, and address any challenges they might have faced, to improve their working lives.



We also want to make sure that all staff have the skills and support needed to do their jobs. This is about all our staff, whether working out of an office or working in our communities, the aim is to make working lives better.

The health and well-being of our staff continues to be a key priority for us. To support the financial well-being of our workforce, particularly as the cost-of-living crisis hit, we launched a new Staff Rewards scheme during 2021 that gives all our staff access to hundreds of offers and discounts with national and local retailers. We will continue to develop initiatives that prioritise the health and well-being of our workforce. We will also need to develop a new workforce strategy that addresses the recruitment and retention of staff in key areas as well as support the development of skills required to work in a post covid world.

INTRODUCTION TO OUR ANNUAL REPORT

This Annual Report is produced by the Council because we believe we should provide comprehensive and balanced information to the public about our services, so that they can see how we are performing and the challenges we are facing. It is also a statutory duty under the Local Government and Elections Act (Wales) 2021 and the Well-being of Future Generations Act 2015 (*See Appendix 1*).

This annual report and self-assessment addresses two legal duties:

 Well-being of Future Generations Act (Wales) 2015		Local Government and Elections Act (Wales) 2021 	
Requirement	How we meet our statutory obligations		Requirement
Demonstrate the extent to which well-being objectives are contributing to the achievement of the well-being goals	This will be outlined in the Annual Report for each Well-being Objective and outlined in Appendix 1b	<p>Addressed in the enclosed progress report for each Well-being Objective. Starting with an assessment judgement and backed by success measure evidence and progress made, triangulating evidence to support the assessment.</p> <p>Identifying in case studies 'Is anyone better off'</p>	<p>The Act requires each council in Wales to keep under review, through self-assessment, the extent to which it is meeting the 3 '<u>performance requirements</u>', that is the extent to which:</p> <ol style="list-style-type: none"> 1. It is exercising its functions effectively 2. It is using its resources economically, efficiently, and effectively 3. Its governance is effective for securing the above
Take all reasonable steps to meet their well-being objectives	We set out steps for each Well-being Objective (WBO) with targets and actions. Progress on these commitments is provided in each WBO		
Demonstrate well-being objectives are consistent with the sustainable development principle	We include a Case Study within each Well-being Objective		
		Our Annual Governance Statement will support this	
		See summary judgements for each Well-being objective	Conclusions as to the extent to which the performance requirements were met during that financial year
	Each Well-being Objective concludes with an Action Plan		Any actions to be taken, or that have already been taken, to increase the extent to which performance requirements will be met

Our Approach to self-assessment is via our Well-being Objectives

Using well-being objectives to frame the self-assessment enables the Council to integrate the reporting requirements of both the Local Government & Elections (Wales) Act and the Well-being of Future Generations (Wales) Act into a single report.

This approach provides the context within which we exercise our functions, use resources, and ensure governance is effective:

- It ensures the self-assessment is strategic, focusing on the organisation, rather than individual services and on the extent to which the Council is achieving its well-being objectives and intended outcomes.
- It allows us to reflect at a strategic level on how all our functions (including corporate activities) are contributing to the achievement of our well-being objectives, how we are operating and what action we need to take to improve further and continue to provide effective services now and for the long-term.
- Using well-being objectives as the overarching framework encourages a more holistic view of Council performance, recognising that many services 'join-up' and contribute to one or more wellbeing objective.
- We continue to manage individual service performance via Divisional and Departmental Business Plans.

Managing Performance in Carmarthenshire County Council

Our Performance Management Framework is based on a Plan/Do/Review cycle and we have strengthened it to enhance self-assessment and will develop it further to reflect the expectations of the Act and statutory guidance.

Our Performance Management Framework - 'Wedding Cake'



Improvements made during 2021/22

See *Appendix 1b* to see how our Well-being Objectives are contributing to the National Goals

We strengthened our quarterly monitoring of our Corporate Strategy with dedicated senior officer performance meetings and more integrated performance information on resources and performance

① See Well-being Objective 13 on *Better Governance and Use of Resources*.

We have also set up a *Data Insight* team to strengthen informed decision making.

To ensure our functions are effective we introduced new Engagement and Assurance Peer sessions to ensure effective support, challenge and assessment of business plans to help provide corporate oversight were introduced.

Recognise/Grow/Together

Individual officers identify how they contribute to the above and have a voice.

Governance

We have also revamped our approach to the Annual Governance Statement. In previous years we outlined what arrangements were in place but for 2021/22 we considered how well are these arrangements doing, how do we know and how can we improve?

Annual Governance Statement

GOVERNANCE ISSUES ACTION PLAN			
ISSUE REF	NEW GOVERNANCE ISSUES IDENTIFIED IN THIS YEAR'S ANNUAL GOVERNANCE STATEMENT		
	ACTION	RESPONSIBLE OFFICER	TARGET DATE
AGS 2021/22 No.1	Develop recruitment strategy and workforce plan alongside implementation of new recruitment software to ensure recruitment service can be streamlined and maintained.	People Services Manager	March 2023
AGS 2021/22 No.2	Set up governance group to oversee development of Reward and Benefit hub	People Services Manager	May/June 2022
AGS 2021/22 No. 3	Review employment safeguarding framework and develop training programme for recruiting managers	People Services Manager	March 2023

Working with Partners

Swansea Bay City Deal

The Swansea Bay City Deal is an unprecedented investment of up to £1.3 billion across a portfolio of nine headline projects and programmes delivering a total of 35 individual projects throughout the counties of Swansea, Carmarthenshire, Neath Port Talbot and Pembrokeshire.

Aligned to three themes of economic acceleration, energy and smart manufacturing, and life science and well-being, the financial year began with five of the nine business cases being approved by the Welsh Government and the UK Government - Yr Egin, Swansea City & Waterfront Digital District, Pembroke Dock Marine, Pentre Awel and Digital Infrastructure. Within nine months, the remaining four business cases were all approved – Homes as Power Stations, Supporting Innovation and Low Carbon Growth, Skills & Talent and Campuses. This represented a significant milestone for the City Deal in December 2021, with the entire portfolio reaching delivery stage, the First of the Welsh City and Growth Deals to achieve this milestone.

Progress has also been made in other areas over the year. Work has commenced on five projects and a further three have completed contractual engagements. The three regional programmes are also gathering pace with pilot schemes and funding opportunities being announced.

With the portfolio in full delivery, this has put the City Deal in a very strong position to be able to deliver the estimated £1.3 billion of investment by 2033 and create over 9000 jobs. This will provide opportunities for many existing and new regional businesses, as well as residents across the region

PARTNERIAETH

PARTNERIAETH was established following the abolition of ERW, as a regional service to support schools. This was done in partnership with Swansea and Pembrokeshire Councils. A new Joint Committee was established, and a Legal Agreement was developed to manage the work of the new entity. Core staff have been restructured to create a team of officers to support and complement school improvement activities in the three counties. A Chief Officer and Senior Management Team have been appointed to lead on partnership working and to work to meet the specific needs of the partners and the Welsh Government. Work continues to strengthen governance, monitoring and holding PARTNERIAETH to account for its contribution to school improvement in the region.

South West Wales Corporate Joint Committee (CJC)

The South West Wales Corporate Joint Committee (CJC) has been established as a regional corporate body by Welsh Ministers. Membership consists of the Executive leaders of Carmarthenshire, Neath Port Talbot, Pembrokeshire and Swansea Councils, along with a member of the Brecon Beacons National Park Authority and a member of the Pembrokeshire Coast National Park Authority. The CJC will lead on 'Place' based policy interventions covering the South West Wales spatial region in the areas of the Strategic Development Plan, Regional Transport Plan and Economic well-being.

Carmarthenshire Public Services Board's (PSB)

The Carmarthenshire Public Services Board's (PSB) Well-being Assessment for Carmarthenshire was completed during the year. Collaboration took place with regional colleagues in Ceredigion and Pembrokeshire and the Regional Partnership Board throughout the year, particularly in the engagement and data analysis stages. A regional survey was developed which was live from early August to early October. The survey was available online with printed forms also available and an easy read version. It was available in other languages such as Polish, Romanian, and Arabic. [The Carmarthenshire We Want](#)

Several engagement events took place during the consultation period. A Regional Data Group was established to take a collaborative approach to the collection and analysis of local, regional, and national data to share expertise and avoid duplication. Following the engagement and data analysis stages, the draft Well-being Assessment was developed, and approved at the PSB meeting in November. The draft Assessment went out to public consultation from early December to mid-January. All feedback was considered and the PSB approved a final amended version and supporting documentation including community profiles, a Consultation and Involvement report, Data Source document and Environment and Climate Change analysis on 8 March. The final Well-being Assessment and supporting documentation will be published in May/June 2022. The PSB will now work towards publishing it's refreshed Well-being Plan by May 2023.

Consultation undertaken by the Council

The Council has a well-established method of consulting and engaging with citizens and service users. There are numerous network groups representing a range of interests from the youth forum to the ageing well network as well as fora that we engage to seek the views of those with specified protected characteristics as recognised by The Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011.

Welsh in Education Strategic plan (WESP): The WESP consultation received over 854 responses which is a considerable increase in comparison to the last time WESP was consulted on in 2017.

A484 Sandy Road Corridor Improvements: We have consulted on a series of improvement options for the A484 Sandy Road Corridor which had been identified and assessed in line with Welsh Transport Appraisal Guidance (WelTAG). In total, 334 local residents and key stakeholders participated in the consultation.

Carmarthenshire's Future Waste Collection Strategy: We consulted with residents of Carmarthenshire to gather views on proposals for the future of household recycling collections. In total, 4,034 residents participated in the engagement which will guide our recycling strategy in future.

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Housing and Regeneration Masterplan: The purpose of this consultation was to ensure that we understand the needs, views and priorities of the public and our key stakeholders and reflect these requirements in the new Housing and Regeneration Masterplan. In total, 2,522 residents completed the consultation.

Carmarthenshire Equestrian Strategy Questionnaire: We made a commitment in the Carmarthenshire Rights of Way Improvement Plan to develop an Equestrian Strategy for the County. To inform and shape the strategy we consulted with the public, groups, clubs, organisations, local businesses and elected members on current equestrian provision in the County. The consultation generated a lot of interest from both equestrians and non-equestrians which resulted in 502 participants taking part. The information collected has helped us build a picture of equestrian demand and need in the County and to seize opportunities for equestrian development according to that need.

Carmarthenshire Assessment of Well-being: Working with the Public Services Board, we conducted an Assessment of Local Well-being. We wanted to find out about the well-being of local people and communities, at present and for the future. In total, 609 residents participated in the consultation.

Gambling Policy Review 2021: This consultation provided an opportunity for residents and key stakeholders to contribute to the review of Carmarthenshire's Gambling policy. In total, 72 responses were received which will now be utilised to maintain an effective licensing system for Carmarthenshire.

Evidence suggests that there has been an increase in participation of online consultations. Specifically, when evaluating comparable consultations. For example, the Welsh in Education strategic plan consultation in 2017 received 21 completes whilst in 2021 the consultation received 854. Additionally, a recent Housing and regeneration masterplan received 2522 completed surveys in comparison to 189 in a similar survey run in 2018. The increase in participation is attributed to the closer relationship developed with the Media and Marketing team ensuring that consultations are promoted on social media and corporate website and are sent to all key stakeholders.

Equality and Diversity

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

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

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

Welsh Language (also, please see *Well-being Objective 12*)

We are continuing to implement the **Welsh Language Standards** across the Council with regular dialogue with the Welsh Language Commissioner's Officer. During the year we have undertaken targeted messaging with Council services on identifying and recording linguistic choice of service users, further to feedback from an investigation held by the Commissioner's Office. Messages about the Standards are conveyed to staff through presentations by the Policy and Involvement Team, through the communication streams maintained by Marketing and Media and through the Departmental Language Leaders.

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

DRAFT

How we measure the success of our Well-being Objectives

Success Measures

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

Other Assessment Information

Citizen Satisfaction

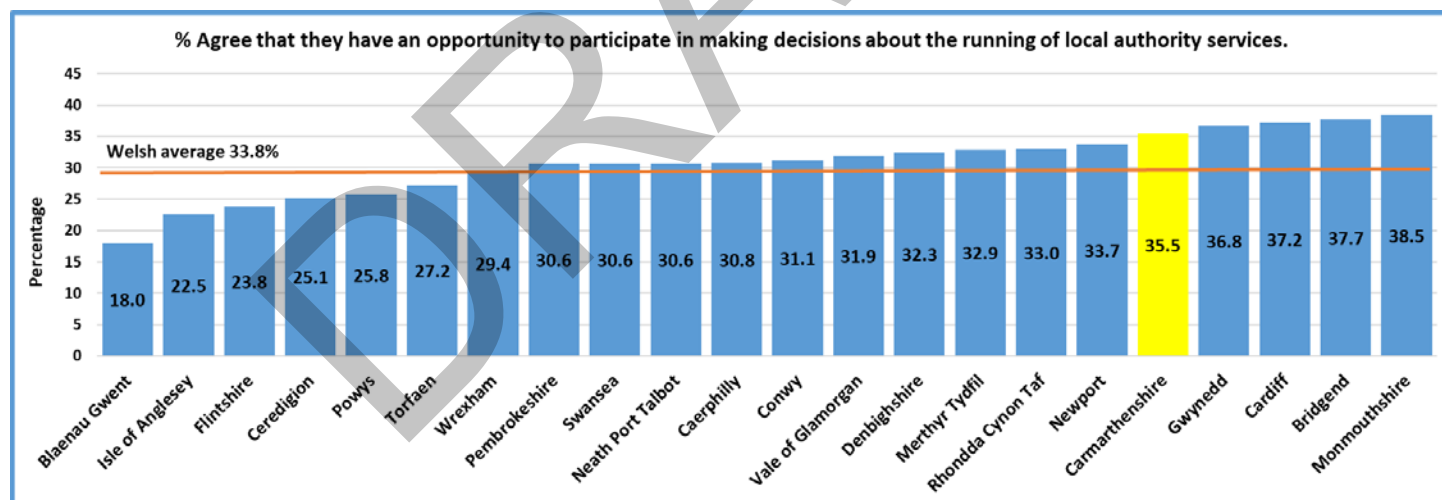


National Survey for Wales

The results of the National Survey for Wales provide a useful benchmark in terms of a sample of residents' views which can be compared across Wales. The 2021/22 headline results were published on 14th July 2022 with additional information being published by Welsh Government as and when available. This survey is based on around 12,000 telephone surveys carried out across Wales with over 500 interviewed in Carmarthenshire.

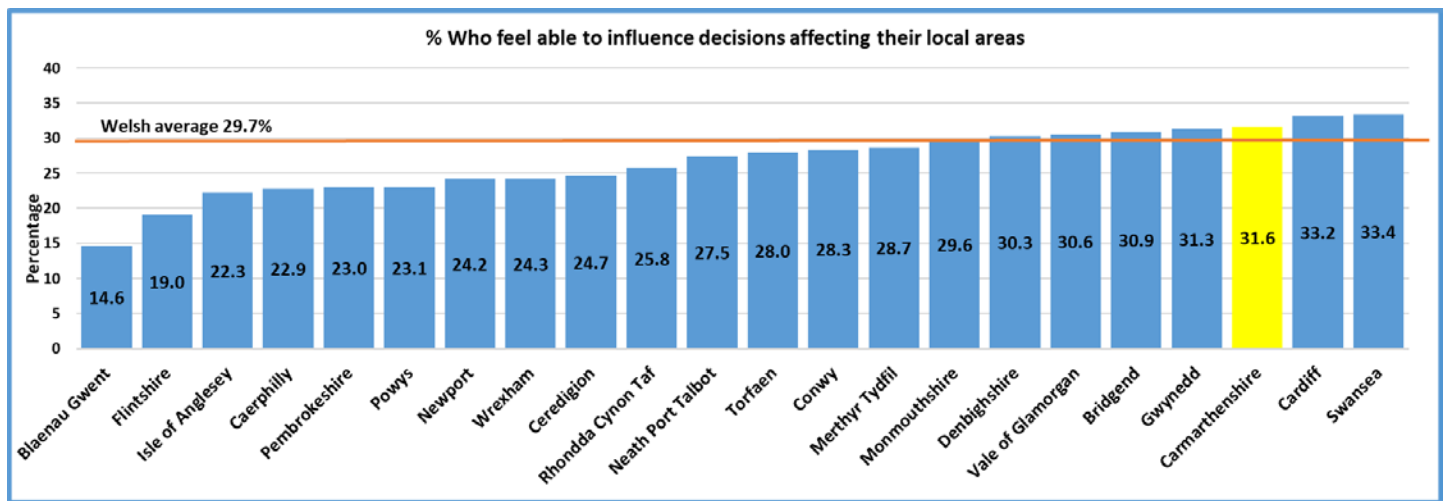
Since the start of the coronavirus (COVID-19) pandemic in 2020, the National Survey has taken place over the phone instead of face-to-face as previously. Some results from previous years are included to provide context, therefore care should be taken when making direct comparisons.

Local Authority Services



Source: National Survey for Wales 2021/22 – Sample size 12,050

When participants were asked about their opportunities to participate in making decisions about the running of their local services, more people gave a positive response than before the pandemic. **35.5% agreed in 2021/22, compared with just 9% in 2019/20**, this also increased across Wales with the Welsh average going from 17% to 33.8%



Source: National Survey for Wales 2021/22 – Sample size 12,100

When participants were asked *whether they felt able to influence decisions affecting their local areas*, more people gave a positive response than before the pandemic, with **31.6% agreeing in 2021/22, compared with just 18.8% in 2019/20**, this also increased across Wales with the Welsh average going from 18.8% to 29.7%

We have extracted the results currently available at Local Authority level and ranked the results for all 22 authorities from worst position (22nd) to best (1st) - See **Appendix 3**. Please note that not all of these results are attributable to the Councils performance



[Link to Welsh Government's National Survey for Wales](#)

Regulatory Verdict

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



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



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



<https://careinspectorate.wales/>

This Annual Report looks at a wide range of evidence to make a self- assessment of how we are performing, and this is also an expectation of *The Local Government and Elections Act (Wales) 2021*.

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



Well-being Objectives

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

2. Help children live healthy lifestyles.

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

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

5. Creating 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 & obesity).

8. Support community cohesion, resilience, and safety.

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

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

11. Improving the highway and transport infrastructure and connectivity.

12. Promoting Welsh language and culture.

13. Better Governance and use of Resources

Cabinet Members and the Well-being Objectives

LEADER OF THE COUNCIL



Cllr. Darren Price
LEADER

WBO5 - Creating more jobs and growth throughout the county

WBO13 - Better Governance and use of Resources

CABINET MEMBER FOR HOMES



Cllr. Linda Evans
DEPUTY LEADER

WBO4 - Tackling poverty

WBO6 - Increase the availability of rented and affordable homes

WBO8 - Support community cohesion, resilience and safety

CABINET MEMBER FOR EDUCATION & WELSH LANGUAGE



Cllr. Glynog Davies

WBO1 - Help to give every child the best start in life and improve their early life experiences

WBO2 – Help children live healthy lifestyles (Childhood Obesity)

WBO3 – Support and improve progress, achievement, and outcomes for all learners

WBO12 - Promoting Welsh Language and Culture

CABINET MEMBER FOR HEALTH & SOCIAL SERVICES



Cllr. Jane Tremlett

WBO1 - Help to give every child the best start in life and improve their early life experiences

WBO7 - Help people live healthy lives (Tackling risky behaviour and adult obesity)

WBO9 - Support older people to age well and maintain dignity and independence in their later years

CABINET MEMBER FOR REGENERATION, LEISURE, CULTURE & TOURISM



Cllr. Gareth John

WBO2 – Help children live healthy lifestyles (Childhood Obesity)

WBO5 - Creating more jobs and growth throughout the county

WBO7 - Help people live healthy lives (Tackling risky behaviour and adult obesity)

WBO12 - Promoting Welsh Language and Culture

CABINET MEMBER FOR RESOURCES



Cllr. Alun Lenny

WBO13 - Better Governance and use of Resources

CABINET MEMBER FOR RURAL AFFAIRS & PLANNING POLICY



Cllr. Ann Davies

WBO5 - Creating more jobs and growth throughout the county

WBO8 - Support community cohesion, resilience and safety

WBO10 - Look after the environment now and for the future

CABINET MEMBER FOR CLIMATE CHANGE, DECARBONISATION & SUSTAINABILITY



Cllr. Aled Vaughan Owen

WBO7 - Help people live healthy lives (Tackling risky behaviour and adult obesity)

WBO8 - Support community cohesion, resilience and safety

WBO10 - Look after the environment now and for the future

CABINET MEMBER FOR ORGANISATION & WORKFORCE



Cllr. Philip Hughes

WBO5 - Creating more jobs and growth throughout the county

WBO8 - Support community cohesion, resilience and safety

WBO13 - Better Governance and use of Resources

CABINET MEMBER FOR TRANSPORT, WASTE & INFRASTRUCTURE SERVICES



Cllr. Edward Thomas

WBO10 - Look after the environment now and for the future

WBO11 - Improve the highway and transport infrastructure and connectivity

Start Well





Well-being Objective 1

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

At 167, the number of children looked after remains one of the lowest in Wales

The impact of COVID-19 has placed significant pressures on families and as a result the demand for our services has risen. This coupled with the effects of staff absence and recruitment difficulties has created increased challenges. However, despite this the pandemic has also created opportunities and more innovative ways of working in order to increase engagement with those who were previously harder to reach. The number of children looked after remains one of the lowest in Wales, and outcomes achieved by looked after children and care leavers overall has remained positive.

Why this Well-being Objective is important

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

How well are we doing (and how do we know)? Sources of evidence

Success Measures / Explaining the Results

The % of children in care who had to move 3 or more times has reduced to **6.6%**



Of the 167 children looked after up to 31 March 2022, 11 children experienced 3 or more placement moves. This is a slightly higher result than last year of 4.7% with 7 of the 148 looked after children experiencing 3 or more placements. The children who experienced moves had Adverse Childhood Experiences, are less settled and have challenging and complex needs. We continued to focus on maintaining placement stability with good placement support being offered across the service to achieve this. (See Chart 1)

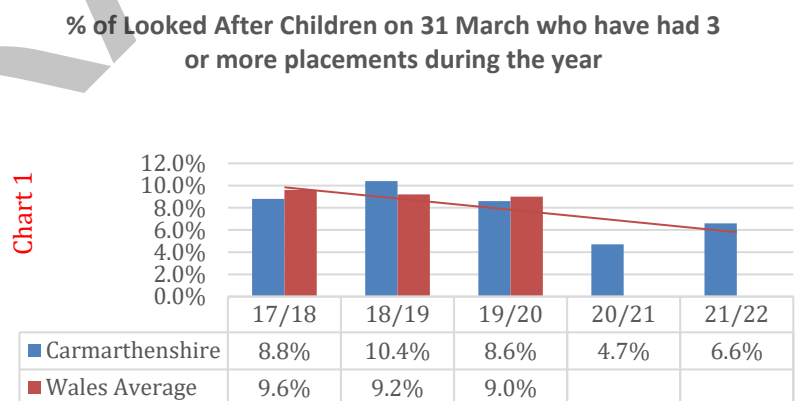
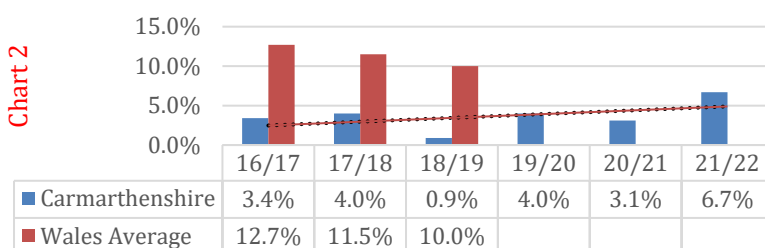


Chart 2

% of Looked After Children on 31 March who have experienced 1 or more changes of school during the year




We have continued to work hard across teams to maintain placement stability, which remains excellent despite the added effects of COVID-19. We have successfully managed to maintain the majority of looked after children within county and in the same school which is important in helping improve outcomes. Seven children (out of 105) experienced a change of school during 2021/22. The increase in number compared to last year (which was 3 out of 96) can be partly attributed to sibling groups requiring a change of school. Stability is maintained wherever possible however this is not always in the best interest of a child e.g. distance to travel or child's academic needs not being met. (See Chart 2).

Our long-term aim is preventing the need for children needing to become looked after. There are robust systems in place to help achieve this including Accommodation Panel and provision of preventative services, focusing on good quality family network meetings. Early intervention working in partnership with families through care and support plans is key to achieving this.

Progress on the steps we are taking to achieve this Well-being Objective

Supporting Families

INTERNAL AUDIT	SAFEGUARDING - CHILDREN	ASSURANCE RATING						
	<p>During the year Internal Audit looked at Safeguarding referrals, to ensure that relevant policies and procedures have been established and relevant legislation is complied with.</p> <p>COMMENT</p> <p>An action plan to address identified issues was agreed and these are monitored on PIMS. a follow up review will take place in the next audit plan year.</p>	<table><tr><td>HIGH</td><td></td></tr><tr><td>ACCEPTABLE</td><td>✓</td></tr><tr><td>Low</td><td></td></tr></table>	HIGH		ACCEPTABLE	✓	Low	
HIGH								
ACCEPTABLE	✓							
Low								

- Children's services have seen significant increase in demand for services and support with the **number of contacts** to the department continuing to rise. However, it continues to perform well despite these added pressures.

Demand	2020-21	2021-22	Comment
Contacts	7644	9625	Increasing
Referrals	1854	1754	Decreasing
Total	9,498	11,379	Overall increase

- 90.2% of new assessments were completed within statutory timescales.
 - There continues to be **good evidence in assessments of the views of children and what life is like for them.**
 - As part of the assessment process social workers are speaking to both parents whether they are involved or not on a daily basis.
 - Increasingly assessments refer to the contribution that a family network meeting has made to the assessment in terms of identifying sources of support and has helped in devising a safety plan.
- The relationship-based approach to delivery of social work services to children and families incorporating systemic thinking and the principles of Signs of Safety is embedded in all childcare teams including the 0-25 disability team. Contributions from Adult Services has incorporated different perspectives about a family into pod discussions and consequent actions and plans.
- We continue to ensure regional thresholds are working effectively in respect of multi-agency child protection arrangements and in line with agreed policies and procedures that are designed to keep children safe and at the heart of practice and decision-making.
- Throughout the COVID-19 pandemic all vulnerable children have continued to receive support via the childcare teams and Corporate Parenting team to ensure they are safeguarded and able to reach their potential. Outcomes for looked after children and care leavers is also regularly monitored.
- The Flying Start App has continued to be integral in reaching families, providing key messages and links to support services, supporting engagement with families, especially those harder to reach. We have met with Welsh Government to evaluate the success of the App, especially during COVID-19, with the aim of it being rolled out to other local authorities as a tool to communicate and engage with families.
- ! The number of children on the **child protection** register increased last year – 102 (as at 31/3/22) compared to 78.
- ! The number of **children looked after** has also seen an increase this year, 167 (as at 31/3/22) compared with 148 at the same time last year. However, Carmarthenshire remains proportionately, amongst the lowest LAC population in Wales.

- Choice of available **foster carers** is something we continue to make steady progress on. We have recruited 12 new foster carers during 2021/22 which is an improvement as previously the pandemic had impacted on recruitment.
- We have continued to develop our services for **disabled children aged 0-25** since implementing the new structure during 2020/21 bringing together our statutory and non-statutory teams for children and young people.

External Regulatory Findings

REGULATORY REPORT



In November 2021, Care Inspectorate Wales (CIW) published its [Assurance Check 2021 letter on Carmarthenshire County Council](#)

In summary:

Children's Social Care Assurances

- Approachable and supportive leaders
- Culture of co-production and personal outcomes being developed with people
- Clarity in operational methodology
- Strong multi-agency cooperation
- Positive integrated approach to a culture of prevention through joint working
- Low children looked after population
- Makes a positive contribution to the well-being of people in the pandemic period

Additional Learning Needs

- The Council continues to support Welsh Government's (WG) Additional Learning Needs (ALN) Transformation programme by supporting schools and a diverse range of stakeholders to implement all transformation plans with an ongoing schedule of work that is reviewed and updated regularly to capture updates from WG.

THE NEW ADDITIONAL LEARNING NEEDS SYSTEM

The system for supporting children and young people with special educational needs and disability in Wales is changing.

From September 2021, Welsh Government has brought in a more flexible and responsive system of meeting the needs of children and young people with special educational needs or disabilities to deliver a fully inclusive education system for the learners of Wales.

Key changes include:

- The term Additional Learning Needs (ALN) will replace the terms Special Educational Needs (SEN) and Learning Difficulties and Disabilities (LDD).
- The current graduated system of Early Years/School Action, Early Years/School Action Plus and Statements is being replaced. All children and young people with an identified additional learning need (ALN) that requires additional learning provision (ALP) will have an Individual Development Plan (IDP) which will replace all other individual plans.
- There will be increased opportunities for children, young people, parents and carers to contribute to the creation and maintenance of IDPs through Person-centred Planning.

CASE STUDY

Process of admission to school:

Learner A is currently a foundation phase aged pupil attending a Carmarthenshire mainstream primary school. Prior to commencement at school, there was the need for a carefully planned transition package due to significant and severe physical and mobility needs.

Learner A was previously attending the local Ysgol Feithrin. It was apparent that Learner A was settled, progressing and thoroughly enjoying their time there. Learner A became known to the Inclusion Department via the Entry to Education system where the need for a carefully planned transition was identified. A person-centred planning meeting was arranged, where services known to the family worked in partnership with the family to plan for transition including representation from the Ysgol Feithrin, primary school, specialised health colleagues and the local authority's inclusion team. Key information was shared with all participants and the case was discussed using a clearly defined decision-making process, with Learner A being central to all discussions and decisions. It became apparent that Learner A was a sociable, confident and determined young child who would thrive within a mainstream primary setting, albeit with the correct level of support to ensure her safety and successful transition due to her complex additional needs. Following the person-centred planning meeting, the views of all attendees were captured in an Individual Development Plan (IDP) which contained the specific and achievable outcomes for Learner A along with the proposed level of provision. Carmarthenshire's Inclusion Panel then considered the IDP and agreed to issue and secure the proposed provision. Building adaptations soon followed in readiness for transition.

Progress in school? What have they achieved?

Learner A transitioned well into school. Progress is evident as Learner A feels included, all barriers have been removed and they can access all learning. Independence is encouraged whenever possible and specific support utilised, as necessary. Despite complex physical and mobility needs, Learner A has transitioned into a busy mainstream environment with her peers where she is happy, settled and progressing. Not feeling any different to all those around her thanks to a carefully planned transition and implementation of suitable inclusive provision - developed and agreed in partnership with all who know the learner best.

How did all participants, family and professionals, feel about the process?

All were extremely positive about the process. A new process to all with many commenting on the benefit of less bureaucracy. All being empowered to have an equal voice in the purposeful discussions and action planning around the learner. They felt that time was well spent and there were less barriers and 'loopholes' to overcome. Purposeful, efficient and effective.

⦿ Autistic Spectrum Disorder (ASD) Provision

The Department for Education and Children currently (21/22 academic year) has the following places across the county to facilitate specialist provision for pupils with Autism:

- Primary – 64
- Secondary - 84

! Since September 2021, there has been a significant increase in the demand for ASD provision and in the 2021/22 academic year there was a shortfall of 30 places which is an over capacity of 20%.

In recent months a significant increase in the demand for specialist ASD places for the 2022/23 academic year has been experienced by the department and the projected position for September 2022 is as follows:

- Primary – Required number of places / available - 20
- Secondary – Required number of places / available -10

There will also be a projected continued shortfall for the academic year of 23/24 of a minimum of 26 places as it currently stands which does not take into account incoming pupils and mainstream school pupils with identified needs over the 22-23 academic year.

The significant increase in demand experienced as a result of:

- Inward migration – families relocating to Carmarthenshire
- A significant increase in the number of pupils being diagnosed with the additional needs/ASD medical diagnosis which is recognised as a national trend. Health Board has increased the capacity of the neurodevelopmental team to process the backlog of ASD referrals resulting in an increase of ASD diagnosis. Across the last 3 years this has seen over a 100 children in Carmarthenshire with ASD diagnosis in our schools.
- School capacity - growth in local school population/building suitability
- Covid related disruption of well-established early identification processes
- Early identification processes re-established

The Local Authority has a legal obligation to make provision for these pupils by September 2022 and could face costly legal challenge that has the potential to cost up to £30,000 in legal fees per case. If need is not met locally this could result in the legal obligation to secure expensive out of county independent placements costing upwards of £150,000 for a given year.

Parents have already advised the Department that if specialist provision is not provided they will be taking legal action via SEN appeals processes.

- ⦿ Going forward we have been chosen as a “*pathfinder*” by Welsh Government for developing closer integration across childcare, health and early years education.

Childcare Provision

- ⦿ The 5th [Carmarthenshire Childcare Sufficiency Assessment 2022-27](#) has recently been drafted and has been forwarded to Welsh Government. It gives an overview of the childcare market and the impact of COVID-19. We consulted extensively and response rates were exceptional. Some key conclusions are:-
 - Since our last full Childcare Sufficiency Assessment (2017-2022) the number of childcare places and providers has increased and remained fairly stable despite the challenges of the COVID-19 pandemic.
 - A number of childminders have de-registered since our last Assessment and we will need to recruit, train and support prospective childminders to fill these gaps.
 - Affordability of childcare for those families that cannot access funded childcare continues to be a significant issue.
 - Childcare is acting as a barrier to certain parents’ employability and is not sufficient for some of these parents’ needs
 - The extension of the Childcare Offer for 3 and 4 year-olds (the 30 hour free childcare offer) suggests an increased demand is expected for part time registered childcare.
- ⦿ Almost a third of children are living in poverty. See Well-being Objective 4

Is anyone better off?



JULY TO SEPTEMBER 2021



OCTOBER '21 TO MARCH '22

The Welsh Government provided Carmarthenshire with £270,00 towards the Summer of Fun and £434,689 towards the Winter of Well-being to support children and families as part of their recovery from the pandemic and its restrictions and ensure that no family or child was left behind because of the pandemic. Approximately 15,000 children and young people have benefitted from these activities across the county from 0-25 years old. A significant package of support was provided to fund initiatives designed to help children, young people, families, and the services they use to recover and move forwards. Several organisations and services within Carmarthenshire received funding. These included Family Centres, Children's Centres, the Youth Service, Menter, Urdd, Actif, Pembrey Country Park and theatres where children and young people were able to access free activities that were designed to have a positive impact on their well-being. Some of the activities included holiday clubs, swimming sessions, mountain biking, horse riding lessons, soft play sessions, cookery classes, baby massage groups and outdoor play activities in rural areas. Workshops included music, writing and podcast development, along with trips to Folly Farm, soft play, trampoline park, botanical garden, and visits to see Father Christmas and Christmas shows.

Well-being and activity boxes were created and a range of state of the art sensory and IT equipment were purchased that continue to have a positive impact on children and young people.

Some of the parents and children who benefitted from the programme said:

"Just seeing my child enjoy himself, and I enjoyed being with other parents"

"It was amazing -Thank you. Just to see other parents and socialise was so good for my mental health"

"It's so cool to just play what I want"

"Can we come here every day?"



What and how we can do better

Our delivery plan to achieve this objective

Ref	Actions and Measures	Date/Target	Owner/Resp. Officer
A	Supporting Families		
1	We will continue to transform children's social work practice through a Relationship based approach that incorporates systemic thinking and the principles of Signs of Safety. <i>(PIMS ref. 15351)</i>	March 2023	John Fleming
2	We will continue effective management oversight & challenge of Assessments & Care & Support plans to ensure they are outcome focused, evidencing the voice of the child, & reflect the underpinning principles of the Social Services & Well-being Act (SSWBA). <i>(15352)</i>	March 2023	John Fleming
3	We will review and monitor the implementation of the Corporate Parenting Strategy ensuring the council fulfils its Corporate Parenting role and that our looked after children and care leavers have the opportunity to reach their full potential. <i>(15368)</i>	March 2023	Rebecca Robertshaw
4	We will continue to develop and deliver the early intervention support services (0-25) for disadvantaged children, young people, and families across the county in line with the Family Support Strategy, utilising opportunities for integrating services across the Children and Communities Grant and flexible funding opportunities with the Housing Support Grant. <i>(15356)</i>	March 2023	Noeline Thomas
5	We will maintain the focus on increasing the range of placements to ensure placement stability and stability in education in respect of looked after children, including accommodation through the implementation of an in-house supported lodgings service. <i>(15375)</i>	March 2023	Jayne Meredith
6	We will continue to aim to reduce the number of children becoming Looked After and number of care proceedings in accordance with our LAC reduction target as agreed with Welsh Government, utilising appropriately Edge of Care (EOC), Integrated Family Support Team (IFST) and Family Intervention Team (FIT). <i>(15364)</i>	March 2023	Jayne Meredith
B	Additional Learning Needs		
1	We will continue to ensure the Council fully responds and complies with the requirements of the Additional Learning Needs transformation programme. <i>(15453)</i>	March 2023	Rebecca Williams
2	We will continue to support schools to develop their person centred planning approaches to identify need, deliver personalised additional learning provision and provide holistic integrated responses through multi-agency working. <i>(16126)</i>	March 2023	Rebecca Williams
C	Childcare Provision		
1	We will work towards addressing the gaps identified in our fifth Childcare Sufficiency Assessment (2022-27) and accompanying Action Plan and continue to promote and further develop Welsh medium childcare within the County. We will support the childcare sector to recover from the Pandemic and remain sustainable. <i>(15357)</i>	March 2023	Noeline Thomas
2	We will share the findings of the new Play Sufficiency Assessment (2022-27) with key stakeholders and partners and agree and implement the 2022/2023 Action Plan to address the gaps identified to ensure that local children and young people have access to wide and varied play opportunities and experiences. <i>(15359)</i>	March 2023	Noeline Thomas



View our [detailed progress commitments and targets here](#) for 2021/22 against this objective



Well-being Objective 2

Start Well - Help children live healthy lifestyles

Levels of childhood obesity in Carmarthenshire are amongst the worst in Wales

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

Unfortunately, the pandemic has interrupted data collection across Wales for the Public Health Wales - Child Measurement Programme. Data collection is now back on track and data will be reported for the 2021/22 academic year in April or May 2023.

Why this Well-being Objective is important

- Obesity causes ill health including diseases of the heart and circulation as well as some cancers and causes early death. There is an increased rate of Type 2 diabetes among obese children. Evidence shows that 80% of children who are obese at age 4-5 years remain obese into adulthood.
- One of the primary methods of tackling increasing levels of obesity in children is through encouraging them to engage in physical activity.
- We need to seek to build healthy relationships, families and communities. During school years, children experiencing Adverse Childhood Experiences (ACEs) may display a heightened emotional state of anxiety and consequently be distracted from educational pursuits.
- The parent and carer survey, undertaken in 2021, that supports the 2022 Play Sufficiency Assessment, found that 61% of families value play more as a result of the pandemic with discussions in focus groups highlighting the important role of play in children's physical health, mental health, and well-being. However, 64% say COVID-19 has resulted in their family playing less.
- Living healthy lives allows children to fulfil their potential and meet education aspirations.
- Habits established early in life remain with people to allow them to play a full part in the economy and society of Carmarthenshire.

How well are we doing and (how do we know)? Sources of evidence

Success Measures / Explaining the Results

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

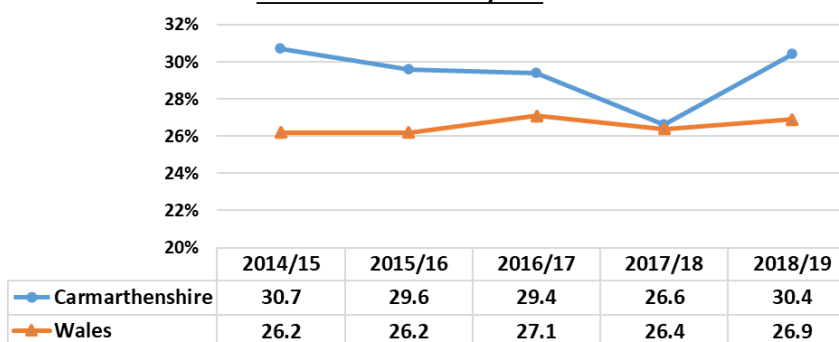
(This is an increase on the previous year of 26.6% 2017/18)



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

Carmarthenshire is the 5th worst county in Wales for levels of childhood obesity. The latest figures available showed a concerning spike in obesity in children, following a downward trend which had been seen since 2014/15. In 2018/19, almost a third of children aged 4 to 5 were overweight or obese. Our figure of 30.4% for this period showed a 4% rise on the previous year and was 3.5% higher than the Welsh average.

4 or 5 year olds overweight/obese trend over the last 5 years



Source: Public Health Wales

Progress on the steps we are taking to achieve this Well-being Objective

Physical Activity

- ⦿ Leisure Services successfully secured an *All Wales Play Opportunity Grant* to re-develop and enhance a fully accessible playground offer at Pembrey Country Park.
- ⦿ We are developing a *School Sport* festival to coincide with the County hosting the start of Stage 5 of the Women's Tour of Britain Cycle race on Friday, 10 June 2022 from Pembrey Country Park to the top of the Black Mountains in Llangadog. The festival will aim to bring key partners and schools together to kick-start sport and physical activity participation.
- ⦿ In the Summer of 2021, our Actif Communities Team received £50,000 through Welsh Government's *Summer of Fun grant* to deliver a sustainable programme of free activities in the 10 most deprived areas of the county. The project was made up of 2 stages
 1. the delivery of sports activities in the communities every day throughout the summer holidays
 2. recruiting volunteers from the communities to continue these activities for future school holidays.The package of support included upskilling and mentoring, multiskill and cycling equipment and marketing support. The targeted approach saw over 2,000 children and young people take part in the activities with a legacy for the future
- ⦿ In January 2022, we received £46,000 through *Welsh Government's Winter of Well-being grant* to deliver on a range of projects sustainable including Cycling, Paddleboarding, Canoeing and Outdoor Pursuits, SENSEsport, Actif Restart and Physical Literacy.
- ⦿ The Young Ambassador Scheme continues to be a success in 96% of schools across the county developing children and young people's leadership skills, confidence and providing over 50,000 participations in sport and physical activity sessions.
- ⦿ We implemented a physical activity intervention project targeting foundation phased aged pupils within 10 primary schools who are on the highest percentage of Free School Meals. The aim of the project is to develop competency within a child's physical skill level ensuring they have the confidence and motivation from a young age, for a lifelong participation in sport and physical activity.
- ⦿ Ready Set Ride project - 9 Additional Learning Needs Units within Primary Schools have received equipment, training and ongoing support from our Actif Communities Team to provide accessible inclusive opportunities for all pupils to develop confidence when on a bike and to progress from a balance bike to a pedal bike.
- ⦿ Since September 2021 the Actif Communities Team have implemented a physical activity intervention project targeting foundation phase aged pupils within 10 primary schools who are on the highest percentage of Free School Meals. The aim of the project is to develop competency within a child's physical skill level ensuring they have the confidence and motivation from a young age, for a lifelong participation in sport and physical activity.



Mental Health

- ⦿ We have been supporting Hywel Dda University Health Board's Whole School Approach to Mental Health (WSA to MH) supporting 8 schools to complete Phase 1 of the Pilot Project.
- ⦿ A Task & Finish Group has been established in order to produce an Anti-Bullying Toolkit for local schools. The toolkit will promote and support the Mental & Emotional Health of school pupils.
- ⦿ Throughout the year the Scheme has raised awareness to a number of National Mental Health Campaigns and provided schools with a set of Educational and Generic resources to support these campaigns.
- ⦿ During the year we have arranged a series of courses for school staff to address Mental Health issues amongst our learners including; Improving the Mental Health & Well-being of LGBTQ+ Children & Young People; Positive Body Image & Self Esteem; Strategies to Support an Anxious Young Person and Youth Mental Health First Aid.

Healthy Eating

- ⦿ The Healthy Schools Scheme (HSS) is used as a platform to remind schools of the current *Healthy Eating Regulations* e.g. informing schools of obvious breaches to the Statutory Regulations such as rewarding pupils with unhealthy treats and provide schools with further statutory guidance.
- ⦿ School Catering have responded well to new ways of working because of COVID-19 and have continued to provide a hot meal service in all schools. The service continues to put food safety and allergens compliance as a high priority.
- ⦿ The School Catering and Breakfast Club Service experienced significant staffing issues at times throughout the year. School kitchens were temporarily closed if not enough staff could be deployed to ensure safe operations.

Raising Awareness

- ⦿ We raised awareness of a range of campaigns during the year including National Fitness Day; Outdoor Awareness Month; Outdoor Classroom Day; Bike to School Week; Walk to School Week and Active Million Minutes Campaign; World Mental Health Day; Children's Mental Health Week; Stress Awareness Month; Anti Bullying Week; The Big Lunch; Eat Like a Champ; BNF's Healthy Eating Week; National Obesity Awareness Week and Eating disorders week.
- ⦿ In relation to the School Health Research Network Pupil Health & Well-being Survey, 11 out of the 12 Secondary Schools in Carmarthenshire registered with the Network and completed the Surveys. All 11 of these Secondary Schools also completed the School Environment Questionnaire.

Flying Start

- ⦿ **Flying start** have continued collaborative work providing a holistic approach to support families sharing ideas and resources. The *Flying Start App* has been pivotal in delivering services, sharing key messages, and providing information to families. With covid restrictions still in place **Flying Start** went out into the local community to see families over the summer. Working in partnership with Communities for Work Plus, legacy, Fusion, Activ and Carmarthenshire Libraries outdoor play sessions took place in local parks. Being able to see families face to face was really beneficial in the promotion of all services on offer, and since restrictions have now eased FS are now able to provide more face-to-face one to one support within the home or at venues (covid compliant).

Early Years Transformation Programme

- ⦿ Working with regional partners a Maternity and Early Years Strategy is being developed. It sets out how we intend to provide better integrated, more effective, and more efficient Maternity and Early Years services for thousands of families in West Wales.
- ⦿ The Cwm Gwendraeth Integrated team is now firmly established and is identifying families in need as early as possible via the Midwifery and Health Visiting service. Families are referred to the Family Support Workers for 1:1 support and are sign-posted to the various groups that are available.

LEARNING IN THE OUTDOORS

The use of outdoor spaces to enrich curriculum delivery and support the well-being of all learners continues to be a priority across all schools in Carmarthenshire. Accessing the outdoors to gain a deeper connection and understanding of their local environment provides all learners with the opportunity to become active members within their community.



Several community garden initiatives and food schemes are underway. Two Carmarthenshire Schools, Llandeilo Primary School and Ysgol Bro Banw are currently running the Welsh Government funded 'Big Bocs Bwyd' scheme. This food share model operates a 'pay as you feel' system which is available to families within the local area. An additional two schools, Ysgol Gymraeg Dewi Sant and Ysgol Trimsaran have also recently secured funding for this programme.



As a part of this programme each school provides nutritional guidance and recipe cards for families. The learners experience practical cooking sessions where they explore new recipes which they share with their families. This is an excellent method of promoting healthy eating and increasing understanding of the nutritional value of foods.

<https://gov.wales/welsh-government-funding-roll-out-award-winning-food-project-valleys-schools>

What and how we can do better

Our delivery plan to achieve this objective

Ref	Actions and Measures	Date/Target	Owner/Resp. Officer
A	Physical activity		
1	Help children live healthy lifestyles focussing on our work with schools and young people in the community	March 2023	Ian Jones
2	To develop a new model for a County-wide residential and non-residential outdoor education offer (15073)	June 2022	Ian Jones
3	We will continue to increase the level of physical activity in schools by developing schemes such as the Carmarthenshire Outdoor Schools Project, our annual Pedometer Challenge and continue to embed the Food & Fitness Health topic within Schools. (15102)	March 2023	Louise Morgan
B	Mental Health		
1	We will continue to support schools in their implementation of the Mental & Emotional Health and Well-being Health topic including Anti-bullying strategies and healthy coping mechanisms such as mindfulness and Speaker. (15443)	March 2023	Louise Morgan
2	Continue to develop and use a range of Strategies, such as the Equity Strategy, to ensure the emotional wellbeing and mental health of all learners. (15427)	March 2023	Aeron Rees
C	Healthy Eating		
1	We shall continue to ensure that schools are abiding by the Healthy Eating in Schools (Wales) Measure 2009 and the Healthy Eating in Schools (Nutritional Standards & Requirements) (Wales) Regulations 2013. (15419)	March 2023	Louise Morgan
2	Support with reviews relating to FSM Provision and Tackling Poverty (to include School Holiday Enrichment Programme). (15382)	March 2023	Helen Bailey
D	Raise Awareness		
1	We will continue to promote and raise awareness to campaigns specific to healthy eating, physical activity and mental health and promote the School Health Research Network. (15443)	March 2023	Louise Morgan



View our [detailed progress commitments and targets here](#) for 2021/22 against this objective



Well-being Objective 3

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

Despite the extreme challenges presented by the COVID-19 pandemic we have worked effectively as one Education and Children's Services team to ensure that our children and young people were successfully supported to access their education and all the services they required to ensure achievement and outcomes remained positive.

Why this Well-being Objective is important

- ⊙ We want all of our children and young people to have the best possible start in life by supporting them to gain the skills and knowledge they need to lead happy, healthy, fulfilling lives.
- ⊙ We want to improve outcomes for all ages through lifelong learning, to enable them to thrive in 21st Century living and the world of work.
- ⊙ Research by *The Institute of Education* suggests that attending a good pre-school and primary school can have more impact on children's academic progress than their gender or family background (Taggart, 2015).
- ⊙ Our service remains committed to both the principles and priorities as outlined in the Welsh Government's most recent strategic document [Education in Wales: Our National Mission](#).
- ⊙ Reducing the number of NEET young people reduces the effects of poverty and the wider cost to society of support services, reliance on benefits and offending.
- ⊙ It is essential to maximise the life opportunities of children, ensuring that as many young people as possible are able to progress to school 6th forms, Further Education Colleges, apprenticeships, training provision or work.
- ⊙ It enables young people to contribute positively to their local communities.



How well are we doing (and how do we know)? ⊕ Sources of evidence

Success Measures / Explaining the Results

367.2 is the average score (best 9 exam results) for Year 11 pupils 2019/20 (2018/19 Academic Year)



6th highest in Wales
Source: StatsWales



93.9% Attendance at Primary Schools

93.5% Attendance at Secondary Schools
Source: StatsWales

95%

are satisfied with their child's primary school

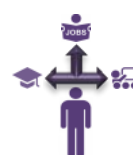
(Up on the previous year of 84%)

89% in Wales

Source: National Survey for Wales



1.1% year 11 pupils & **2.7%** year 13 pupils are Not in Education, Employment or Training (NEET)



(Previous year - Yr 11: **1.8%** & Yr 13: **3.5%**)

- ⊙ No results for the **Education Attainment or Attendance rates** have been published since 2019/20 (2018/19 Academic Year) due to the COVID-19 pandemic, as students were unable to sit final exams. Instead, their grades reflect predicted results based on coursework and mock examination results. Results by County were not published and would not be comparable to previous years if known. Summer exams 2022 are due to go ahead as scheduled.
- ⊙ **95%** are **satisfied with their child's Primary School** according to the most recently available National Survey for Wales data (2019/20).
- ⊙ The % of Year 11 and Year 13 pupils that are Not in Education, Employment or Training (NEET) have improved in the last year. With Year 11 pupils reducing from 1.8% (32/1,181) to 1.1% (21/1,885) and Year 13 reducing from 3.5% (23/652) to 2.7% (18/678). Work continues to address leavers not in education, employment or training with a particular focus on projects previously funded by the EU. The

Youth Support Service have staff identified to support young people in all secondary schools and in Post 16 community outreach settings. Work continues to identify replacement funding for ESF projects and we are liaising closely with Welsh Government on this matter.

Progress on the steps we are taking to achieve this Well-being Objective

Improvement in pupil and young people progress, wellbeing and outcomes

- Because of the COVID-19 pandemic, the 2020-21 academic year's assessment and qualification process has been different to previous years with summer examinations cancelled. Instead, a new system was designed and delivered by schools and colleges based on a range of assessment evidence on which to determine a learner's grade. Final results show that over a quarter (28.7%) of GCSE students earned A*-A grades nationally. Almost three quarters (73.6%) received A*-C grades, and overall 98.5% of students passed their GCSEs with grades of A*-G. Welsh Government did not publish local authority level results, as these could not be compared to previous years, and instructed local authorities not to aggregate schools data to county level. Summer 2021-22 exams are due to go ahead as scheduled.
- At A Level, a total of 99.1% of A level students in Wales achieved A* - E grades and 21.3% of learners receiving an A* grade. At AS level, 37.1% of all grades awarded were A in Wales this year, with 96.7% of candidates achieving A - E grades.

Address low School Attendance

- Due to the pandemic, annual school attendance data for academic year 2020-21 was not collected or published.

An excellent school in the right place

- Carmarthenshire, Pembrokeshire and Swansea Councils have formed a formal partnership, 'Partneriaeth', to deliver services to schools in the new region. There is a new Legal Agreement which outlines the role of the new Consortium, how the budget and business plan are to be developed and governance arrangements. The new Staffing Structure as agreed by the Joint Committee has been completed and a Lead Officer appointed. Initially the consortium will focus on delivery of high-quality professional development to support curriculum reform and leadership. The work of the consortium is informed and monitored by regular meetings between key Local Authority and Partneriaeth (LA&P) officers. There are clearly defined roles and responsibilities between LA&P and who is best placed to lead on an initiative is identified. There is a new website and regular communication with schools. Early indications are that the new provision is far more focused and responsive to local needs.
- We are currently undertaking a review of our Modernising Education Programme. However the current agreed programme continues and we have recently completed projects at [Ysgol Rhys Prichard](#), [Ysgol Pum Heol](#) and [Ysgol Llangadog](#) with on-site progress at Ysgol y Castell and Ysgol Gorslas. Work on [Ysgol Pembrey](#) has commenced in January 2022.
- Construction costs are experiencing an unprecedented spike and it is causing a significant challenge to the deliverability of the Modernising Education Programme with schemes on site and in development.
- The Environment Department have already been engaged and worked up schemes across five school sites:
 - Burry Port Community School (Primary)
 - Y Bedol CP School (Primary)
 - Ysgol Heol Goffa (Special)
 - Llangennech CP School (Primary)
 - Ysgol Glanymor (Secondary)

The total budget cost to carry out these urgent works for September 2022 is £1.76 million. Given that the budget costs are significant a virement approval is necessary.

Workforce development and succession planning

- Educational support advisers work routinely alongside our headteachers, their senior leadership teams, teaching and support staff, ensuring that they have a robust understanding of the strengths of their schools and the areas in need of further focus or development. Support provided is tailored to the needs of the school and we ensure additional capacity for all schools requiring more regular input. The team monitors progress alongside senior leaders, ensuring suitable support; this has become increasingly possible as COVID-19 restrictions have eased.

- ⦿ The department's collegiate approach to school improvement, as well as the strategic focus group approach has ensured a more efficient use of time and an improved focus on the challenges that schools are addressing, informing the services' professional learning programme. The work of the department has been updated this term, aligning to the Education and Children's Services 10-year plan and to the outcomes of the headteachers' survey and the headteacher Well-being Charter consultations. In addition, the department remains focussed on inspiring leaders for the future, succession planning and upskilling through a comprehensive professional development programme which complements nationally delivered strategies. This programme is well underway however additional marketing of this opportunity is still needed in order to attract further participants.
- ⦿ Revised recruitment processes are robust and more accurately assess candidates' competencies, skills and experiences. These expectations are explicitly shared through our development programme and this has been valued by our participating heads of the future.
- ⦿ Feedback from the updated approach to supporting school governors is extremely positive. Regular online meetings are valued and are enhancing leadership and governance skills across a range of strategic, operational and COVID-19 related matters.
- ⦿ Leaders have responded robustly to requests from schools to address staff wellbeing and constructed a wellbeing charter tackling workload and work life balance of our education workforce. Related actions underpin departmental business planning.
- ! Due to the fall out of the pandemic there is a national shortage of teachers.

The development of Welsh in all our services

- ⦿ Following public consultation held in Autumn 2021 we have produced a revised Welsh in Education Strategic Plan (WESP). This has been submitted to Welsh Government for approval. The WESP will become operational from 1 September 2022.
- ⦿ We are increasing the number of teachers and support staff who can confidently teach through the medium of Welsh. Training courses across all linguistic levels as well as for Gloywi Iaith are offered to all schools. A language audit gives detailed information for school staff language levels and so can be targeted for specific language courses. On-line courses and language learning coupled with Pedagogy in the Foundation Phase, are proving to be a positive way of implementing Welsh language learning.

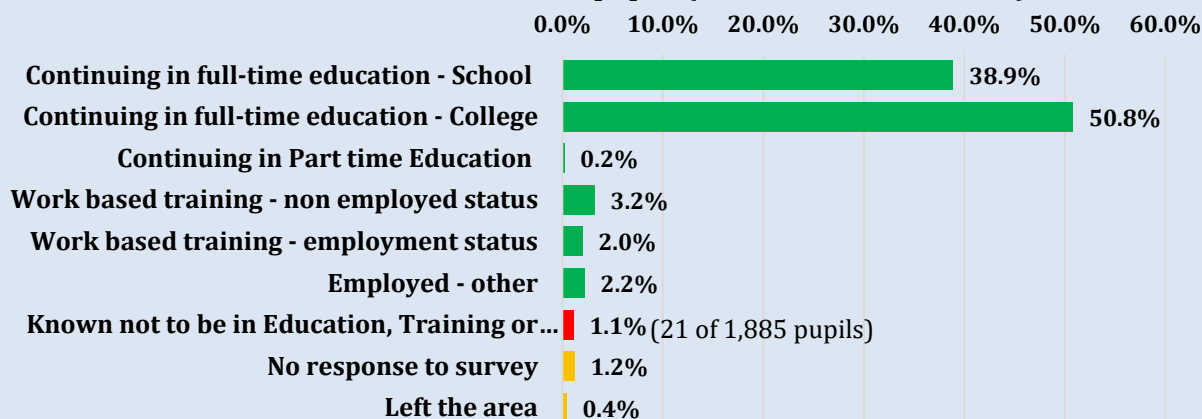
Focus on skills demands and employability to ensure that local and regional demands are met

- ⦿ We have continued engaging with partners and stakeholders over the design of the new curriculum. We are undertaking a project on the theme of 'Decolonising the Curriculum' in partnership with Swansea University's Dr Kirsti Bohata who is head of the National Centre for Writing on Wales in English (CREW). This project is focussing on different aspects of Carmarthenshire Learners' experience of and understanding of concepts including 'identity' and 'over-population' in relation to the notion of decolonisation. Schools will provide their feedback during the summer term. We liaised with the Regional Learning and Skills Partnership which are producing their skills barometer in February 2022, with a view to working with schools to identify how we can develop pathways and courses that meet the skills and competences required by the 8 Regional industry and business development areas. With the publication of the Skills Barometer we have begun our own scoping exercise of the pathways and experiences offered in our schools and supported by us through an [online survey](#) and face to face discussions. We will formulate a plan emanating from this.

Youth Engagement and Progression Framework

- ⦿ The Youth Engagement and Progressions Framework continues to be implemented in line with Welsh Government Guidance, which contributes to improved service outcomes in terms of more effectively engaging those children and young people that are NEET. Of the outcomes known to us, 98.9% of pupils remained in education, employment or training.

Destination data for Carmarthenshire Y11 pupils (Academic Year 2020-21)

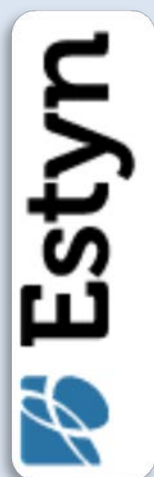


European Social Fund projects

- ⊙ We continue to explore alternative funding sources to replace European Social Funded projects, developing funding bids. The Chair of the Education and Children Scrutiny Committee wrote to Welsh Government to raise concerns about the delivery of NEET work into the future. Welsh Government responded that they are still awaiting the UK Government's plans to replace EU funding.

REGULATORY REPORT

Assurance and Risk Assessment – Emerging Risks and Next Steps (3 February 2022)



Assurances:

- Leaders have a good understanding of issues in the authority including around schools causing concern.
- Leaders maintained the good communication between departments throughout the pandemic to ensure that support for schools and other providers was available quickly.
- A substantial number of primary schools have been removed from Estyn Review.
- Pre-inspection reports show that the authority generally knows its schools well.
- Local Authority is proactive in increasing Welsh medium provision in the primary sector.
- Local Authority officers appear to have suitable plans in place to deal with the issues regarding leadership of smaller schools, for example by federating or merging them.
- The authority has supported schools and providers to understand and embed the new Additional Learning Needs Act.
- Effective scrutiny arrangements.

Concerns:

- There are a very few primary schools in a statutory category.
- With the local authority leaving ERW, there is uncertainty over some arrangements with Partneriaeth.
- Recruiting headteachers to lead a few primary schools is causing concern.
- Although overall, the number of pupils who did not progress from year 10 to 11 in Carmarthenshire is slightly below the national average for the last two years, the rates of pupils who cannot be matched to a destination are high in a minority of schools over the last two years.
- Budget balances in schools

SCRUTINY COMMITTEE TASK AND FINISH GROUP REPORT



A review of the current provision for early years education, childcare and play opportunities. The report outlines 20 recommendations. At Cabinet on the 31 January 2022 the recommendations of the Education and Children's Scrutiny Committee's Task and Finish Group to review Carmarthenshire's Education Admissions Policy was approved.

Sustainable School Gardens

School gardens and community connections are also gaining momentum across Carmarthenshire. An excellent example of working with the wider community and connecting with organisations such as Incredible Edibles has been witnessed at Ysgol Pembrey. The school has developed a productive and sustainable garden which includes numerous raised beds and a well-stocked polytunnel. The success of the garden is a result of all learners taking part in the planting, watering and weeding. A whole school programme of maintenance and management with delicious produce made available for the local community.



Ysgol Bro Dinefwr has established an impressive outdoor learning space. The school has a multi-purpose outdoor learning area to facilitate hands-on learning and enable delivery of the Curriculum for Wales. They have worked closely with organisations, local businesses and charities on a number of projects including a large outdoor learning area, an outdoor performance area and a peace garden.

Angharad, Year 13 pupil, *"I think, especially in light of the growing environmental movement that our age group has been so involved in, it's really nice to have something where we have a real sense of urgency, and we can be involved on lots of different levels."*



Cerys, Year 12, *"It's a matter of our lives now. I think it should be important to everyone, and this is why we've started the outdoor learning area, so that we can protect the environment and try and combat climate change."*

Chloe, Year 9, *"This whole garden, it's supposed to focus on the environment and appreciating the world around us and I think it brings that back home to pupils in the school - because to have this area where it's full of natural beauty, it makes us appreciate what we've got here."*



Ysgolion Awyr Agored
Sir Gaerfyrddin
Carmarthenshire
Outdoor Schools

[Climate change: Carmarthenshire school's zero-carbon secondary bid - BBC News](#)



Carmarthenshire Outdoor Schools

The Carmarthenshire Outdoor Schools Network (CODS) launched its programme for 2022-23 in late March as a part of Outdoor Learning Week, Wales. The CODS programme offers all Carmarthenshire schools the opportunity to share good practice, resources and work collaboratively. A professional dialogue to ensure all schools are supported and confident to develop purposeful learning in the outdoors. The aim of the network is to offer opportunities for all learners to appreciate and connect with nature and become ethical and informed citizens of today and the future. A group of six Carmarthenshire schools are currently working in strong partnership with Natural Resources Wales and the Brechfa Windfarm Company. All six schools visit the Brechfa Forest site each term. As a result of this project the schools are currently developing a range of curriculum resources which will be available in September 2022.

Climate Action Consultation Group

The Climate Action Consultation Group was launched in November 2021 during the week of COP26. The group was formed to action an eight-point Climate Action Manifesto which was developed as part of the global citizenship programme, Walk the Global Walk. The Climate Action Manifesto was approved unanimously by the full Executive Board in October 2021. A formal consultation meeting takes place each term which offers an opportunity for the group, invited guests, local councillors and council officers to discuss issues relating to climate change and implement their manifesto's recommendations. The consultation group meetings are chaired by the students and ensures their thoughts and concerns on climate issues are shared across a broad platform. At the last meeting students met with Deputy Minister for Climate Change Lee Waters to highlight how we can reduce the use of single use plastics. Future discussions will include reducing food waste in schools, climate change gardening and sustainable school transport initiatives. [News Article](#)

What and how we can do better

Our delivery plan to achieve this objective

Ref	Actions and Measures	Date/Target	Owner/Resp. Officer
A	Improvement in pupil and young people progress, wellbeing and outcomes (Abbrev.)		
1	Considering the impact of COVID 19, we will support our schools to ensure the wellbeing and progress of all learners, including those who are vulnerable, eligible for free school meals or looked after. (15459)	March 2023	Elin Forsyth
2	We will base a new suite of measures based on the on the new WG measures when published. (15415)	March 2023	tbc
B	Address low School Attendance		
1	Improve attendance reporting systems to enable challenge to schools. (16127)	March 2023	Allan Carter
C	An excellent school in the right place		
1	We will review the MEP, bearing in mind COVID-19 implications, and initiate a new programme. (14998)	March 2023	Sara Griffiths
D	Workforce development and succession planning		
1	We will ensure greater headteacher engagement in collaborating on our strategic development and review of progress. (16128)	March 2023	Elin Forsyth
2	Further strengthen our approach to developing the 'self-improving' school, facilitating collaboration and sharing effective practice, basing our approach on the principles of a school as a learning organisation. (16129)	March 2023	Elin Forsyth
3	Develop a new recruitment drive with assistance from HR and Communications colleagues in order to attract more applicants for the current vacancies, this will form a key part of the new Workforce Strategy being developed for the Council. (16130)	March 2023	Elin Forsyth
E	The development of Welsh in all our services		
1	Endeavour to implement a purposeful and robust 10 year WESP for all stakeholders. (15434)	March 2023	Catrin Griffiths
2	We will work with the County's schools to move them along the Welsh language continuum and also ensure that individual pupils within relevant schools are provided with opportunities to continue with their Welsh medium education throughout all key stages. (15433)	March 2023	Catrin Griffiths
3	We will increase the number of teachers and support staff who can confidently teach through the medium of Welsh. (15032)	March 2023	Catrin Griffiths
F	Focus on skills demands and employability to ensure that local and regional demands are met		
1	We will continue with the design of the Carmarthenshire Curriculum in partnership with schools and other providers, framed within the national context. We will pursue opportunities to link corporate and economic strategy with the design of the new curriculum (15424)	March 2023	Aeron Rees
2	We will dovetail local opportunities for curriculum enrichment and extension with the national architecture with a view towards developing a Carmarthenshire Learner Offer. (15425)	March 2023	Aeron Rees
G	Youth Engagement and Progression Framework		
1	We will continue to use the Youth Engagement and Progression Framework and the Vulnerability Assessment Profile as a means of effectively engaging those children and young people that are NEET/at risk of NEET. (15408)	March 2023	Gill Adams
H	European Social Fund projects		
1	We will ensure continuation of planning and delivery of the local elements of the European Social Fund (ESF) projects. (15441)	March 2023	Gill Adams



View our [detailed progress commitments and targets here](#) for 2021/22 against this objective

Live Well



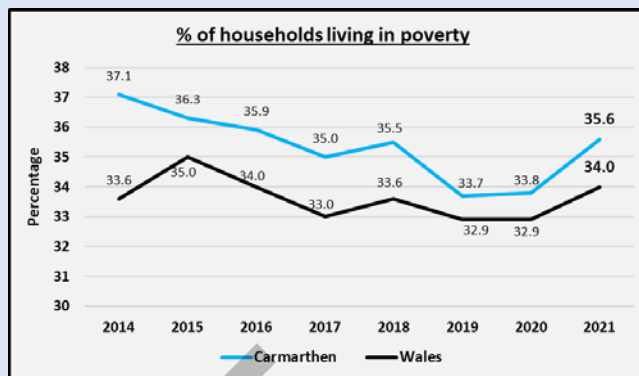


Well-being Objective 4

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

The number of households in Carmarthenshire living in poverty has increased

During 2021, **29,444** households in Carmarthenshire were classed as living in poverty, this is an increase on the previous year of 27,691.
In work poverty is an increasingly common problem.



Poverty is defined as when a "household income is less than 60% of the GB median income" (in 2021 less than £19,642)

Why this Well-being Objective is important

- Poverty and deprivation have serious detrimental effects, impacting across all aspects of well-being.
- It limits the opportunities and prospects for children and young people and damages the quality of life for all. The UN report [Leaving no one behind](#) outlines the imperative of inclusive development.
- Poverty is too often an intergenerational experience which poses a significant threat to experiencing positive well-being both now, and in the future.
- Carmarthenshire has 5 areas within the most deprived Lower Super Output Areas (LSOA) in Wales (there are 191 in this category - that is within the 10% most deprived). [Welsh Index of Multiple Deprivation \(WIMD 2019\) - Stats Wales](#)
- Carmarthenshire is now seeing its highest levels of child poverty in recent years (31.3%), which is a similar pattern across Wales. [UK Government Children in low income families \(March 2021\)](#)



How well are we doing (and how do we know)? ① Sources of evidence

Success Measures / Explaining the Results

35.6% of households are living in poverty



Previously 34% (2020)
Source: CACI Paycheck

50.5% of households threatened with homelessness were successfully prevented from becoming homeless
Previous year 46.4%



17.9% gap in the results of pupils receiving Free School Meals and those who don't (2019/20)
(19.7% gap in the previous year – 2018/19)

Source: Stats Wales



12% of households are living in material deprivation (2021/22)
Reduced from previous year 11.3% (2019/20)

Source: National Survey for Wales

Households Living in Poverty

- Well over a third (35.6% or 29,444) of our households are living in poverty which is a concern and has increased in the last year, this is the 8th highest % in Wales and above the Welsh average of 34%. 24 wards exhibit rates higher than the Carmarthenshire average, suggesting that the effects of poverty are not felt equally across the county. As food prices, energy bills and general costs continue to rise across the UK it is becoming harder for households to stay above the poverty line. Wages are not rising to meet the extra costs. This means that more working households are experiencing poverty. This has been compounded by the impact of Covid on job losses particularly in the tourism and hospitality sector. The effects of the pandemic were not felt equally by all, evidence suggested that the effects are felt disproportionately by the younger generation and those from low-income households.

Child Poverty

- 30.6% of children in Wales are living in poverty, an increase of 1.6% over the last five years. The figures for Carmarthenshire show a 2% increase over the same time period, with 31.3% of children living in poverty.
- This is the 10th highest level of all local authorities in Wales and the joint fifth highest rate of change over the last five years.
- At a Wales level, the largest proportion of children living in poverty live in workless households. However, more concerning is the increasing rate at which children living in working households are living in poverty.
- At a Wales level 17% of children in poverty live in households where all adults are in work, an increase of 5% from 12% over the last ten years.

Homelessness Prevention

- As a result of reviewing operational practices (listed below), we have adopted a new approach to withdrawn cases, better reflecting the positive outcomes for applicants. We have ensured that staff are reminded of the appropriate sections to end our duties, so we can better capture this successful preventative work we are achieving. Development of a Power Business Intelligence (BI) Dashboard will allow us to better manage and analyse cases within each duty. The impact of applying our new way of working during the year shows an improvement from stand-alone Quarter 1 performance of 43.16% to 52.73% in the last quarter of the year, this giving a cumulative annual result of 50.5%. Steps we have taken include:
 - Reviewing our first point of contact service and developing a Housing Hwb to provide early homelessness prevention advice and assistance.
 - Analysing who presents to us, from where and why, in order to identify what support we need to provide and what training staff may need to be competent and comfortable with responding to challenging people and cases.
 - Reviewing our practices to ensure resources are in the right place to respond to the increased casework.
 - Reviewing how we utilise the existing legislation and allocations policy to help prevent homelessness as quickly as we can, looking to other councils for best practice.
 - Further develop and automate the Power Business Intelligence Dashboard to enable to team leaders to regularly monitor performance.
 - Continue to monitor and ensure staff utilise the appropriate duty for prevention.

Gap in exam results for pupils receiving Free School Meals and those who do not

- The gap between exam results for pupils receiving Free School Meals (FSM) and those who don't (Non-FSM) has reduced by 1.8 percentage points but remains the 7th smallest gap in Wales.
The most recent data available for this measure is 2019/20 (2018/2019 Academic Year)
- Free school meal eligibility has increased markedly in Carmarthenshire over the last five years from 16% in academic years 2016/17 to 20% in academic years 2020/21. The largest increase of 3% was seen between 2019/20 and 2020/21. This is 1% above the average for South West and Mid Wales and 1% lower than the Welsh average.

Living in material deprivation

- The 2021/22 National Survey for Wales showed that **12%** of participating households in Carmarthenshire were classed as **living in material deprivation***, this is above the Welsh average of 11.3% and an increase on the previous result of 11.3%.
**Material deprivation refers to the inability for individuals or households to afford those consumption goods and activities that are typical in a society at a given point in time, irrespective of people's preferences with respect to these items.*
- Five of Carmarthenshire's LSOAs are identified as being in the top 10% most deprived in Wales and rank highly in a number of the domains most closely related to poverty, namely; income, employment, health, education and housing. These areas are; Tyisha 2, Glan-y-môr 4, Bigyn 4, Tyisha 3, Llwynhendy 3.
- Since 2011 the number of areas in Carmarthenshire included in the 30% most deprived in Wales has increased by 25% which further corroborates the increasing poverty rates evident in the county.
- A more detailed analysis of the 2019 WIMD data for Carmarthenshire can be accessed [here](#).

Progress on the steps we are taking to achieve this Well-being Objective

Review of our approach to Tackling Poverty

- ⊙ Work on developing the Council's *tackling poverty plan* has progressed with a number of cross-service sessions held to improve alignment and understanding of support services the Council currently provides. This has led to greater cross-service understanding and collaboration and identification of areas for further development in terms of a holistic Council response whilst also working with a range of external partners.
- ⊙ This will be a key priority for the Council moving forward with further development of cross-service working in order to streamline access to support services and targeting of specific interventions and campaigns based on identified need within the county.

Preventing poverty

- ⊙ We have continued to develop and deliver early intervention support services (0-25) for disadvantaged children, young people and families. Families First (FF) projects have been providing a broad range of support to families/young people in a variety of locations including schools, office/community basis and families' homes as well as continuing to provide support virtually:
 - 6792 individuals supported from the FF programme, of which 4876 (72%) were new individuals.
 - 3569 families supported from the FF programme, of which 2683 (75%) were new families (as a result of working with people on a one-to-one basis)
- ⊙ During the year we have trialled the development of a Hwb Advisor model working through the Council's Customer Service and Contact Centres. We will be looking to further develop and enhance this provision as we aim to work towards providing a holistic support service across all Council services. The Hwb in Ammanford, Carmarthen and Llanelli offer pre-booked appointments and drop-in advice to an average 8,000 residents per month, as well as providing advice and access to training and employment support. For tackling poverty since May 2021 when the staff were appointed, we have helped and advised a total of 528 cases.
- ⊙ 'The Council's website has been updated to provide a range of information and advice to residents as part of the national [Claim What's Yours](#) campaign. The content aims to make it easier for residents to know what support is available with an option to self-refer for further advice. This will form part of future campaigns to raise awareness of support and advice available.



The Ombudsman published his first ever own initiative investigation into homelessness review processes in Wales [Homelessness Reviewed: An Open door to positive change](#). We were one of three councils in the sample report. The review identified some concerns and examples of good practice.

- ⊙ An action plan response to the Ombudsman's recommendations for improvement has been prepared and will be implemented as part of further development within the service.
- ⊙ The Front of House '*Housing Hwb*' has been implemented and new priorities have been identified around Homeless Prevention as part of the Housing Support Programme Strategy which replaces the Homelessness Strategy.
- ⊙ As an employer we are committed to guaranteeing the equivalent of the 'real living wage' and our lowest paid employees continue to receive the equivalent of the Real Living Wage which is currently £9.90 per hour. We have achieved this via the payment of a supplement – the Real Living Wage Supplement. This means that all employees, regardless of whether they are over the statutory age of 25, are paid at a minimum of the voluntary Real Living wage rate. We also pay supplements for weekend working (8%) and term only working (4%) which increase the pay of mainly lower paid employees. This means that, with the above-mentioned supplements, many of our lower graded posts now attract a total remuneration higher than the Real Living Wage of £9.90 per hour.

Helping people into work

- ⦿ The number of adults receiving support through Communities 4 Work Programmes during 2021/22 is back to pre-COVID figures with over 1,000 adults receiving either employability or digital inclusion support. All (100%) of the participating adults felt more positive with improved confidence about seeking work or more confident in using a computer and gained IT skills.
- ⦿ 271 accredited qualifications were achieved by residents attending Employment related courses within the Communities 4 Work programmes during 2021/22.

Improving the lives of those living in poverty

PRE-TENANCY SUPPORT

- ⦿ For the financial year April 2021/2022, we have **supported 438 new tenants** (helping with **£200k+ supported savings**). This is higher than the previous year due to the Covid restrictions that were in place for 2020/21.
 - Pre-Tenancy Team Staff helped with income maximisation and completing several different benefit applications that financially impacted the tenants.
 - We are trusted partners to apply for grants for white goods, off grid fuel and Emergency Assistance Payments.
 - We issue Foodbank vouchers and make referrals as required for more complex cases.
- ⦿ Pre-Tenancy support has been expanded into the Private Rented Sector (PRS) and we have also supported 103 new tenancies in the PRS, through Housing Support Grant funding. Our PRS Pre-Tenancy Officer now sits in the 3 main Job Centre Offices, taking referrals for anyone making a claim for Universal Credit and have housing costs in the PRS.
- ⦿ We are also in the process of re-starting our Pre-Tenancy training courses now that COVID-19 restrictions are being relaxed. As well as this, we are working in partnership with other teams such as Pre-Tenancy training for foster cares and their placements.

SUPPORTING FAMILIES TO CLAIM ALL THE FINANCIAL SUPPORT THEY ARE ENTITLED TO

- ⦿ Since November 2021 we have administered the winter fuel support scheme and processed 9,480 cases and paid out £3,409,200.
- ⦿ We have paid out £397,584 of discretionary housing payments and up to mid-March received 10,754 self-isolation support payments applications and paid out over £4 million.
- ⦿ We are processing the cost-of-living payments to approximately 63,000 Carmarthenshire households with the value of around £9.5 million to support residents of Carmarthenshire during these challenging times.
- ⦿ Whilst processing claims and dealing with customer enquires housing benefit staff are often able to identify if people need to be referred for more detailed benefit maximisation advice, personal budgeting or debt advice. They will refer individuals for support or signpost to grants and benefits.
- ⦿ We have established a dedicated Transforming Tyisha Team to lead on specific activity to support community and physical development in Tyisha, which is the most deprived Ward in the County.
 - An ambitious masterplan to transform the area will deliver new mixed-use housing developments, develop more community facilities, and bring vacant business premises back into use; improve the environment and tackle crime and anti-social behaviour; and provide opportunities for education, training, and employment.
 - Four flats have been demolished to clear a site for development; expressions of interest have been submitted by prospective development partners; and a feasibility study is being prepared on a potential community hub.



Audit Wales are currently conducting a National Review on 'Are local authorities doing all they can to help tackle and alleviate poverty?'. The report is due to be published in July 2022. We will take stock of the findings and ensure we embed any relevant recommendation into our tackling poverty plan.

Pre-Tenancy Support to JG

- JG was presented to us in March 2021. He had been kicked out by his family due to his antisocial behaviour and his family no longer felt able to cope. JG was subsequently placed into the care of the local authority and at the time of the referral he was neither in Education or Training, therefore being classed as NEET.
- Within three months of presenting as homeless, JG had been referred to Pre-tenancy with the intention of being placed in a training house. The Pre-Tenancy officer accommodated JG's wish not to complete the course as part of a larger group due to his anxiety and it was completed on a one-to-one basis.
- Before allocating JG a place in the training flat, we took the necessary steps to ensure that the current resident met JG prior to moving in. JG then became a resident at the property in August 2021. During his time at the property, JG completed several models of training undertaken with his Youth Support Worker. This training is aimed at providing the necessary skills required to sustain a successful tenancy.
- As a result of early intervention and by providing the right support at the right time, JG has now not only secured employment but is currently successfully maintaining a tenancy out of county. As well as success on a housing level, he also now has a long term and supportive partner.
- The training that was provided by Youth Support Services and support from the Housing Officers has allowed JG to flourish into an amazing young man who is working and living independently

Hwb advisor help to Mrs H

- Mrs H called into a Hwb as she had received a summons for her council tax, as I was talking to her, I could see that there were other financial difficulties there, I offered my service as a Hwb advisor and she agreed.
- She was a single parent of 3 and a homeowner. Her only income was ESA, Industrial injuries, PIP (lower rate) and child benefit, struggling with day-to-day bills and school dinners. She had applied for Free School meals but had been turned down.
- We helped-
 1. Issued with a council tax reduction form and to apply for back dating
 2. Checked council tax and could see there was no SPD in place, husband had left 2 years previous, Issued SPD form
 3. Advised to apply for UC
 4. Advised to appeal PIP and apply for enhanced rate
 5. Advised to apply for a blue badge due to health condition
 6. Phoned FSM who advised to apply again if UC awarded and

Outcome

1. Council tax reduction awarded and backdated 3 months
2. SPD awarded and backdated – refunded £1200
3. Awarded UC
4. Awarded the enhanced PIP
5. Awarded a blue badge
6. FSM awarded

Mrs H was delighted with the help and support that she had received from the Hwb and advised that she was now approximately **£800 a month better off** and not struggling.

Governance Arrangements

To make sure that we are maximising our efforts to tackle poverty we have a cross departmental officer working group and an elected member Advisory Panel.

What and how we can do better

Our delivery plan to achieve this objective

Ref	Actions and Measures	Date / Target	Owner / Resp. Officer
A	Reviewing our approach to tackling Poverty		
1	We will implement and update the Tackling Poverty Plan to respond to the current challenges faced by residents and communities (15490)	June 2022	Gwyneth Ayers
B	Preventing Poverty		
1	Review of homelessness and temporary accommodation services (15334)	Sept 2022	Jonathan Morgan
2	Improve the % of household successfully prevented/relieved from becoming homeless (baseline 50.5% in 2021/22)	60%	Angela Bowen
3	Develop Carmarthen Hwb to include partnership working with employability projects and other agencies (15597)	30/06/2023	Eifion Davies
4	Develop and promote the Claim <i>What's yours</i> initiative to support the Council's tackling poverty initiative which is responding to the current challenges faced by residents and communities (15598)	31/03/2023	Deina Hockenhull
C	Helping People into work - Also see Well-being Objective 5		
1	% of adults that feel more positive with improved confidence about seeking work after receiving employability support through Workways, Communities 4 Work and Communities 4 Work Plus Programmes (EconD/020) – 2021/22 Target: 100	100%	Amy Wakefield /Shan Williams
2	% of residents that feel more confident in using a computer and gaining IT skills after receiving digital inclusion support through Workways, Communities 4 Work and Communities 4 Work Plus Programmes (EconD/021) – 2021/22 Target: 100	100%	Amy Wakefield /Shan Williams
3	The number of accredited qualifications achieved by residents attending Employment related courses within the Workways, Communities 4 Work and Communities 4 Work Plus Programmes (EconD/022) – 2021/22 Target: 200	200	Amy Wakefield /Shan Williams
D	Improving the lives of those living in poverty		
1	We will work with partners to deliver a range of support services to support the development and growth of the third sector within the County (15518)	March 2023	Helen Morgan
2	We will continue to maximise the draw-down of funding from external sources via the new funding programmes and support/undertake their delivery, e.g. the £2.9m award from UK Government's Community Renewal Fund (15521)	March 2023	Helen Morgan
3	That the Council works with partners to develop a co-ordinated approach to identifying, supporting and developing volunteering across the County (15522)	March 2023	Helen Morgan



View our [detailed progress commitments and targets here](#) for 2021/22 against this objective



Well-being Objective 5

Live Well - Create more jobs and growth throughout the county

Economically things haven't been as bad as we first feared, our interventions have helped but challenges remain

Towards the start of the pandemic, the intelligence gathered at that time clearly demonstrated that we faced an extremely difficult time over the next 24 months as the effects of the COVID-19 crisis put huge pressure on jobs and demand.

As a response to the pandemic and Brexit, in consultation with business, we introduced an [Economic Recovery Plan](#) (ERP) that identified our priority intervention actions for supporting *Business, People and Place* to strengthen the recovery of the Carmarthenshire economy from the social and economic impacts. With this support intervention now in place, Carmarthenshire's economy has generally improved from where we were and can recover as quickly as possible to become one which is more productive than before, more equal, greener, healthier, and with more sustainable communities.

However, some challenges, remain:

! *Employment rates reduced from 71.7% in March 2020 to 68.6% March 2021, resulting in us having the third lowest rate of employment compared to the rest of Wales* *Stats Wales - several industries (most notably the Health & Social Care, Tourism & Hospitality and Haulage sectors) face acute recruitment challenges.*

! *Still have a large and persistent productivity gap with the rest of the UK* *South West Wales Regional Economic Delivery Plan*

! *Demand for our business funds has far outstripped the budgets available to support the private sector* *ERP*

! *Supply chain issues are a severe concern for several sectors, made worse by increasing costs and increased bureaucracy with regards to importing and exporting because of Brexit* *ERP*

! *Evidence suggested that COVID-19 effects were not felt equally by all, with a disproportionate effect by the younger generation & those from low-income households (Kickstart scheme introduced for support)* *ERP*

Why this Well-being Objective is important

- Providing secure and well-paid jobs for local people is central to everything we are seeking to achieve.
- Increasing employability is fundamental to tackling poverty, reducing inequalities and has a dramatic impact on our health and ability to function in everyday society.
- We need to build a knowledge-rich, creative economy by maximising employment and training places for local people through creating jobs and providing high quality apprenticeships, training and work experience opportunities, to have an on-going skilled and competent workforce to face the future



How well are we doing (and how do we know)? Sources of evidence

Success Measures / Explaining the Results



Employment figure

is **69.5%**

(April 21 – March 22)

3rd lowest rate in Wales

(Previously 68.1%)

Source: Stats Wales

According to the annual population survey, as of March 2022 Carmarthenshire continues to have the third lowest rate in respect of employment compared to the rest of Wales. Despite this, employment rates have increased from 68.1% in March 2021 to 69.5% (year ending March 2022). This is again amongst the lowest in Wales and below the national average of 73.6%.



37.7% Qualified to NVQ Level 4 or above

@ December 2021

(previously 39.9% December 2020)

Source: Stats Wales

For those reaching NVQ Level 4 or above in Carmarthenshire, figures have reduced for the second year running from 41.4% in 2019 to 39.9% in 2020, and 37.7% in 2021. This is below the Welsh average of 41.6% which continues to increase. The number with no qualifications has also increased slightly in 2021 to 7.8% from 6.7% in the previous year.

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78.9% Satisfied with their jobs

during 2019/20
(previously 82.5%)

17th highest in Wales (was 11th)

Source: National Survey for Wales

Being happy in work is important for well-being and the latest figures in April 2019 showed that the percentage of people moderately or very satisfied with their jobs was 79% - but this was over 3% lower than both the figure two years previously and the Welsh average. This ranked Carmarthenshire the 17th highest in Wales. A number of factors can affect job satisfaction therefore it is difficult to determine the exact cause of falling rates in the county.



Median Gross Weekly Pay is £566.9 (2021)

(Down from £574.5 in 2020, from 4th
highest in Wales to 11th position)

Source: Annual survey of hrs & earnings

The median gross weekly pay of £566.90 for Carmarthenshire is below that of the Wales figure of £570.6. Figures in Carmarthenshire are 11th highest in the whole of Wales, compared to being the 4th highest in 2020.

Progress on the steps we are taking to achieve this Well-being Objective

In January 2022 we formally adopted the [South West Wales Regional Economic Delivery Plan](#) as the Council's over-arching economic regeneration policy, that replaced the Swansea Bay City Region Economic Regeneration Strategy (2013). It builds on our distinctive strengths and opportunities to develop a more prosperous and resilient South-West Wales economy (Pembrokeshire, Carmarthenshire, Neath Port Talbot & Swansea). Together with our local Recovery Plan we aim to achieve the vision and objectives contained in the policy.

Our Economic Recovery Plan

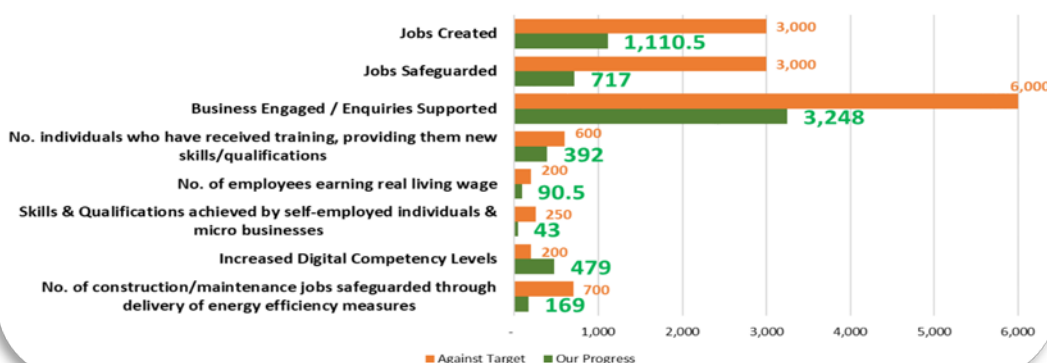
Following our assessment in 2020 of the impact that COVID-19 had on Carmarthenshire businesses, and what was important to them in the short, medium and long-term, a business, economy and community recovery group was established to co-ordinate the development and delivery of the themed actions. Together with an overarching advisory group (that also comprised of key private sector industry leaders), an [economic recovery and delivery plan](#) was formally adopted in June 2021 after an independent review.

Key to the plan is ultra-reliable digital connectivity, actions that support the County's foundational economy and supporting local people to grow skills and talent in targeted areas so that there is a strong and resilient local workforce.

Our economy is made up by a large number of self-employed and micro sized enterprises together with significant employment within the [foundational economy](#) (business activities that we use every day and see all around us e.g. retail, care and food industries). So our path to recovery has focused on: Localism - support within our local economies and increased local spend; and Competitiveness - increasing productivity and competitiveness.

With the support/intervention plan, Carmarthenshire's economy has started to recover as quickly as possible to become one which is more productive than before. We are not able to deliver everything, so working across all departments, with public sector partners, external organisations, including the private sector, ensures coordination of activity wherever possible to support our Plan for recovery and growth.

OUR ERP OUTCOMES Against our 2 Year Targets



Note: Our Economic Recovery Plan has been in place since July 2021, therefore our progress against our targets are over a 9 month period not 12. Our outcomes are attributed to all our service areas across the Authority that contribute towards our economic recovery.

BUSINESS:

Over 90% of our nearly 8,000 businesses in Carmarthenshire are micro-businesses (i.e. with fewer than 10 employees), so we need to support these businesses to maintain, upscale and grow our economy. We also have more than 10,000 self-employed people who need support to survive and thrive in business. Therefore, safeguarding our existing businesses, supporting new start-ups and growing businesses in our foundational and growth sectors to become more productive and competitive is key.

- Throughout the pandemic we delivered *over £66 million COVID-19 Business Recovery Funds* on behalf of the Welsh Government, which provided a lifeline to businesses in what was a challenging time, enabling the businesses to safeguard jobs. The £66 million was broken down to:

<i>Business Recovery Grants</i>	<i>£586k</i>	<i>Discretionary Grants</i>	<i>£265k</i>	<i>Non-Domestic Rates Business Grants</i>	<i>£65.1m</i>
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- We also supported businesses to *safeguard 717 jobs* via the Carmarthenshire Rural Enterprise Fund and the emergency flood grants (that were set up in response to the adverse weather conditions we experienced in County that directly impacted businesses).

- ! Demand for our business funds has far outstripped the budgets available to support the private sector across Carmarthenshire. Following a new round of business grant funding totalling £500K for business start-up and growth grants being launched in January 2022 we had to close the opportunity due to the volume of interest, hence there will be a number of applications that will not be able to be funded.

- To help the UK prepare for the introduction of the UK Shared Prosperity Fund (SPF) (EU replacement funding programme), the UK Government announced a new funding programme, the UK **Community Renewal Fund**. Carmarthenshire was awarded 12 of the 13 shortlisted Community Renewal Fund bids in November 2021 totalling £2.97M.

- ! Conversely, EU funded services we currently provide will end next year (e.g. Workways+; Community for Work, Short Term Unemployed, Cynnydd, LEADER, etc.), but we have been awarded nearly £37m through the SPF successor funding for activities running up to March 2025.

- Through our Modernising Education and Housing and Highways programmes we awarded contracts to local businesses, providing skilled work opportunities in the local economy and safeguarding jobs.

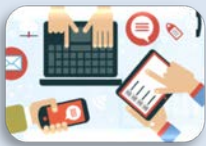
- Six new industrial units in Glanamman were completed by March 2022 as part of a £2.5 million investment. The former empty workshops were transformed and brought back into use in Phase 2, having set aside money from our Five-Year Capital Works Programme in 2017. The new steel workshops are expected to accommodate six small businesses with an additional 15-20 jobs.

- Progressive Procurement: We made significant steps in understanding community wealth building through localising spend to raise awareness of tender opportunities to support local businesses. We launched a business survey to gain an in-depth understanding of the support local businesses require to become 'tender ready' – we will use this information to engage with businesses on a one-to-one basis and provide the support needed.

- ! *Increasing Capital Costs:* There has been a marked increase in the cost of delivering capital regeneration schemes over the past year. These increases are industry wide and are believed to have been triggered through a number of factors including Brexit, COVID-19 and more recently the conflict in Ukraine. These increases are putting pressure on what is achievable with budgets that were set at project outset. As such, projects are having to be amended where possible to meet these increasing pressures.

- Over 97% of the 342,000 invoices received by the Authority were paid within 30 days, retaining our best ever performance of last year despite a 15% increase in the number of invoices. Prompt payment is essential for businesses especially at a continued time of uncertainty.





Digital Economic Growth The £55 million SBCD Digital Infrastructure programme will benefit residents and businesses in all parts of the Swansea Bay City Region, which includes Carmarthenshire, Neath Port Talbot, Pembrokeshire and Swansea. The programme is estimated to be worth £318m to the regional economy over the next 15 years.

- ⦿ **The Swansea Bay City Deal Digital Infrastructure Programme:** The Digital Programme Business Case, Board, and Governance of it was established; Access to City Deal funding for the Digital Programme together with additional public sector funding was secured across the region; A central team for the Digital Programme was also established
- ⦿ **Our Digital Regeneration Programme:** There has been significant commercial investment in Gigabit fibre at Cross Hands, Llangennech, Burry Port, Llanelli, and Carmarthen; together with Superfast Cymru 2 investment has been secured to connect 3,300 of Carmarthenshire's worst served rural premises.
- ⦿ We have trained and supported more than 330 people by improving their digital skills (one of the key areas of targeted intervention), in order they are well equipped with better employment prospects.

PEOPLE:



Regional Learning & Skills Partnership (RLSP) Carmarthenshire is the Lead Body for the Regional Learning & Skill Partnership (RLSP). The RLSP is leading on the delivery of the Swansea Bay City Deal (SBCD) Regional Skills and Talent Programme over the next 5 years. The key aim of the programme is to deliver the skills needs of the 8 City Deal projects and to support the skills needs of the region.

- ⦿ The [Regional Learning and Skills Partnership](#) has worked with employers and training providers to measure and understand the economic and skills impact of the COVID-19 pandemic, culminating in a 'wrap up' report being submitted to Welsh Government.



David TC Davies MP meeting students

- ⦿ The **Skills and Talent Programme** for the Swansea Bay City Deal Programme was officially launched in March 2022 when the UK Government Minister for Wales - David TC Davies (MP) met students at the University of Wales Trinity Saint David and Gower College Swansea to hear how it will benefit young people across Carmarthenshire, Pembrokeshire, Swansea and Neath Port Talbot.

- ⦿ We took the lead on the Young Person's Guarantee for the region - a Welsh Government initiative to support young people between 16–24 to gain the right skills and experience and support to get into work - working with Careers Wales, Working Wales, Communities for Work and other stakeholders in identifying their needs and delivering the support needed.
- ⦿ Our dedicated employability team have worked with both short term and long-term unemployed individuals in Carmarthenshire to support them into sustainable employment opportunities. During the last year we have collaboratively, with the RLSP, successfully delivered *six job fairs* in each of the primary towns, to support sectors experiencing acute recruitment challenges.



Supporting People at a job's fair

PLACE:

Urban, coastal and rural Carmarthenshire Throughout all the town centres, businesses are supported to make best use of digital communications to grow their market reach, turnover and footfall; with decarbonisation encouraged through low carbon and climate-resilient infrastructure, renewable energy and sustainable developments; and Welsh language and culture supported and promoted to celebrate Carmarthenshire's identity.



Audit Wales undertook a national review on [Regenerating Town Centres in Wales](#) (September 2021) and concluded that **town centres are at the heart of Welsh life** and can be vibrant and sustainable places, but addressing the many challenges they face requires brave decisions and ambitious leadership. In a digitally dominated world, investing in digital infrastructure and basic skills can play a vital role in revitalising high streets.

We recognised that our Restart, Revive, Renew recovery strategy, developed in response to the economic impact of COVID-19, provides a good summary of the 'live' challenges facing towns in the county. Our action plan response to the review and existing changes occurring within town centres had already been acknowledged through our recovery plans for our town centres, which have been accelerated by the pandemic, Brexit and other market forces.

- Our Recovery Plans for our three primary towns (Carmarthen, Llanelli and Ammanford) were bespoke to the town and set out the impact that COVID-19 had on the town centres in terms of loss of spending, increased vacancy rates and decline in footfall. In developing the Plans, we worked closely with key members of the towns stakeholders. The Plans highlighted key issues and opportunities and provided a delivery framework of interventions specific to the individual town centres. It is envisaged moving forward these Plans will be owned and delivered by the stakeholders in the respective towns, supported by ourselves by helping to secure funding opportunities and contributing capital funding.
- Alongside the three main town centres, we delivered a programme of investment to support the growth of our 10 rural market towns. Bespoke plans were developed to benefit the town and surrounding areas of Cross Hands, Cwmaman, Kidwelly, Laugharne, Llandeilo, Llandovery, Llanybydder, Newcastle Emlyn, St Clears and Whitland. The development of the growth plans are part funded via the Welsh Government Rural Communities - Rural Development Programme 2014-2020, which is funded by the Welsh Government and the EU.
- In 2021/22 we submitted 2 grant applications under the UK Government's Levelling Up Fund Programme and were successful in securing funding for the Tywi Valley Path (nearly £17m), and a collaborative bid for the Carmarthen Hwb (nearly £16m) and the Pembroke Hwb (over £4m). The Tywi Valley Path project will provide a continuous shared use path between Llandeilo and Carmarthen.

Carmarthen Hwb: We are progressing at pace with plans to deliver the £18.5m (additional £3.5m match funding from our Capital programme) project at the former Debenhams shop. It is being repurposed into a Hwb centre that will bring together a range of health, well-being, learning and cultural services. Our Customer Service Centre was also relocated to the Hwb.



Browsing at a 100% Sir Gâr Pop Up Shops

- Following the success of our 100% Sir Gâr virtual shop window website platform that promotes over 300 independent businesses from Carmarthenshire, highlighting their products, we launched in August 2021 our 100% Sir Gâr Pop up Shops initiative. This ran for two weeks out of the old Topshop in Carmarthen, followed by a further week in Pembrey Country Park. It was relaunched in December 2021, with a Pop-up Shop in Llanelli and in the old Debenhams, Carmarthen - which generated just under 22,500 visitors to the store, benefiting the wider town centre economy. Most businesses (83%) exceeded their anticipated income targets.

- The establishment of a dedicated Development Management team to focus on 'Major Projects' has been instrumental in driving forward the priority focus that deliver jobs and growth in support of the Economic Recovery Plan. Continued progress has been made in addressing the backlog of Planning Applications and moving forward Major Planning Applications. Un-determined Applications (major planning applications & others with job creation) reduced from 133 (July 2021) to 42 at end of year.



Pentre Awel part-funded by the Swansea Bay City Deal - brings together business, research, education, community healthcare and modern leisure facilities all at one prime location along the Llanelli coastline. It is the first development of its scope and size in Wales providing world-class medical research and health care delivery and supporting and encouraging people to lead active & healthy lives.

As well as improving health and well-being, the project will create almost 2,000 jobs (750 to 950 in Zone 1), training/apprenticeship opportunities and is expected to boost the local economy by £467million over the next 15 years.

- Site works underway:** During 2021, Pentre Awel went from strategic planning to implementation and delivery. Site clearance and ground investigation works started on the Delta Lakes site to help progress detailed design and to allow main building works to start on Zone One later this year, with construction scheduled for completion by early 2024.

The project is being developed in phases across Four Zones and we appointed Bouygues UK to design and build Zone One following an extensive tendering process via the South West Wales Regional Contractors Framework - one of the largest ever published by the Authority. The contract has a key focus on social value to ensure that local people and businesses reap the benefits of the ambitious scheme. Work also commenced on procurement of consultants for design of Zone Three.

Rural Economy / Foundational Economy and Community Resilience

The economic and policy context has changed considerably since 2013 at both Welsh and UK level, particularly in light of the UK's decision to leave the European Union, the impact of the pandemic and changes regionally.

- ⦿ The economic effect of the COVID-19 pandemic has increased the need for more affordable homes. As more people work from home and look to leave busy urban areas, the demand for homes in rural and coastal areas has inflated property prices, widening the affordability gap for many local people. Therefore, in support of this demand we published the [Housing Regeneration and Development Delivery Plan \(December 2021\)](#) that set out our plans to support the delivery of over 2,000 additional homes across the County over the next five years. It also supports economic growth by investing over £300m into our communities and directly supports the actions in our Economic Recovery Plan - supporting businesses, people and places.



The findings of the Rural Affairs Task and Finish Group and the Ten Towns Growth Plans clearly support the need for more housing in rural areas. These plans highlight that affordable homes in rural areas are crucial to help younger and working aged people stay in our rural communities. By helping local people stay, we help preserve the culture of rural towns and villages and protect the Welsh language.

There has been significant improvement on the determination of planning applications and the determination of major projects that has led to several hundred full and part time posts being created over the last 12 months.

Is anyone better off?



Steven Avery is the owner of Craizie Crepes who previously traded from a van on Burry Port Harbour, selling crepes, waffles, milkshakes, hot and cold drinks and much more. As their reputation grew, so did their customer base and as such they wanted a new, larger and more permanent premises from which to operate.

Seeking to maintain their ideal location at Burry Port Harbour, Steven acquired the lease for the former toilet block and after receiving approval for planning, refurbished the building. In 2019 the business was awarded a

£10,000 business grant from Carmarthenshire County Council, which supported the business to purchase a number of items such as fridges, freezers, tables, chairs, crepe machines and kitchen equipment to ensure the business operated at maximum efficiency and to maintain the quality of their product range.

However, due to the COVID-19 pandemic their plans to open were delayed but they continued to trade from their mobile unit in between the Government restrictions. During the challenges of the pandemic Steven received support from our COVID-19 helpline where support and advice was offered to the business, and as a result Steven was successful in receiving the Welsh Government Discretionary grants in the various tranches of funding during 2020 - 2022.

Craizie Crepes has since opened the new café and take away facility in their new premises, and the business is going from strength to strength and is a facility that complements Burry Port Harbour as a destination for visitors.

Steven said 'Crazie Crepes Cafe is extremely grateful for the grant received. It enabled us to fulfil our vision for the harbour. Without the grant we would have been struggling to complete the project. It enabled us to buy quality equipment that enables us to do the job to the best of our ability. The Council officer that guided us through the process did an amazing job throughout the process. We are very, very grateful for the time she spent making sure all the paperwork was correct and that all procedures were followed correctly. We currently employ double what we expected to. We now have a thriving business on the harbour with a top reputation for quality food at reasonable prices, exceptional cleanliness and amazing customer service. We are currently busier than we could have imagined and are looking into the possibility of extending the building to cater for the demands. Thank you from the bottom of our hearts.'



Governance

A business, economy and community recovery group was established to coordinate development and delivery of actions aligned to our economic recovery and delivery plan (ERP) and an overarching advisory group, comprising key private sector industry leaders, was also established.

Challenges Ahead: Welsh Government have set 50 National Well-being Indicators (NWBI) to measure progress towards the achievement of Well-being goals. These are population based indicators. In December 2021, Ministers agreed to set Milestones on 8 of these indicators, some of which are relevant to this Well-being Objective:

National Well-being Indicator	National Milestone	Current result - Wales	Current result - Carmarthenshire
NWBI-17 - Pay difference for gender, disability and ethnicity	An elimination of the pay gap for gender, disability and ethnicity by 2050	<u>2021</u> Gender Pay Gap - £0.72 <u>2018</u> Disability pay difference - £1.10 Ethnicity pay difference - £0.16	<u>2021</u> Gender Pay Gap - £0.96 <i>Neither Disability or Ethnicity pay difference is currently available at LA level</i>
NWBI-21 - Percentage of people in employment	Eradicate the gap between the employment rate in Wales and the UK by 2050, with a focus on fair work & raising labour market participation of under-represented groups	<u>March 2021</u> Wales - 72.2% UK - 74.7%	<u>March 2021</u> Carms - 68.6% UK - 74.7%

What and how we can do better

Our delivery plan to achieve this objective is everything we are doing in our Economic Recovery Plan (ERP)

- ⦿ We will continue to focus on supporting 3,000 people into work, providing 2,000 additional homes, maximising the community benefit of development schemes and supporting businesses to take advantage of key grants
- ⦿ We will for each of the individual town centres, manage the overseeing of the recovery plans passing responsibility to the stakeholders in the respective towns. Each of the plans highlight key issues and opportunities and provide a delivery framework of interventions specific to the town centres
- ⦿ Moving forward the RLSP will continue to work with Employers across the region to ensure that the RLSP inform Welsh Government what skills are required in the region and where WG funding needs to be allocated in order to fulfil the skills demands identified by employers



View our [detailed progress commitments and targets here](#) for 2021/22 against this objective



Well-being Objective 6

Live Well - Increase the availability of rented and affordable homes

We have delivered over 1,400 additional affordable homes

Good quality affordable homes are the bedrock of healthy and sustainable communities. We have delivered 1,437 additional affordable homes since 2016 as part of the Affordable Homes Delivery Plan and the new Housing Regeneration and Development Delivery Plan.

Why this Well-being Objective is important

- Good quality affordable homes promote health and well-being, meeting the individual needs of the residents, building strong sustainable communities and places where people want to live.
- Good quality energy efficient affordable homes are good for the People and the Environment – our homes are well insulated and have the latest innovative technologies (solar panels and batteries to store energy) that do not only significantly reduce our carbon emissions, they promote affordable warmth for our tenants. The average savings to fuel bills can be as much as 60% per year.
- It is good for the Social Structure - well-placed affordable housing developments allow communities to welcome a wide range of families and to create a vibrant, diverse, group of residents, in both rural and urban areas.
- It is good for the Economy - in order to thrive, new businesses need easy access to its workforce. Affordable housing developments ensure that working families will remain in their community.
- It is good for the Economy – our plans to increase affordable housing will see an investment of over £300m over the next five years in the County. This will help stimulate the local economy, grow the construction industry, the local supply chain and the green economy. This will also create jobs for local people as well as providing more homes to help local people remain in their communities.



How well are we doing (and how do we know)? ⓘ Sources of evidence

Success Measures / Explaining the Results

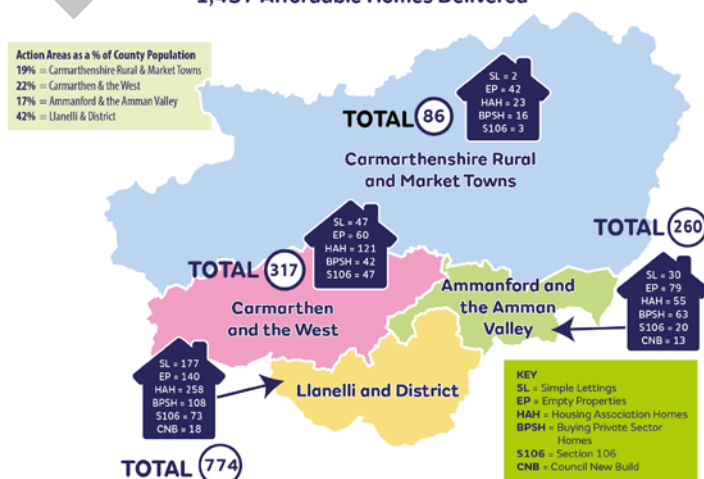


308

Additional Affordable Homes during 2021/22



Affordable Homes Performance - Overall Performance from April 2016
1,437 Affordable Homes Delivered



Progress on the steps we are taking to achieve this Well-being Objective

- Through our Affordable Homes Delivery Plan we aimed to deliver over 1,000 additional affordable homes between 2016 and 2021. We exceeded this target and continue to be committed to delivering more affordable homes through our new Housing Regeneration and Development Delivery Plan. So far, we have delivered **1,437** additional affordable homes through the following solutions:

31: Council New Build Homes

(31: 21/22)

256: Simple lettings agency

(32: 16/17; 63: 17/18; 61: 18/19; 61: 19/20; 30 20/21; 9: 21/22)

321: Empty homes brought back into use

(28: 16/17; 63: 17/18; 67: 18/19; 64: 19/20; 34 20/21; 65: 21/22)

253: Buying private sector homes

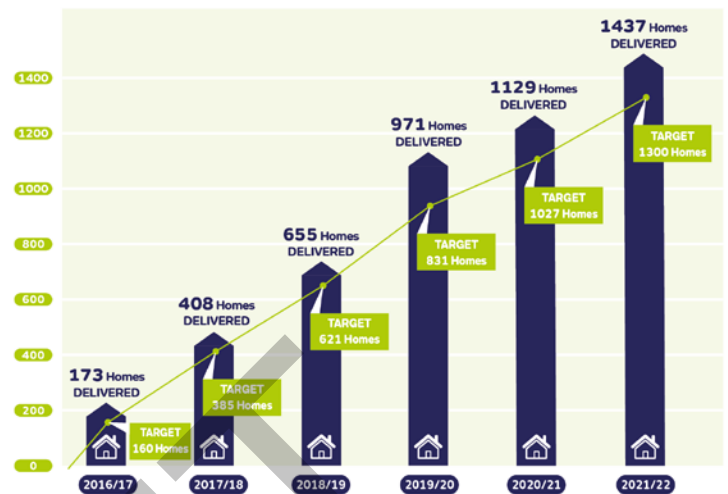
(45: 16/17; 69: 17/18; 81: 18/19; 43: 19/20; 7: 20/21; 8: 21/22)

433: Housing Association new build development

(45: 16/17; 20: 17/18; 17: 18/19; 107: 19/20; 51: 20/21, 193: 21/22)

143: Section 106 Contribution by Developers

(23: 16/17; 20: 17/18; 21: 18/19; 41: 19/20; 36 20/21; 2: 21/22)



- In July 2021 we asked the public and our key stakeholders for their views and priorities on how we should deliver more affordable homes in the future. Over **2,500 consultation responses were received** and the key messages from the consultation are summarised below and have shaped our new five-year Housing Regeneration and Development Delivery Plan which was approved in March 2022.



This plan will build on the success of the Affordable Homes Delivery Plan and aims to support the delivery of 2,000 additional homes throughout the County. This plan will also support economic growth by investing over £300million into our communities directly supporting the action in our Economic Delivery Plan supporting businesses, people and places.

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

- Our first 3 council new build developments have been completed and let these include: Garreglwyd, Maespiode and Glanamman. We have also completed the first 4 homes on the Dylan Development. These developments have provided 31 new affordable homes for local people. A further 24 sites are either on site, being prepared for planning or tender. This includes 6 sites in rural areas that will be developed on a mixed tenure basis and will provide homes for low-cost home ownership.

- ⦿ We maximise all external funding opportunities that help us deliver more homes in our communities including Social Housing Grant, Integrated Care Fund, Land Release Fund and the Land for Buildings Fund. In 2022 we secured over £19m of external funding to support our development programmes
- ⦿ We have robust governance process in place to ensure we maximise the delivery of affordable homes across the County. This is made up of a number of working groups and sub working groups that report directly to the Housing and Regeneration Strategic Team, CMT Cabinet and Council.

Supporting the delivery of over 2,000 affordable homes in our communities



What and how we can do better

Our delivery plan to achieve this objective

Ref	Actions and Measures	Date/Target	Owner/Resp. Officer
A	Step....		
1	Delivery of first year of the five-year housing regeneration and development delivery programme (15332)	March 2023	Rachel Davies



View our [detailed progress commitments and targets here](#) for 2021/22 against this objective



Well-being Objective 7

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

Excellent progress has been made in enhancing our health and well-being offer for the residents of Carmarthenshire by developing opportunities to engage online whilst investing in our physical infrastructure to encourage and support people to stay healthy.

Why this Well-being Objective is important

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



How well are we doing (and how do we know)? 📄 Sources of evidence

Success Measures / Explaining the Results



68.6% of
Adults who
say their
general health

is Good or Very Good
(2021/22)

Previously 69.7% (2020/21)
Source: National Survey for Wales



40.1%
of Adults
who say
they have a

long-term illness (2021/22)
Previously 51.2% (2020/21)

Source: National Survey for Wales



Adult Mental
Health
score of
48.8

(Out of a maximum of 70
Warwick-Edinburgh Mental Well-
being Scale)

Previously 51.1
Source: National Survey for Wales

92.4%

of Adults who
have **two or
more** healthy
lifestyle
behaviours



(2021/22)

Previously 87.6%
(2018/19 & 2019/20)
Source: National Survey for Wales

The following [National Survey for Wales](#) shows:

General Health Good or Very Good

- 68.6% of Carmarthenshire participants said their general health is Good or Very Good, this has reduced slightly from 69.7% in the previous year, but comparatively we have remained in 18th position in Wales. We continue to work with partners such as Public Health via the Public Services Board to promote a healthy environment for Carmarthenshire residents, including exercise, nutrition and cleaner air.

Long-term Illness

- 40.1% of Carmarthenshire participants said they had a longstanding illness, disability or infirmity, this has reduced considerably from the previous survey results which has been around 50%. The Welsh average has also reduced from 45.7% to 33.4%, but comparatively we have moved from 17th to 20th position in Wales. The lower number with a longstanding illness or disability or infirmity the better.

Adult Mental Health

- Our mental health affects how we think, feel and act. Looking after our mental health is as important as our physical health, the link between the two factors of health is becoming increasingly better understood. Poor psychological and emotional well-being can act as a barrier to full participation in society. Issues such as confidence, anxiety, fatigue and stigma can limit an individual's capacity to interact with others or to find work for example.

Data from Public Health Wales is gathered from the National Survey for Wales and analysed according to the [Warwick-Edinburgh Mental Well-being Scale](#). It shows that Mental Well-being in Carmarthenshire has declined from a score of 51.1 (out of a possible score of 60) in 2018/19 to a score of 48.8 in 2021/22. The decline is in line with the rest of the country and is representative of the Welsh average of 48.9.

The Warwick-Edinburgh Mental Wellbeing scale was developed to enable the monitoring of mental wellbeing in the general population and the evaluation of projects, programmes and policies which aim to improve mental wellbeing. It is based on statements about feelings and thoughts, whereby individuals would indicate which best describes their experience of each over the last 2 weeks. Some of the statements include: *I've been feeling useful; I've had energy to spare; I've been thinking clearly; I've been feeling loved etc.*

Two or more healthy lifestyle behaviours

- Based on questions asked in the 2021/22 National Survey for Wales, participants were asked if they have **two or more** healthy lifestyle behaviours which include:
 - not smoking
 - not drinking above weekly guidelines
 - eating five or more portions of fruit and vegetables the previous day
 - being physically active for at least 150 minutes in the previous week
 - maintaining a healthy weight/body mass index

Lifestyle choices impact on our future health and well-being. Carmarthenshire residents compare well to the rest of Wales in some areas such as physical activity, not drinking too much and eating healthily, however, there are a number of lifestyle choices where we compare poorly such as overweight or obese and smoking. 92.4% of participants in Carmarthenshire have two or more healthy lifestyle behaviours this has increase on the previous result of 87.6%, we continue to be below the Welsh average of 92.9%, but we have moved up from 18th to 13th best in Wales.

Progress on the steps we are taking to achieve this Well-being Objective

Eat and breathe healthily

- An Air Quality Delivery Plan has been developed and adopted by the AQ Action Steering Group. Local authorities are responsible to declare Air Quality Management Areas (AQMA) if national air quality objectives are not likely to be met. In Carmarthenshire there are three active AQMA

AQMA Name <small>Source: Defra, UK</small>	Pollutants
Llandeilo AQMA	Nitrogen dioxide NO ₂
Llanelli AQMA	Nitrogen dioxide NO ₂
Carmarthen AQMA	Nitrogen dioxide NO ₂

- Investment at Pembrey Country Park includes a new playground, an expansion of the cycling pump track, new mobile catering units, glamping pods, and enhancements to paths and eating areas at our camping and caravan site.

- ◉ Mynydd Mawr Woodland Park has also recently secured close to £86k of external funding investment to enhance walkways, and bio-diversity at that site.
- ◉ We have invested over £200k of internal and external funding at Llyn Llech Owain Country Park including a new toddlers play area, improved walks, and interpretation.



Physical Activity

- ◉ We successfully hosted the 2021 Men's Tour of Britain professional cycle race in September 2021, as part of our wider commitment to developing sporting events and activities across the County to inspire future generations to lead healthy, active lifestyles
- ◉ Llandovery Leisure Centre site masterplan completed, with creation of new fitness and multi-purpose rooms to complement the existing 20m pool. Outdoor multi-use courts also being incorporated into the community offer, working closely with Ysgol Gynradd Rhys Pritchard.
- ◉ We have secured £2m of internal and external funding, £1.7m CCC capital funding /£300k external grant funding to develop the next phase of the Amman Valley Leisure Centre site masterplan. This will provide a state of the art full size, floodlit school and community use 3rd Generation all-weather artificial turf pitch and enhanced athletics facilities for school, public and club users.
- ◉ Work is ongoing with the development of our Actif Anywhere online platform to stream classes and activities to people's homes; community halls; care homes; surgeries; hospital physio support (linking with the National Exercise Referral Scheme); and schools (pilot of 18 schools completed with potential to roll this out across Wales as a paid for extra-curricular service, with our USP being bi-lingual delivery).
- ◉ We have appointed a main contractor to develop the new Leisure Centre in Llanelli as part of the Pentre Awel development.

Mental Health

- ◉ Carmarthenshire Libraries have introduced new digital, technological and creative "Maker" services at key Library points, where users and communities are encouraged and supported to participate in an increasingly digital world. As part of our libraries core offer, maker services promote hands-on learning, creativity and collaboration, where people of all backgrounds and abilities can come together to share ideas and equipment that inspires confidence and helps users acquire new skills, building and igniting individual ambitions and encouraging learning for life.
- ◉ The council has invested significant growth resource to address this which will be used to recruit more social work and social care staff to focus on two specific areas: early intervention and prevention, and a more robust and timely crisis response.
- ◉ We have been collaborating with the Health Board and the third sector to develop initiatives in this regard developing a Single Point of Access and a 24/7 crisis response service.
- ◉ The Twilight sanctuary crisis response in Llanelli, which was council led, goes from strength to strength and the model is now being rolled out across the region.
- ◉ We are embarking on an ambitious programme of change in relation to accommodation. Our vision is to reduce the reliance on residential care and develop more community options accommodation, which promote choice and independence



Substance Misuse

- ⦿ We have been working with colleagues in the health board ,and third sector to improve access and intervention for those who have substance misuse and mental health issues ,and also for those who have alcohol related brain damage .
- ⦿ The Fulfilled Lives Scheme has been a successful pilot which supports people with Alcohol Related Brain Damage to remain living independently within the community

Is anyone better off?

ACTIF RESTART – WINTER OF WELL-BEING GRANT



The aim of the Actif Restart project was to improve the overall health and well-being of identified NEET (not in education, employment or training) population as they are supported through a journey to prepare for integration into their community through sport either as participants or voluntary/paid roles.

Throughout the project opportunities were provided to the participants to further enhance transferable job-based skills and qualities such as confidence, communication and leadership which can be taken forward with them in their futures.

Project Participants benefited from the following:

Actif Adult workshops	Tag leaders award
Coaching experience at rugby festivals	Coaching development opportunities
Club integrations	CV and interview preparation
Paid employment opportunities within Actif	Links to apprenticeships and further education
Opportunities to reflect on the project both individually and as a group	

The need for the project was identified after consulting with local organisations with a heavy focus to prepare young people for future careers or further education that were currently not in Education or Employment. Further discussions then took place with Dyfed Powys Intact project and CCC departments such as Youth Services and Employment Support. The data below highlights how important links with the listed partners are to provide young people with positive role models and support groups to help reduce the risk of crime in the local area. By introducing participants into social and safe environments within sports teams and encouraging ongoing involvement with clubs after the project the aim is to help reduce the risk of the individuals becoming involved with any criminal activity.

Through individual consultations with participants, it was possible to identify suitable sports clubs to signpost them to as a player or volunteer. Introductions into sports teams created a sense of affiliation and belonging for the Actif Restart participants within their chosen teams, providing them with a positive surrounding and reinforcing rules and disciplines to follow whilst at training and playing games. For this target group, embracing principles of sportsmanship, teamwork, and interactions with peers were all incredibly valuable aspects of the project for the participants to develop important life skills and help strengthen self-belief. Having positive experiences within these sports clubs has now allowed participants to increase their physical activity levels and encouraged them to restart or continue their physical literacy journey.

What and how we can do better

Our delivery plan to achieve this objective

Ref	Actions and Measures	Date/ Target	Owner/ Resp. Officer
#			
1	We will work to reduce waste and our carbon footprint across our Leisure and Cultural services, whilst increasing opportunities to lead healthy, fulfilled lives (16119)	31/3/23	Ian Jones
2	Development of a 10-year future direction document for discussion, input, and endorsement by the new political administration for the County in early 2022/23 (16120)	1/9/23	Ian Jones
A	Eat and breathe healthily		
1	Air Quality action plan progress and matters arising will be reported through the Net Zero Carbon plan report (16131)	31/3/23	Rhodri Griffiths
B	Physical Activity		
1	We will implement a Cycling Strategy for Carmarthenshire that will focus on 5 key strategic themes: Education, Development and Training; Infrastructure and Facilities; Marketing & Branding; Tourism Events (13195)	31/03/23	Carl Daniels
2	We will develop Ammanford Leisure Centre facilities with upgrades to internal wet-side changing facilities (phase 1 - completed); and improvements to parking infrastructure and external sports facilities linked to wider school site masterplan (phase 2) (14705)	30/03/23	Carl Daniels
3	We will need to work towards regaining and exceeding membership and income to pre-covid levels - with the effects of the Covid-19 pandemic changing lifestyles and habits, this will be the services' greatest challenge (16121)	31/3/23	Ian Jones
C	Mental Health		
1	Implement Service delivery changes in Mental Health as part of the transforming Mental Health Agenda (16122)	March 22	Avril Bracey
D	Substance Misuse		
1	See Mental Health action	March 22	Avril Bracey



View our [detailed progress commitments and targets here](#) for 2021/22 against this objective

Age Well



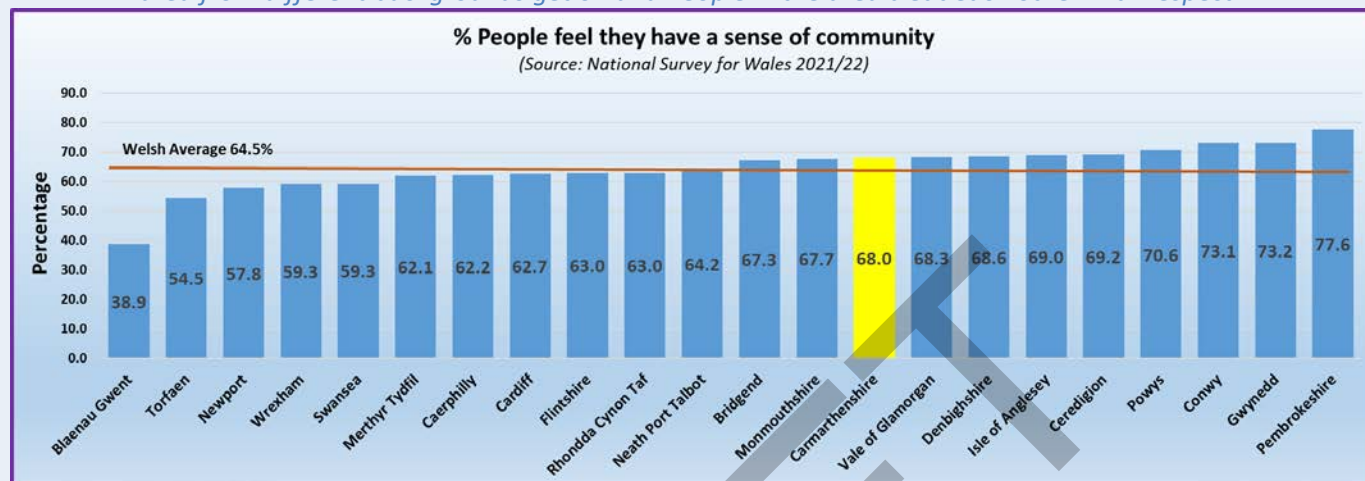


Well-being Objective 8

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

Sense of Community survey results have reduced slightly in Carmarthenshire from 68.6% to 68.0%

The 'Sense of Community' is derived from three questions; *People feel they belong to their local area; People in the area from different backgrounds get on and People in the area treat each other with respect*.



Despite an reduced result we move up from 13th to 9th position in Wales.

Why this Well-being Objective is important

- ⦿ Safety and a feeling of belonging are important to personal well-being and more people now appreciate the value of kindness and being part of a community.
- ⦿ A cohesive community is an area where those from different backgrounds share positive relationships, feel safe in their neighbourhood, and have a sense of mutual respect and shared values.
- ⦿ [Community Resilience](#) is also essential to enable communities to respond to, withstand, and recover from adverse situations. The COVID-19 crisis has shown what can be achieved when communities work together.

How well are we doing (and how do we know)? Sources of evidence

Success Measures / Explaining the Results

68.0% People who feel they have a sense of community
(9th Highest in Wales)
Previously 68.6% (13th)
Source: National Survey for Wales



66.7% People feel safe
Previously 74.6%
11th Highest in Wales



Source: National Survey for Wales

A sense of community

- ⦿ According to the 2021/22 [National Survey for Wales](#), 68.0% of participants felt they had a 'Sense of Community', this is a slight reduction on previous result of 68.6%. This result was derived from three questions: People feel they belong to their local area; People in the area from different backgrounds get on and People in the area treat each other with respect. Despite the slight decline, when compared with other results in Wales, we have moved up from 13th to 9th position.
- ⦿ Recent consultation in 2020 (as part of Carmarthenshire's [Well-being Assessment](#)) with representatives from a number of sectors of the community showed overall positive opinions towards current

community cohesion in Mid and South-West Wales. Focus groups were held with Black, Asian and Minority Ethnic communities; EU (non-Welsh) citizens, rural and isolated communities, first language Welsh speakers, Gypsy / Traveller Communities, Syrian Refugees, LGBTQ+ people, disabled people and/or people with health conditions and young people. **77% of the interviewees referred to community cohesion as good.** It was recognised that there was potential for improvement and perceived “tensions” or “problems”.

Feeling Safe

- ⊙ According to the 2021/22 [National Survey for Wales](#), the number of **participants feeling safe has reduced from 74.6% to 66.7%**, but keeping just above the Welsh average of 66%. Comparatively, we have moved from 6th to 11th place. This result was derived from three questions: *people feeling safe at home; walking in the local area; and when travelling in the dark.*
- ⊙ As part of Carmarthenshire’s Well-being Assessment consultation work, our Black, Asian, and Minority Ethnic residents were equally concerned with threats of extremism, prejudice and hate crime. **In terms of community cohesion, our Lesbian, Gay, Bisexual and Transgender community noted concern regarding community resources being closed, prejudice and lack of investment in their local community.** Raising concern about unfair treatment and reporting a hate crime were the top two things that Carmarthenshire residents would consider doing to help make things fairer for everyone in their community when asked as part of the 2021 Well-being Survey.

Progress on the steps we are taking to achieve this Well-being Objective

Develop and implement how we provide information, advice, and assistance.

- ⊙ We continue to work in partnership with Delta Well-being as our Single Point of Access into community health and social care. Through the expertise of the Information, Advice and Assistance team, wherever possible, we support people with information and advice without the need for referral to formal ongoing assessment. In 2021/22, on average 25% of contacts were resolved at information and advice without the need for further statutory support.
- ⊙ We have strengthened the role of Delta Well-being in our hospitals, and now have Well-being Officers working on the wards who act as the link between health and social care to aid timely discharge from hospital.

Greater community cohesion

- ! In 2019, the Health and Social Care Scrutiny Committee undertook a **Task and Finish Review of Loneliness**, which put forward recommendations for the Council to consider. In light of these recommendations, plans are in progress to appoint a Senior Manager for Prevention and also a cross population Prevention Strategy and Action Plan. A key pillar of this plan will be Loneliness and addressing any gaps that are identified to help the wider population feel more socially included.
- ⊙ The regional dementia strategy is now in its final draft and waiting official sign off from the regional partners. The regional Dementia Steering Group is meeting regularly and progressing all aspects of the dementia funding workstreams. A regional Dementia Strategy Coordinator is currently being recruited to and will be in post shortly. We are working towards the re-opening of day services to include dementia clients.
- ⊙ The relaxation of COVID-19 restrictions has led to a surge in enquiries from a wide range of event organisers – community organisations seeking to re-establish annual events cancelled due to the Pandemic as well as more commercial ones seeking to create new brands or those seeking to start the building up again of former events.

Impact of COVID-19 on the mental health and well-being of our population and community resilience

- ⊙ A feasibility study is being undertaken within Tyisha for the establishment of a Community Hub. Based on the feasibility study a business plan will be developed. Asset Based Community Development Training has been planned for residents, officers, and local groups. A great deal of community based activities have taken place throughout the year to develop positive community relationships such as litter picking, play events and sessions, creative play sessions for parents and gardening projects.

- ⦿ Summer of Fun and Winter of Well-being initiatives have been successfully delivered via funding from Welsh Government to key wards across the County. Targeted initiatives were delivered in partnership with agencies like the Police and Crime Commissioner, CYCA, Inspire Recruitment and the Scarlets to re-engage Children and Young People back into physical activity. The funding was a catalyst to create new initiatives and partnerships which will form part of our service moving forward.
- ⦿ Over 60s in Carmarthenshire were given more options to enjoy exercise as the country recovers from the pandemic, as part of a £1m investment by Welsh Government. In a drive to reduce health inequalities and social isolation as part of Welsh Government's Healthy Weight, Healthy Wales Action Plan 2020-22, the funding allocated to Sport Wales was shared among all 22 local authorities for use on projects. Adults aged 60+ were able to access free and discounted sport and physical activity sessions in facilities and the community
- ⦿ As part of a Sport Wales Rescue Package numerous workshops and webinars were held with community clubs across the County to support club recovery and development plans, linked to Covid recovery. Actif Communities Officers supported clubs with recruiting and training volunteers, expanding their age groups, risk assessments and return to play protocols as well as supported funding bids.
- ⦿ Actif Carmarthenshire's Sports Awards Sports are one of the most prestigious Awards ceremonies in the county, recognising and celebrating sports successes and contributions throughout the year. In the absence of a ceremony in 2021 because of the Pandemic, January 2022 was an opportunity to reflect on the last 2 years and despite the pandemic, celebrate huge achievements from individual athletes to teams. Nominations were received from Sports Clubs, individuals and local Councillors, for awards for participation such as Sportsman of the Year and Young Sports Woman, as well as awards for those that the sport cannot function without such as Volunteer of the Year and Coach of the Year.

Support Safer Communities

- ⦿ The pandemic has provided opportunities for criminals to exploit persons who may be more exposed to fraudulent approaches due to lockdown/shielding and isolation from support networks. There has again been an overall rise in the numbers of frauds reported nationally with the Office of National Statistics reporting that there were 5 million fraud offences in the year ending June 2021, a 32% increase compared with the year ending June 2019. trueCall© Nuisance Call Blocking Devices, which have been installed in elderly and vulnerable residents' homes in the county have for the year 2021/22 blocked 15,831 nuisance calls. Based on national intelligence 4,340 of those calls were identified as being from numbers used by known criminals.
- ⦿ The innovative alert system Seraphimbeta© developed in the wake of the pandemic to notify authority officers when a trueCall user was experiencing high volume of calls from suspected fraudsters has for the year 2021/22 generated 94 high level alerts (an increase of 28 from the previous year). These alerts have led to welfare calls and officer intervention to prevent vulnerable residents engaging in telephone fraud approaches. Funding secured to increase the existing fleet of 220 call blockers has been used to purchase a further 500 call blockers and these are currently being deployed with authority partners Delta Well-being. Based on current average nuisance call volumes, we predict our combined fleet of call blockers has the potential to block in the region of 83,000 nuisance calls in Carmarthenshire annually. This work is being led by Trading Standards.
- ⦿ During Hate Crime Awareness Week, the Community Cohesion team helped coordinate a regional calendar of events, capturing content from partners who include Victim Support, Dyfed Powys Police, Office of the Police and Crime Commissioner, Hywel Dda University Health Board and Race Council Cymru. The cohesion team led on a number of projects during that week and throughout the year including:
 - A project in collaboration with Victim Support and youth clubs for young people to design a T-shirt, focusing on diversity and inclusion.
 - An Online Hate Crime Workshop tackling the issues around hate crime and social media.
 - A series of online Hate Crime Awareness events, in collaboration with Victim Support
 - Promoting the Community Cohesion Hate Crime Awareness film

The team led on a number of training opportunities for professionals including a series of sessions focusing on Awareness and Counter Narrative on Right Wing activity and Incel.

- ⦿ The Community Cohesion team ran a Small Grants fund across the region to encourage community groups and organisations to apply for funding. A number of successful projects ran across Carmarthenshire including:
 - *Queering Wales. Representation as a means to inclusion - On your face collective:* On your face is a LGBTQ+ platform aiming to bring the queer creatives of Wales to the forefront. The Cohesion team funded an event at The Nurture Centre in Carmarthen and will include an exhibition by various artists from the collective, live music, workshops, talks, open mic and a food stall. The exhibition would last up to 3 weeks but the event would be from 10 to 8 on the opening day.
 - *Future Proof, the Well Together Community - Create Me Happy / Rivki Rose Training:* The project combines two online workshops for Carers, to improve individual and community resilience through Self-advocacy Community Champions / Active Citizenship. The workshops were delivered to commemorate Carers Rights Day and International Day of Disabled people.
 - *Spoken Word Saturday, Community Connectivity Events - People Speak Up:* The project consisted of 5 bilingual spoken word face-to-face/digital community connectivity events at Y Ffwrnes Fach (Old Zion Chapel) in Llanelli. Events were an opportunity for the community to share their own stories and personal experiences of oppression, disconnection, loneliness, and post COVID-19 reactions. The events also had open community conversation times which will be an opportunity for individuals to chat, share, listen over cake and tea. The first event saw storyteller Phil Okwedy share his story of Nigerian descent, being brought up in a children's home, and how it feels to be a black man living in Wales.

Is anyone better off?

WINNER OF THE YOUNG SPORTS VOLUNTEER

Keeping team training together again safely

Joshua Edwards won the Young Sports Volunteer award for his role within Carmarthen Town AFC. Joshua has been a key part of the club for many years. When Josh was 16 years of age, he started a walking football group for over 50s in the area creating more opportunity for people to get involved.

Throughout the pandemic Josh has ensured all risk assessments and procedures were in place for the team to continue training with confidence and become socially active again, safely. Josh has also taken the role of Wales development squad manager and coach for age group males.'



What and how we can do better

Our delivery plan to achieve this objective

Ref	Actions and Measures	Date/ Target	Owner/ Resp. Officer
A	Develop and implement how we provide information, advice, and assistance		
1	Implement the requirements of the new Liberty Protection Safeguards in line with legislation (16124)	March 2022	Avril Bracey
2	We will ensure we respond to adult safeguarding concerns in accordance with the SSWBA (Part 7) and evolving statutory guidance (16125)	March 2023	Avril Bracey
3	We will develop a formal agreement between the Local Authority and Health Board, outlining collective responsibilities whilst agreeing a new staffing structure in Integrated Services to support our approach to develop strong communities, help people help themselves and provide support when is needed. (15101)	Dec 2022	Alex Williams
B	Greater Community Cohesion		
1	Publish a cross population Prevention Strategy and Action Plan, a key pillar of which will address loneliness (15342??)	TBC	TBC
2	We shall continue to develop a more strategic approach to strengthen and develop the preventative network of services & build community resilience, especially in relation to the third sector, housing related support and the wider community, including carers. (15083)	March 2023	Alison Watkins
C	Mental Health and Resilience		
1	See Well Being Objective 7 Action C1	NA	NA
D	Safer Communities		
1	To ensure the Council fully considers and responds to the requirements of the Counter Terrorism Protect Duty once published (expected in 2022-23) (15495)	March 2023	Kate Harrop
2	We will ensure the Council fulfils its duties relating to the current Contest Strategy (counter terrorism) and respond to any duties as they arise (15494)	March 2023	Gwyneth Ayers



View our [detailed progress commitments and targets here](#) for 2021/22 against this objective



Well-being Objective 9

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

We have continued to keep older people safe in our communities in the most challenging of times, during which, as experienced nationally, demand for social care by far outweighs the limited care and support available in our communities. Ensuring that we target support where it is most needed has allowed us to help people to age well whilst maintaining their dignity and independence. As we emerge from the COVID-19 pandemic, the key challenge has been how to recruit and retain sufficient numbers of skilled and experienced social care workers to provide the support that our communities need. Efforts to do this has become our primary focus and top priority for our integrated health and social organisations.

Why this Well-being Objective is important

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



How well are we doing (and how do we know)? ⓘ Sources of evidence

Success Measures / Explaining the Results



66%

Agree there's a good social care service available in their area

(Previously 47.5%)

Source: National Survey for Wales



It takes us an average of

259

calendar days to deliver a

Disabled Facilities Grant

(Previously 347 days)

15.4% of people feel lonely in Carmarthenshire



(Previously 17.3%)

Source: National Survey for Wales

Good Social Care Service available in the area

- ⦿ According to the 2020/21 [National Survey for Wales](#) **66%** of participants believed that there is **good Social Care Service available in the area**. This is an improvement on the last survey result of 47.5% and above the Welsh average of 63.9%.

Disabled Facilities Grant

- ⦿ Delivering Disabled Facilities Grant adaptations during the last couple of years has been challenging due to COVID-19 restrictions with delays and the ability to complete ongoing site work. Our average number of days to complete these adaptations pre COVID-19 was 176 days, and well below the Welsh average

of 204 days. This greatly increased during 2020/21 to 347 days and above the Welsh average of 261 days. This disruption created a backlog with a continued high number of days during 2021/22, but as the backlog is being addressed during the year, the average number of days has improved significantly to 259 days.

Feeling Lonely

- According to the 2021/22 [National Survey for Wales](#), **15.4%** of participating adults in Carmarthenshire **classed themselves as lonely**, this has reduced from the previous result of 17.3% but continues to be above the Welsh average of 12.8%, and comparatively we have moved from 19th to 18th position in Wales.

Progress on the steps we are taking to achieve this Well-being Objective


Improved population health and well-being

- Our Theatrau Sir Gâr service delivered a live stream of a Christmas Show to 6 care homes
- Actif received £46k from Welsh Government to promote and deliver free and discounted physical activities to the 60+ population. These included a range of Walking Sports (rugby, football and netball), Nordic Walking, Paddleboarding, Curling, fitness classes, gym activities and racket sports.
- Actif Adult Officers in the Actif Communities team have worked in partnership with clubs and organisations to facilitate and establish a number of walking sport sessions and clubs across the County.
- Our Delta Connect service has gone from strength to strength over the last 12 months. Over 3,000 individuals have now registered for the service in Carmarthenshire, and the rapid response element of the service where a registered team of carers can provide emergency support has proved vital to keeping people safe and well at home. The service has responded to individuals almost 6,000 times and has often negated the need for a hospital admission or an emergency placement in a care home. The reassurance that Delta Connect is available at the end of a phone provides for Carmarthenshire residents and their families makes a huge contribution to improved population health and wellbeing.
- Thankfully, the impact on Older People of the pandemic has started to lessen over the last 12 months. The success of the vaccination programme has meant that COVID-19 is now more routine to manage in care settings, and risk of serious illness or death has decreased to levels comparable with other more routine seasonal illnesses such as flu. The impact psychologically cannot however be underestimated, and many older people have become increasingly isolated and are still living in fear of the risk of COVID-19. Initiatives such as Delta Connect are therefore vital to help support emotional health and well-being.



Better quality and more accessible health and social care services

- There is a national shortage of both qualified social workers and skilled and experienced care staff. At the same time, we have seen the impact that lockdowns linked to the pandemic and difficulties in accessing routine services have had on increasing the health and social care needs of our older population. The combination of these two factors has created a perfect storm. There are consequently an increased number of older people requiring social work assessment and consequently care at home, whilst there are less social workers available to carry out those assessments and less care hours available to support people in the community.


 <p>Arolygiaeth Gofal Cymru Care Inspectorate Wales</p>	<p>Summary</p> <p>‘People and their relatives speak highly about the care and support they receive. Care records are person centred and reflect people’s individual needs. Care staff are well trained, have a good knowledge of the people they care for and are enthusiastic about working in the service. Dedicated and knowledgeable managers who are well supported by the Responsible Individual (RI) lead the service. The managers are accessible and well respected by all involved. The RI has good oversight of the service and there are robust systems in place</p>
<p>May 2022</p>	

Carmarthenshire County Council In-house domiciliary care service Inspection Report	to support this. The leadership team have good working relationships and a clear vision about the service'
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- ⊙ We are doing all we can to prioritise those in most need of assessment and those that are waiting for care. However, it does mean that we have waiting lists for both assessments and care and consequently people are having to wait longer than we would like to get the support that we need.
- ⊙ In light of the above, we have had to be as creative as we can in finding alternative ways to support people. This has led to us rethinking the way in which we work and the success of one such initiative, the Intermediate Care Multi-Disciplinary Team (IC MDT), has been recognised as a finalist in the IESE Public Sector Transformation Awards 2022. The team adopts a 'Home First' principle to support people to leave hospital sooner or help keep people at home, by providing short-term support health to help people return or remain at home as independently as possible.



Higher value health and social care

	<p>In November 2021, Care Inspectorate Wales published its Assurance Check 2021 letter on Carmarthenshire County Council.</p> <p>Adult Social Care Assurances</p> <ul style="list-style-type: none"> • Collaborative working • Good communication and support across organisation • Shared vision of addressing the needs of people • People (including carers) given the opportunity to tailor and manage their own support • A positive integrated approach to a culture of prevention • Makes a positive contribution to the well-being of people in the pandemic period <p>Adult Social Care Risks</p> <ul style="list-style-type: none"> • Provider Market • The demand pressure in the system is greater than the capacity available • Fragile position for in-house service • Delivery of care and support in some geographical areas
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- ⊙ In context of the workforce challenges, making best use of our resources has never been more critical. This year we have gone out to tender for our new Care and Support at Home Framework which, notwithstanding the recruitment and retention challenges, will allow us to provide a more equitable service across the County.

Internal Audit 	Internal Audit has undertaken a recent review of the grant: ENABLE – Support for Independent Living	Internal Audit concluded that the project's aims and objectives had been met and that grant expenditure had been properly incurred in accordance with the grant offer.
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- ⊙ In addition, we have used creative means such as the Well-being Support Grant, to financially recompense carers and families to support their loved ones whilst they are waiting for long-term care arrangements to be put in place.

A motivated and sustainable health and social care workforce

- ⊙ The growing number of qualified social work and care worker vacancies, combined with increase in demand and people presenting with much more complex issues to resolve has seen waiting lists growing to much higher levels than we would like. Our primary focus has therefore been to develop

and implement our Social Care Recruitment and Retention Plan to give us every chance possible to recruit and retain staff to the level that we need.

- Over the course of the last 12 months, we have carried out comprehensive recruitment campaigns both internally and in support of the wider sector.
- We have also offered our social care staff a variety of retention payments to encourage them to continue to work for Carmarthenshire.
- We are developing career progression routes for staff so that they can develop their careers with us enabling us to succession plan for the future.
- We are in the process of launching our Care Academi which will provide career opportunities for those wishing to go into care to pursue professional routes such as social work.
- There is still much work to do, but we were starting to see a slightly improved position particularly in relation to social work vacancies.



Carmarthenshire's Delta CONNECT offers "a lifeline" to Edward during pandemic lockdown

When 82-year-old widower *Edward returned to his Llandovery home from a long spell in hospital at the end of 2019, his son, daughter in law and daughter would visit several times a day to help support him in his everyday life and keep an eye on him.

However, everything changed when the lockdown started. Edward began shielding and frequent visits were no longer as easy.

Edward began using the Delta CONNECT service in March 2020 and it has meant the world to him. His mood was extremely low after his lengthy stay in hospital and he had lost a lot of weight, which left him feeling frail and vulnerable.

As part of the CONNECT service, his assigned Community Wellbeing Officer (CWO) Louise called him weekly to check how he was and whether he needed any help. He also had a Lifeline home unit with pendant to call for help in an emergency.

"I'd been in hospital for four months and was really down in the dumps." Edward said, "It really helped when I spoke to Louise. She brought me back from the depths of despair."

For many clients, the service includes food or medical supplies, but Edward was lucky enough to have his family living locally to help with this.

"I'm so lucky to have a fantastic family nearby and they really look after me, but sometimes it's easier to talk to someone outside of your family because you don't want them to worry any more that they already are."

"I can't speak highly enough of CONNECT. Knowing that there was someone at the end of the phone for me was a lifeline and so reassuring for my family as well."

The CWOs are trained to identify clients who may need additional support, even when the client hasn't recognised that need themselves - this has helped Edward's family know that he is safe and supported at home even when they can't be there

Edward's son *Jonathan said: "The Delta service means a lot to my dad and he feels genuinely privileged to be able to access it. The Lifeline system is invaluable for him and although we're close by, it's reassuring for the family to know that help is on hand should he need it.

"The wellbeing calls have been fantastic - he enjoys having someone different to talk to and really looks forward to the calls every week. In a few years I'll probably be signing myself up."

***Names have been anonymised**

What and how we can do better

Our delivery plan to achieve this objective

Ref	Actions and Measures	Date/Target	Owner/Resp. Officer
A	Improved population health and well-being		
1	We will provide proactive and planned care to people in the community with chronic long-term health conditions/ increased frailty and those that require support at the end of their life (16132)	March 2023	Alex Williams
2	We will develop and implement a Prevention Strategy for Carmarthenshire which will include continuing to work in partnership with Delta Wellbeing in support of our residents (15342?)	March 2023	Rhian Dawson
3	We will continue to reshape our approach to support patient flow and home first by developing the discharge to assess pathways and ensure that monitoring and escalation processes are maintained to ensure effective flow across the Carmarthenshire system (15348)	March 2023	Alex Williams/ Rhian Dawson
B	A motivated and sustainable health and social care workforce		
1	We will grow the professional Social Work and Occupational Therapy workforce by ensuring that Carmarthenshire is an attractive place to work, there are opportunities for career progression and development of career pathways for non-qualified staff to become qualified (16133)	March 2023	Alex Williams



View our [detailed progress commitments and targets here](#) for 2021/22 against this objective

DRAFT

Healthy, Safe & Prosperous Environment

A large, diverse crowd of people is shown from behind, looking towards a bright, sunlit area. The crowd is dense, with people of various ages and ethnicities. In the background, a large, faint, stylized number '2' is overlaid on the image. The overall atmosphere is bright and sunny, suggesting an outdoor event or festival.



Well-being Objective 10

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

We have significant Environmental challenges to address

- ! A big challenge will be delivering against the decarbonisation priorities. We'll need to significantly increase future carbon savings to meet the Council's commitment to become a Net Zero Carbon (NZC) local authority by 2030.
- Our Planning Service had significant and long-standing performance issues and an external audit brought this to the fore and in year the Council has intervened and made significant progress.
- ! Maximising recycling has been difficult following a fire at our main materials recovery facility and with COVID-19 relaxation of black bag rules. We have a new recycling contamination action plan and a new waste strategy which will help us deliver improved performance.
- Compared to previous years, 2021/22 has not seen as many significant flooding events resulting in high numbers of Carmarthenshire businesses and residents affected by internal flooding.

Why this Well-being Objective is important

- ⊙ A biodiverse natural environment is good for well-being, with healthy functioning ecosystems, supporting social, economic and ecological resilience.
- ⊙ A good planning service is essential to deliver the Council's ambitions.
- ⊙ We have declared a climate emergency as a Council and were the first in Wales to have published our [Route Towards becoming a Net Zero Carbon Local Authority by 2030](#).



How well are we doing (and how do we know)? ^① Sources of evidence

Success Measures / Explaining the Results



We generated
1,059,364 kWh of
renewable energy
during 2020/21
(increased from 997,480 kWh in
the previous year)



The Council's Energy
Consumption
(kWh) decreased
by **9.5%**
from 70,332,391 kWh in 2019/20
to 63,684,340 kWh in 2020/21



Our recycle rate is
61.68 %
(This is a decrease
on the previous
year's figure of 62.20%.)

- ⊙ In 2020/21, our overall Energy Consumption reduced by 9.5% compared to 2019/20, with all four areas showing a reduction in both consumption and carbon emissions i.e., Non-Domestic Buildings; Street Lighting; Fleet Mileage; and Business Mileage.

Whilst these reductions are in part attributable to the impact of COVID-19, the continuation of staff home working, together with changes in working practices such as an increased use of video conference facilities and online communication, should see a lasting reduction in carbon emissions in the longer term.

- ⊙ A fire at the Nantycaws Materials Recycling Facility this has meant that achieving the 64% recycling rate target for the 2021/22 financial year has not been possible. This is due to the restrictions and difficult market position facing CWM Environmental and the Council following the fire and continuing to have to rely on third party facilities throughout the year. This remains the case going into 2022/23, however we do have specific plans for improving recycling capture and quality going forward.

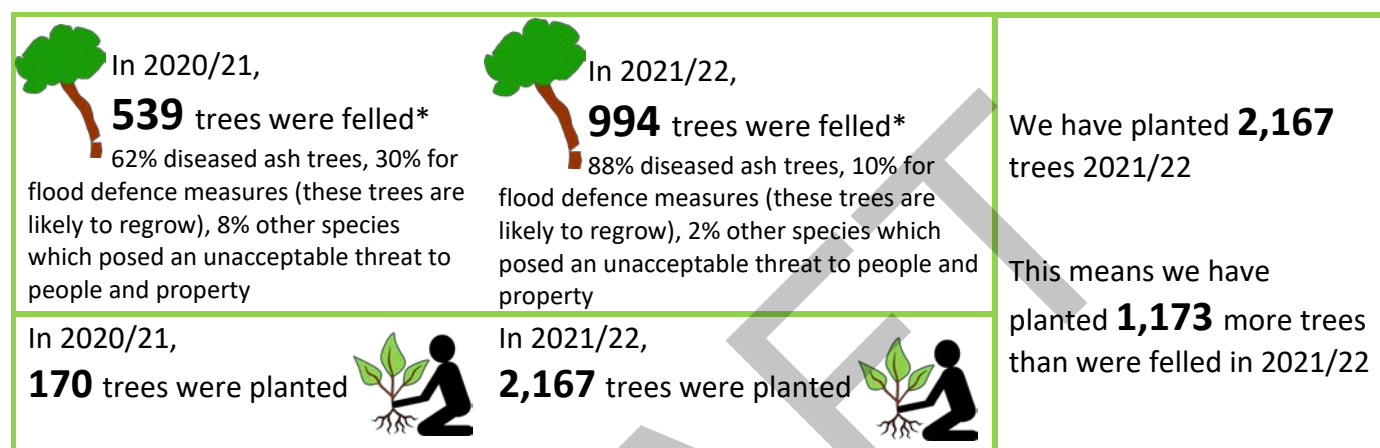
Progress on the steps we are taking to achieve this Well-being Objective

Address requirements of the Environment (Wales) Act 2016

Declaration of Nature Emergency:

! A nature emergency has been declared by Welsh Government and we are setting up a Climate Change and Nature Emergency Advisory Panel to address this issue. We are delivering several projects to ensure nature recovery:

- We have improved heath and bog habitats at Figyn, Mynydd Figyn and Mynydd Staffalu Carn.
- Restored a pond at Llyn Llech Owain Country Park that can now be used for pond dipping.
- Enabled the Wildlife Trust to train staff and use tracking tunnels for monitoring dormice.
- Purchased grass cutting equipment to experiment with pollinator friendly practices.




*Trees are being felled due to ash die back, storm damage, safety, and some development requirements

Phosphate in Rivers

! New evidence about the damaging effects of phosphates to water ecosystems and species has resulted in the publishing of new targets by Natural Resources Wales (NRW) to reduce river phosphate levels in special areas of conservation (SAC) across Wales. We have implemented several positive interventions, some of which are noted below:

- Developing and implementing the first and only Nutrient Calculator in Wales.
- Published a [phosphate webpage](#) which has been replicated by other authorities.

Deliver planning according to Planning (Wales) Act 2015

	Audit Wales published the ' Planning Service Review ' report in July 2021 that contained 17 recommendations and stated that: <i>"Significant and long-standing performance issues in the planning service need to be urgently addressed to help support delivery of the Council's ambitions".</i> A range of interventions were implemented to focus on delivering the recommendations and a turnaround in performance has been achieved.
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There has been significant improvement on the determination of planning applications during the year. This is demonstrated by the following End of Year 2021/22 results:

	2020/21	2021/22	Improved by
% applications determined in time (PAM/018)	60.3% (735 of 1,219)	80.8% (1,536 of 1,900)	20.5%
% of planning appeals dismissed (PAM/019)	53.8% (7 of 13)	76.5% (13 of 17)	22.7%

The approval of major planning applications has a significant impact on job creation and the improvements made in planning during 2021/22 has resulted in the creation of 539 full-time and 52 part-time jobs (including 300 locating with the County) from the 95 applications approved. (See more WBO5 – Create More Jobs and Growth).


Net Zero Carbon (NZC) Local Authority by 2030

There have been 2 Internal Audits completed on NZC arrangements and their audit ratings were High.


Internal Audit	Rating	Good Systems in Place	Good Governance
	High	✓	✓
	Acceptable		
	Low		

- Our Re:Fit Cymru Phase 1 project has now been completed. This comprised various energy conservation measures, including solar PV installations, at 29 of our non-domestic buildings including schools. Phase 1 is projected to save £315,726 | 675 tCO₂e each year.

Working towards Net Zero Carbon we are trying to reduce energy consumption and emissions:

 Annual Report Link	2019/20	2020/21	2021/22	2020/21 vs 2021/22 % change
Non-Domestic Buildings				
Consumption (kWh)	66,407,242	59,808,497	TBC	
Carbon Emissions (tCO ₂ e)	14,443	12,581	TBC	
Street Lighting				
Consumption (kWh)	3,925,149	3,875,843	3,599,124	7%
Carbon Emissions (tCO ₂ e)	1,088	981	832	15%
Continued reduction in annual electricity consumption (kWh) in 2021/22. Virtually 100% of all CCC managed street lighting has now been converted to LED. Future savings will plateau until more energy efficient technologies become available and installed.				
Fleet Mileage				
Mileage (Miles)	5,154,668	4,427,070	4,262,681	3.7%
Diesel Used (Litres)	1,419,336	1,267,437	1,320,551	4.2%
Carbon Emissions (tCO ₂ e)	3,814	3,407	3,573	4.9%
Whilst total mileage has marginally reduced, there was a marginal increase in the total diesel consumed which resulted in higher emissions in 2021/22 compared to 2020/21. [Note: The BEIS calculation is a very blunt instrument that defaults to a national average for fleet vehicles. This could be refined by calculating actual carbon emissions for each individual CCC vehicle. I understand that a Fleet Review is to be completed by September 2022 – this which inevitably result in the procurement of more electric / ultra-low emission vehicles (ULEV) which will significantly reduce carbon emissions]				
Business Mileage				
Mileage (Miles)	3,971,513	2,251,986	2,511,091	11.5%
Carbon Emissions (tCO ₂ e)	1,132	621	693	11.6%
There was a very significant reduction in emissions in 2020/21 compared to 2019/20 (-45%). This was largely attributable to the impact of COVID-19 resulting in far greater homeworking and the use of ICT technology which reduced the need for travel. Whilst there has been a marginal increase in mileage and associated carbon emissions in 2021/22, emissions have not returned to the pre COVID-19 levels. [Note: The BEIS calculation is a very blunt instrument that defaults to a national average for fleet vehicles. This could be refined by calculating actual carbon emissions for each individual vehicle].				
Total				
Consumption (kWh)	70,332,391	63,684,340	TBC	
Mileage (Miles)	9,126,181	6,679,056	TBC	
Carbon Footprint (tCO ₂ e)	20,477	17,590	TBC	

- As well as procuring all its electricity from renewable energy sources, the Council has made other efforts to reduce carbon emissions including converting street lights to low energy LED and upgrading its fleet to include electric cars and more energy efficient refuse and gritting vehicles.


	<p>Public Sector Readiness for Net Zero Carbon by 2030: July 2022</p> <p>In the report, the Auditor General makes the following five calls for action from public bodies:</p> <ul style="list-style-type: none"> <i>Strengthen your leadership and demonstrate your collective responsibility through effective collaboration;</i> <i>Clarify your strategic direction and increase your pace of implementation;</i> <i>Get to grips with the finances you need;</i> <i>Know your skills gaps and increase your capacity; and</i> <i>Improve data quality and monitoring to support your decision making</i>
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NB: Early feedback shows that we are one of only a few authorities in Wales to have Net Zero Carbon plans in place

Prosiect Zero Sir Gâr 2030: Carmarthenshire County Council has engaged thousands of children through this initiative - a targeted effort to bring people together to support the Council's journey towards becoming net carbon zero by 2030. Primary school children across the county have been challenged to become '[Prosiect Zero Super Heroes](#)', sharing their super powers and ideas to help Carmarthenshire tackle climate change.




Flood & Water Management Act & Shoreline Management Plan

Internal Audit	Flood Defence (May 2021)	Assurance Rating:			
	<p>The review sought to provide assurance that the Authority is managing flood risk in accordance with the Local Flood Risk Management Strategy and the Flood Risk Management Plan.</p>	<table><tr><td>High</td></tr><tr><td>Acceptable</td></tr><tr><td>Low</td></tr></table> <p>Actions being tracked to improve rating</p>	High	Acceptable	Low
High					
Acceptable					
Low					

- Compared to previous years, 2021/22 has not seen as many significant flooding events resulting in high numbers of Carmarthenshire businesses and residents affected by internal flooding. That said, the winter of 2021/22 did result in significant flooding in places in October; which was followed up with Storms Arwen and Barra in late November and early December. The Council does not have responsibility for main river flooding, that rests with Natural Resources Wales.
- Our flood incident management work has developed in 2021 and we are utilising more technology to advise on flood risk and prioritise resources.
- Following the flooding events in Kidwelly in October 2021, we undertook a formal investigation and have successfully applied for Welsh Government grant funding to make improvements.
- We have met with community leaders regarding current flood risk and future capital schemes. We continue to work collaboratively with partners, including Natural Resources Wales on the evolution of flood risk management interventions where appropriate.
- The move from traditional sea defence to coastal adaption will be key in the future. In addition, all our coastal assets were inspected, and defects actioned accordingly.

- In 2021/22, following the development of business cases, we received £650,000 in revenue and capital grants from Welsh Government. Furthermore, we have received grants for developing feasibility work and business cases for various specific flood mitigation works worth circa £245,000.
- This year we have managed a £2.5 million works programme across 15 mitigation projects.

Towards Zero Waste strategy

	<p>During the last year Audit Wales undertook a review of the Waste Services, it's principal finding was that: "The Council has met its statutory recycling targets and has recently drafted a strategy to make its waste service more sustainable, but it has not finalised the strategy or got a clear plan for dealing with the large number of fly-tipping incidents in the county"</p> <p>An action plan to fully address the report's recommendations has been implemented.</p>
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- We have finalised our [Waste Strategy](#). This strategy sets out the considerations and measures proposed for future improvement of the waste service to achieve 70% recycling by 2024/25 and the expected 80% target by 2030.
- Our consultation and engagement on the Future Waste Strategy had over 4,000 responses and directly shaped our future service design. We have listened to that feedback, and from next year we will be carrying out separate collections of nappies and glass so that there is less waste to put in black bags.

Local Environment Quality (LEQ)

- We have published a [LEQ Management Plan 2022-2026](#) which details the direction of the Council's litter management within the county for the next 4 years.
- We have responded to 5,026 fly tipping requests with an average response for clearance within 2.4 days. This response rate has returned to pre pandemic rates.
- We have worked with our volunteers from communities throughout Carmarthenshire to tackle Local Environment Quality (LEQ) issues. In the past twelve months, the Council, community groups, schools and partners have collected over 2,000 bags of littered and fly-tipped waste from throughout the County. This fantastic result has been achieved with help from almost 1,400 volunteers working hard to help keep Carmarthenshire clean, with almost 350 litter picks organised in partnership with us.



Cleanliness Performance Data	2020/21	2021/22	Comment
Keep Wales Tidy Cleanliness Index for Highways (STS/005a)	80.7% (740.5/918)	76.8% (903.5/1,176)	! These measures are on target but <u>have declined on the previous year</u> . The number of inspections undertaken this year are back to pre-COVID numbers and we have exceeded the number of inspections and plot hotspot areas.
We will maintain a high level of streets that are clean (PAM/010)	98.1% (177/181)	94.1% (369/392) This result exceeds the National Target of 92%	

SIOP ETO

The Eto shop opened in February 2022 and has a real buzz about it. Popular with locals and visitors alike it is an Aladdin's cave of all sorts of affordable domestic goods ranging from, sports equipment, pictures, ornaments and much, much more. These are all items that would have otherwise been thrown away. Now though they are brought back to life and benefiting others.



This project is the start of a long-term ambition for the Council to ensure that as much of these items can be reused to benefit the environment and reduce the need to create further products. Preventing the waste entering the waste stream through repair and reuse is the overall goal so that local people can benefit from the project.

Since opening in late February over 750 items have found new homes, this equates to just under six tonnes of waste items being reused rather than being landfilled. Staff at the shop are continuously helping shoppers to look for what they need and note down items of interest or would like to see stocked in the shop.

Working in partnership with CWM Environmental on this project has allowed for a collaborative approach with residents to provide goods which they will benefit from buying. The shop has a community feel and our aim is to connect with the people of Llanelli town and the County to make this project meet their needs and ensure they are able to benefit from it.



What and how we can do better

Our delivery plan to achieve this objective

Ref	Actions and Measures	Date/Target	Owner/Resp. Officer
A	Address requirements of the Environment (Wales) Act 2016		
1	To advise and shape our response to the Nature Emergency declaration by Welsh Government in June 2021 Action ID 15665	March 2023	Rosie Carmichael
2	Three new areas of woodland are being established for the creation of new wildlife habitat that will contribute towards nature recovery, sequestration of carbon, creating areas for nature close to where people live and work. Action ID 15711	March 2023	Rosie Carmichael
3	To continue to work with partners to meet the damaging challenge of Phosphate in Rivers. Action ID 15681	March 2023	Ian Llewellyn
B	Deliver planning according to Planning (Wales) Act 2015		
1	To implement the adopted LDP and monitor its success or otherwise against its identified delivery measures ensuring policies, procedures and practices are being adhered to. Action ID 15674	March 2023	Ian Llewellyn
2	Ensure determination of all Planning Applications within agreed Welsh Government timescales. Measure PAM018	March 2023	Hugh Towns
3	To learn the lessons from the Planning Audit Wales report and the successful intervention approach taken and use as a blueprint if needed in future. Action ID 15682 (relates to audit report only)	March 2023	Rhodri Griffiths

Ref	Actions and Measures	Date/ Target	Owner/ Resp. Officer
C	Net Zero Carbon Local Authority by 2030		
1	The development of a strategic regional Eco- Park. Action ID 15662	March 2023	Dan John
2	To produce and manage the implementation of the Authorities Net Zero Carbon Plan to achieve the Council's commitment to become a Net Zero Carbon Plan local authority by 2030. Action ID 15699 + 15705	March 2023	Kendal Davies
D	Flood & Water Management Act & Shoreline Management Plan		
1	Manage and mitigate flood risk within our communities. Action ID 15993	Oct 2024	Ben Kathrens
E	Towards Zero Waste strategy		
1	Maintain, enhance, and improve the quality of the built and natural environment through the reduction of litter pollution, thereby creating a healthy and safe environment. Action ID 15689	Sep 2022	Geinor Lewis
2	Improve the way we manage waste in Carmarthenshire, increasing the waste reused, recycled or composted. Delivering against national beyond recycling strategy. Measure PAM030	March 2024	Dan John



View our [detailed progress commitments and targets here](#) for 2021/22 against this objective

DRAFT



Well-being Objective 11

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

Continued deterioration of highways infrastructure

We have adopted a risk-based approach which has focused investment in road surfaces predominantly on the higher-class roads.

Why this Well-being Objective is important

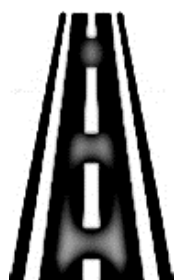
- Transportation & highways play a key role in supporting and sustaining our communities, it provides the vital infrastructure which connects people to one another, binds communities and enables businesses to grow and expand. A modern, successful economy is reliant upon the safe and efficient movement of people and goods and providing opportunities for people to gain access to employment, education, health, leisure and shopping.



How well are we doing (and how do we know)? [Sources of evidence](#)

Success Measures / Explaining the Results

Roads that are in poor condition:



3.6% of our **A Class**

(An improvement on 4.1% in 2020/21)

2.8% of our **B Class**

(An improvement on 3.4% in 2020/21)

11.8% of our **C Class**

(An improvement on 12% in 2020/21)

The number of people being killed or seriously injured on the roads during 2021 to **81**

(2nd highest in Wales)

(55 in 2020)

Source: Stats Wales

- The condition of our main roads in Carmarthenshire has improved during 2021/22.**

Carmarthenshire has the second largest highway network in Wales, more than double the Welsh average, and although we are a predominantly rural County, we have the third highest traffic volumes. Through additional investment and in line with our risk-based approach we have improved the condition of our main roads, and this benefits a large number of road users. Compared to other local authorities we are still within the lower quartile for road condition, so more investment is required to maintain this key infrastructure than is available.

- Carmarthenshire has the second largest road network in Wales and the third highest traffic levels which has an influence on road collision statistics. In 2020 the covid pandemic suppressed travel levels in Wales generally which then rose in 2021 towards pre-pandemic levels. This has unfortunately led to an associated increase in the number of casualties killed or seriously injured on our roads, from 55 in 2020 to 81 in 2021 (111 in 2019). The overall trends remain downwards, and our Traffic & Road Safety Team continue to work in partnership with emergency services to promote improved road safety through education, enforcement and engineering. Specific initiatives focused on motorcyclists such as Dragon Rider provides training sessions to enhance riding skills and the Bike Down training sessions for motorcyclists to provide first aid skills in emergency situations to enable those first on scene to preserve life. The number of motorcyclists killed or seriously injured on our roads increased to 16 in 2021 from 10 in 2020 but remains lower than pre-pandemic figures of 25 in 2019. The number of 16-24 year olds killed or seriously injured reduced to 5 in 2021 (from 8 in 2020 and 17 in 2019). Our work with partner agencies to influence further reductions continue with a range of measures and engagement events, such as our Pass Plus Cymru initiative, where we work with driving instructors to give our young drivers enhanced skills as they take to our roads and our Mega Drive initiative focuses on 16-18 year olds to enhance road safety awareness and is delivered in partnership with Go Safe and our emergency services.

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Progress on the steps we are taking to achieve this Well-being Objective

Developing highway infrastructure

Key projects:

- **Cross Hands Economic Link Road** - this will be completed in the Summer of 2022. This represents the culmination of many years of planning and construction to deliver a key project which opens access to strategic employment and economic areas in Cross Hands and the wider area and will significantly improve traffic flows in the area. A shared use path is also being created along the link to encourage and support more walking and cycling in the area.
 - **M4 Junction 48 Improvements** - working in partnership with Welsh Government this major highway improvement scheme was completed in the winter of 2021. The project has significantly improved traffic flows at this crucial artery serving the Llanelli area and eased traffic congestion.
 - **Tywi Valley Path** - this ambitious project will create a 20Km off-road walking and cycling route linking Carmarthen to Llandeilo running alongside the River Tywi. **We have secured £16.7m of Levelling Up funding to enable the development and delivery of this key project.**
- For Active Travel, we have installed bike hire stations at key travel nodes such as Carmarthen Bus and Llanelli Railway Stations.
- Internally, there is a need to align and adapt our services to ensure we can meet the major challenges ahead. Several of our IT and information systems need to be developed and modernised, our workforce has adapted and will need to adapt further for the future, to enable us to digitally transform our operational processes to improve customer experience and efficiencies.
- Public Rights of Way service which manages an extensive network of footpaths, bridleways and byways.

Route Type	Number of Routes	Length (KM)
Footpath	2956	2282.0
Bridleway	138	166.06
Byway Open to All Traffic	88	81.3
Restricted Byway	1	1.6
Totals	3183	2530.96

*September 2022

We are improving Electric Charging Infrastructure. We now have 41 fast charging points across the county. We have launched our ten-year Electric Vehicle Infrastructure Strategy. The superfast charging hub, pictured, is located off the A48 in Cross Hands and will provide four 50KW rapid chargers and one 150KW super rapid charger. The chargers draw power from 100% renewable energy sources and the photovoltaic cells on the canopy roof linked to battery backup storage on site will help reduce draw from the national grid. The project is funded through the Welsh Government's Ultra-Low Emission Vehicle Fund.



Our new, first of its kind in Wales, electric vehicle charging hub in Cross Hands

Integrated Public Transport Network

- We are working with our regional partners and Welsh Government to develop a strategic passenger transport project, referred to as the Metro for South West Wales. This will provide sustainable travel with rail and bus corridors through the region along key corridors routes which integrate with local connections.
- We are currently actively progressing the introduction of electric buses on the well-established T1 bus service between Carmarthen and Aberystwyth (see case study) and to explore the potential role and feasibility of piloting hydrogen powered buses in the region. This exciting project may represent a key alternative fuel source for the future with significant transport implications.

- ! The passenger transport industry has experienced very turbulent times and there are continuing factors impacting the industry. COVID-19 has had a fundamental impact on passenger numbers and hence revenues for operators. We have worked with Welsh Government to support the bus industry through this very difficult time and further global influences such as high fuel prices, driver shortages and staff sickness continue to create challenges within the industry. Our Passenger Transport Team have worked with operators to support them through this difficult time to continue providing essential services for customers. People in Carmarthenshire feel the pressures of the loss of public transport.
- ⦿ To improve the customer experience, we have utilised Welsh Government funding to install 42 Real Time Information displays, high quality bus shelters, wayfinding signage, significant infrastructure enhancements at Carmarthen and Llanelli Bus stations. These improvements are designed to encourage modal shift away from the private car thereby contributing to carbon reduction, social inclusion and economic activity, as well as improving the attractiveness, accessibility and vitality of our economic centres.

Support Community and Rural Transport

- ⦿ We successfully manage and provide a lead role in the LINC project on behalf of Welsh Government which includes the Fflecsi, Bwcabus and Trawscymru networks. These initiatives provided essential transport services throughout COVID-19, enabling key workers to continue to access employment. The service continued to be available 6 days a week 7am-7pm throughout the pandemic. Bwcabus has formed a new partnership with Viavan and Transport for Wales in May 2021, utilising Transport for Wales' new booking system and launching the rebranded service Fflecsi Bwcabus in October 2021. Fflecsi Bwcabus now enables passengers to book and manage journeys via an App as well as via a new call centre.

Road Safety Strategy

- ⦿ A new 20mph speed limit has been introduced in large areas of North and South Llanelli. These two large scale Welsh Government funded projects have involved working in partnership with local communities, elected representatives and schools.

Modernising our vehicle Fleet

- ! Our vehicle fleet are an essential supporting part of the services provided across the Council. Continuing to support our fleet and bringing in additional vehicles to maintain services through the COVID-19 pandemic has been particularly challenging but nevertheless achieved. Whilst the pandemic is now receding, new challenges are emerging such as high fuel prices, driver shortages across the logistics industry and a shortage of vehicle fitters which continue to provide a stern test.
- ⦿ We are currently reviewing our Fleet Replacement Strategy which will include a transition to vehicles with sustainable fuel sources. This must carefully align with market supply as it continues to develop to ensure that the technological risks and financial risks to the Council are minimised and will need to ensure supporting infrastructure for fuelling and maintenance are in place.
- ⦿ The market supply for electric vehicles, and particularly for cars and small vans has developed quickly and is now providing reliable electric vehicle options for our Council Fleet. To support this transition Welsh Government funding has been secured to introduced 2 additional electric pool cars in 21/22. We also have the following programme to install 6 rapid and 13 fast chargers at our depots:
 - Trostre Depot (Llanelli) – 3 Rapid chargers (50kW) and 6 fast chargers (7-22kW)
 - Cillefwr Depot (Carmarthen) – 2 Rapid Chargers (50kW) and 4 fast chargers (7-22kW)
 - Cwmamman Depot (Glanaman) – 2 fast chargers (7-22kW)
 - County Hall (Carmarthen) – 1 Rapid Charger (50kW) and 1 fast charger (7-22kW)

The market supply for larger and heavy goods is less developed and operational challenges exist. Alternative fuel sources such as hydrogen are likely to be part of a future solution, but this area requires further development.

Electric Buses for the TrawsCymru T1 Service: Carmarthen to Aberystwyth

We are bringing forward an exciting project in partnership with Welsh Government, Transport for Wales to replace the current bus fleet operating the T1 Carmarthen to Aberystwyth service with a brand new electric bus fleet. This £5m+ project is being funded by Welsh Government and will include the construction of a new bespoke bus depot located adjacent to the Nant y Ci Park and Ride site in Carmarthen just off the A40.

The service will operate with a fleet of 8 new electric buses which are currently being built. The new fleet of electric buses are expected to come into service in September 2022. Thousands of customers every year will benefit from an improved ride quality on high specification vehicles with wi-fi facilities and know that the journey is being made on a zero-emission vehicle.



What and how we can do better

Our delivery plan to achieve this objective

Ref	Actions and Measures	Date/Target	Owner/Resp. Officer
A	Highway Infrastructure		
1	Deliver key infrastructure schemes Action ID 15713/15714	Sep 2022	Adrian Harries
B	Integrated Public Transport Network		
1	We will continue to work with national and regional bodies to develop the Southwest Wales Metro to support carbon reduction and the local economy Action ID 15759	March 2025	Stephen Pilliner
2	Monitor supply market for passenger transport to adapt services where required to changing supply conditions Action ID 15764	March 2023	Alwyn Evans
C	School Transport network		
1	We will continue to support the delivery of the Modernising Education Programme – redesigning networks to facilitate the movement of pupils as set out in our home to school transport policy Action ID 15767	March 2023	Alwyn Evans
D	Support Community and rural Transport		
1	Develop Community Transport Strategy to enable access to essential services from rural communities Action ID 15773	March 2023	Alwyn Evans
E	Integrated Public Transport Network		
1	We will support the development and delivery of a new railway station at St Clears Action ID 15787/15788/15789	Nov 2023	Simon Charles
F	Modernising our vehicle Fleet		
1	Update Fleet Replacement Programme & Strategy to transition towards Ultra Low Emission Vehicles and Depot Infrastructure Action ID 15716/15717/15718/15719/15720/15721/15722/15723	March 2023	Antonia Jones



View our [detailed progress commitments and targets here](#) for 2021/22 against this objective



Well-being Objective 12

Healthy & Safe Environment - Promote Welsh Language & Culture

Following a challenging COVID-19 impacted 2 years for our Cultural services, we have made significant progress in protecting and enhancing our Cultural offer across the County with investment in key strategic facilities and services.

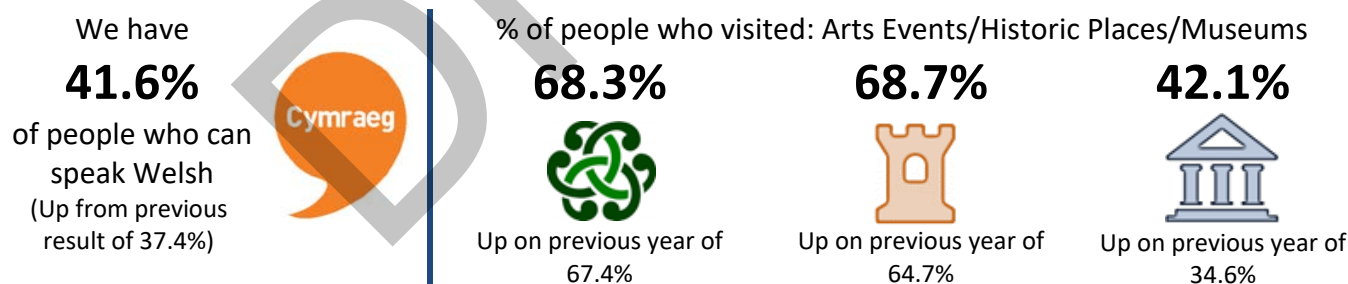
Why this Well-being Objective is important

- ⦿ We have the highest number of Welsh speakers in our county compared to the rest of Wales, which makes Carmarthenshire a key strategic stronghold for the future of the Welsh language; however, we are also the county with the greatest reduction in the percentage of Welsh speakers according to the 2011 Census figures, which makes taking positive action crucial. The social and economic benefits of bilingualism are widely recognised, and research shows that 86% of individuals in Wales feel that the Language is beneficial to both the economy and individuals through cognitive and social benefits.
- ⦿ It is a unique selling point. Tourist and hospitality industries throughout Europe are now realising the importance of offering unique experiences. Having two languages and a sense of Welsh history and culture places Carmarthenshire in a strong position.
- ⦿ The pandemic has had a significant impact on opportunities to use Welsh socially and consistent action needs to be taken to safeguard its use as a living language.
- ⦿ The proportion of children acquiring the Welsh language in the home has decreased significantly over the last half century. Positive action needs to be taken to ensure all children can become bilingual.
- ⦿ Research has shown that, in general, people in Wales who regularly attend or participate in cultural activities are more likely to report higher subjective well-being and potential mental health benefits are seen.



How well are we doing (and how do we know)? ⓘ Sources of evidence

Success Measures / Explaining the Results



Source: National Survey for Wales (sample size 600)

People who can Speak Welsh

- ⦿ 2021/22 National Survey for Wales data published in July 2022 showed that **41.6%** of participants said they could **speak Welsh** (based on a sample of 600 residents), this is the 3rd highest in Wales moving above Ceredigion for the first time in this survey. Our result also shows an improvement on the previous survey result of 37.4%. The National Survey for Wales gives a good annual indication of the number of Welsh speakers; however, the Census is the only source that gives a whole population figure, with 43.9% (78,000 speakers) noted in 2011, the highest number of Welsh speakers in any county. The initial Census 2021 findings were published in the July 2022 and the main releases two years after the Census (Spring 2023). This will provide the firmest evidence base for Welsh language skills in the County.

People who visited Arts Events, Historic Places and Museums

- ⦿ The most recent data published in June 2020 for participants from Carmarthenshire **attending an arts event, visiting historical places or visiting a museum** had increased. Both visits to Arts events and Museums were below the Welsh average of 70.4% and 42.5% respectively but the % visiting historic places are above the Welsh average of 62.5. *Please note that the questions asked whether they attended or visited these places in Wales and not specifically in Carmarthenshire.* Updated National Survey for Wales data may be published June/July 2022

Progress on the steps we are taking to achieve this Well-being Objective

Implement and monitor the Welsh Language Standards

- ⦿ 30 members of staff from various departments have received training and enabled us to further strengthen our network of Welsh Language leaders who have an extended knowledge of the Welsh Language Standards within the Council's departments.
- ⦿ We provided a continuous flow of internal communication to ensure staff awareness of their responsibility under the Standards and published new and revised guidelines and flowcharts to promote appropriate working practices.
- ⦿ We established a new, monthly on-line opportunity (Y Clwb Clebran) for staff to use their Welsh language to mitigate the potential detrimental effect of the new ways of working on staff Welsh language skills and their ability to deliver services through the medium of Welsh.

The development of Welsh in all our Education services

- ⓘ Please see WBO3 - The development of Welsh in all our (Education) services

The Welsh Language Promotion Strategy

- ⦿ Extensive work was done to gather information and establish a set of measures from partner organisations to compile a report on the Welsh Language Promotion Strategy and Action Plan 2016-21.
- ⦿ Preparatory work was done, including consultation with partner organisations, to form the new direction and content of the Welsh language Promotion Strategy for 2022-27.
- ⦿ We have facilitated the multi-agency Fforwm Iaith Sirol / County Welsh Language Strategic Forum, organising quarterly meetings to drive the work of the Promotion Strategy forward.
- ⦿ Extensive inter-departmental work was done to establish the Welsh language at the core of the Council's economic development work, to ensure that our regeneration programme is carried out in a way that will have a positive impact on the Welsh language.

Promoting our Welsh Culture & Heritage

- ⦿ Our investment into an exhibitions gallery on the first floor of Carmarthen Museum has enabled us to establish a partnership with the National Gallery London, to showcase world renowned artwork and collections here in Carmarthenshire, raising the profile of our Cultural offer and engagement with our local and visiting population.
- ⦿ £500k has been invested at Parc Howard Museum to replace the roof and to create a new café space for community use over the coming months and years. Working closely with the Friends of Parc Howard, Parc Howard Association and Llanelli Town Council, plans are being realised to relocate an accessible museum reception and retail area, as well as enhance interpretation and exhibition.
- ⦿ The new Museum of Land Speed, part of the Pendine Attractor project which also includes a new 44 bed hotel is due for completion in late Summer 2022. Working in partnership with Pendine Community Council over the past 2 years, this project will further enhance our Cultural and Tourism offer within the County, whilst regenerating this key coastal destination, a few miles down the coast from our iconic Dylan Thomas Boathouse in Laugharne.
- ⦿ A brand new £2m Archive has been completed and is scheduled for opening in July 2022 as our invaluable collections return to the new depository, situated at Carmarthen Library.
- ⦿ Our Theatrau Sir Gâr service undertook a research and development project for a new Welsh language comedy

- Libraries 24/7 - Remote Locker solutions are being installed at Whitland, Brynaman and Newcastle Emlyn Libraries to allow for greater access and flexibility for users to book, deposit and collect books at rural locations. Self-check in/out Beacons are now established at all Libraries with the All-Wales Library app now operational across the County network of libraries.



Support our Annual Cultural awards and promoting Annual Village and Town of Culture

- Our Town and Village of Culture programme is re-starting, following a difficult COVID-19 impacted 2 years, whilst our annual Cultural awards evening re-established itself in early Spring 2022 with a fantastic evening at our flagship Ffwrnes Theatre in Llanelli, celebrating our fantastic cultural offer and the work of our partners and volunteers across the County.

Is anyone better off?

We have worked in collaboration with the Tywi Gateway Trust to secure external funding and invest over £2m into the redevelopment and long-term sustainability of the Bishop's Park, the grounds of the Old Bishop's Palace and home to Carmarthenshire Museum in Abergwili, Carmarthen. A new Visitor Centre for the park with its glass-roofed Café is completed, bringing the old palace outbuildings into public use. Landscaping to improve access, habitat management and biodiversity conservation, with interpretive signage throughout the park help people enjoy and connect with their heritage and environment.

The Trust involves volunteers and the local community as part of the long-term investment into the site, which has also seen the local authority and external funders investing over £1m into its County Museum building. The museum is managed by CofGâr, Carmarthenshire County Council's Museum service. Restoring the historic museum, creating an accessible entrance, and refurbishing galleries preserves and promotes our County's unique cultural heritage collections. And special exhibitions and programmes explore themes connected with the environment, wellbeing, and current issues, helping people to learn from the past to improve today and plan for tomorrow.

The holistic development of the site now known as **Carmarthenshire Museum and the Bishops Park** is a collaboration unique in Wales between a local authority and charity. Connectivity is a shared value, helping build more cohesive, resilient communities, whilst creating opportunities for people to live healthier, more connected lives.

The project is live and new elements continue to be added. An accessible ramp into the Great Meadow will be installed, creating access into a unique habitat previously in private ownership. A grant has been awarded to the Trust to develop detailed plans and costs for the Walled Garden, a project focussing on social impact, sustainable food production, and skills development. And as Carmarthenshire Museum and the Bishops Park becomes a major hub at the start of the Tywi Valley Path, the benefits of walking and cycling for local communities, businesses and tourism will be realised.



What and how we can do better

Our delivery plan to achieve this objective

Ref	Actions and Measures	Date/Target	Owner/Resp. Officer
A	Implement and monitor the Welsh Language Standards		
1	We will publish an annual report on the implementation of the Welsh Language Standards for the period 2022/23 (13280)	June 2023	Llinos Evans
2	We will review the current Internal Use of the Welsh language Policy and prepare a framework to support departments to increase the use of the Language in administration (15486)	March 2023	Gwyneth Ayers
3	We will publish and adopt a policy on Awarding Grants and the Welsh language (16112)	March 2023	Gwyneth Ayers
4	The % of staff at Level 3 of the Welsh language skills framework (Cym/001) (Baseline 2021/22= ? %)	No target	Gwyneth Ayers
5	The % of posts recruited at the required level of the advertised post (Cym/002) (Baseline 2021/22=? %)	No target	Gwyneth Ayers
6	The number of staff following Welsh language skills learning and improvement courses (Cym/003) (Baseline 2021/22=?)	No target	Gwyneth Ayers
B	The development of Welsh in all our Education services		
1	See Well-being Objective 3		
C	The Welsh Language Promotion Strategy		
1	We will review and refresh the County's Welsh Language Promotion Strategy and Action Plan considering the progress to date and the Census 2021 results, which are expected during the year (14896)	March 2023	Gwyneth Ayers
2	We will publish a report on the current Welsh Language Promotion Strategy (16113)	March 2023	Llinos Evans
3	We will work with partnership organisations on the promotion of the Welsh language in Llanelli (16115)	March 2023	Llinos Evans
4	We will lead and administer the County Welsh Language Strategic Forum and instigate the delivery of the revised action plan (16116)	March 2023	Llinos Evans
5	We will continue to work in partnership to ensure the delivery of the county's regeneration work has a positive impact on the Welsh language (16117)	March 2023	Llinos Evans
D	Promoting our Welsh Culture & Heritage		
1	We will work with the Marketing & Media Team and other key services to lay the foundations for, and welcome, the Urdd Eisteddfod to Llandovery in 2023 (16118)	June 2023	Llinos Evans
E			
1	We will deliver a transformation plan for the existing Museums provision at the County Museum Abergwili, Parc Howard, Kidwelly Industrial Museum and Museum of Speed Pendine to improve the provision for residents and visitors (13289)	April 2023	Ian Jones



View our [detailed progress commitments and targets here](#) for 2021/22 against this objective

Better Governance and Use of Resources





Well-being Objective 13 Better Governance and use of Resources

Better Governance

We have improved performance management arrangements

We have:

- ♦ produced a Performance Management Framework
- ♦ improved engagement and assurance on business planning to improve self-assessment
- ♦ introduced more integrated quarterly performance management monitoring and assessment

Why this Well-being Objective is important

- ⦿ The general purpose of the Well-being of Future Generations Act (Wales) 2015, is to ensure that the governance arrangements of public bodies for improving the Well-being of Wales take the needs of future generations into account. To make this work there are key areas of corporate change that are required by the Act.
- ⦿ There are increasing demands and expectations yet less resources are available. Under these conditions we need to work even more efficiently and effectively to maintain services and improve where we can, delivering 'more (or even the same) for less'.
- ⦿ The way we work needs to focus on the long term, working in partnership and collaboration, involving people more, preventing problems before they materialise and ensuring we work in an integrated way to maximise our resources and reduce duplication; one of the ways we do this is through the Public Services Board (PSB).

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



How well are we doing (and how do we know)? ⓘ Sources of evidence

Success Measures / Explaining the Results



71.2% of people agree that they can access information about us in the way they would like to
(previously 72.4%)
(Welsh average 74.9%)

74.6% of people know how to find what services we provide



Source: National Survey for Wales

35.5% of people agree that they have an opportunity to participate in making decisions about the running of our services
(previously 9%)
(Welsh average 33.8%)



Staff sickness
11.4 days per year
(previously 7.7 days)



According to the 2019/20 National Survey for Wales:

- ⦿ **71.2%** of participants agreed that they **could access information about us in the way they preferred**, below the Welsh average of 74.9%, and in 17th position.
- ⦿ **74.6%** agreed that **they knew how to find what services we provide**; below the Welsh average of 75.8% and in 13th position in Wales.
- ⦿ 2021/22 National survey for Wales results published in July 2022 shows that **35.5% agreed that they have an opportunity to participate in making decisions about the running of our services**, this is a vast improvement on the 2019/20 result of only 9% and is above the Welsh average of 33.8%. There has been a general increase across all authorities and comparatively, we have moved up to 5th position from 21st previously.

Staff Sickness

- ⊙ **Sickness figures** at the end of 2021/22 of **11.4 FTE days** is 3.7 days higher than last year and above the 2019/20 Welsh average of 11.2 FTE days (Authority 2019/20 performance was 10.74 FTE days). This is our highest sickness figure since 2008/09 (11.7 days) **However, it is important to note that this has been impacted by COVID-19 related sickness absence, which accounted for 2 FTE days per employee during 2021/22.** National benchmarking data indicates this increase is evidenced across all industries particularly sectors delivering frontline/operational services where working from home was limited.
- ⊙ The service areas with the highest sickness absence figures are Waste & Environment, Adult Social Care, Access to Education and Housing Property & Special Projects and Special Schools which are mainly front-line operational services which have been at the forefront of supporting our communities during the pandemic. The causes of absence are monitored and the impact and legacy of COVID-19 continues. People Management division provides advice and support for managers, who have the responsibility to manage attendance, they are provided with sickness data and analysis to plan appropriate action to ensure cases are managed and employees supported, in line with our sickness policies and guidelines.

Progress on the steps we are taking to achieve this Well-being Objective

Corporate Planning

- ⊙ To judge the progress of the Corporate Strategy we set out a table of 44 success measures. Despite being blindsided by the COVID-19 Pandemic, over the last 5 years 60% of these measures have improved since the start of the Strategy. **See Appendix 2.**
- ⊙ The Corporate Strategy was updated twice during its course to make sure that our Well-being Objectives were still relevant and we consulted on them each year to ensure continued support. For each of our 13 Well-being Objectives we identified the key steps we were taking to achieve them and then via business plans identified key actions and measures for each step.
- ⊙ During 2021/22 it was evident that Scrutiny Committees wanted to see an improvement in the measurements and actions set out in business plans so that they could hold the Services to account and see what success looked like. As a result of this feedback, and in response to new Local Government & Elections Act requirements relating to performance and governance, Business Plan measurement and SMART Action planning has been improved.
- ⊙ To further strengthen the development of departmental business plans an officer **Engagement and Assurance process** was set up during 2021/22 to discuss departmental business plans with each Departmental Management Team.

Performance Management

- ⊙ During 2021/22 a **new Performance Management Framework was introduced.** This framework sets out the Council's approach to monitoring and managing the performance of the Council's services.
- ⊙ Actions and targets to deliver the Corporate Strategy are monitored on a quarterly basis. The Corporate Management Team, Cabinet Members and Scrutiny committees receive quarterly Performance Management reports as well as the end of year report.
- ⊙ During 2021/22 **we developed a more integrated quarterly performance monitoring approach.** These more analytical reports added Member Task and Finish Scrutiny investigation findings, customer feedback (complaints and compliments) financial, internal and external audit findings, risk, people, asset management and other relevant data to build up a more rounded picture of progress.

INTERNAL AUDIT



REVIEW OF PERFORMANCE MANAGEMENT

The overall objective of the review was to assess the adequacy of the performance and reporting arrangements in place.

ACTION

An action plan has been drafted to improve this rating.

ASSURANCE RATING

HIGH	
ACCEPTABLE	✓
LOW	



As part of our response to the new Local Government and Elections (Wales) Act 2021 we requested support from the Welsh Local Government Association to assess and challenge the adequacy of the Council's self-assessment arrangements and to provide advice on what further developments would encourage a culture of continuous improvement.

- ⦿ As a Council we already have a lot of data that we report and this needs to be better harnessed and consolidated. We want to make better use of data and in February 2022 we have set up a 'Data Insight' unit to corporately ensure that we become a data driven authority.
- ! We are taking a more critical assessment approach to producing the Annual Governance Statement so that it does not just set out what arrangements we have in place but how well they are working, how we know and what can we do better. We will also improve the timescales for its production.

Workforce Planning (People Management)

Carmarthenshire County Council has some 8,000 employees who each contribute to the achievement of our Corporate Priorities. We ensure that all staff are managed and developed in a fair and consistent way.



- ⦿ Our staff are encouraged to develop, and we are accredited with Investors in People.
- ⦿ Following Local Government Elections, we will **ensure learning & development is fully aligned with corporate priorities**, with needs and transformation plans integrated into our new Corporate Strategy.
- ⦿ The management of attendance and supporting **the well-being of staff** is a high priority for the Council. A robust attendance management framework and policy is in place and the Occupational Health function offers well-being support and advice with the aim of keeping people in work, providing advice and guidance on healthy living, stress management and mental health in the workplace. This has been particularly important during the COVID-19 pandemic where support to staff has been stepped up via well-being initiatives and COVID-19 specific policies.
- ⦿ During 2021, a revised attendance management policy was introduced and associated e-learning to further support managers to manage attendance effectively. This is a priority for the Council, and management information is regularly provided to the Corporate Management Team and service managers for monitoring purposes.
- ⦿ Using existing governance arrangements (People Strategy Group) we will need to review our workforce strategy in light of the pandemic to support the organisation to recover.
- ⦿ During 2021 we held dedicated Local Government Association (LGA) facilitated workforce planning sessions with Corporate Management Team and Heads of Service; and developed an online workforce data dashboard for Heads of Service / Service Managers. We now need to build on this learning and consider the impact of COVID-19 on our workforce and develop a Strategic Workforce Plan.
- ⦿ Our annual **equal pay** audit does not suggest any evidence of discrimination within the pay structures, nor the allowances paid. The pay gaps are generally because of segregation of the sexes between job types rather than application of the allowances. As required, the Council publishes a Pay Policy each year to provide transparency on setting the pay of its employees. The Pay Policy is agreed by Full Council and is published on the Council's website.
- ⦿ The COVID-19 pandemic has accelerated a move to **agile working** and it is intended that this will inform how the Council manages its workforce in the future through smarter and better ways of working. This will impact on accommodation requirements and contribute to our ambition to become net zero carbon by 2030 by reducing the need to travel. The Staff Travel Policy will be reviewed to reflect the move to new ways of working.
- ⦿ Our Whistleblowing Policy is being used by employees to report serious concerns which may be in the public interest. Online learning, promotion of the policy and monitoring of whistleblowing complaints continues to ensure that employees are aware of it.

Springing Forward - Strategic management of its workforce



Audit Wales undertook an all-Wales project to examine the local government overall arrangements and approach to transforming, adapting, and maintaining the delivery of services. For Carmarthenshire it found that - *The Council is improving the strategic planning for its workforce and is taking action to address staff capacity issues in key service areas but recognises that performance monitoring of workforce management needs strengthening.*

Ensuring Effective External Communication

Since the introduction of My Hwb account (for online services and payments), 78,163 residents have signed up for the service. We're adding more services online and reviewing our existing e-forms to ensure that they are easy to use.

- ⦿ The Hwb in Ammanford, Carmarthen and Llanelli offer pre-booked appointments and drop-in advice to an average 8,000 residents per month, as well as providing advice and access to training and employment support. This had to be taken forward in a different way during 2020/21 due to COVID19 restrictions and the establishments having to be closed. Customers have been able to contact online and telephone and virtual meetings have been held. The increasing use of Social Media has allowed open engagement and conversations with members of the public. In addition to this Social Media is an excellent tool for promoting council services.
- ⦿ Throughout 2021/22 we have seen an increase in residents and businesses accessing information, support and council services online, the number of visits to our website has increased yet again this year by a further 7%.
- ⦿ The pandemic without a doubt has supported this increase to the website and how we present information bilingually, often at very short notice has been welcomed and complimented by the public.
- ⦿ Accessibility of information is key and we are proud to have this year passed the accessibility standard. It is so important to remember that residents, visitors and businesses are now accessing the website in various ways and interestingly 58.9% access using their mobile device. This is key when considering how to present information to ensure we engage to as a wider audience as possible.
- ⦿ Key stats CCC website 2021/2022
 - Pageviews: 6,144,228
 - Sessions: 3017983
- ⦿ Key stats for social media, email marketing and video
 - 19.3m Twitter reach
 - 8.82m Facebook reach
 - Published 3259 posts
 - Dealt with 4055 'inbound' posts, enquiries via comments, written on our wall or sent as a direct message
 - 53.3k link clicks
 - Facebook – New followers – 1,201. Total followers: 20,451
 - Twitter – New followers – 372. Total followers 11,151
 - 443,141 emails sent to MyAccount, businesses and 3rd sector. 267,018 unique opens.
 - Video – 115,800 views

Is anyone better off?

Tackling Employee Poverty

The Council continues to support its lowest paid employees and workers by **continuing to pay the Real Living Wage supplement** to ensure that our lowest paid receive the equivalent of £9.90 per hour (including fixed allowances).

What and how we can do better

Our delivery plan to achieve this objective

Ref	Actions and Measures	Date/ Target	Owner/ Resp. Officer
A	Corporate Planning		
1	Following Local Government Elections in May 2022 and the publication of the new administrations manifesto we will reset the Corporate Strategy and Well-being Objectives (15488)	July 2022	Gwyneth Ayers
2	We will further develop business planning processes and engagement and assurance approaches (15496)	July 2022	Gwyneth Ayers
B	Performance Management		
1	We will continue to develop the Performance Management Framework and our self-assessment processes (15496 & 15487)	March 2023	Rob James
2	We will continue to develop our Integrated Quarterly Performance Management Observations reporting (15496)	March 2023	Rob James
3	We will improve on the timescale for producing the Annual Governance Statement (16134)	March 2023	Helen Pugh
4	Develop an engagement and consultation plan for the authority (15580)	March 2023	Deina Hockenhill
C	Workforce Planning (People Management)		
1	We will develop a new Transformation Strategy; ensuring that Learning & Development priorities and programmes are fully aligned with corporate priorities and needs; further developing the Council's Leadership and Management Programme to support key corporate priorities (15516)	September 2022	Jon Owen / Bernadette Dolan
2	Further improve our recruitment processes via the introduction of new integrated recruitment IT system. (IIP) (15512 & 15507)	March 2023	Alison Wood / Jon Owen
3	We will evaluate the employee experience and undertake research to develop a Workforce Engagement Strategy that will underpin the new workforce strategy (15499 & 15500 & 15501)	June 2022	Cheryl Reynolds
4	We will develop more proactive preventative solutions such as promoting good health and educating employees on healthy lifestyle choices (15502)	March 2023	Heidi Font
5	Developing a set of performance and outcome measures that reflect the Council's ambitions for its workforce (16135)	March 2023	Cheryl Reynolds
D	Ensuring Effective External Communication		
1	Deliver the council's corporate communications strategy following the key principle of <i>One Council, One Vision, One Voice</i> . As part of the launch of this strategy, communicate and embed a corporate communications standard across all departments to ensure the basic principles of communication are understood and utilised by all - for example, communications are always accessible, bilingual, friendly and with a clear call to action (15569)	August 2023	Deina Hockenhill

Making Better Use of Resources

Through careful financial planning we have been able to set a balanced budget that will support the Council to continue delivering vital services and will allow us to continue to provide first class services to the residents and businesses of Carmarthenshire.

Why this Well-being Objective is important

- There are increasing demands and expectations yet less resources are available. Under these conditions we need to work even more efficiently and effectively to maintain services and improve where we can, delivering '*more (or even the same) for less*'.

The general purpose of the Well-being of Future Generations Act (Wales) 2015, is to ensure that the governance arrangements of public bodies for improving the Well-being of Wales take the needs of future generations into account. To make this work there are **7 key areas** of corporate change that are required by the Act.

- 4 Financial Planning
- 5 Assets
- 6 Procurement
- 7 Risk

Better Use of Resources



How well are we doing (and how do we know)? Sources of evidence

Success Measures / Explaining the Results



5.85% increase of online payments
(From 53,454 to 56,582 transactions)

Financial Impact:

We have administered and have paid:

- £78m** of grants to support local business
- £3.4m** of Winter Fuel Support Scheme payments.
- £397.6k** of Discretionary Housing Payments.
- Over £4m** of Self Isolation Support Payments and 10,754 applications received.



Through our delivery of **Community Benefits** **548 person weeks** of targeted recruitment & training was delivered

9.9% of people agree that we ask for their views before setting our budget
(previously 11.3%)
(Welsh average 9.2% and in 9th place)
(Source: National Survey for Wales)



Online payments

- Due to the COVID-19 Pandemic and with increased access to online services, this has created a natural shift with many customers contacting us, submitting forms and documents and paying for our services electronically with a 5.85% increase in the number of online payments from 53,454 in 2020/21 to 56,582 transactions during 2021/22.

Organisational 'running costs'

- We have administered a total of £78 million from Welsh Government Grants to the Carmarthenshire Business Community to support businesses during these challenging times.
- Since November 2021, we have administered the Winter Fuel Support Scheme and processed 9,480 cases and have paid out £3,409,200 to support Carmarthenshire residents.
- We have paid out £397,584 of Discretionary Housing Payments and up to mid-March received 10,754 Self Isolation Support Payment applications and paid out over £4 million to eligible claimants.

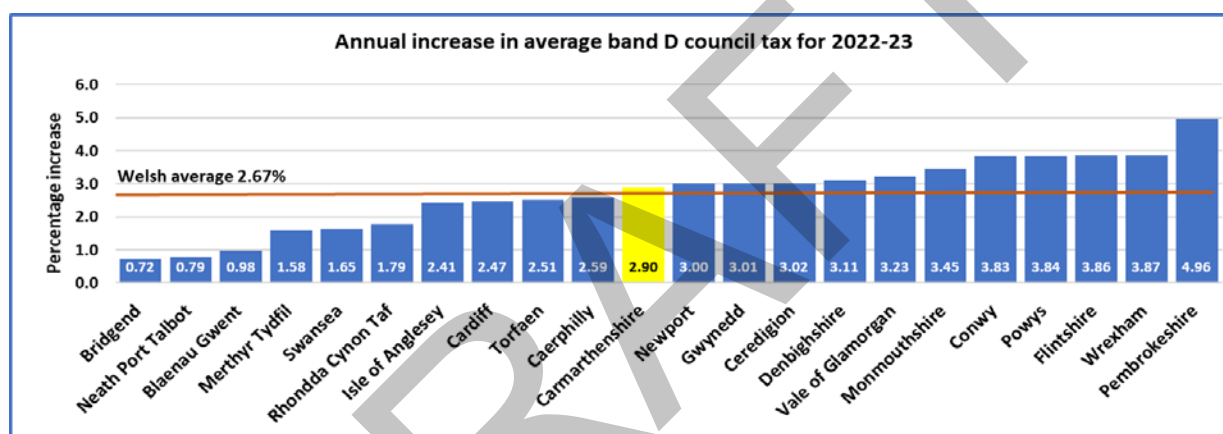
- Through our delivery of Community Benefits over 548 person weeks of targeted recruitment and training was delivered in 2021/22 through the Council's 21st Century Schools project across the County.
- We have claimed £27.4 million from Welsh Government via hardship claims to support additional COVID-19 services. We have also claimed £4.5million relating to claims for loss of income.
- Despite inflationary pressures on a truly unprecedented scale, the Council was able to set a balanced budget of £416 million which provided sufficient funding to sustain service levels, realised efficiency savings where possible and curtailed council tax as much as possible to 2.5%.

People agree that the Council asks for their views and as part of Carmarthenshire County Council budget consultation we sort views of members and public before setting the budget

- The 2019/20 National Survey for Wales showed the number of participants agreed that *we ask for their views before setting our budget* was 9% (Welsh average 9.2%), this is a decline on the previous year of 11.3% and in 9th position (previously 7th). Due to COVID-19 there is no updated data available for the measure, although we continued to hold our annual budget consultation and engaged with councillors and members of the public.

Progress on the steps we are taking to achieve this Well-being Objective

Financial Planning



- Carmarthenshire has the 11th lowest annual % increase at 2.90% and just above the Welsh average of 2.67%. This is the lowest % increase since 2012/13 at 2.38%. The Council Tax levels in Carmarthenshire is the 9th lowest in Wales (Band D) at £1,799.92 an almost £320 less than the highest level in Wales and just above the Welsh average of £1,777.18.
- Audit of Financial Statement** – An unqualified Audit report was received from Audit Wales on all statements (financial year 2020-21) and the audit found no major issue other than generic-all Wales matters, considering we have undertaken £140 million of additional COVID-19 related funding across dozens of specific grants.
- A mixed methods approach to ascertain views on the 2022-25 budget took place and this was publicised in local and regional press, local radio advertisements and via equality groups including Equality Carmarthenshire, Ageing Well Forum, Carmarthenshire Disability Coalition of Action and via Town and Community Councils. There was a low response rate, possibly due to COVID-19 restrictions and concerns. Responses were received via the Council's online consultation page on the website, emails were submitted together with social media responses via Facebook and Twitter and all comments and views were taken into consideration. [REVENUE BUDGET 2020 to 2023 \(gov.wales\)](https://gov.wales/revenue-budget-2020-to-2023)



- There have been 3 Internal Audits completed during 2021-22 looking at the following areas and their audit findings were:

INTERNAL AUDIT



RATING	COUNCIL TAX	NNDR	AGS
HIGH			
ACCEPTABLE	✓	✓	✓
LOW			

We are tracking action plans to improve these ratings

Assets

- Just under £2.9m was generated from Capital receipts during 2021/22 which exceeds our target by almost £0.75m, this covers some of the £0.4m shortfall in 2019/20 and £1.8m shortfall 2020/21.

SPRINGING FORWARD – STRATEGIC MANAGEMENT OF ASSETS



Audit Wales undertook an all-Wales project to examine the local government overall arrangements and approach to transforming, adapting, and maintaining the delivery of services. Overall, it found that: *The Council is strengthening its arrangements for asset management and recognises that there are opportunities to use the sustainable development principle more to improve this work and that performance management of assets could be improved.*

Procurement

- We have addressed 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 [procuring-well-being-in-wales](#).



- We have amended our Sustainable Risk Assessment (SRA) template which ensures that the sustainability issues such as environmental, social, economic & cultural issues can be factored into the specification for individual tenders to incorporate elements of the Well-being of Future Generations Act. We also include service provision information relating to the 5 ways of working i.e. Long Term, Prevention, Integration, Collaboration & Involvement. We have produced an Ethical Employment in Supply Chains Policy and drafted the Council's first annual written statement on the steps taking during the financial year to ensure that slavery and human trafficking are not taking place in our organisation and our supply chains.

Risks

- The Corporate Risk Register is reported to the Governance and Audit Committee every 6 months and is reviewed by the Corporate Management Team every quarter as part of the performance management information and in line with the Well-being of Future Generations Act. We use a **"Web Based Risk Register Software"**, which allows Departments to input, access, maintain and manage both Corporate, Service and Project Risks.



A TIC review that concluded in December 2021 noted that *'Although the COVID-19 pandemic initially impacted on the ability to progress the recommendations contained within the Audit Office Review and follow-up Internal Audit Review, a number of key actions have now been implemented and good progress has been made across the action plan in general.'*



Sell2Wales
All our procurement opportunities over £25K are listed on the Sell2Wales website.



Community Benefits
Community Benefits in Public Sector Procurement ensures that wider social, economic and environmental issues are taken into account in our tendering activity.



Find a Tender Service
Find a Tender Service (FTS) is free to use and displays information on public sector contract opportunities in the UK.



Busnes Cymru | Business Wales
Business Wales can help small or medium sized enterprise SME (employing up to 250), who want to improve their chances of winning public and private sector contracts.



Terms and Conditions
These terms and conditions set out the basis of the relationship between the Council and the successful supplier.

Business is about people

We value our diverse range of suppliers and acknowledge the importance of having access to a quality and diverse supplier base, recognising that ***business is about people by talking to them, listening to them, and understanding them.*** To this aim we have held 7 Live Tender Webinars virtually via Teams with a total of 164 suppliers in attendance over the last financial year. The aim of these sessions was to inform prospective tenderers of the forthcoming tendering opportunities and the requirements of these service/goods.

We also understand that the prospect of tendering for business with us can sometimes appear to be a daunting task. Therefore, we have actively engaged with 63 suppliers through a series of first point of contact sessions (1-2-1 meetings) over the same period, engaging with suppliers who are interested in working with the Council.

A Meet the Buyer Event was organised by the appointed main contractor Bouygues for the Pentre Awel Zone 1 Development and was held at Parc y Scarlets, Llanelli. A total of 107 suppliers/contractors attended the event throughout the day with Procurement and Community Benefits Officers representing the Corporate Procurement Unit at the event. This Meet the Buyer event was aimed at giving opportunity to second tier, local suppliers to learn of potential sub-contracting opportunities.

We have developed a Supplier Guide for current and potential contractors, suppliers, and providers with the aim to help provide organisations who want to work with us a clear understanding of how to bid for contracts and what is required during the quotation or tendering process. This is now available electronically and appears on our website [Supplier Guide to Tendering \(gov.wales\)](#). It contains a variety of helpful information, advice, and guidance in relation to procurement and “How to Tender” with Carmarthenshire County Council.

Supplier Guide to Tendering

In this section

→ 1. Introduction

→ 2. What do we spend our money on?

→ 3. Where and with whom is our money spent?

→ 4. How We Buy

→ 5. What rules, regulations & procurement procedures do we follow?

→ 6. How does the tendering process work?

→ 7. Where do we advertise our contract opportunities

→ 8. What is included in a Tender document/package?

→ 9. The Dos and Don'ts of Tendering

→ 10. Supplier Engagement Events

→ 11. Getting Ready to Tender

→ 12. Procurement Glossary

→ 13. Advice and Support

What and how we can do better

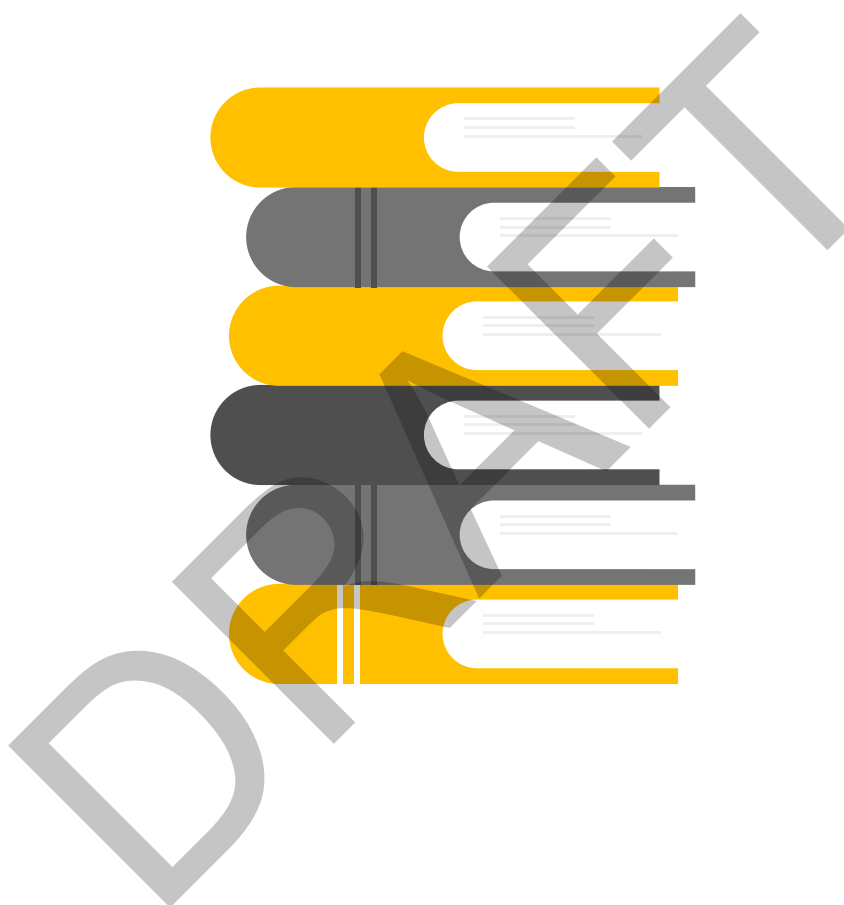
Our delivery plan to achieve this objective

Ref	Actions and Measures	Date/Target	Owner/Resp. Officer
A	Financial Planning		
1	Use of the Council's reserves to invest in the County and support future development (Moving forward in Carmarthenshire) 16063	March 2023	Chris Moore /Randal Hemingway
2	Ensure the Council manages its budgets effectively and prudently (Moving forward in Carmarthenshire) 16064	March 2023	Chris Moore /Randal Hemingway
3	We will undertake the closure and Audit of the Accounts within the appropriate timescales 16061	June 2023	Chris Moore /Randal Hemingway
B	Assets		
1	We will commence work on the transformation of the former Debenhams Store to provide a multi service hub covering health, education and leisure	March 2023	Jason Jones/ Stuart Walters
2	Delivery of Phase 1 Pentre Awel providing business, research, education, community healthcare and modern leisure facilities 15155+12985	March 2023	Jason Jones/ Steffan HG Jenkins
3	We will apply and embed the sustainable development principle in the way it plans, delivers and monitors the management of its assets # Audit Wales Recommendation -Springing Forward 16136	March 2023	Jason Jones/ Stephen Morgan
4	<i>We will improve the performance management of our assets.</i> <ul style="list-style-type: none"> developing a set of performance and outcome measures that reflect the Council's ambitions for its assets and monitor these measures at a corporate level, including reporting to overview and scrutiny committee benchmarking performance on asset management with other organisations # Audit Wales Recommendation-Springing Forward 16137	March 2023	Jason Jones/ Stephen Morgan
5	We will review and formally adopt the Council's Corporate Asset Management Plan by March 2023 15541	March 2023	Jason Jones/ Stephen Morgan
C	Procurement		
1	We will work with departments to deliver compliant tender exercises through the implementation of a category management approach. 15286	March 2023	Chris Moore /Helen Pugh /Clare Jones & Gemma Clutterbuck
2	We will continue to develop our approach to early engagement of Local Businesses. 15288	March 2023	Chris Moore /Helen Pugh /Clare Jones & Gemma Clutterbuck
D	Risks		
1	Continue to implement the action plans developed in response to the WAO/Internal Audit Review, with priority to be given to ensuring that the Risk Toolkit is formally adopted and used to inform development sessions for managers at a divisional level and dedicated development sessions for Departmental Risk Champions. 15292 (Sub Actions: 14302, 14303 & 16040)	March 2023	Chris Moore /Helen Pugh /Julie Standeven



View our [detailed progress commitments and targets here](#) for 2021/22 against this objective

APPENDICES



Statutory Requirements

Well-being of Future Generations Act (Wales) 2015

The general purpose of the Act, is to ensure that the governance arrangements of public bodies for improving the well-being of Wales, take the needs of future generations into account. The Act is designed to improve the economic, social, environmental and cultural well-being of Wales, in accordance with sustainable development principles. The law states that: -

- a) We must carry out sustainable development, improving the economic, social, environmental and cultural well-being of Wales. The sustainable development principle is ***'... the public body must act in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.'***
- b) We must demonstrate use of the 5 ways of working: Long term, integrated, involving, collaborative and preventative
- c) We must work towards achieving all of the 7 national well-being goals in the Act. Together they provide a shared vision for public bodies to work towards.



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

The Local Government and Elections (Wales) Act 2021

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 outlines new duties in respect of Performance and Governance of Principal Councils](#) and includes specific duties for the Council:

- Duty to keep performance under review;
- Duty to consult on performance;
- Duty to report on performance – based on self-assessment approach;
- Duty to arrange a panel performance assessment;
- Duty to respond to a panel performance assessment report.

The Local Government and Elections (Wales) Act 2021 requires that a Council must produce a self-assessment report in respect of each financial year. The report must set out its conclusions on the extent to which it met the performance requirements during that financial year, and any actions it intends to take, or has already taken, to increase the extent to which it is meeting the performance requirements

The performance requirements are the extent to which:

- we are exercising our functions effectively.
- we are using our resources economically, efficiently and effectively.
- our governance is effective for securing the above.

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

Carmarthenshire's 2021/22 Well-being Objectives			7 National Well-being Goals						
			Prosperity	Resilience	Healthier	More equal	Cohesive Communities	Vibrant culture & Welsh Language	Global responsibility
Start Well	1	Help to give every child the best start in life and improve their early life experiences.	✓		✓	✓	✓		
	2	Help children live healthy lifestyles	✓		✓	✓	✓	✓	
	3	Support and improve progress, achievement and outcomes for all learners	✓	✓	✓	✓	✓	✓	✓
Live Well	4	Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in poverty	✓		✓	✓	✓		
	5	Create more jobs and growth throughout the county	✓		✓	✓	✓	✓	
	6	Increase the availability of rented and affordable homes	✓	✓	✓	✓	✓	✓	✓
	7	Help people live healthy lives (tackling risky behaviour & obesity)	✓		✓	✓	✓	✓	
Age Well	8	Support community cohesion, resilience and safety	✓	✓	✓	✓	✓		✓
	9	Support older people to age well and maintain dignity and independence in their later years	✓		✓	✓	✓	✓	
	10	Look after the environment now and for the future	✓	✓	✓	✓	✓	✓	✓
In a Healthy, Safe & Prosperous Environment	11	Improve the highway and transport infrastructure and connectivity	✓	✓	✓	✓	✓		
	12	Promoting Welsh Language and Culture	✓	✓		✓	✓	✓	
	13	Better Governance and Use of Resources	✓	✓	✓	✓	✓	✓	✓

Success measures for our Well-being Objectives

Details and explanation of performance for each of these success measures can be found under the relevant Well-being Objective in this report.

The Result column is based on the two most recent years results.

Wellbeing Objectives and Success Measures	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	Result
WBO1 - Best Start in Life							
Children in care who had to move 3 or more times <i>(PAM/029)</i>	9.2%	8.8%	10.4%	8.6%	4.7%	6.6%	Declined
WBO2 - Children - Healthy Lifestyles							
Childhood obesity <i>(Child Measurement Programme NHS)</i>	29.4%	26.6%	30.4%				Declined
WBO3 - Support and improve progress, achievement, and outcomes for all learners							
Educational attainment - Average Capped 9 points score <i>(Year 11 pupils) (PAM/032)</i>			363.1	367.2			Improved
School attendance rates (Primary) <i>(PAM/007)</i>	94.8%	94.4%	93.9%	93.9%			Same
School attendance rates (Secondary) <i>(PAM/008)</i>	94.5%	94.3%	93.8%	93.5%			Declined
Satisfaction with child's primary school <i>(NSW)</i>	93%	90%	84%	95%			Improved
Number of leavers Not in Education, Employment or Training <i>(NEETs)</i>	Year 11 <i>(PAM/009)</i>	2.1%	1.4%	1.8%	1.5%	1.8%	Improved
	Year 13 <i>(5.1.0.2)</i>	2.0%	3.0%	4.9%	3.5%	2.7%	Improved
WBO4- Tackle Poverty							
Gap in the Average Capped 9 points score (Year 11 pupils) for those eligible for Free School Meals and those who are not eligible <i>(NWBI)</i>			19.7%	17.9%			Improved
Households successfully prevented from becoming homeless <i>(PAM/012)</i>	64%	65.1%	59.4%	46.4%	46.4%	50.5%	Improved
Households in material deprivation <i>(NWBI)</i>	15.3%	15.8%	13.5%	11.3%		12.0%	Declined
Households Living in Poverty <i>(CACI's 'PayCheck' Data)</i>			35.5%	33.7%	33.8%	35.6%	Declined
WBO5 - Creating Jobs and Growth							
Employment figures <i>(ONS – Annual Population Survey) (NWBI)</i>	75.2%	73.7%	71.6%	71.7%	68.1%	69.6%	Improved
Average Gross weekly pay <i>(ONS – Annual Survey of hours and earnings)</i>	£494.5	£517.8	£511.3	£536.2	£574.5	£566.9	Declined
Number qualified to NVQ Level 4 or above <i>(Stats Wales) (NWBI)</i>	37.4%	37.8%	38.0%	41.4%	39.9%	37.7%	Declined
People moderately or very satisfied with their jobs <i>(NSW) (NWBI)</i>	80.0%	82.5%		78.9%			Declined
WBO6 - Affordable Homes							
Number of affordable homes in the County <i>(7.3.2.24)</i>	173	235	247	315	158	308	Improved
WBO7 - Healthy Lives							
Adults who say their general health is Good or Very Good <i>(NSW)</i>		69.0%	66.0%	69.6%	69.7%	68.6%	Declined
Adults who say they have a longstanding illness <i>(NSW)</i>		50.0%	53.0%	50.5%	51.2%	40.1%	Improved
Adult mental well-being score <i>(NSW) (NWBI) (score out of 70)</i>	50.2		51.1			48.8	Declined
Adults who have two or more healthy lifestyle behaviours <i>(NSW) (NWBI) (Not smoking, drinking < 14 units or lower, eating 5 portions fruit & veg the previous day, having a healthy body mass index, being physically active at least 150 minutes the previous week).</i>		91.8%	91.2%	87.6%		92.4%	Improved

Details and explanation of performance for each of these success measures can be found under the relevant Well-being Objective in this report.

The Result column is based on the two most recent years results

Wellbeing Objectives and Success Measures	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	Result
WBO8 - Community cohesion, resilience & safety							
% Say they have a sense of community (NSW)(NWBI) (Derived from feeling of belonging; different backgrounds get on, treat with respect')	47.7%		51.6%		68.6%	68.0%	Declined
People feeling safe (NSW)(NWBI) (At home, walking in the local area, and travelling)	76.9%		76.1%		74.6%	66.7%	Declined
WBO9 - Older people to age well							
Agree there's a good Social Care Service available in the area (NSW)	56.2%		47.5%		66.0%		Improved
Number of calendar days taken to deliver a Disabled Facilities Grant (PAM/015)	167 days	161 days	157 days	176 days	347days	259 days	Improved
People who are lonely (NSW)(NWBI)	17.1%	16.6%		17.3%		15.4%	Improved
WBO10 - Look after the environment							
Renewable energy generated (kWh)	670,400 kWh	937,330 kWh	979,071 kWh	997,480 kWh	1,059,364 kWh	TBC	
Council's Energy Consumption (kWh)			69,059,743 kWh	70,332,391 kWh	63,684,340 kWh		Improved
Rates of recycling (PAM/030)	66.23%	63.64%	58.95%	64.66%	66.08%	61.68%	Declined
WBO11 - Highways & Transport							
Road conditions (PAM/020) A Roads	4.3%	4.1%	5.2%	5.4%	4.1%	3.6%	Improved
(PAM/021) B Roads	3.5%	3.1%	4.2%	4.7%	3.4%	2.8%	Improved
(PAM/022) C Roads	11.6%	11.9%	12.5%	12.5%	12.0%	11.7%	Improved
Road casualties (5.5.2.21)	102	83	97	111	55	81	Declined
WBO12 - Promote Welsh Language & Culture							
Can speak Welsh (NSW)(NWBI)	40.1%	43.6%	37.8%	37.4%		41.6%	Improved
People attended arts events in Wales in last year (NSW)	69.3%	67.4%		68.3%			Improved
People visited historic places in Wales in last year (NSW)	63.8%	64.7%		68.7%			Improved
People visited museums in Wales in last year (NSW)	36.0%	34.6%		42.1%			Improved
WBO13 - Better Governance and use of Resources							
'Do it online' payments	29,020	34,494	39,321	46,044	53,454	56,582	Improved
People agree that they can access information about the Authority in the way they would like to. (NSW)		70.8%	72.4%	71.2%			Declined
People know how to find what services the Council provides (NSW)		71.9%	72.1%	74.6%			Improved
People agree they have an opportunity to participate in making decisions about the running of local authority services. (NSW)		11.4%		9.0%		35.5%	Improved
Staff sickness absence levels (PAM/001)	10.8 days	10.1 days	9.8 days	10.7 days	7.7 days	11.4 days	Declined
People agree that the Council asks for their views before setting its budget. (NSW)		8.0%	11.3%	9.9%			Declined

In AR	Questions asked in the 2021/22 National Survey for Wales and available at Local Authority level NWBI - National Well-being Indicator	Has our result improved			22 nd	21 st	20 th	19 th	18 th	17 th	16 th	15 th	14 th	13 th	12 th	11 th	10 th	9 th	8 th	7 th	6 th	5 th	4 th	3 rd	2 nd	1 st
		Previous available result	2021/22 survey result	Improved ↑ Standstill ↔ Declined ↓	Worst results											Best Results										
					Arrows start from our previous position											to our 2021/22 position										
13	% that used the internet (including Smart TV and handheld devices)	92.4	91.3	↓	89.4																					96.7
14	% that accomplished 5 digital skills in past 3 months**	73.1	72.0	↓	67.0																					83.7
15	% of people participating in any sport or physical activity	62.6	56.7	↓	43.4																					66.3
16	% of people feeling safe at home, walking in the local area, and when travelling (NWBI/25)	74.6	66.7	↓	46.6																					85.0
17	% of people feeling safe at home after dark	96.8	95.3	↓	90.5																					99.0
18	% of people feeling safe in local area after dark	84.4	80.7	↓	58.7																					89.9
19	% of people feeling safe on public transport after dark	82.5	76.2	↓	59.7																					89.9
20	% of people feeling safe travelling by car after dark	96.6	97.3	↑	95.1																					99.4
21	% of people who agree that there is good community cohesion in their local area (NWBI/27)	51.6	68.0	↑	38.9																					77.6
22	% of people felt that they belonged to their local area	84.6	81.5	↓	70.6																					89.4
23	% of people who are lonely (NWBI/30)	17.3	15.4	↑	17.8																					7.0
24	Average satisfaction score for the education system in Wales (scale of 0 to 10, where 0 is 'extremely bad' and 10 is 'extremely good')	6.0	6.9	↑	6.0																					7.2
25	% of people that have any plans to start an education or training course in the next three years	23.1	23.2	↑	16.9																					33.8
26	% of people that contacted their local councillor in the past 12 months. (i.e. with an enquiry, complaint or problem)	12.9	15.7	↑	10.0																					24.2
27	% of people agreed their local councillor worked closely with their community.	new question	38.8	new question	25.3																					58.1

In AR	Questions asked in the 2021/22 National Survey for Wales and available at Local Authority level NWBI - National Well-being Indicator	Has our result improved			22 nd	21 st	20 th	19 th	18 th	17 th	16 th	15 th	14 th	13 th	12 th	11 th	10 th	9 th	8 th	7 th	6 th	5 th	4 th	3 rd	2 nd	1 st	
		Previous available result	2021/22 survey result	Improved ↑ Standstill ↔ Declined ↓	Worst results											Best Results											
					Arrows start from our previous position											to our 2021/22 position											
28	% of people with a good understanding of what their local councillor does for their local community.	new question	40.3	new question	32.6																						59.0
29	✓ % of people who say their general health was Good or Very Good	69.7	68.6	↓	64.1				Same																		79.3
30	✓ % of adults who say they have a longterm illness	51.2	40.1	↑	41.1																						26.9
31	✓ % of adults who have 2 or more healthy behaviours not smoking / not drinking above weekly guidelines / eating five or more portions of fruit and vegetables the previous day / physically active for at least 150 minutes in the previous week /maintaining a healthy weight/body mass index	87.6	92.4	↑	83.1																						97.5
32	% of adults who smoke	16.2	15.7	↑	19.8																						6.3
33	% of adults who are a E-Cigarette user	6.7	6.4	↑	10.3						Same																0.9
34	% of adults who drink more than 14 units	21.5	15.1	↑	23.3																						8.9
35	% of adults who eat more than 5 portions of fruit and vegetable	21.7	33.5	↑	14.3																						42.4
36	% of adults who are active for more than 150 minutes a week	55.6	64.8	↑	38.3																						69.5
37	% of adults who are active for less than 30 minutes a week	27.6	21.7	↑	50.1																						17.3
38	% of adults who are overweight or obese (BMI 25+)	63.6	68.2	↓	79.9																						50.0
39	% of adults who are obese (BMI 30+)	28.2	28.4	↓	36.5						Same																17.9
40	✓ Adult Mental Well-being score (NWBI/29) (Out of a maximum score of 70)	51.1	48.8	↓	46.1																						51.6
41	✓ % of Households in material deprivation (NWBI/19)	11.3	12.0	↓	14.1																						7.1
* Households with internet access - NOTE - The 2021/22 survey was based on a sample of 12,500 in Wales compared to a far smaller sample in 2020/21 of just 3,500, which may well have affected the result.																											
** 5 digital skills are 1. Being safe and legal online; 2. Problem solving; 3. Transacting; 4. Communicating; 5. Handling information and content)																											

Regulatory Reports 2021/22

Several regulatory reports were issued during the last twelve months.

- There are some local reports that are specific to Carmarthenshire, these are noted in **bold** below.
- National / Thematic reports are undertaken by regulators to look at all councils in Wales (in an integrated programme of work consulted and agreed upon with local government) to identify best practice.
 - Most of these reports contain recommendations. Sometimes the recommendations are for Welsh Government and / or local government or other stakeholders.
 - Not all recommendations contained in reports may apply to Carmarthenshire as in some instances we could be the area of best practice proposed, be already doing what is identified or it may be, just not be applicable.

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



August 2021	<u>Review of Planning Services Carmarthenshire County Council</u>
September 2021	<u>Review of Waste Services Carmarthenshire County Council</u>
September 2021	<u>Regenerating Town Centres</u>
September 2021	<u>A Picture of Public Services</u>
September 2021	<u>A picture of local government</u>
October 2021	<u>A Picture of Higher and Further Education</u>
October 2021	<u>A Picture of Schools</u>
September 2021	<u>Financial Sustainability of Local Government – COVID Impact, Recovery & Future Challenges</u>
November 2021	<u>Carmarthenshire County Council – Financial Sustainability Assessment</u>
November 2021	<u>WG Cosy homes programme</u>
December 2021	<u>Commissioning Care Homes for Older People</u>
January 2022	<u>Emergency Services in Wales Collaboration</u>
January 2022	<u>Annual Audit Summary</u>
April 2022	<u>Direct Payments</u>



November 2021	<u>Care Inspectorate Wales (CIW) Assurance Check 2021: Carmarthenshire County Council</u>
April 2022	<u>Direct Payments for Adult Social Care</u>
May 2022	<u>Carmarthenshire County Council In-house domiciliary care service</u> <u>Inspection Report</u>

May 2021	<u>Turning learners into users of the Welsh Language – Effective Practice</u>
May 2021	<u>Creating a digital platform for the Welsh for Adults sector</u>
June 2021	<u>How schools and colleges used RRRS and catch-up grants for post 16 learners</u>
July 2021	<u>Summary of findings from our national thematic reviews 2020/21-Thematic Report</u>
July 2021	<u>The teaching of Welsh history including, Black, Asian and Minority Ethnic history, identity and culture</u>
Oct 2021	<u>Developing pupils social and emotional skills</u>
December 2021	<u>Supporting Resources</u> <u>We don't tell our teachers-Experiences of peer-on-peer sexual harassment among secondary school pupils</u>
January 2022	<u>All-age schools in Wales - A report on the challenges and successes of establishing all-age schools</u>
February 2022	<u>Summary of engagement calls and visits to schools and PRUs-autumn 2021</u>
February 2022	<u>Welsh Immersion Education - Strategies and approaches to support 3 to 11-year-old learners</u>
March 2022	<u>The curriculum for Wales-How are regional consortia and local authorities supporting schools?</u>
April 2022	<u>We don't tell teachers, but schools need to know – a report for learners</u>
May 2022	<u>Effective practice- Placing children at the centre of learning</u>

Performance Assessment on the extent to which we are:

- we are exercising our functions effectively;
- are using resources economically, efficiently and effectively; and
- our governance is effective for securing the above.

Under the Local Government and Elections (Wales) Act 2021 we have a duty keep under review the extent to which we are fulfilling the above 'performance requirements'

Our self-assessment uses the Well-being Objectives set out in the body of this report to give a more holistic view of Council performance.

However, we have also examined performance in a departmental manner to ensure a comprehensive assessment.

Chief Executive's Department

Duty to Keep Performance Under Review	<p>How well are we doing and how do we know?</p> <p>How can we do better? (see bullet points)</p>
Performance Requirements	
<p>1. <i>exercising functions effectively</i></p>	<p><u>Administration and Legal including Democratic Services</u></p> <p>The service has performed well during this period despite significant challenges. Officers have continued to work closely with and support their client departments and elected members</p> <p>The level of complaints received about the service continues to be very low.</p> <ul style="list-style-type: none"> • Lack of capacity for S106 agreements. Additional staff resources have been secured to address this. • Develop participation and petition scheme for Democratic Services <p><u>ICT and Corporate Policy</u></p> <p>Our first Digital Transformation Strategy 2017-2020 set out the Council's strategic digital priorities and aspirations and ensured that when the COVID-19 pandemic struck, we as an authority and our service were in a very strong position to respond and recover. Annual Reporting of the Digital Transformation Strategy shows good progress.</p> <p>Our work with the PSB has progressed well and a Well-being Assessment has been produced. Key Council Annual Reports in Equalities, Welsh Language and the overall Council's progress on Corporate Strategy show good progress.</p> <ul style="list-style-type: none"> • IT resource and capacity is limited to meet increasing demand for transformation. • More can be done with improving our Security (Cyber) and Disaster Recovery. • Continue to improve the approach to embedding integrated quarterly performance monitoring.

exercising
functions
effectively
(continued)

People Management

COVID-19 continued to present challenges for our workforce during 2021. However, our employees continued to step up to deliver the best possible services, with almost a thousand employees prepared to retrain and step in and help their colleagues, doing very different jobs in a positive and highly supportive manner

Our staff are encouraged to develop, and we are accredited with Investors in People.



One of the post-pandemic legacies, and a significant risk for the service, has been the Division's capacity to manage increased vacancy volumes and demand for our services, which has been compounded by Brexit.

There have been significant Social Care and Teaching recruitment problems.

Platinum Corporate Health accreditation and accredited to Occupational Health and Standards SEQHS.

A June 2022 Audit Wales report found that:

The Council is improving the strategic planning for its workforce and is taking action to address staff capacity issues in key service areas but recognises that performance monitoring of workforce management needs strengthening.

Springing Forward Workforce Management- Carmarthenshire County Council

- Develop a new People Strategy; ensuring that Learning & Development priorities and programmes are fully aligned with corporate priorities and needs.
- The COVID-19 pandemic has accelerated a move to agile working and it is intended that this will inform how the Council manages its workforce in the future
- Agree a suite of People Management Performance Measures and strengthen the sustainability principle.

Regeneration Division

Carmarthenshire's economy has been significantly impacted by the COVID-19 pandemic and Brexit. To gain an informed understanding of the position in Carmarthenshire, we engaged with over 1,000 businesses to gather evidence on the impact of the pandemic on our businesses, unemployment and our rural and primary town economies. This assisted us to put in place a clear [Economic Recovery Plan](#) (we were first in Wales to do so) with an immediate priority focus on protecting jobs and supporting our small and medium enterprises (SMEs) to upscale. We are monitoring the action plan quarterly and it is on track.

- In each of the individual town centres, we will pass on the overseeing of the recovery to the stakeholders in the respective towns. Each of the plans highlight key issues and opportunities and provide a delivery framework of interventions specific to the town centres.

Business and Cabinet Support

The Business Unit continued to respond and contribute to the Authority's response to the pandemic in a pragmatic manner, ensuring all essential services to staff and Members were prioritised and provided, to ensure continuation of core services. The Unit supported *all Gold Command meetings* for COVID-19 and major floodings. We have also supported the *Planning Assurance Board and Planning Intervention Board* who met weekly.

- As part of better ways of working, we will continue to work with business unit managers to further develop paperless processes and systems.
- Following the elections in May 2022, the Service is working with the incoming administration to develop a cabinet Vision Statement and agree member portfolios.

Electoral and Registrars

Both Electoral Services and Civil Registration are statutory services. The Registration Service includes the registration of births, deaths, stillbirths, marriages and civil partnerships, the provision of a certificate service and the provision of Citizenship Ceremonies. Electoral Services is responsible for the update and maintenance of the Register of Electors and the conduct of all elections relevant to Carmarthenshire. The work of the *Registration Service* has been under such continuous spotlight during the last year as we moved through the global pandemic. We successfully run elections.

- To determine if our opening times still meet customer trends and business needs by participating in relevant consultation with our customers, staff and key stakeholders to seek views that will help make a decision on service improvement.
- We will analyse our performance indicators, both internal and external.

Media and Marketing

The Media and Marketing service have again this year played a key role in supporting all divisions across the authority to effectively communicate in both Welsh and English relevant information to residents, businesses and stakeholders throughout the county ensuring consistency and relevancy across all communications

As well as additional external communications that has been required for us to publish, the team has delivered a wide range of additional internal communications to support staff who have had to change the way they work including a growing demand on simultaneous translation of all democratic virtual meetings.

The Hwb in Ammanford, Carmarthen and Llanelli offer pre-booked appointments and drop-in advice to an average 8,000 residents per month, as well as providing advice and access to training and employment support. This had to be taken forward in a different way during 2020/21 due to COVID19 restrictions and the establishments having to be closed. Customers have been able to contact online and telephone and virtual meetings have been held. The increasing use of Social Media has allowed open engagement and conversations with members of the public. In addition to this social media is an excellent tool for promoting council services.

We passed *the accessibility standard* for our website.

Key statistics for Council website 2021 / 2022:

- Pageviews: 6,144,228
- Sessions: 3,017,983

Key statistics for social media, email marketing and video:

- 19.3m Twitter reach
- 8.82m Facebook reach
- Published 3,259 posts
- Dealt with 4,055 'inbound' posts, enquiries via comments, written on our wall or sent as a direct message

	<ul style="list-style-type: none"> - 53.3k link clicks - Facebook: New followers – 1,201. Total followers: 20,451 - Twitter: New followers – 372. Total followers 11,151 - 443,141 emails sent to MyAccount, businesses and 3rd sector. 267,018 unique opens. - Video – 115,800 views <ul style="list-style-type: none"> • To deliver the Council’s key principle of One Council, One Vision, One Voice. Moving forward the service will be driven by the priorities, services and activity outlined in the corporate plans and we will use our resources and focus our energy to meet these priorities. • Identify other services where the first of point of contact enquiries could be dealt with by Contact Centre/ adopt a Hwb approach
<p>2</p> <p><i>using resources economically, efficiently and effectively;</i></p>	<p><u>Administration and Legal including Democratic Services</u></p> <p>Legal Services use management data to identify where the service has a lack of capacity and if necessary, work is outsourced.</p> <p>The service ensures decisions are taken through the democratic process in a timely manner. A new integrated impact assessment and committee report template is being development and will be rolled out in 2022.</p> <p>Regulatory reports on Scrutiny and Audit Committee effectiveness have been addressed.</p> <ul style="list-style-type: none"> • To develop a set of key performance indicators for the Legal Services and Land Charges service <p><u>ICT and Corporate Policy</u></p> <p>We produce an Annual Report on our Digital Transformation Strategy to ensure resources are being used effectively. ICT will underpin Better Ways of Working initiatives.</p> <p>Our Annual Reports on Equalities and Welsh Language Standards demonstrate good progress in these areas.</p> <p>Our Annual Report on our Corporate Strategy and Well-being Objectives had a certificate of compliance from our regulators Audit Wales.</p> <p>A Performance Management Framework was introduced, and we commissioned the WLGA to undertake a review of our Performance Requirements preparedness which identified areas for improvement.</p> <p>We developed a more integrated performance monitoring report adding a wider range of evidence to the process.</p> <p>We also improved engagement and assurance arrangements for Departmental and Divisional Business Plans.</p> <p>Internal Audit found our Performance arrangements Acceptable</p> <ul style="list-style-type: none"> • Scrutiny feedback requested more measures and SMARTER action planning • We want to make better use of data and information, and as a result we have set up a <i>Data Insight Team</i> to become a more data driven organisation. • We will address the recommendations of the WLGA review of our self-assessment arrangements. • We will improve engagement and consultation on our self- assessment arrangements.

- We will further develop our quarterly integrated performance monitoring arrangements and our engagement and assurance arrangements for business planning.

People Management

96 members of staff provide people management support to the entire organisation (in the region of 8,500 employees)

The Council Sickness figure at the end of 2021/22 of 11.4 FTE days is 3.7 days higher than last year and above the 2019/20 Welsh average of 11.2 FTE days (Authority 2019/20 performance was 10.74 FTE days). This is our highest sickness figure since 2008/09 (11.7 days) However, it is important to note that this has been impacted by COVID-19 related sickness absence, which accounted for 2 FTE days per employee during 2021/22

The causes of absence are monitored, and the impact and legacy of COVID-19 continues.

The Council continues to support its lowest paid employees and workers by continuing to pay the Real Living Wage supplement this supports our Tackling Poverty Well-being Objective.

- Develop a Transformation Strategy building on the Better Ways of Working Project to improve economic use of resources, Value for Money, productivity, working lives and customer focus.
- Further improve our recruitment processes via new integrated recruitment IT system. (IIP)
- We will evaluate the employee experience and undertake research to develop a Workforce Engagement Strategy that will underpin the new workforce strategy
- We will developing proactive more preventative solutions such as promoting good health and educating employees on healthy lifestyle choices.
- Further support and encourage Workforce Planning in Departments
- Develop performance measures

Regeneration Division

More than 1,100 jobs have already been created and over 700 jobs safeguarded We have awarded contracts to local businesses, providing skilled work opportunities in the local economy and safeguarding jobs

We have engaged with well-over 3,200 local businesses and provided 900 people with training support.

We have delivered over £66 million COVID-19 Business Recovery Funds on behalf of the Welsh Government

We have successfully delivered six jobs' fairs in each of the primary towns, to support sectors experiencing acute recruitment challenges.

% of people in employment -	UK:	Wales:	Carmarthenshire:
	74.7%	72.2%	68.6%

Pentre Awel part-funded by the Swansea Bay City Deal - brings together business, research, education, community healthcare and modern leisure facilities all at one prime location along the Llanelli coastline. As well as improving health and well-being, the project will create almost 2,000 jobs.

- We will continue to focus on supporting 3,000 people into work, providing 2,000 additional homes, maximising the community benefit of development schemes and supporting businesses to take advantage of key grants
- Moving forward the RLSP will continue to work with Employers across the region to ensure that the RLSP inform Welsh Government what skills are required in the region and where WG funding needs to be allocated in order to fulfil the skills demands identified by employers

Business and Cabinet Support

Working on the forward work programme for Corporate Management Team ensuring reports are tabled at the appropriate timings and in line with the democratic committee cycle.

The Unit proactively supports managers within a number of functions, such as HR processes, financial regulations, procurement

- Produce a forward work programme for Corporate Management Team (CMT).

Electoral and Registration

Under the governance arrangements, Carmarthenshire Registration Service is committed to the service delivery standards developed by the General Register Office (GRO) and adheres to good practice guidance and the codes of practice. GRO guidance provides information on specific national standards the Local Authority must meet together with aspirational standards

Follow up discussions with the General Register Office Compliance Officers have confirmed that Carmarthenshire Registration Service continues to deliver services to an excellent level.

- To take all opportunities to engage, contribute and support the retention of the current easements continuing with regards death registration being enabled by telephone and electronic transmission of documents.
- To build upon and strengthen the partnerships established during the pandemic i.e. hospitals, Medical Examiners, Funeral Directors, Coroner, health board and our mass fatalities project group to ensure we meet our statutory duty and to support bereaved families through their registration journey.

Media and Marketing

The additional demand on customer services during the past 12months has been dramatic. It has been challenging to deliver a service due to the increase in service demand. It has been inevitable that there has been an increase in waiting times and number of abandoned calls.

New processes and further discussions with specific services are taking place to reduce this as best we can. Recruitment has proved to be difficult, and we continue to look for additional staff to join the team to build resilience into the staffing structure.

The team also successfully trialled standby arrangement to assist with communication outside of normal working hours. This has been critical during recent events

	<ul style="list-style-type: none"> • The Media and Marketing team will restructure to ensure the service can deliver and achieve the communication and marketing needs of the Authority and build on the high-class service to its internal and external customers. • Pushout and enhance the ‘<i>claim what’s your service</i>’ and develop a consistent approach within the Council to ensure all services manage customers with financial and well-being concerns in the same manner to avoid confusion and to build confidence and clarity. • Develop New Social Media performance indicator
<p>3. <i>governance</i> is effective for securing the above</p>	<p><u>Administration and Legal including Democratic Services</u></p> <p>The Corporate Governance Group ensures the Code of Governance is adhered to and produces an Annual Governance Statement as part of the Statement of Accounts.</p> <p>The Constitutional Review Working Group ensures the Constitution and its development.</p> <ul style="list-style-type: none"> • Previously the AGS outline the governance arrangements in place. This year we have questioned how good these arrangements are, how we know and how we can do better. We will review how this process has gone <p><u>ICT and Corporate Policy</u></p> <p>We have begun enhanced business plan challenge through Engagement and Assurance Process.</p> <p>A significant part our Annual Governance Statement (AGS) evaluates our Corporate Policy and Performance Management Arrangements</p> <p>Steering Groups for both Poverty and Rural Carmarthenshire give direction and oversight to key priorities.</p> <ul style="list-style-type: none"> • Continue to enhance business plan format and engagement and assurance. • Strengthen links between AGS and performance reporting - approach and content. • As the Corporate Strategy and Well-being Objectives are identified we will ensure the creation of appropriate steering groups/advisory panels to ensure direction and progress • Address Internal Audit findings on Performance Management. <p><u>People Management</u></p> <p>Our People Strategy Steering Group provides oversight of People Management Strategy.</p> <p>The Transformation Strategy will provide the key driver to ensure arrangements are delivered.</p> <p>The TIC programme Board Terms of Reference will be reviewed, and governance arrangements strengthened.</p> <p>A significant part our Annual Governance Statement (AGS) evaluates our People Management Function.</p> <p>The liP accreditation provides Quality Assurance on our processes.</p> <p>Our annual equal pay audit does not suggest any evidence of discrimination within</p>

the pay structures

Frequent Internal Audit reviews

Significant role in supporting Corporate Safeguarding

Employee Well-being Annual Report to CMT every year

- Using existing governance arrangements (People Strategy Steering Group) we will need to review our workforce strategy in light of the pandemic to support the organisation to recover.
- We are starting to see a significant increase in the number of occupational health referrals, in particular referrals to our Well-being Support Services. To stem this increase we need to invest more time in developing proactive preventative solutions such as promoting good health and educating employees on healthy lifestyle choices.

Regeneration Division

A business, economy and community recovery group was established to coordinate development and delivery of actions aligned to our economic recovery and delivery plan (ERP) and an overarching advisory group, comprising key private sector industry leaders, was also established.

A dashboard was set up to monitor the delivery of our 'Economic Recovery Plan'

- For each of the individual town centres, we will manage the overseeing of the recovery plans passing responsibility to the stakeholders in the respective towns. Each of the plans highlight key issues and opportunities and provide a delivery framework of interventions specific to the town centres.

Business and Cabinet Support

CMT & Cabinet support feedback

Electoral and Registrars

The Council is committed to delivering the service in accordance with the Good Practice Guide with achievement to National Standard as a minimum. All Key Performance Indicators for both Statutory Standards and Operational Delivery Standards within the guide are measured. Achievement is reported to General Register Office (GRO) in the Annual Performance Report.

Electoral Services are required to comply with the National electoral register data matching test then analyse results and act upon those results. The Electoral Administration Act 2006 gave the Electoral Commission powers to set and monitor performance standards for electoral services.

- To discharge the Council's increasing statutory responsibilities, required by Local Government and Elections (Wales) Act 2021 and future proposed electoral reform, within the context of extraordinary financial constraints.

Media and Marketing

Profiled within AGS Para 2.3.2.4 *Ensuring External Communications* (under the principle of

Openness and engagement - *Ensuring openness and comprehensive stakeholder engagement*).

Duty to Consult	
<p><i>Consultation on assessment of performance?</i></p>	<p><u>ICT and Corporate Policy</u></p> <p>Consultation as part of well-being assessment.</p> <p>Residents Survey undertaken.</p> <p>Complaint's feedback</p> <p>When available the Authority makes extensive use of the annual <i>National Survey for Wales</i> commissioned by Welsh Government. The results are used to help the Authority in its self-assessment of services and are included in our Annual Report. However, parts of this survey has been accepted by COVID-19 Pandemic and the same level of detail is not as available as in previous years</p> <p><u>People Management</u></p> <p>Corporate Employee Relations Forum - last year, we doubled the amount of paid facilities time we offered to our recognised Trade Unions and have continued to consult regularly with Union colleagues on a range of policies and other areas</p> <p>Staff survey undertaken June-August 2022 with a section on performance.</p> <p><u>Regeneration Division</u></p> <p>We engaged with over 1,000 businesses to gather evidence on the impact of the pandemic on our businesses</p> <p><u>Electoral and Registrars</u></p> <p>The Registration Service regularly asks customers to complete satisfaction surveys so that we can understand what is working well and meeting expectation and what isn't working well and could be improved upon</p> <p>Elections worked collectively with the Association of Electoral Administrators, Electoral Commission, Cabinet Office and Welsh Government to deliver a safe and fair election in May 2021. An elections project group was established that ensured all elements of the election planning was controlled and shared by key players.</p> <p><u>Media and Marketing</u></p> <p>Evidence suggests that there has been an increase in participation of online consultations. Specifically, when evaluating comparable consultations. For example, the Welsh in Education strategic plan consultation in 2017 received 21 completes whilst in 2021 the consultation received 854. Additionally, a recent Housing and regeneration masterplan received 2,522 completed surveys in comparison to 189 in a similar survey run in 2018. The increase in participation is attributed to the closer relationship developed with the Media and Marketing team ensuring that consultations are promoted on social media and corporate website and are sent to all key stakeholders. But we plan to resume full analysis when available</p>

Corporate Services Department

Duty to Keep Performance Under Review	How well are we doing and how do we know?
Performance Requirements	How can we do better?
<p>1. <i>exercising functions effectively</i></p>	<p>The review of the effectiveness of the system of Internal Control and Governance arrangements is informed by the work of the Internal Auditors on which the Authority gains assurance. Internal Audit is required to undertake its work in accordance with the standards as set out in the Public Sector Internal Audit Standards (PSIAS) established in 2013 are the agreed professional standards for Internal Audit in Local Government.</p> <p>The overall opinion is that the Authority has an 'Acceptable' control environment in operation. There are clear Governance arrangements with defined Management responsibilities and Committee Structures in place, Risk Management and the control framework is generally sound and operated reasonably consistently. The Authority has an established Constitution, has developed Policies and approved Financial Procedure Rules and Contract Procedure Rules that provide advice and guidance to all staff and members. Sufficient assurance work has been carried out to form a reasonable conclusion on the adequacy and effectiveness of the Authority's internal control environment. Where weaknesses have been identified through reviews, Internal Audit have worked with management to agree appropriate corrective actions and a timescale for improvement.</p> <p>Strategic and Annual Audit Plans were presented to Governance and Audit Committee in the March meetings. Quarterly updates are provided on the work carried out and the Annual Report is presented every July. Actions to deliver recommendations made in 2018 Quality Assessment are complete.</p> <p>We could consider any improvements identified through the external assessment of Internal Audits arrangements. We are introducing new performance indicators for 2022/23 with the aim to assisting the service in becoming more efficient.</p>
<p>2. <i>using resources economically, efficiently and effectively;</i></p>	<p>The 2020/21 budget monitoring has probably been the most complicated ever due to value and all-pervasive impact of COVID-19 on services. We have claimed over £27 million from Welsh Government via hardship claims to support additional COVID-19 services and have also claimed £4.5 million relation to claims for loss of income. Corporate Services has risen to the challenge to support departmental spending decisions, the claims through the Welsh Government hardship scheme, as well as the identification of possible ineligible expenditure - this picture has evolved through the year with both changing nature of the pandemic as well as greater clarity over hardship scheme rules.</p> <p>We have continued to investigate and develop new ways of working which will result in delivering an even more efficient and effective service. We have been working closely with the Transform, Innovate and Change (TIC) team in their agreed 6 strategic areas of work (Income, Expenditure, Digital Transformation, Demands and waste, Service improvement, Supporting transformation & change in Schools and Supporting Better Ways of Working). As part of the Income strategic area our</p>

	Debtors team have been working both with TIC and Legal looking at how well we recover debt. We are working closely with the Better ways of Working strategic area, for example on the E-Signatures project evaluating the potential of using Adobe and DocuSign to avoid the need for staff to travel into offices to add wet signatures into documents and the Invoices Project investigating the reduction of hard copy invoices with the Purchase Order Compliance Pilot which has commenced.								
3. <i>governance is effective for securing the above</i>	<p>The Corporate Governance arrangements of the Council are acceptable. It is important that a Governance Statement includes an evaluation and conclusion and provides a clear judgement on whether the governance arrangements outlined are fit for purpose. To enable this judgement our Internal Audit service conducted a review of our arrangements against the adopted standards.</p> <table border="1"> <thead> <tr> <th colspan="2">Findings of Carmarthenshire County Council Internal Audit review of AGS and Corporate Governance</th></tr> <tr> <th>Post Review Assurance Level</th><th>Description for Assurance Level</th></tr> </thead> <tbody> <tr> <td>Acceptable</td><td> Moderate controls, some areas of non-compliance to agreed controls Medium/Low risk of not meeting objectives Medium/Low risk of fraud, negligence, loss, damage to reputation </td></tr> <tr> <td colspan="2">Internal Audit found no fundamental control issues to be addressed as a high priority.</td></tr> </tbody> </table> <p>The Governance and Audit Committee is a key component of Corporate Governance, providing a source of assurance about the Authority's arrangements for managing risk, maintaining an effective control environment, and reporting on financial as well as non-financial performance.</p> <p>The Authority has a Risk Management Steering Group which reports directly to Cabinet, Governance and Audit Committee and Chief Officers Team (CMT). The Risk Management Steering Group examines how Risk Management can be developed and ensures that Risk Management is embedded in decision making throughout the organisation. The Group meet quarterly and is supported by the work of its Subgroups i.e. Property & Liability Risks, Motor Fleet Risks and Contingency Planning Subgroups. TIC's December 2021 review concluded that <i>'The Terms of Reference of the Risk Management Steering Groups and its various sub-groups have recently been reviewed. This will allow the Strategic Group to adopt more of a strategic approach to its consideration of risk management issues, such as undertaking regular reviews of the Corporate Risk Register.'</i></p> <p>The Steering Group's role in allocating the £250k of risk management funding could be strengthened by introducing clearer criteria for how this funding is prioritised and spent on annual basis.</p>	Findings of Carmarthenshire County Council Internal Audit review of AGS and Corporate Governance		Post Review Assurance Level	Description for Assurance Level	Acceptable	Moderate controls, some areas of non-compliance to agreed controls Medium/Low risk of not meeting objectives Medium/Low risk of fraud, negligence, loss, damage to reputation	Internal Audit found no fundamental control issues to be addressed as a high priority.	
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Duty to Consult									
<i>Is there any consultation on your assessment of performance?</i>	A mixed approach to ascertaining views on the 2022-25 budget took place. We invited residents, businesses and community and voluntary organisations to have a say on the draft budget so the Councillors can consider feedback before making a final decision. A series of departmental seminars for all County Councillors took place over a five-day period: 17 th to 21 st January 2022. All efficiencies across each department were considered in detail and feedback sought. Alongside councillor engagement public consultation took place via an online survey. The survey was								

	administered electronically via the Council's online consultation page on our website. Emails were also submitted, and social media was utilised to encourage residents to complete the online survey and some provided comments on Facebook and Twitter. The results of the consultations were considered and presented to Cabinet and County Council as part of the Budget Strategy Report.
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Communities Department

Duty to Keep Performance Under Review	How well are we doing and how do we know?
Performance Requirements	How can we do better? (see bullet points)
1 <i>exercising functions effectively</i>	<p>Adult Social Care & Commissioning</p> <p>Within Adult Social Care and Commissioning Services challenges have been significant with many care homes experiencing COVID-19 outbreaks with multiple homes experiencing acute workforce pressures. Additional resources have been provided by in-house services, via mutual aid and health. Enormous collective efforts together with our partner organisations who have worked extremely well together have focused on resident safety and the prevention of care home collapse.</p> <p>Feedback from the sector has been positive and relationships have improved with the sector as a result. This has been evidenced by an independent review carried out regarding maintaining dignity and respect in the care homes during the pandemic.</p> <p>The impact from the pandemic and the on-going demands are significant but there are some notable areas of progress:</p> <ol style="list-style-type: none"> 1. In relation to Safeguarding of Adults, Multi-agency forums have continued to meet virtually, and an additional regional forum was set up to have assurance that safeguarding processes were being followed during the pandemic. 2. The service received a positive report from CIW following an assurance visit in February 2021, which is quite remarkable during a pandemic. 3. The Director of Social Services Statutory report concludes that these functions are operating effectively. <p>Within Homes and Safer Communities:</p> <ul style="list-style-type: none"> • We responded to the COVID-19 crisis through our TTP (Test, Trace, Protect) team which has given confidence that we have up to date intelligence on what is happening in the County and that we can react quickly when circumstances change such as the emergence of new COVID-19 clusters or an outbreak in a Care Home etc. This is from an infection control as well as advice and enforcement perspective. • Our in-house care continues to receive really positive feedback from our regulator CIW as well as from the residents, family and professional surveys. We have also started to look at a significant care home investment

programme to ensure that the facilities and environment match the standard of care provided.

- Our Development and Investment team have continued to deliver, despite COVID-19, and we are continuing to deliver additional affordable homes and have a clear three-year delivery plan moving forward. This will link with wider corporate and departmental priorities such as Town Centres, Rural Ten Towns and key regeneration projects e.g. Pentre Awel, Tyisha, Brynmefys (Llanelli) and Wauniago House (Carmarthen). We have responded positively and proactively to UK and WG initiatives around resettlement programmes and were the first in Wales to house Afghan families in May 2021.
- Environmental Protection and Business and Consumer Affairs services have continued to deliver in what was a particularly challenging year for public protection. We have had to balance our response to COVID-19 whilst still maintaining core services as COVID-19 restrictions were lifted during the year. This was particularly challenging as expectations and demands increased. We are in a relatively strong position in terms of Food Standards and Hygiene, Animal Health and Proceeds of Crime (POCA). We have also been commended for our work around Financial Exploitation and have had notable successes around illegal dog breeding.
- Our housing management service continues to perform reasonably well (evidenced by the Tenant Survey carried out in the Autumn 2021). We are performing on a par with other housing organisations. We are also reasonably well placed in terms of our approach to the collection of current tenant income and have developed a strong pre-accommodation that helps to sustain tenancies. The team have currently been shortlisted for a national award, in conjunction with the Youth Service, as a result of the innovative approach being taken.
- Whilst we have done really well to respond quickly to the change in homelessness legislation as the result of COVID-19, we need to make sure we make this response sustainable for the long term. Processes and working practices, and performance itself (e.g. Homelessness Prevention PI bottom quartile), need to be reviewed in order that we can fully support those in most need, and staff themselves. The Public Services Own Initiative Report (September 2021) begins to outline some current issues that clearly need addressing. Our new approach and the creation of the Housing “Hwb” is already beginning to see positives.
- Internal Audit reports around procurement of repair works to temporary accommodation/social lettings agency.

Housing Property & Strategic Projects

Within Housing Property & Strategic Projects, COVID-19 significantly impacted on our services as non-essential maintenance was suspended. As a result, there is significant latent maintenance work and a backlog of enquiries which we are currently working through. Response times for essential maintenance that we have been able to undertake has continued to improve, although the average time to respond to non-essential work has worsened. The 4 Tys have also been demolished as a first phase of the physical regeneration of the area. We have now completed an early market engagement process which will input into our selection process for a partner developer and to prepare key sites for development. An Internal Audit report around procurement of repair works

contract management and Welsh Government Enable Funding for Independent Living improvements has been conducted.

Leisure

Many areas within Leisure continue to operate with restrictions including our Outdoor Education offer, Theatres, and Leisure classes in terms of occupancy levels. With many posts kept vacant and numerous staff re-deployed, it has been challenging to re-engineer our services through the multiple phases of lock-down, and as various restrictions were applied and lifted. The operating procedures, safe working practices and risk assessments around every location, activity and customer engagement has had to be re-written multiple times throughout the year, with our focus always being on maintaining public safety and confidence to ensure people return in the long term, and clubs and partner organisations survive and prosper into the future.

We have a very high accreditation for our Library service meeting all targets set by Welsh Government through the 'Welsh Public Library Standards'. Also establishing stronger links across the Communities Department, developing a greater focus on the prevention of ill-health, whilst collectively promoting general well-being and long-term sustainability for the Leisure, Housing, Health and Social Care teams.

From a public health perspective, despite Leisure being a very significant positive contributor to this agenda, we must influence and work in partnership to drive this issue forward with health sector partners. Despite it only being one national metric, around a third of our children and young people are classified as overweight or obese in the County, with the figure being one of the highest in Wales. This area must continue to be a focus for our work to change life-long habits and to intervene as early as we can.

Departmental Actions Moving Forward

Adult Social Care & Commissioning

Operational challenges have made it difficult to find the space and time to strategically plan for the future. Programme of works have been suspended and need to be resurrected.

There has been an increase in complexity and demand and in order to manage demand going forward, we have to ensure that we have a robust prevention strategy to provide advice, information, assistance, early intervention and timely response to those in crisis. This will allow us to, wherever possible, help people to maintain their independence for as long as possible, and prevent unnecessary admissions to hospital and residential care. Person centred practice will be at the heart of everything we do, as well as supporting carers to continue in their caring role. Getting this right must be our key focus for the next financial year. We will:

- develop a 10 Year Strategy for Social Care incorporating Children and Adult Services.
- develop and implement a Digital Transformation Strategy for the department.
- develop and deliver a Workforce Plan to recruit, retain and develop staff to ensure a sustainable workforce for the future.

- ensure we implement the new Domiciliary Framework which effectively addresses the lack of availability of domiciliary/home care to support vulnerable adults.
- re-model and grow a quality, sustainable and efficient in-house Home Care service alongside an effective private and micro enterprise sector.
- develop and implement a Prevention Strategy for Carmarthenshire which will include continuing to work in partnership with Delta Wellbeing in support of our residents.

Homes and Safer Communities

Within Homes and Safer Communities and Housing Property and Strategic Projects we will work to:

- Review of our prevention of homeless, homelessness case work and temporary accommodation services. This needs specific focus as a result of evidence from the re-structuring process, the Ombudsman Own Initiative report and Internal Audit report on procurement of some services. This review will focus on:
 - Working practices and processes; and
 - Improving performance
- Increase focus on Council House Void numbers and turnaround times
- Improve performance around Adaptations and DFG turnaround times
- Review of the New Homes Team to be undertaken February – April 2022
- Achieve the Moving Forward in Carmarthenshire Key Actions for the Division:
 - Review social housing arrangements in Station Road, Llanelli
 - Maintain the Carmarthenshire Home Standard for all Council owned properties
- Develop a pilot project in the Tyisha ward

Leisure Services

Within Leisure Services the following are the priorities:

- 10 Year Leisure Strategy: The development of a 10-year future direction document for discussion, input, and endorsement by the new political administration for the County in early 2022/23
- Income and membership/activity recovery: With the effects of the COVID-19 pandemic changing lifestyles and habits, the service's greatest challenge will be to regain and exceed membership and income to pre-COVID-19 levels. Whilst government hardship funding has helped during periods of restricted opening, our 2022/23 business plan will be fully focussed on this income and engagement recovery process.
- Capital Projects: Completion/further development of ongoing capital projects at: Oriel Myrddin; Amman Valley; Abergwili Museum; Parc Howard; Pembrey Country Park; Llyn Llech Owain Country Park; Carmarthen Archives; Pentre Awel; Pendine Attractor and Museum of Land Speed; the National Museum store and 24/7 fitness suite elements of the successful Carmarthen Town Centre Levelling up bid;
- A new Outdoor Education offer for the County: Presenting a new model for a County-wide residential and non-residential Outdoor Education offer for comment and endorsement on the back of an asset appraisal of existing

	<p>infrastructure and ongoing COVID-19 related challenges for schools, whilst aligning with the new Donaldson curriculum.</p> <ul style="list-style-type: none"> • Increasing our Social Value: Further developing our work and influence on the health prevention agenda, demonstrating the impact and value of integrated and collaborative working as exemplified by schemes such as the National Exercise Referral scheme (NERS), and Mental Health exercise referral, and how these can mainstream leisure activity whilst reducing costs for core health services. • The following will also underpin all of our work going forward: <ul style="list-style-type: none"> - A Workforce development plan: re-visiting the draft Communities department workforce plan to create specific actions for the division, focussing on recruitment, retention, training, competencies, and coaching, with the aim of growing our own workforce and creating an attractive offer for young people. - Reducing waste and our Carbon Footprint: As part of the County Council's aim to become carbon neutral by 2030, we recognise the significant energy usage footprint that many of our large buildings carry and will continue to work to reduce and offset this footprint. • Developing our online offer: Our ability to broadcast products digitally and to connect sites and services with end users is also becoming more important than ever, including our links into the education and health sectors. This development allows more choice for users on how and where they can engage with our services and improve their well-being.
<p>2 <i>using resources economically, efficiently and effectively;</i></p>	<p>We ensure we are using Resources economically by:</p> <ul style="list-style-type: none"> • budget monitoring • undertaking cost modelling within Commissioning services • monitoring recruitment and retention, fortnightly. • Sickness monitoring, vacancies and waiting lists for assessments and care as part of the recruitment and retention meeting. • holding a robust recruitment marketing campaign for social care is underway to mitigate the short falls within the Department. • investing in new digital IT systems along with Wifi in Care Homes and frontline staff have been provided with electronic devices. <p>We ensure that we are using Resources efficiently by:</p> <ul style="list-style-type: none"> • having robust Performance Management Framework meetings to measure activity and budgets effectively, held on a monthly basis. • Risk management and business plan actions are monitored as part of this process. • produce a Director's Annual Report ensuring a self-assessment of Social Services functions. • have forward work programmes and action plans. • Regular communication within the Department working with our Marketing and Media Colleagues. <p>We ensure that we are using Resources effectively</p> <ul style="list-style-type: none"> • We undertake a consultation for the Welsh Government on Social Services functions and survey residents and service users in Care Homes and Home

	<p>Care under the CIW Regulation and Inspection Act. The residents within the Care Homes rated the overall quality of the service received within care homes as Great (this is calculated through a NPS metric)</p> <ul style="list-style-type: none"> • Within Leisure services we undertake a NPS Customer Satisfaction survey. • We survey 6,000 housing tenants as part of our grant conditions in respect of the Welsh Government MRA application and Grant which has shown that 77% of respondents were satisfied with the Service overall. • We undertake an annual staff survey within the department calculated through a NPS metric and this showed our overall score as Good. • We hold an Improvement Board regarding Housing Needs on a weekly basis. • We have CIW feedback and Wales Audit feedback and locally commissioned audit feedback.
<p>3 <i>governance is effective for securing the above</i></p>	<p>The following ensure that we govern our services appropriately.</p> <ul style="list-style-type: none"> • We produce a Director's Annual Report ensuring a self-assessment of Social Services functions which is audited by the Care Inspectorate Wales • We have a Corporate Safeguarding Board regulated by Wales Audit Office and Regional Safeguarding Board is regulated by CIW and Welsh Government where by a governance structure has oversight of policies and procedures. During 2021/22 Internal Audit reviewed Safeguarding in <ul style="list-style-type: none"> ○ Children's Services – arrangements were found to be acceptable ○ and Adult Services – findings to be concluded • Performance Management Framework and scheduled dedicated Performance focused meetings • Integrated Executive Group along with the Health Board • Trade Union Meetings • Commissioning and Programme Group • Recruitment and Retention • SMT/DMT/CMT/Scrutiny/Full Cabinet/Website • Cabinet Member – Outstanding Team Award – • Supervision/Appraisals / 1 to 1s • Welsh Language Board • Llesiant Delta Wellbeing Board • National Meetings – ADSS Cymru/AWASH/Public Service Board • Regular meeting with Welsh Government, Hywel Dda Health Board and various bodies for relevant services such as Sport Wales for Leisure Services. • Corporate Governance Group • Business Planning and Risk Management • Provide regular reports to Scrutiny and Audit Committee.
Duty to Consult	
<p><i>Consultation on assessment of performance?</i></p>	<p>Regular consultation is undertaken with staff, service users and tenants. We undertake a consultation for the Welsh Government on Social Services functions and survey residents and service users in Care Homes and Home Care under the CIW Regulation and Inspection Act. Within Leisure services they undertake a NPS Customer Satisfaction survey. We regularly survey our tenants within our Housing Division. We monitor compliments and complaints within the department. Monthly meeting with CIW on our statutory function as well as Estyn linked with Children Services.</p>

Department of Education and Children's Services

Duty to Keep Performance Under Review	<p>How well are we doing and how do we know?</p> <p>How can we do better? (see bullet points)</p>
Performance Requirements	
<p>1. <i>exercising functions effectively</i></p>	<p>How well are we doing and how do we know?</p> <p>The Department's vision, priorities and Business Plan is co-constructed by a purposeful coalition of officers and headteachers and is usefully shared and debated with stakeholders e.g. Scrutiny Committee, Headteacher Groups, through staff and Governor briefings. We strive to ensure a golden thread through our business planning processes at all levels of our corporate 'wedding cake'.</p> <p>CCC has a well-established annual business cycle. Initiated every Autumn, it is drafted in deference to corporate priorities and departmental self-evaluation, ensuring a bottom up and top-down dynamic. Links to the budgetary process are made early on and the finalised version is subject to elected member scrutiny. Longer term planning is conditioned by the departmental plan to 2032 and is helpfully arranged under 20 specific 'purpose pieces'.</p> <p>The Department's Performance and Information Officer provides valuable assistance in ensuring that the Business Plan is aligned with corporate priorities and service level performance metrics. Quarterly reporting (PIMS system) ensures that officers are held to account in terms of progress and quality of service delivery with respect to priorities.</p> <p>Scrutiny reports are insightful and comprehensive and are effectively challenged, promoting active debate.</p> <p>A biennial Headteacher questionnaire provides important feedback and constructive suggestions for adapting and developing future service delivery. Pupils and parents are also consulted, and all information is cross-referenced and triangulated against corporate priorities, against information gleaned from focus groups such as several Head Teacher fora, unions, and officer staff groups. A notable feature of departmental structure are the eight Strategic Focus Groups:</p> <ul style="list-style-type: none"> • Teaching and Learning; • Leadership; • Sustainable Communities for Learning; • Cymraeg; • Well-being; • Digital Learning; • Supporting Vulnerable Learners Group; • Children and Families; <p>which provide important opportunities to implement key issues for schools. These groups are making a sound and evolving impact in terms of delivering on important issues identified at school level by Heads and the school improvement team, whilst</p>

also keeping an eye out for strategic developments at county, regional, national, and international levels.

Improvement planning is developing well and is currently focussed on arriving at a smaller number of key priorities. The Departmental data unit is being bolstered with a couple of important new posts to enhance our analysis and interpretation of data trends over time.

The Performance Information Management System (PIMS) is well established. SMART targets are monitored quarterly and require both qualitative and quantitative updates.

The Department's COVID-19 response is considered very laudable and has been praised by regulators. A Continuity of Learning plan was quickly put in place and enacted. Resources to support care hubs and well-being in schools was supplemented by external input from Prof. Barry Carpenter. In addition, the recovery curriculum, and the imperative to support vulnerable pupils' teaching and learning was assisted by Prof. Lee Elliot Major. Weekly (and sometimes daily) Health & Safety briefings provided vital support, which was augmented by weekly drop-in sessions on various topics pertaining to emergency response.

Each member of staff is afforded an annual Appraisal. These are structured opportunities to consider what is going well and whether there are any constraints or blockages with aspects of service delivery. The 'Recognise, Grow, Together' approach focusses on strengths and helps service areas to grow by exploring what has been done well and how people can work together to achieve our ideas.

Scrutiny is well-established in CCC and has been referenced above. There are opportunities for Heads of Service to meet our Portfolio holder. All main policy directives enter the corporate process and are discussed at DMT, CMT, Pre-Cabinet and cabinet with a number progressing to Scrutiny and full Council.

2012 inspection areas for development

Estyn thematic reports are tallied on a spreadsheet and are all assigned to the relevant strategic Group for implementation. Other regulators influence business planning in a very positive manner such as aspects of Children's Services and the Youth Justice Board.

There are demonstrable improvements to service delivery. The YSS has developed very well over the last five years as testified by now achieving a range of external rewards and earning national recognition. Similarly, the behaviour and engagement service has developed well.

Complaints and compliments are considered at DMT on a quarterly basis and the annual report is acted upon promptly. These reports are often insightful and prompt definitive action.

Service reviews have been completed for DMT with 3rd tier managers invited in to discuss performance.

There is a comprehensive Self Evaluation Report process which included 2 away days during summer 2022 and an on-going review and evaluation process.

Pupil Admissions – all statutory targets met and currently facilitating applications for

	<p>refugees along with all other admission applications to schools.</p> <p>School Organisation Code – All changes to schools that require a statutory consultation process under the School Organisation Code have been completed in line with the Code’s requirements.</p> <p>School Catering have adapted well to new ways of working and have continued to provide a hot meal service in all schools. The service continues to put food safety and allergens compliance as a high priority.</p> <p>How can we do better?</p> <ul style="list-style-type: none"> • We are currently undertaking a review of department Business Planning and Monitoring processes, one recommendation being to produce Business Plans in line with our Strategic Focus Groups rather than Divisional Business Plans. • Our Service Reviews state how each service can improve (too many examples to list) and we are using this list to inform our next round of Business Plans.
<p>2. using resources economically, efficiently and effectively;.</p>	<p>How well are we doing and how do we know?</p> <p>The Council’s allocation of resources reflects the priority afforded to education services. The local authority spends above the indicator-based assessment for education services and has increased and protected schools’ budgets against a backdrop of financial pressures across the council. The local authority also has a significant capital programme in relation to schools both in terms of new school builds and investment in its existing schools’ estate. In 2021/22 Carmarthenshire delegated 87.9% of the education budget (excluding school transport) to schools which was above the Welsh average of 87.3%.</p> <p>The authority has a comprehensive range of service level agreements in place with nearly all schools buying in to all the SLAs.</p> <p>For the last 5 years the County Council has protected schools’ budgets and have not required schools to make efficiency savings.</p> <p>Over the last few years growth funding has been allocated to address pressures within schools. The local authority has established task and finish groups involving schools’ representatives to consider key pressures and how the formula can be adapted and growth funding utilised. For example, in 2022/23, following consultation with our Headteachers, supplementary funding in addition to honouring pay awards and inflation, £500k was allocated to support well-being and behaviour in our Secondary Schools, £500k to support ALN in primary schools, and £1 million into primary school formula funding to support the cost of maintaining current provision.</p> <p>The review of our investment programme in schools is expected to provide cabinet with advice and recommendations to address the budget pressures and challenges of provision in primary schools.</p> <p>The authority is aware of current financial risks and those on the horizon. They recognise that it will be necessary to respond to increasing challenges, including potential increases in costs relating to staff pay and pensions, energy and transport. Additional funding has been provided to schools on a regular basis to reflect demands. The Schools’ Formula Funding is regularly reviewed to ensure that the formula remains appropriate, given the changes in the provision of education services and the contextual challenges of individual schools. Adaptations have been made to address emerging pressures and new priorities e.g. review of ALN funding.</p>

The School Budget Forum, which is representative of the different sectors, has constructive discussions and helps inform decisions in regard to allocating resources. The local authority has arrangements in place to work with the schools in deficit and has intervened appropriately. Over the last few years, the number of schools in a deficit position has reduced from 47 in 2019 to 20 in 2022. Reserves have moved from a deficit £1.9m position in 2019 to £15.2m surplus in 2022. This is due to a robust process of holding schools to account, additional funding awarded to schools from the corporate budget and additional WG funding.

A significant amount of work has gone into understanding the current and projected financial position of Carmarthenshire schools.

During 2021/22:

- aggregate primary school balances increased by £3.2m (approximately 5% of formula funding),
- 19 primary schools had 'in-year' deficit of which 13 of these had 80 or fewer pupils, with an average overspend of 13% in year.

2022/23:

- 13 of the 20 schools (65%) which require a licenced deficit have below 80 pupils.
- The average licenced deficit forecast for these schools is 32% of their formula funding.

Schools have taken advantage of significant additional grant funding released during the pandemic. This has impacted positively on many school budgets this year and into next year:

- Additional Grant funding from Welsh Government, both during the year (e.g. Additional Learning, RRRS) as well as specific grants late in the financial year (e.g. ALN COVID-19 received in February, Caretaking & Cleaning grant funding)
- Reduced activities normally funding from non-capitation budgets e.g. school trips
- COVID-19 related absence cover have been claimable from Welsh Government hardship fund.

The authority has received appropriate plans from schools indicating how they will address deficits and use the additional balances.

The substantial grant funding received from Welsh Government and additional COVID-19 related funding has been welcomed and has been delegated to schools whilst also funding some core school improvement support services. Funding allocated to Partneriaeth, the regional consortium, is allocated to whomever is best placed to meet the grant conditions i.e. Partneriaeth or Local Authority. There are robust monitoring systems in place and regular internal audit of systems, processes and expenditure to ensure that the funding is used effectively to support learners. The Local Authority supports schools in securing external funding e.g. Taith and have taken advantage of European funding to provide support for vulnerable learners. The Youth Support Services have accessed substantial ESF funding to provide bespoke solutions to support young people and reduce NEETS.

The County Council secured substantial Welsh Government funding to support schools to address COVID-19 challenges. To enable schools to focus on teaching and learning key grants such as RRRS were delegated to schools whilst the County Council took the strategic decision to manage centrally key provisions such as additional cleaning, PPE and TTP.

	<p>Schools are well supported to maximise income generation and the Schools' TIC Officer has helped reduce costs and share best practice. The School Development Fund was introduced in 2018 and has provided seed funding for schools to implement value for money proposals.</p> <p>The local authority compares its costs and outcomes with those of other similar authorities, however comparisons are difficult due to issues such as number of schools, rurality, language and pupil numbers.</p> <p><u>We provide the Lead Officer role for the delivery of the procured Independent School and Community-Based Counselling Service to ensure service delivery maximises access and outcomes for children and young people experiencing emotional distress who want to seek support from an independent counsellor.</u></p> <p>Efficiency</p> <p>Realising the benefits of collaborative and partnership working, Carmarthenshire was instrumental in establishing Partneriaeth to provide services to schools across the new region. During Summer 2022 Estyn undertook a focus piece of work on the new regional arrangement noting</p> <p>Partneriaeth has a robust, transparent governance structure led by a Joint Committee consisting of the Leader of each County Council and Cabinet Members for Education. There are SLAs with councils to provide key services e.g. Finance, HR, Legal. The Strategic Boards support the JC to ensure that the regional service meets Local Authority requirements. A regular LA/Partneriaeth Quality Assurance Meeting allows Carmarthenshire officers to discuss local issues and challenges and address any concerns. Partneriaeth is audited via an SLA with Pembrokeshire County Council. Carmarthenshire work with a range of other local authorities/partners on a range of initiatives. Carmarthenshire, along with Swansea and Pembrokeshire established Partneriaeth, a new regional school improvement consortium to provide professional development opportunities for our schools.</p> <p>Across other service areas we work with partners in the South West and Mid Wales region ensuring best value for money and sharing effective practice e.g. CYSUR-Mid & West Wales Safeguarding Board Safeguarding children and ALN Transformation work.</p>
3 <i>governance is effective for securing the above</i>	<p>How well are we doing and how do we know?</p> <p>Scrutiny Committee Safeguarding Board Admissions Forum – meets on a regular basis to oversee school admissions process to scrutinise admissions arrangements Corporate Programme and Project Governance Boards (e.g. .MECP)</p> <p>How can we do better?</p> <ul style="list-style-type: none"> • Stronger communications with schools so that they understand their role in the admissions process.
Duty to Consult	
<i>Is there any consultation on your assessment of performance?</i>	<p>The department endeavours to consult with stakeholders through a variety of consultations. Some of these processes were disrupted during the period of the pandemic but as schools and Departmental services returned to a more normal way of working these processes have returned.</p> <p>As the end of summer term approached, we conducted separate surveys with Headteachers, pupils and parents to ascertain their views on the services we offer</p>

through schools and other departmental services, which in turn are reflected in our Service Evaluation Report.

Estyn carried out a number of school inspections throughout the academic year and their recommendations are taken on by the schools governing body and the School Improvement Team as part of their workplan.

Estyn Local Authority Link Inspector (LALI) virtual visits are conducted throughout the year, which gives Inspectors an opportunity to focus on current priorities, for example Self-evaluation and future priorities for improvement. There's also an opportunity for the LA to share any current issues. Likewise, Estyn can discuss inspection developments with school leaders. The link inspector can help us reflect on and refine their strengths and areas for improvement.

The Department has a rolling Programme of Internal Audit Reports, whereby Service Managers produce a report on their areas of responsibility and are invited to attend a DMT meeting which reviews and challenges the report. If deemed necessary the reports are forwarded to corporate committees, CMT, Pre-Cabinet, Scrutiny, etc, for further examination.



In November 2021, Care Inspectorate Wales published its Assurance Check 2021 letter on Carmarthenshire County Council

[211104-carmarthenshire-en.pdf \(careinspectorate.wales\)](#)

This was a very positive report

Children's Social Care Assurances

- Approachable and supportive leaders
- Culture of co-production and personal outcomes being developed with people
- Clarity in operational methodology
- Strong multi-agency cooperation
- Positive integrated approach to a culture of prevention through joint working
- Low CLA population
- Makes a positive contribution to the well-being of people in the pandemic period

Children's Social Care Risks - CIW identified no significant areas of risk:

The Assurance Check identified inconsistency for some care leavers in relation to their PAs

Next Steps *CIW identified strengths and areas for priority improvement and will review the progress of these areas through performance evaluation review meetings with the heads of service and director. CIW expect the areas of improvement identified to be included in the local authority's improvement plans.*

Children's Education Assurances

- Leaders have a good understanding of issues in the authority including around schools causing concern
- Leaders maintained the good communication between departments throughout the pandemic to ensure that support for schools and other providers was available quickly
- A substantial number of primary schools have been removed from Estyn Review.
- Pre-inspection reports show that the authority generally knows its schools well
- LA is proactive in increasing Welsh medium provision in the primary sector

- LA officers appear to have suitable plans in place to deal with the issues regarding leadership of smaller schools, for example by federating or merging them
- The authority has supported schools and providers to understand and embed the new ALN act
- Effective scrutiny arrangements

Concerns

- There are a very few primary schools in a statutory category.
- With the local authority leaving ERW, there is uncertainty over some arrangements with Partneriaeth
- Recruiting headteachers to lead a few primary schools is causing concern
- Although the overall, the number of pupils who did not progress from year 10 to 11 in Carmarthenshire is slightly below the national average for the last two years, the rates of pupils who cannot be matched to a destination are high in a minority of schools over the last two years.
- Budget balances in schools

Environment Department

Duty to Keep Performance Under Review	<p>How well are we doing and how do we know?</p> <p>How can we do better? (see bullet points)</p>
Performance Requirements	
<p><i>1 exercising functions effectively</i></p>	<p>Place and Sustainability</p> <p>The Planning service was subject of an Audit Wales review in 2021/22 that found significant and long-standing performance issues in the planning service that needed to be urgently addressed to help support delivery of the Council's ambitions.</p> <p><i>The Council considered the findings and recommendations and prepared a detailed response and action plan which looks to address the issues identified.</i> There has been a turnaround in % planning applications determined in time.</p> <p>Net Zero Carbon - the Council declare a climate emergency and was the first in Wales to publish an Action Plan. Internal Audit reviews of Net Zero Carbon found High level systems and controls in place.</p> <p>Waste</p> <p>Waste was subject of an Audit Wales review in 2021/22</p> <p><i>It found that the Council has met its statutory recycling targets and has recently drafted a strategy to make its waste service more sustainable, but it has not finalised the strategy or got a clear plan for dealing with the large number of fly-tipping incidents in the county.</i></p> <p>8 recommendations have been addressed. <i>The Waste Strategy has now been approved. There needs to be a clear action focused plan on the agreed steps to recover county rates to 65% and then the steps to get to 70%.</i> Fly-tipping clearing performance is back to pre-COVID-19 levels despite a 33% increase in the number of incidents cleared.</p> <p>Highways and Transportation</p> <p>The Division produces an Annual Highways Asset Management Plan that</p>

	<p>is reported to Scrutiny. There is not a lot of Performance information available.</p> <p>Service Improvement</p> <p>We have successfully implemented a hub within Place & Sustainability to support the Development Management and Enforcement Officers. The collaboration between Cleaning Services and Education has been pivotal for Cleaning Service and Property Services in relation to COVID-19, PPE and Maintenance.</p> <p>How can we do better?</p> <ul style="list-style-type: none"> • Improve Business Planning • Improve SMART action planning and Performance Indicator suites • Introduce better data driven decision making • Improve access and use of performance dashboards • Prioritise improvement areas based on evidence • Ensure more integrating reporting of performance at department and corporate levels.
<p>2. <i>using resources economically, efficiently and effectively.</i></p>	<p><u>Economically</u></p> <ul style="list-style-type: none"> • The department has adapted to many years of budget reductions whilst maintaining services. • The Revenue Budget strategy is consulted on every year with Scrutiny. <p><u>Efficiency</u></p> <ul style="list-style-type: none"> • The department has strengthened its business planning and extending its PI suites. • The department is monitoring both departmental and divisional business plan content • The Director has increased the service challenge processes within the department. • Revenue and Capital Budgets are monitored by Scrutiny every quarter of the year. <p><u>Effectively</u></p> <ul style="list-style-type: none"> • 4,034 residents participated in engagement on the new waste strategy • Consultation on various schemes e.g. Sandy Road corridor 334 participants • Internal Audit of Ash Dieback, Departmental Expenditure, Flood Defence & Coastal Protection were found to be acceptable. <p>How can we do better?</p> <p><u>Economically</u></p> <ul style="list-style-type: none"> • There is a need to make better use of data and intelligence to help inform future workforce development requirements. Ensure that the service is able to further respond to the on-going recruitment and retention challenges especially within some of areas that compete with the private sector such as Planning, Property Design. <p><u>Efficiently</u></p> <ul style="list-style-type: none"> • The lack of identified capacity within the Department to support change and transformation objectives has been highlighted as a

	<p>significant area for us to focus upon, and this has the potential to impact on its ability to progress a number of key priorities such as service improvements that are critical moving forward.</p> <ul style="list-style-type: none"> • The Department will be reviewing its Performance Monitoring arrangements to ensure they align with the new Corporate Performance Monitoring Framework to establish a full picture of both Strategic and Operational performance. • We will develop and establish Outcome focused measures and Performance Indicators to support service improvement and identify gaps in our monitoring arrangements. <p><u>Effectively</u></p> <ul style="list-style-type: none"> • Development of our web content is key for our department moving forward. Our aim is improving the information available and to develop further web forms which integrate with back-office systems to eradicate the need for manual input and paper applications. We aim to add electronic payments to as many of our application processes and an end-to-end process where the customer receives updates on their enquiry/order/report as it progresses. We have identified some areas of web development that will be key to improving customer satisfaction and reducing failure demand such as planning applications.
<p>3. <i>governance is effective for securing the above</i></p>	<p>How well are we doing and how do we know?</p> <ul style="list-style-type: none"> • Revenue and Capital Budgets are reported quarterly to Scrutiny Committee • Departmental Business Plans are produced and reviewed every year. They are submitted to various scrutiny committees. • All outcomes are monitored through quarterly reports to DMT and Scrutiny committee. <p>The Governance and Audit Committee is a key component of Corporate Governance, providing a source of assurance about the Authority's arrangements for managing risk, maintaining an effective control environment, and reporting on financial as well as non-financial performance.</p> <p>The Authority has a Risk Management Steering Group which reports directly to Cabinet, Governance and Audit Committee and Chief Officers Team (CMT). The Risk Management Steering Group examines how Risk Management can be developed and ensures that Risk Management is embedded in decision making throughout the organisation. The Group meet quarterly and is supported by the work of its Subgroups i.e. Property & Liability Risks, Motor Fleet Risks and Contingency Planning Subgroups. TIC's December 2021 review concluded that <i>'The Terms of Reference of the Risk Management Steering Groups and its various sub-groups have recently been reviewed. This will allow the Strategic Group to adopt more of a strategic approach to its consideration of risk management issues, such as undertaking regular reviews of the Corporate Risk Register.'</i> The Steering Group's role in allocating the £250k of risk management funding could be strengthened by introducing clearer criteria for how this funding</p>

	<p>is prioritised and spent on annual basis</p> <p><u>Cabinet Advisory Panels</u></p> <ul style="list-style-type: none"> • Development of the Local Development Plan –To take political ownership of the LDP and ensure that the LDP process is managed in accordance with the Development Agreement. • Cross Party Advisory Panel on Climate Change – to be established. <p>How can we do better?</p> <ul style="list-style-type: none"> • Restructure to improve governance and compliance
Duty to Consult	
<i>Is there any consultation on your assessment of performance?</i>	<p><u>Highways and Transportation</u></p> <ul style="list-style-type: none"> • Our design teams work with a range of key clients and ensuring their designs meet the needs of clients and service users is a fundamental requirement. • Public engagement is a cornerstone of the development of our engineering projects. Developing schemes for highway improvements and traffic management changes involve public consultation. • Involving local communities and engaging with members of the public for Traffic Regulation Orders which change speed limits, alter parking provision or traffic management is a statutory duty which we undertake and manage on a significant scale. • The Division works closely with Town and Community Councils on a range of issues including the management of public lighting, the recent introduction of LED lighting, key consultation of traffic and highway improvements, development of PROW maintenance and management, and Traffic Regulation Orders for speed limit, parking and other traffic management improvements. • The Division actively support the promotion of events our partner organisations bring forward to promote places, activities and events in the County such as the Tour of Britain, Llanelli Pride, Christmas Markets and this also includes free parking offers. • The County Council is a partner in both the Llanelli and Carmarthen BID providing financial support and partnership working with a range of stakeholders and businesses. • The Division works with volunteer groups on issues such as the maintenance of Public Rights of Way in conjunction with Ramblers 'Paths to Well-being' officers were initiated • Our Passenger Transport Team continues to consult with service users and stakeholders and work regionally with Welsh Government/TfW and neighbouring Authorities to understand demand for public transport services in a changing post COVID-19 environment.

- Our Transport Planning Team also promote School Travel Plans in our schools to involve pupils in participating and encouraging health travel patterns and our Road Safety Teams reinforce this with kerbcraft and cycle training.
- During the COVID-19 pandemic the Highways & Transport Division introduced public realm changes to support the town centre recovery and undertook a widespread consultation exercise which had comments from 52 businesses and 286 members of the public which were incorporated within a review of measures

Place and Sustainability

- Facilitation of Carmarthenshire Nature Partnership
- Intelligence gathered by planning hwb can identify service improvements.
- Full public and focused consultation undertaken during the preparation of the LDP and other policy documents and planning interventions such as LDOs.
- Key stakeholder and other forums (including viability/developer forum).
- Facilitate, participate and lead on local, regional and national thematic groups.
- Establishment of schools climate action consultation group and implementation of the manifesto for NZC.
- Opportunities provided for the residents to engage with us during the process of a planning application.

Waste

- Our budget consultation work has been identified as best practice in Wales and we are building on this. We will be further developing the Council's consultation and engagement approaches during 2021.
- Our Consultation and Engagement on the Future Waste Strategy had over 4,000 responses and directly shaped our future service design.
- Recycling Participation Surveys (door to door) to recommence by Community Recycling Team once Covid- 19 restrictions allow with a view to increasing participation in the various recycling schemes. Outcomes to be incorporated into future waste services delivery.

Property Maintenance

- We consult on a regular basis with our internal customers. Consultation can include building maintenance, compliance and condition of buildings, and property design.

Service Development

- We are the lead support for Integrated Impact Assessments within our department, however we have limited resources.

The Council's response to the COVID-19 pandemic – unplanned transformation

In March 2020, Carmarthenshire County Council was about to enter one of the most challenging periods ever faced by local government. The impact of the worldwide COVID-19 pandemic presented a unique set of challenges for the whole country, and there was an acceptance that Councils would need to be at the heart of the local response to the crisis.

When in July 2020, the Council began to emerge from the immediate period of the crisis, there was a recognition that 'things would never quite be the same' and that we were already not the same organisation that we had been only five months earlier.

The Council was keen therefore to capture the learning from its response to the pandemic; what worked well/didn't work so well, and how this could potentially change 'what we do' and 'how we do', it in the future.

The emergence of the COVID-19 crisis meant that services had to adapt quickly to put in place alternative delivery arrangements for users and staff to ensure continuity of provision. This often required innovative and creative thinking and a multi-team approach to be adopted between services within the Council and with other public sector partners, and this experience can only benefit the way that we shape and deliver our services moving forward. Services have also demonstrated themselves to be extremely resilient and are now armed with more robust service continuity plans and a more mature approach to risk - this means that they can move with greater confidence and ambition in seeking ways of developing more purposeful services.

The move to more remote working and less reliance on face-to-face meetings and paper-based processes, alongside changing customer expectations and demands, will provide an opportunity for the Council to consider the type of services that it provides in future and how it delivers them. The pandemic may also have changed customer expectations of 'how' and 'when' they access services, and therefore the Council may need to consider adopting more flexible service delivery models e.g., 7 day/ 24 hr working.

However, there will also be a need to ensure that services continue to respond to customer needs and expectations. Alternative delivery models put in place as part of a response to a pandemic may not be what the customer wants during more normal circumstances. Co-production therefore should be a central feature of the Council's approach to reviewing and re-designing its services moving forward.

This is also now an opportunity to re-set or go back to basics in using some core principles that underpin service delivery. We do not always have to have extensive service remodelling or to spend significant amounts of money to deliver better services. Simple behavioural and process changes around the way we treat customers can result in dramatic improvements in service provision – it doesn't always require a big investment in staff and systems to achieve this.

The benefits of having a more flexible, dynamic, empowered workforce will now be equally as important to support our transformation programme, and to help the Council achieve its wider aims and objectives. The likelihood is that our staff recruitment challenges are likely to be with us for at least the medium term, and therefore there will need to be a greater focus on the development and retention of staff, which will be a priority of our Workforce Strategy moving forward. The Council is seeking to develop a more sustainable approach to meet its future workforce needs by adopting a 'grow your own' strategy. The Council is currently about to launch its 'Future Workforce' programme which will seek to increase graduate, apprenticeship and work experience opportunities.

There also needs to a considerable focus on the well-being agenda moving forward, including developing a sustainable approach to remote working and re-connecting the organisation to a whole generation of new starters who will have not met their colleagues at all on a face-to-face basis.

The following emerging priorities have been identified for the next phase of the Council's transformational journey

Emerging Priority	Transformation Aims
People	To oversee the development of a Workforce Strategy and delivery of key workforce priorities to enable the Council to become a more modern and responsive organisation and an 'Employer of Choice'.
Service Design & Improvement	To provide for a more sustainable and creative approach to the review, remodelling and improvement of Council services
Efficiencies and Value for Money	To continue to deliver financial savings through efficiencies or cost reductions and smarter ways of working.
Income & Commercialisation	To develop a more commercial approach to the delivery of Council services with a view to increasing the level of income generated.
Customers & Digital Transformation	To continue to make better use of technology to deliver smarter, efficient service processes and to deliver a better experience for customers
Buildings	To exploit the opportunities presented by a move to hybrid working to further rationalise the Council's accommodation portfolio and to modernise and improve the working environment within the remaining core buildings.
Net Zero Carbon	To support the Council in delivering transformational change in support of key NZC targets
Schools	To assist schools in identifying cost reductions and better ways of working and support the development of more sustainable school budgets and help protect front line academic provision.

Consultation on Performance Requirements

We consulted on our performance as a Council with residents, businesses, staff and Trade Unions. It is important that our self-assessment of performance is as realistic as possible and that we do not 'mark our own papers' but triangulate our assessment between performance data, regulatory findings and our customers views. The consultation periods on the surveys is now closed and responses are currently being analysed and will be reported in due course with proposals for improvement from the findings in order to influence our development work in terms of future business planning and organisational improvement.

Staff Consultation

The survey took place during the period from 27 June 2022 to 5 August 2022 and a total of 1,733 responses were received which equates to 22% of Carmarthenshire County Council staff.

In undertaking this survey staff were asked a series of 11 statements in direct relation to the Council's performance. These were worded in a way in which the respondent answered these questions from the perspective of their service area rather than the organisation as a whole.

Findings will be reported in due course.

Residents Consultation

The survey took place during the period from 23 June 2022 to 5 August 2022 and a total of 2,195 responses were received. In undertaking this survey residents were asked a series of 5 statements in direct relation to the Council's performance.

Findings will be reported in due course.

Business Consultation

The survey took place during the period from 26 August to 30 September and a total of 36 responses were received. In undertaking this business owners were asked a series of 8 statements in direct relation to the Council's performance.

Findings will be reported in due course.

Trade Unions

The survey took place during the period from 12 August to 23 September and a total of 5 responses were received.

A series of five statements were posed with a focus on the way that the Council uses its resources, its services and governance.

Findings will be reported in due course.



We would welcome your feedback,
please send your thoughts, views and opinions to:



Performance Management
ICT and Corporate Policy
Chief Executive's Department
County Hall
Carmarthen
Carmarthenshire SA31 1JP



Tel: **01267 234567**
Email: **performance@carmarthenshire.gov.uk**



Follow us and add your comments on the **[Council's Facebook](#)** page



Follow this plan and add your Tweets on our **[Twitter](#)** page - **#CarmsReport**

COMMUNITIES, HOMES & REGENERATION SCRUTINY COMMITTEE 19/12/22

Subject:

**2022/23 Quarter 2 - Performance Report (01/07/22-30/09/22)
relevant to this Scrutiny**

Purpose:

To examine the report for monitoring purposes.

THE SCRUTINY COMMITTEE IS ASKED TO:

Review and assess the information contained in Report and provide any recommendations, comments, or advice to the Cabinet Member and / or Director prior to the report's consideration by Cabinet.

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

CABINET MEMBER PORTFOLIO HOLDER:-

Cllr Linda Evans	Deputy Leader and Cabinet Member for Homes
Cllr Ann Davies	Cabinet Member for Rural Affairs and Planning Policy
Cllr Gareth John	Cabinet Member for Regeneration, Leisure, Culture and Tourism

Directorates:	Designations:	Tel Nos./ E-Mail Addresses:
Names of Heads of Service:		
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COMMUNITIES, HOMES & REGENERATION SCRUTINY COMMITTEE 19/12/22

2022/23 Quarter 2 - Performance Report (01/07/22-30/09/22) relevant to this Scrutiny

BRIEF SUMMARY OF PURPOSE OF REPORT

This report shows progress as at the end of Quarter 2 - 2022/23 of our deliverables (Actions and Measures) linked to the Corporate Strategy and our 13 Well-being Objectives.

	No.	13 Well-being Objectives for 2022-23
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

We will continue to report against the above throughout 2022/23 until superseded by the new Corporate Strategy.

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

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

Signed:

Noelwyn Daniel - Head of ICT & Corporate Policy

Jason Jones - Head of Regeneration

Rhodri Griffiths - Head of Place and Sustainability

Ian Jones - Head of Leisure

Linda Rees-Jones - Head of Admin & Legal

Jonathan Fearn - Head of Property

Jonathan Morgan - Head of Homes and Safer Communities

Deina Hockenfull - Media and Marketing Manager

Jackie Edwards - Business Improvement Manager

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** places specific duties for the Council:

Duty	Response
Duty to keep performance under review	We will maintain quarterly performance monitoring throughout the year. This report addresses this duty
Duty to report on performance – based on self-assessment approach	We are addressing this duty in our Annual Report on our progress on our Corporate Strategy and Well-being Objectives and as part of our monitoring arrangements. We must self-assess the extent to which we are meeting our 'performance requirements': <ol style="list-style-type: none"> 1. exercising our functions effectively. 2. using our resources economically, efficiently and effectively. 3. governance is effective for securing the above.
Duty to arrange a panel performance assessment	This duty comes into force from May 2022. We must arrange for a panel to undertake an assessment, at least once during the period between two consecutive ordinary elections of councillors to the council, of the extent to which the council is meeting the performance requirements. A report setting out this process will be prepared in the Autumn of 2022
Duty to respond to a panel performance assessment report	

2. Legal

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

CABINET PORTFOLIO HOLDER(S)
AWARE/CONSULTED - No

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

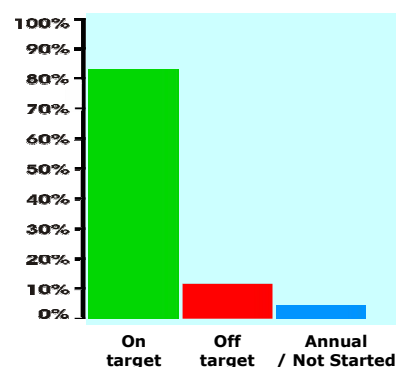
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Scrutiny measures & actions full monitoring report Communities, Homes & Regeneration scrutiny - at Half Year 2022/23

The table below provides a summary progress against target for the Actions and Measures


		Total	On target	Off target	Not reported	Not available	Annual / Not started	% on target	Overall % on target
WBO2. Help children live healthy lifestyles (Childhood Obesity)	Actions	1	1	0	0	N/A	0	100%	50%
	Measures	3	1	0	0	0	2	33%	
WBO4. Tackle poverty, help to prevent it, helping people into work, improving lives	Actions	6	6	0	0	N/A	0	100%	100%
	Measures	4	4	0	0	0	0	100%	
WBO5. Create more jobs and growth throughout the county	Actions	42	41	1	0	N/A	0	98%	89%
	Measures	11	6	4	0	0	1	55%	
WBO6. Increase the availability of rented and affordable homes	Actions	7	6	1	0	N/A	0	86%	69%
	Measures	6	3	3	0	0	0	50%	
WBO7. Help people live healthy lives (Tackling risky behaviour and obesity)	Actions	7	7	0	0	N/A	0	100%	80%
	Measures	8	5	1	0	0	2	62%	
WBO8. Support community cohesion, resilience, and safety	Actions	1	1	0	0	N/A	0	100%	100%
WBO9. Support older people to age well and maintain dignity and independence in their later years	Measures	1	1	0	0	0	0	100%	100%
WBO10. Look after the environment now and for the future	Actions	20	18	1	0	N/A	1	90%	69%
	Measures	12	4	7	0	0	1	33%	
WBO12. Promote Welsh Language & Culture	Actions	8	8	0	0	N/A	0	100%	100%
WBO13. Better Governance and use of Resources	Actions	14	14	0	0	N/A	0	100%	100%
	Measures	1	1	0	0	0	0	100%	
Overall Performance	Actions and Measures	152	127	18	0	0	7	84%	

Performance against Target



OFF TARGET





Theme: WBO7. Help people live healthy lives (Tackling risky behaviour and obesity)
Sub-theme: B - Physical Activity

Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of visits to leisure centres per 1,000 population PAM/017	Not applicable		Q2: 1820 End Of Year: 4598	Target: 1327 Result: 1399	Target: 3019 Result: 2931 Calculation: (557145÷190073) × 1000	Target: 4303	Target: 6009
Comment	Significant improvement of 61% has been seen against the previous year's position and over a 500,000 improvement over the 2020 reopening position for the same period after covid lockdown. This demonstrates a significant recovery in the level of activity by the public. The summer season of Q2 was exceptionally warm which saw a drop in attendance linked to people choosing outdoor and beach type activities. That said membership growth continued positively and the summer swim schools significantly outperformed expectation particularly with summer of fun funding which provided tuition to over 200 children of which 30% joined the learn to swim programmes. The Sept promotion saw sales representing a net 1271 (22%) increase in fitness members which will support recovery and footfalls into the service.						
Remedial Action	The autumn season (Q3) is traditionally a growth period in peoples activity in leisure and a general move towards team sports and indoor activities. Initial enquiries, sales and indicators currently point to improvement in Q3. There are some community and facility based promotions under way in the coming quarter which will engage more people in being more active, for example Beat the Street in Llanelli, Aquatics fitness developments in facilities and new rural products aimed towards community hubs in rural settings such as Newcastle Emlyn or St Clears.						
Service Head: Ian Jones				Performance status: Off target			

ACTIONS - Theme: WBO10. Look after the environment now and for the future
Sub-theme: A - Address requirements of the Environment (Wales) Act 2016




Action	15670	Target date	31/03/2023
Action promised	E12: Update the Carmarthen West Masterplan and adopt as Supplementary Planning Guidance to inform strategic site delivery to implement the adopted LDP and monitor its success		
Comment	The preparation of the Carmarthen West Masterplan and adoption as SPG will be reviewed as part of the preparation of the consolidated Deposit Revised LDP.		
Remedial Action	Following the County Council's decision on the 9th of March 2022 the LPA will be preparing a 2nd Deposit version of the Plan. The impact of the need to prepare an updated master plan and the resource implications will be reviewed in light of its content.		
Service Head: Rhodri Griffiths		Performance status: Off target	



Theme: WBO10. Look after the environment now and for the future Sub-theme: B - Deliver planning according to Planning (Wales) Act 2015							
Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Percentage of planning appeals dismissed PAM/019	Not applicable		Q2: 72.7 End Of Year: 76.5	Target: 70.0 Result: 50.0	Target: 70.0 Result: 66.7 Calculation: (10÷15) × 100	Target: 70.0	Target: 70.0
Comment	The number of appeals determined and the variation in outcomes reflects the delays in their consideration as a result of delays given the backlog derived from Covid and the transition of the Planning Inspectorate across the Planning Environment Decisions Wales (PEDW). In this respect the proportion of appeals upheld does not reflect ongoing progress in terms of improving the quality of decision making and the enhancing of performance and timely decision making in light of the Audit Wales report. Standalone figure for Q2 is 7/9 (77.9%). One decision captured as 'Allowed' eventhough it was a hybrid decision - partly allowed and partly dismissed.						
Remedial Action	Monitor decision making processes and identify improvements. Ensure decision making reflects material planning considerations and the content of the Adopted Local Development Plan, including providing additional guidance and support to Planning Committee. The Council's performance on this national indicator forms part of the quarterly and EOY reporting to Planning Committee.						
Service Head: Rhodri Griffiths				Performance status: Off target			
Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of planning applications Validated within 5 days, following payment PLA/015	Not applicable		New measure	Target: 100.0 Result: 62.3	Target: 100.0 Result: 64.7 Calculation: (557÷861) × 100	Target: 100.0	Target: 100.0
Comment	The pre-app responses are impacted by resource issues which we are seeking to address via the reconfiguration of the flat structure within the development management team through the recruitment of Planning Assistants.						
Remedial Action	2 Planning Assistants due to commence duties on 31st October 2022.						
Service Head: Rhodri Griffiths				Performance status: Off target			
Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of Building Control Recommendations Made and Contact with Applicant / Agent within 21 days. PLA/016	Not applicable		New measure	Target: 90.0 Result: 87.9	Target: 90.0 Result: 82.4 Calculation: (136÷165) × 100	Target: 90.0	Target: 90.0
Comment	Figure lower due to summer holidays and some sickness of the plan vetting team. The cumulative figure for the year is 82% some 12% over the national figure.						
Remedial Action	Monitor quarter 3 to see how improvement is made						
Service Head: Rhodri Griffiths				Performance status: Off target			
Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of Planning Ecology responses made to planning consultations within 21 days PLA/020	Not applicable		New measure	Target: 100.0 Result: 78.5	Target: 100.0 Result: 72.6 Calculation: (228÷314) × 100	Target: 100.0	Target: 100.0
Comment	New staff are progressing in their training and as a result the total number of consultation responses generated in Q.2 was 126 compared with 102 in Q.1. Compared to Q.1, in Q.2 there was a 41 % increase in the number of consultations received by Planning Ecology and a 23% increase in the number of responses made during the period. (Despite an increase in the number of responses made, the % made within the target date did drop from 78.5% in Q1 to 68.5% in Q.2 giving an average % rate of response made within the target date over the 6 months of 72.6%).						
Remedial Action	As new staff gain in experience it is expected that, subject to the numbers of consultations received, the % responded to with the target date will increase.						
Service Head: Rhodri Griffiths				Performance status: Off target			

Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of planning enforcement cases investigated within 84 days. PLA/021	Not applicable		New measure	Target: 80.0 Result: 54.2	Target: 80.0 Result: 64.6 Calculation: (208÷322) × 100	Target: 80.0	Target: 80.0
Comment	The department are working through a historic backlog of enforcement cases. The enforcement team have dealt with more than 1700 cases in the last 12 months and reduced the current “in investigation” cases to 378. The measure is unfortunately skewed by data relating to historic cases. Standalone Q2 118/156 = 75.6%. Shows improvement on Q1 which was 54.2%.						
Remedial Action	Set out within the audit Wales recommendations the planning team now have a Team and lead to focus on Planning enforcement cases are proactively addressing the historic backlog. The measure is unfortunately skewed by data relating to historic cases. Standalone Q2 Data at 75.6%, demonstrates continuous improvement on Q1 which was 54.2%.						
Service Head: Rhodri Griffiths			Performance status: Off target				🟡
Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Average time taken to take positive planning enforcement action PLA/022	Not applicable		New measure	Target: 100 Result: 101	Target: 100 Result: 178 Calculation: 15808÷89	Target: 100	Target: 100
Comment	The department are working through a historic backlog of enforcement cases. The enforcement team have dealt with more than 1700 cases in the last 12 months and reduced the current “in investigation” cases to 378. The measure is unfortunately skewed by data relating to historic cases.						
Remedial Action	Set out within the audit Wales recommendations the planning team now have a Team and lead to focus on Planning enforcement cases are proactively addressing the historic backlog. The measure is unfortunately skewed by data relating to historic cases.						
Service Head: Rhodri Griffiths			Performance status: Off target				🟡
Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of Planning Enforcement complaints replied to within 5 working days of receipt PLA/023	Not applicable		New measure	Target: 100.0 Result: 90.9	Target: 100.0 Result: 92.9 Calculation: (328÷353) × 100	Target: 100.0	Target: 100.0
Comment	The department are working through a historic backlog of enforcement cases. The enforcement team have dealt with more than 1700 cases in the last 12 months and reduced the current “in investigation” cases to 378. The measure is unfortunately skewed by data relating to historic cases. Q2 Standalone 179/189=94.7%.						
Remedial Action	Set out within the audit Wales recommendations the planning team now have a Team and lead to focus on Planning enforcement cases are proactively addressing the historic backlog. The measure is unfortunately skewed by data relating to historic cases.						
Service Head: Rhodri Griffiths			Performance status: Off target				🟡
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.							
Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of Jobs safeguarded with Regeneration assistance EconD/011	Not applicable		New measure	Target: 10.0 Result: 1.0	Target: 20.0 Result: 10.0	Target: 35.0	Target: 85.0
Comment	10 jobs safeguarded via bureau						
Remedial Action	Work ongoing on projects that will realise outputs later in the year.						
Service Head: Jason Jones			Performance status: Off target				🟡

ACTIONS - Theme: WBO5. Create more jobs and growth throughout the county Sub-theme: B-Locally, by delivering the Transformational Strategy Area Plans targeting urban, coastal, rural.			
Action	15144	Target date	30/09/2023 (original target 31/03/2023)
Action promised	Liaise with forward planning to put in place Local development Orders for Primary Towns and strategic employment site at Cross Hands East		
Comment	The Carmarthen and Ammanford Town Centre LDOs have been adopted following Council and Welsh Government Approval. An annual monitoring report will be produced in Feb 2023. An LDO for the Cross Hands East Strategic Employment Site has commenced with the preparation of an evidence pack and the development of pre-conditions. These will support the content of the LDO and its implementation. Discussion has been had with Cross Hands JV who are supportive of the LDO and work is progressing. This will be reported for consultation in due course. The Llanelli Town Centre LDO has ended following the expiration of its operational period. We will continue to monitor the potential and need for any future interventions within the Llanelli town centre.		
Remedial Action	Whilst Carmarthen and Ammanford Town Centre LDOs have been adopted, an LDO for the Cross Hands East Strategic Employment Site is underway and work is progressing which will be reported for consultation in due course.		
Service Head: Jason Jones		Performance status: Off target	

Theme: WBO5. Create more jobs and growth throughout the county Sub-theme: E-Developing learning, skills, employability and encouraging a spirit of entrepreneurship.							
Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of "major" applications determined within time periods required. PLA/009	Not applicable		New measure	Target: 80.0 Result: 75.0	Target: 80.0 Result: 64.7 Calculation: (11÷17) × 100	Target: 80.0	Target: 80.0
Comment	The department are working through a historic backlog of planning applications which are out of time, some of those cases have related as far back as 2007. Development management have identified each of the backlog cases and prioritising the oldest cases in parallel to meeting the target time for new cases. 38 major applications are currently "in determination" which represents significant progress on the 133 cases identified in July 2021 and the registration of a further 40. The measure is unfortunately skewed by data relating to historic cases.						
Remedial Action	Set out within the audit Wales recommendations the planning team now have a lead planner to focus on major applications and are proactively addressing the historic backlog. Development management have identified each of the backlog cases and prioritising the oldest cases in parallel to meeting the target time line for new cases. The department is focussed in resolving two route causes- section 106 agreements and phosphates which have held up applications. We are working to reduce s106 timelines to below 6 months and have requested mitigation plans for all "phosphate" caught applications within 3 months						
Service Head: Rhodri Griffiths		Performance status: Off target					
Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Average time taken to determine "major" applications in days. PLA/010	Not applicable		New measure	Target: 84 Result: 133	Target: 84 Result: 512 Calculation: 8705÷17	Target: 84	Target: 84
Comment	The department are working through a historic backlog of planning applications which are out of time, some of those cases have related as far back as 2007. Development management have identified each of the backlog cases and prioritising the oldest cases in parallel to meeting the target time for new cases. 38 major applications are currently "in determination" which represents significant progress on the 133 cases identified in July 2021 and the registration of a further 40. The measure is unfortunately skewed by data relating to historic cases. The oldest case, S/17768 - Application Age = 5,381 days (land at Monksford Street, Kidwelly) was resolved in q2.						
Remedial Action	Set out within the audit Wales recommendations the planning team now have a lead planner to focus on major applications and are proactively addressing the historic backlog. Development management have identified each of the backlog cases and prioritising the oldest cases in parallel to meeting the target time line for new cases. The department is focussed in resolving two route causes- section 106 agreements and phosphates which have held up applications. We are working to reduce s106 timelines to below 6 months and have requested mitigation plans for all "phosphate" caught applications within 3 months.						
Service Head: Rhodri Griffiths		Performance status: Off target					
Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of Statutory pre-application response within the time period required (21 days) PLA/014	Not applicable		New measure	Target: 85.0 Result: 40.8	Target: 85.0 Result: 37.4 Calculation: (37÷99) × 100	Target: 85.0	Target: 85.0
Comment	The pre-app responses are impacted by resource issues which we are seeking to address via the reconfiguration of the flat structure within the development management team through the recruitment of Planning Assistants.						
Remedial Action	2 Planning Assistants are due to commence duties on 31st October 2022.						
Service Head: Rhodri Griffiths		Performance status: Off target					

Theme: WBO6. Increase the availability of rented and affordable homes
Sub-theme: A - Affordable Homes Delivery Plan

Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The number of new additional properties managed by our internal social lettings agency 7.3.2.25	Not applicable		Q2: 8 End Of Year: 9	Target: 5 Result: 4	Target: 15 Result: 4	Target: 30	Target: 40
Comment	The current economic conditions and the introduction of new housing legislation has created uncertainty in the private rented sector. Whilst earlier in the year we felt we could have taken advantage of this situation to bring more properties into our social lettings stock to manage on behalf of landlords and maintain tenancies this hasn't been the case. Landlords that are unsure are selling their properties rather than letting through us and those that do enquire, our offer cannot/ does not meet their expectation. Increasing the offer would distort the housing market further, putting more households at risk and adding to homelessness pressures. Based on the current performance we are unlikely to hit the EOY target.						
Remedial Action	The private rented sector has and still can provide a vital outlet to alleviating homelessness and had conventionally met the need where social housing or home ownership hasn't been an option. The SLA has contributed significantly to the number of new affordable homes that we have been delivered and should complement the new build programme and buy back scheme going forward. We will develop a specific business plan for the SLA detailing the future direction of the service so that we retain existing properties and how we bring new ones on. The work will not stop in the meantime and we'll continue to engage with landlords or empty home owners to bring properties on board and take opportunities as they present themselves. We'll also change our approach and realign Leasing Scheme Wales to empty homes and bolster the financial and management options available to that part of the sector.						

Service Head: Jonathan Morgan

Performance status: Off target



Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Percentage of empty private properties brought back into use PAM/013	Not applicable		Q2: 2.36 End Of Year: 6.00	Target: 1.00 Result: Not available	Target: 3.00 Result: 1.87 Calculation: (37÷1982) × 100	Target: 5.00	Target: 7.00
Comment	Much of the work around Empty Properties is historically generated half-way through the year and instigated through proactive work with Property Owners. This is because at the start of each previous year, the empty properties that we focus on is reset. What we need to do and get better at is develop a pipeline of schemes through the remedial actions below and having good intelligence around operational activity which will then ensure consistent and even distribution of empty properties returned to use across all quarters. We can however, expect to see a rise in performance statistics from quarter 3 onwards.						
Remedial Action	In improving our performance both short and longer-term, the following actions are also planned; <ul style="list-style-type: none"> • Implementation of a revised Empty Homes Policy will see the Service tackling Empty Properties using more Enforcement Action • Implementation a National Empty Homes Grant Scheme to tackle longer-term empties (12+ months), and • Filling vacant posts within the Service to ensure increased staff resources to deliver on the above • Implement a Power BI monitoring tool for performance monitoring on council tax data, this is being refined giving a better/ truer picture of the number empties across the County. 						

Service Head: Jonathan Morgan

Performance status: Off target



Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Percentage of rent lost due to properties being empty PAM/039	Not applicable		Q2: 4.0 End Of Year: 3.9	Target: 3.9 Result: 4.1	Target: 3.9 Result: 4.0 Calculation: (1040645÷26223078) × 100	Target: 3.9	Target: 3.9
Comment	The Quarter 2 results show an improvement of 0.1% from Quarter 1. Although this remains higher than targeted, the number of void properties has continued to reduce because of significant prioritisation of voids processes and performance. It is anticipated that performance will continue to improve through the year.						
Remedial Action	A detailed review of voids processes was completed in May 2022 and the Empty Homes and Void Improvement Board has been established to oversee the implementation of the recommendations of the Review. Changes already implemented include improved performance data and batching of voids to encourage take up by contractors. This has already had an effect on performance during Q2 and further process and resource changes are planned in Q3 and Q4, with further improvement expected in the months ahead.						

Service Head: Jonathan Fearn

Performance status: Off target



ACTIONS - Theme: WBO6. Increase the availability of rented and affordable homes
Sub-theme: A - Affordable Homes Delivery Plan

Action	15340	Target date	31/03/2023
Action promised	We will improve turnaround times and reduce the backlog of repairs, Voids and DFGs and value for money		
Comment	The backlog of repairs and voids is reducing but demand for DFGs has significantly increased over recent months, which has increased the current backlog.		
Remedial Action	We are continuing to advertise for additional trades operatives for both the responsive maintenance team and the voids (New Homes) Team. We are, however, unlikely to fill all posts given current buoyant construction market conditions. Realignment of the Division will address current under-resourcing of teams, to respond to the increasing demand for DFGs and to improve response times for repairs and voids. We are working with Environment colleagues who are procuring a new Minor Works framework. In the meantime we are seeking to package work by type and location to encourage contractors to undertake work. An inflation uplift is required for the current Minor Works Framework to encourage contractors to work for the Authority. Additional resource is required to support procurement of a new Minor Works Framework to increase contractor capacity going forward.		

Service Head: Jonathan Fearn

Performance status: Off target

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ON TARGET

ACTIONS - Theme: WBO10. Look after the environment now and for the future			
Sub-theme: A - Address requirements of the Environment (Wales) Act 2016			
Action	15663	Target date	31/12/2022
Action promised	E11: To engage and support officers who are delivering actions and report on the delivery of the Environment Act Forward Plan		
Comment	All officers reporting on actions in the CCC Environment Act Forward plan are aware of this requirement. They have twice been sent copies of the actions on which they will be reporting on 30/09/2022		
Service Head: Rhodri Griffiths		Performance status: On target	
Action	15664	Target date	31/03/2023
Action promised	E11: Utilise S106 agreements and developer contribution to deliver other necessary biodiversity benefits where this is appropriate		
Comment	The Rural Conservation Section is delivering biodiversity benefits, funded by developers via S 106 agreements and Unilateral Undertakings at Cae Pobl(Cross Hands), Dafen Custody Suite, Machynys, Morfa Berwig Local Nature reserve (Bynea) , Mynydd Mawr Woodland Park, Cross Hands West and Alltwalis Wind Farm using developer contributions		
Service Head: Rhodri Griffiths		Performance status: On target	
Action	15665	Target date	30/06/2023 (original target 30/06/2022)
Action promised	E11: Advise and shape our response to the Nature Emergency declare by Welsh Government		
Comment	At the first meeting of the Panel (21/09/2022) Rosie Carmichael Introduced agenda paper 3 on the background to the declaration of the Nature Emergency by Cabinet in July 2022, the work the authority is undertaking to enhance biodiversity with partners, and the opportunities for the Panel to be involved in the Council next Env Act FP that will run from Jan 2023. The following actions were agreed: <ul style="list-style-type: none"> Chair to take a recommendation to Cabinet to support the signing of the Edinburgh Declaration. Secretariat to probe options for a site visit to one of the authority's biodiversity enhancement sites. Members to consider a paper on development of the Environment Act forward plan at a future panel meeting. Secretariat to provide a list of potential external invitees to provide evidence to the panel at the next meeting. 		
Service Head: Rhodri Griffiths		Performance status: On target	
Action	15666	Target date	30/09/2022
Action promised	E11: The adoption of our Strategic Plan for Managing Land for Pollinators, will be progressed with a pilot being run over several sites in 22/23 in collaboration with Grounds Maintenance		
Comment	Awaiting report from Grounds Maintenance who are monitoring the delivery of the project across the 31 pilot sites. Review mtg with GM on 8/11/2022, when we will look at successes and challenges. CCC's Biodiversity Officer recorded the flowering plants on the majority of the sites in June/ July , when there was evidence of the new cutting regimes being delivered on some site.		
Service Head: Rhodri Griffiths		Performance status: On target	
Action	15668	Target date	30/09/2022
Action promised	E11: Facilitate delivery of Welsh Government's Local Places for Nature capital stream		
Comment	Delivery of the 5 LP4N grant in Carmarthen is progressing, much of the work will be completed in the winter months: CCC - Kidwelly - pond restored, works complete. CCC - MCP planting of native perennials, which will benefit pollinators , adjacent to the coast road is planned for delivery in the winter CCC - Tregib Phase 1 of path construction is complete. The grazier has vacated the land and tree planting, fencing, and Phase 2 of path construction is planned for the winter months. A contractor has been engaged and purchase orders sent out. Dyfed Powys Police have been very slow in progressing the purchase of the cut and collect machine for their estate. They are also required to prepare 5 management plans by March 2023, setting out where the machine will be used to enhance biodiversity on their estate. Trinity St Davids -re design of the pond and establishment of an orchard will take place in the winter months on the Carmarthen campus. Claim for spend up to 30 Sept 22 in progress. NBGW are facilitating the partnership building aspect for the LP4N grant as set out in a SLA with CCC. We are working with a multi skilled team from NBGW and are also able to make use of NBGW as a venue for engagement activities, with an event for the PSB on 13th October 22, organised by NBGW to raise awareness of the grant.		
Service Head: Rhodri Griffiths		Performance status: On target	
Action	15669	Target date	31/03/2023
Action promised	E12: Prepare Annual Monitoring Reports for submission to Welsh Governments - reporting against the Local Development Plan's monitoring and Implementation framework		
Comment	The preparation of the Annual Monitoring Report (AMR) reflects the requirements around and commitments to performance monitoring in terms of the delivery and implementation of the Revised LDP. The AMR is under preparation and is currently in the reporting cycle ahead of reporting and will be published and submitted to the WG before the 31st of October 2022.		
Service Head: Rhodri Griffiths		Performance status: On target	
Action	15671	Target date	31/03/2023
Action promised	E12: Monitor annually Employment Land take up and premises occupancy to implement the adopted LDP and monitor its success		
Comment	The work on the annual Employment Land Study (ELS) is ongoing and will be published in support of the Annual Monitoring Report on the implementation of the LDP. It will be published concurrently with the AMR in October 2022. Previous versions are available on the Council webpages.		
Service Head: Rhodri Griffiths		Performance status: On target	
Action	15672	Target date	31/03/2023
Action promised	E12: Undertake Town Centre Audits monitoring activity and vacancy rates in town centres (Bi-annually) to implement the adopted LDP and monitor its success		
Comment	The work on the annual Town Centre Retail audit is ongoing and will be published in support of the Annual Monitoring Report on the implementation of the LDP. It is anticipated this will be published concurrently with the AMR in October 2022. Previous is available on the Council webpages noting that the period associated with Covid-19 and the lockdown prevented effective monitoring during and immediately after this period.		
Service Head: Rhodri Griffiths		Performance status: On target	

Action	15673	Target date	31/03/2023
Action promised	E12: Produce the Regional Waste Monitoring Report through grant award from the Welsh Government to implement the adopted LDP and monitor its success		
Comment	The work on the 2022/23 monitoring report is will commence pending WG confirmation of the grant award for this year. The 2021/22 Regional Waste Report has been produced and published as agreed and in accordance with the WG grant award.		
Service Head: Rhodri Griffiths		Performance status: On target	
Action	15674	Target date	31/12/2024
Action promised	E13: Prepare the statutory Revised Local Development and supporting documents and evidence through to examination and adoption of the Revised Local Development Plan in accordance with the Delivery Agreement		
Comment	Following the resolution at County Council to prepare a second consolidated version of the Deposit Revised LDP work has commenced on evidence gathering and policy and plan revision. It is scheduled to be published for consultation Dec/Jan with submission for examination in summer 2023. The Revised Delivery Agreement has been endorsed by the Welsh Government and is available on our website in accordance with statutory provisions.		
Service Head: Rhodri Griffiths		Performance status: On target	
Action	15676	Target date	31/03/2023
Action promised	E13: Prepare a Green and Blue Infrastructure Strategy (phase 1)		
Comment	The preparation of the Green and Blue Infrastructure Strategy (phase 1) is complete.		
Service Head: Rhodri Griffiths		Performance status: On target	
Action	15677	Target date	31/03/2023
Action promised	E13: Implement the Carmarthen and Ammanford Town Centre Local Development Order's		
Comment	The Ammanford and Carmarthen Local Development Orders came into effect in February 2022 and are currently in operation and being implemented.		
Service Head: Rhodri Griffiths		Performance status: On target	
Action	15678	Target date	31/03/2023
Action promised	E13: Prepare and adopt the Cross Hands East Strategic Employment Site Local Development Order's		
Comment	The Cross Hands East Strategic Employment Site LDO is currently subject to the development pack to support its implementation and operation along with necessary pre-conditions. Once finalised the LDO and its statement of reasons will be reported to County Council ahead of a public consultation on its content and subsequent adoption.		
Service Head: Rhodri Griffiths		Performance status: On target	
Action	15679	Target date	31/03/2023
Action promised	E13: To review and revise the Llanelli Town Centre LDO to align with Town Centre Recovery Plan		
Comment	Following the expiration of the Llanelli Town Centre LDO in February 2022 a number of factors are being reviewed which will affect the need for and/or benefits of a future new LDO. In this respect, the WG has proposed an extension of the Permitted Development Right which replicate much of the provisions of the original LDO. The publication of the Flood Maps for Wales and the issues associated with flooding in the Town Centre will influence negatively residential conversions across much of the town centre. This will be further evaluated as part of the Strategic Flood Consequences Assessment being prepared for Carmarthenshire as a whole. The need for the LDO will also be considered in light of the proposed content of the 2nd Deposit Revised LDP. This reflects the decision of the County Council on the 9th of March 2022. Will continue to monitor and review in light of the above.		
Service Head: Rhodri Griffiths		Performance status: On target	
Action	15680	Target date	31/03/2023
Action promised	E13: Produce Phosphate calculator and mitigation guidance		
Comment	The action is complete. The Nutrient (phosphate) calculator has been published and is available on the Council website. The mitigation guidance has been finalised and is available on request pending translation.		
Service Head: Rhodri Griffiths		Performance status: On target	
Action	15681	Target date	31/03/2023
Action promised	E13: Establish a Nutrient Management Board for the Afon Tywi (and become members of the Afon Teifi, Wye and Cleddau Boards) including Governance arrangement and establishing supporting technical and reporting structures as part of the preparation of future Nutrient Management Plans		
Comment	The Nutrient Management Board for the Tywi (along with those for the Cleddau and Teifi) have been established with the first meeting in August. Finalise elements of governance including the terms of reference as well as the membership and establishment of the Technical and Stakeholder Groups are in progress and will be considered at the next meeting. The recruitment of a Nutrient Management Board Programme Manager is pending appointment. This represents a key regional role in delivering the function and remit of the Boards.		
Service Head: Rhodri Griffiths		Performance status: On target	
Action	15682	Target date	31/03/2023
Action promised	E14: Deliver the Action Plan in response to the recommendations of the Audit Wales Office report into delivery of the Planning Service to provide an efficient and effective service for the customer		
Comment	Audit Wales` 12 month follow up report has been received and confirms that in their view all recommendations have been addressed satisfactorily. The report will be presented to GAC on 21 October		
Service Head: Rhodri Griffiths		Performance status: On target	
Action	15683	Target date	30/06/2022
Action promised	E16: Implementation of Enforcement Statement		
Comment	The Planning Enforcement Statement is being implemented		
Service Head: Rhodri Griffiths		Performance status: On target	

Theme: WBO10. Look after the environment now and for the future							
Sub-theme: B - Deliver planning according to Planning (Wales) Act 2015							
Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Percentage of all planning applications determined in time	Not applicable		Q2: 77.2	Target: 85.0	Target: 85.0	Target: 85.0	Target: 85.0
PAM/018			End Of Year: 80.8	Result: 91.3	Result: 89.1	Calculation: (649÷728) × 100	
Service Head: Rhodri Griffiths			Performance status: On target				
Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of Minor planning applications determined within 8 weeks or within Extension Of Time agreed	Not applicable		New measure	Target: 80.0	Target: 80.0	Target: 80.0	Target: 80.0
PLA/011				Result: 86.8	Result: 86.5	Calculation: (257÷297) × 100	
Comment	Target exceeded in Q2						
Service Head: Rhodri Griffiths			Performance status: On target				
Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of householder planning applications determined within 8 weeks or Extension of Time agreed	Not applicable		New measure	Target: 90.0	Target: 90.0	Target: 90.0	Target: 90.0
PLA/012				Result: 98.4	Result: 95.6	Calculation: (217÷227) × 100	
Comment	Target exceeded						
Service Head: Rhodri Griffiths			Performance status: On target				
Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of Building Control decisions taken within 6 weeks	Not applicable		New measure	Target: 90.0	Target: 90.0	Target: 90.0	Target: 90.0
PLA/017				Result: 94.5	Result: 95.2	Calculation: (157÷165) × 100	
Service Head: Rhodri Griffiths			Performance status: On target				

ACTIONS - Theme: WBO12. Promote Welsh Language & Culture Sub-theme: D - Promoting our Welsh Culture & Heritage			
Action	13289	Target date	31/03/2023 (original target 31/03/2022)
Action promised	We will deliver a transformation plan for the existing Museums provision at the County Museum Abergwili, Parc Howard, Kidwelly Industrial Museum and Museum of Speed Pendine to improve the provision for residents and visitors.		
Comment	<p>Stage 1 developing the 10-year Carmarthenshire Museum Service Strategic Plan for 2023 2017-2022 is completed; stage 2 to completion by March 2023, following staff restructuring. The transformation plan set out in the current Strategic Plan is on track, focussing on strengthening infrastructures such as property and ICT connectivity as a solid foundation for onward improvement.</p> <p>CARMARTHENSHIRE MUSEUM AND THE BISHOP'S PARK. The final steps of the museum phase 1 internal renovation are being completed; the renovated galleries are on track to open early 2023. Future development priorities for a phase 2 renovation programme will be considered in alignment with Carmarthen Hwb. The two schemes are potentially interdependent because the Hwb will release spaces at the museum currently used to store collections. The Tywi Gateway Trust Lottery-funded Bishops Park phase 1 project will close in December 2022. Two capital items supported through County Council contribution - the gardener's compound and the volunteers' room - are awaiting completion. The café and visitor centre has been fully operational since August. Two schemes are pending planning approval (car park - November 2021, and oil tank security fence - May 2022). The Bishops Park has been awarded a Green Flag award.</p> <p>PARC HOWARD MUSEUM. Following completion of the phase 1 essential maintenance project, the additional phase 2 project to upgrade mechanical and electrical systems has faced challenges presented by supply issues. A programme revision is expected to include a minimum 1-month extension. Phase 3 includes internal redecoration and creating a new accessible visitor entrance with retail facilities. Phases 2 and 3 are running concurrently and are anticipated to be completed October/November 2022. The museum exhibition designs and community engagement consultation are in progress. The museum is anticipated to reopen spring 2023.</p> <p>KIDWELLY INDUSTRIAL MUSEUM. A programme of surveys and assessments are in progress to establish baseline data on the site. An independent collections audit and assessment has been completed and a report received. A Preliminary Ecological Assessment will be completed by 30 September. A structural survey of the build structures across the site is in progress. Corporate Health & Safety have updated risk assessments with recommendations for action at the site requiring investment. Grounds maintenance continues to be provided on a temporary contract basis. The Kidwelly Industrial Museum trustees have received a draft Deed of Surrender for consideration by their legal representatives. A report will be prepared to consider the findings of the surveys and as a basis for understanding future options. The Council, in collaboration with Kidwelly Town Council and local stakeholders, will then engage and consult with the public to consider plans and options for the historic site.</p> <p>MUSEUM OF LAND SPEED. The museum building will soon be handed to Carmarthenshire County Council to allow progress to fit out from November. The museum environment will be monitored from end of September to provide data on the conditions of the temperature, relative humidity, and air pollutants to provide to other museums lending material to the museum. The new museum environment must be stabilised before artefacts can be displayed. Opening is anticipated to be February 2023 but this is dependent on the environment being correct and security standards achieved.</p>		
Service Head: Ian Jones		Performance status: On target	
Action	13290	Target date	31/03/2023 (original target 31/03/2020)
Action promised	We will begin the museums transformation plan with the delivery of a £1.2 million redevelopment of the County museum at Abergwili.		
Comment	<p>The full external restoration scheme of Carmarthenshire Museum is complete, and the building is watertight. The £1.2m investment was shared between Carmarthenshire Museum and the Tywi Gateway Trust and attracted additional external investment as match-funding, both for the County Council and the Tywi Gateway Trust, thereby significantly increasing the value of the authority's contribution.</p> <p>Carmarthenshire Museum partially reopened from the end of January hosting the first of three National Gallery Masterpiece Tour exhibitions as its opening programme. Alongside this, the museum delivered an experimental Culture through Dialogue programme with schools in partnership with the Education Department, and hosted Oriel Myrddin's Criw Celf programme. More engagement programmes at the museum are being planned for the 2022 Summer of Fun.</p> <p>The Tywi Gateway Trust officially opens the Bishops Park on 15 July, marking completion of the snagging stage following occupancy of its new premises in the redeveloped Old Bishops Palace outbuildings attached to the museum. There are currently no firm plans for the café operation but a short-term solution will be in place for the summer months. The preparation of the business case for a phase 2 capital project to develop the walled garden is underway following development funding.</p> <p>Visitor numbers to the museum since reopening are lower than pre-Covid levels, at around 33% fewer visitors for the same period in 2019. The soft opening and low-key publicity may have contributed to this, together with the ongoing construction works on site throughout much of this period. Retail sales, nonetheless, continue performing better than pre-pandemic levels, even with reduced visitors. It should also be noted that the museum was closed for 3 weeks for filming a TV drama during this period too, which will have impacted on visitor attendances too. An official launch will be planned for later in the year, following completion of the museum service's website and installation of the new Discovery Gallery and Bishops Dining Room.</p> <p>The National Gallery partnership (until December 2023) is testament to the authority's investment and the ability to achieve the appropriate security and environmental conditions to host UK national collections. Carmarthenshire Museum will build on this, continuing to work to attraction nationally and internationally significant artworks and artefacts to Carmarthenshire. This will be part of the service's plan to grow visitor attendances back to pre-Covid levels and beyond.</p> <p>During the museum transformation, a WiFi expansion scheme was commissioned to achieve better connectivity throughout the building. Once tested, the business case for a final phase will be prepared. Enabling WiFi across the museum creates opportunities for using technology differently for interpretation, learning, visitor engagement, and effective collections management recording.</p>		
Service Head: Ian Jones		Performance status: On target	
Action	13292	Target date	31/03/2023 (original target 31/03/2019)
Action promised	We will deliver a new archive repository and information hub for Carmarthenshire.		
Comment	Collections returned. Staffing in place. Archive opening to public Weds 13th July 2022		
Service Head: Ian Jones		Performance status: On target	
Action	13530	Target date	31/03/2023 (original target 31/03/2018)
Action promised	We will review governance and deliver re-development options for Oriel Myrddin to improve the provision for residents and visitors		
Comment	Cabinet report has agreed to underwrite tendered cost increases due to inflation and recognised pressures within the construction sector. Shortfall funding being sought. ACW and stakeholders being kept informed. Legal agreements progressing well over recent weeks, with construction work planned to start of site during Autumn 2022 with a 12 months construction period. Re-opening scheduled for circa April 2024. Gallery currently closed with staff re-deployed and working from Abergwili Museum in the interim.		
Service Head: Ian Jones		Performance status: On target	
Action	15575	Target date	31/03/2023
Action promised	Develop and deliver actions to increase local secondary spend from both overnight and day visitors.		
Comment	<p>Proactive marketing of local food and drink through the website (100% Sir Gar) and targeted digital media with support from RDP LEADER funding</p> <p>Continued promotion of the video showcasing all the "Market Towns of Carmarthenshire", targeting visitors within a 2.5hr drive time via Facebook advertising generating a reach of 2.6million</p> <p>Further features in Great Western Railway's (GWR) national summer marketing campaign</p> <p>*Work with over 76 local businesses to create the Sir Gar "Larder Trail" guide, targeting national media to promote secondary spend and the destination.</p> <p>Furthering the Walks of Carmarthenshire campaign, with 29 trails now available and marketed via digital facebook advertising</p>		
Service Head: Deina Hockenhuil		Performance status: On target	

Action	15582	Target date	31/03/2023
Action promised	Increase the number and economic / branding value of film and screen productions in the County, liaising pre and during filming and promoting post.		
Comment	Over 20 different TV, Film and Static advert productions have been processed through the corporate online film request system in this period - allowing applicants to just make the one contact with the Council instead of seeking various departments. The new promotional brochure has been printed and received ready for wider targeted distribution.		
Service Head: Deina Hockenhull		Performance status: On target	
Action	15583	Target date	31/03/2023
Action promised	Attract and develop the number and value of major and signature events to Carmarthenshire, focusing on those that amplify the values of Carmarthenshire and deliver local benefits.		
Comment	Marketing and Media officer attended the launch of the Welsh Government event strategy in July, with a view to adding value to the national level where suitable and relevant. A discussion has been arranged with the Major Events team of the Government and CCC officers with a view to preparing a Sir Gar event strategy, that represents large and signature events as well as the very important community events and how they need and can be supported		
Service Head: Deina Hockenhull		Performance status: On target	
Action	15585	Target date	31/03/2023
Action promised	That the Council work with all interested partners in the tourism sector & local communities to develop, support & promote a programme of year-round local events/festivals across the County - including creating & promoting a digital support "toolkit" for local community event organisers		
Comment	Marketing and Media officer attended the launch of the Welsh Government event strategy in July, with a view to adding value to the national level where suitable and relevant. A discussion has been arranged with the Major Events team of the Government and CCC officers with a view to preparing a Sir Gar event strategy, that represents large and signature events as well as the very important community events and how they need and can be supported		
Service Head: Deina Hockenhull		Performance status: On target	

ACTIONS - Theme: WBO13. Better Governance and use of Resources			
Sub-theme: B1 - Integrity and Values			
Action	15466	Target date	31/03/2023
Action promised	To develop a set of key performance indicators for the Legal Services and Land Charges service.		
Comment	Appraisals have been undertaken for all senior staff and this include the agreed KPIs and a requirement for them to be cascaded to all team members		
Service Head: Linda Rees Jones		Performance status: On target	
Action	15467	Target date	31/03/2023
Action promised	To collaborate with HM Land Registry (HMLR) so as to enable HMLR to become the registering authority for Local Land Charges for the County of Carmarthenshire in accordance with the provisions of Schedule 5 of the Infrastructure Act 2015.		
Comment	Although the timetable has slipped slightly to delays in Planning and HMLR, the HMLR are still happy with progress and the project is on track to complete ahead of the March 2023 deadline		
Service Head: Linda Rees Jones		Performance status: On target	
Action	15468	Target date	30/10/2022 (original target 30/09/2022)
Action promised	Training and induction programme for returning and new members.		
Comment	The Member Induction Programme was concluded on Monday 24th October and will now be replaced by the Member Development Programme. The Democratic Services Committee agreed at its meeting in September that focus groups with all members be arranged at the end of November in order to seek feedback of the Induction Programme, this feedback will be reported to a future DSC meeting.		
Service Head: Linda Rees Jones		Performance status: On target	
Action	15469	Target date	30/09/2022
Action promised	Statutory survey of members on the timings of meetings.		
Comment	Council considered the recommendation of the Democratic Services Committee on the Timing of meetings survey on the 12th October 2022 and UNANIMOUSLY RESOLVED that the recommendation of the Democratic Services Committee on the timing of Council Meetings be approved and the arrangements remain as at present.		
Service Head: Linda Rees Jones		Performance status: On target	
Action	15470	Target date	30/09/2022
Action promised	Update database to revise Electoral Wards (58 to 51, with 22 of those being multi-member wards) and creation of an additional elected member.		
Comment	This work was completed in the week following the elections. The website has an electoral ward postcode search facility and you can also search for elected members by name, ward and political party. The option to look at the 2017-22 electoral wards has also been retained for the time being.		
Service Head: Linda Rees Jones		Performance status: On target	
Action	15471	Target date	31/05/2022
Action promised	Production of a Petition Scheme and public participation Strategy.		
Comment	The Petition Scheme and Public Participation Strategy were both approved at Council on the 9th February 2022		
Service Head: Linda Rees Jones		Performance status: On target	
Action	15472	Target date	31/03/2023
Action promised	Elected member support to allow elected representatives to carry out their councillor role. (Increase in elected members – from 74 to 75 from May 2022).		
Comment	The team continues to support members in their role. A growth bid for additional staff was rejected. A further bid will be submitted this year as the number of enquiries has increased following the influx of new members.		
Service Head: Linda Rees Jones		Performance status: On target	
Action	15473	Target date	30/06/2022
Action promised	Compiling new members details and working with Group Leaders and unaffiliated members on the political balance arrangement for the new Council, which includes establishing and agreeing membership of the Cabinet and politically balanced committees, Advisory Panels and representation on outside bodies		
Comment	Following discussions with the Group Leaders and the unaffiliated members, a report on the new political composition of the Authority and Committee membership was taken to the Annual meeting of Council. Reports on Cabinet Advisory Panels and representation on outside bodies have also been considered and members appointed as per nominations received.		
Service Head: Linda Rees Jones		Performance status: On target	
Action	15474	Target date	31/03/2023
Action promised	Legal requirement to allow members to attend either physically or remotely (multi-location meetings).		
Comment	In accordance with the legal requirement to allow members to attend either physically or remotely, the Authority has been holding multi-location meetings from the Annual Meeting on the 25th May 2022. If on rare occasions we are unable to hold multi-location meetings then virtual meetings are held instead, which is legally permitted.		
Service Head: Linda Rees Jones		Performance status: On target	

Action	15475	Target date	31/05/2022
Action promised	Broadcasting of Council meetings.		
Comment	The Authority currently broadcasts all formal meetings. A new webcasting contract was agreed in May 2022 which increased the number of hosted hours content from 100 hours to 250 hours in order to accommodate this requirement. No additional staff resources were made available for this purpose, despite the impact on the team.		
Service Head: Linda Rees Jones		Performance status: On target	
Action	15476	Target date	31/03/2023
Action promised	Committee support and delivery of the democratic process through multi-location meetings.		
Comment	Multi-location meetings have been operating from 25th May 2022. A growth bid for additional resources to support this increase in workload (i.e. holding two separate meeting platforms simultaneously) will be made this year.		
Service Head: Linda Rees Jones		Performance status: On target	

Theme: WBO13. Better Governance and use of Resources							
Sub-theme: B2 - Openness and engagement							
Measure Description	2021/22 Comparative Data			2022/23 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	Not applicable		Q2: 88.12	Target: 90.00	Target: 90.00	Target: 90.00	Target: 90.00
2.1.1.17			End Of Year: 90.84	Result: 95.96	Result: 94.86		
				Calculation: (351÷370) × 100			
Service Head: Noelwyn Daniel			Performance status: On target				

ACTIONS - Theme: WBO13. Better Governance and use of Resources			
Sub-theme: B4 - Making sure we achieve what we set out to do			
Action	15809	Target date	31/03/2023
Action promised	E48: Ensure Planning HWB remains as a permanent addition to the structure to ensure long term support is provided to Development Management and Enforcement Officers to ensure that the improved performance level since the HWB's implementation is sustained to ensure performance is improved		
Comment	We have successfully secured funding for 12 months and have recruited 1 x team leader and 2 x hwb support officers. The team deal with an average of 625 direct enquiries per month. The hwb is dealing with 26% at first point of contact, which is a 1044 enquiries in 2022 to date. The HWB also deals with all Place & Sustainability DSU enquiries of which there have been 276 in 2022 to date. We have included the Planning HWB in the pending re-structure which will ensure they are permanently funded.		
Service Head: Jackie Edwards		Performance status: On target	
Action	15810	Target date	31/03/2023
Action promised	E48: Implement action plan from service review of Information Management Team and Planning applications process review to ensure performance is improved		
Comment	Info Management Team within P&S are working on testing a new Arcus upgrade that will allow a more user friendly public library to feature on the web. We have been working with the planning hwb to establish a new layout for the webpage to capture all information required on the Planning Application process, this is being formatted at present. DM have successfully recruit 2 x assistants who will assist DMO's with validation and permitted development etc they will be in place for Nov 22.		
Service Head: Jackie Edwards		Performance status: On target	

ACTIONS - Theme: WBO13. Better Governance and use of Resources			
Sub-theme: B6 - Managing risks, performance and finance			
Action	15803	Target date	31/03/2023 (original target 31/03/2022)
Action promised	E46: Review processes to improve on payment times for suppliers to improve financial management/DUAL RESPONSIBILITY(CT/IR)		
Comment	Process has been reviewed and implemented, we will continue to work with contractors on receiving electronic invoices. The process will also be reviewed during the implementation stage of the new system.		
Service Head: Jackie Edwards		Performance status: On target	

Theme: WBO2. Help children live healthy lifestyles (Childhood Obesity)							
Sub-theme: A - Increase the range of physical activities for children							
Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of participations at sport and physical opportunities facilitated by Actif Communities (Participation only)	Not applicable		Q2: 50500	Target: 12184	Target: 50500	Target: 85566	Target: 106888
3.4.2.8			End Of Year: 106888	Result: 18042	Result: 73048		
Comment	Since setting the targets for this year we were approached by a partner - West Wales Walking for well-being, to deliver a project on their behalf which has resulted in an increase in participation.						
Service Head: Ian Jones				Performance status: On target			

ACTIONS - Theme: WBO2. Help children live healthy lifestyles (Childhood Obesity)**Sub-theme: A - Increase the range of physical activities for children**

Action	15073	Target date	30/12/2022 (original target 31/03/2022)
Action promised	Pendine Outdoor Education centre – new service delivery model to be developed to include review of existing site, plus options for additional or alternative onsite and offsite provision, both residential and non-residential.		
Comment	Options appraisal being concluded with input from property design team informing final options. Going to CMT / cabinet late Autumn 2022 to inform long term service offer.		

Service Head: Ian Jones**Performance status:** On target**Theme: WBO4. Tackle poverty, help to prevent it, helping people into work, improving lives****Sub-theme: B - Preventing Poverty**

Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Percentage of households successfully prevented from becoming homeless PAM/012	66.9	56.7	Q2: 43.5 End Of Year: 50.5	Target: 55.0 Result: 59.6	Target: 57.0 Result: 63.5 Calculation: (214÷337) × 100	Target: 59.0	Target: 60.0
Comment	As a result of the changes to operational practices, the creation of the Housing Hwb Team and the direct allocation of homes to those in greatest need performance has continued to improve from 50.5% (21/22) to 63.5% 1st half (22/23). A Communities, Homes & Regeneration Scrutiny Committee Task and Finish Group has been established to make proposals for an emergency interim allocations Policy. The findings from which are due to be reported in December 2022.						

Service Head: Jonathan Morgan**Performance status:** On target**Theme: WBO4. Tackle poverty, help to prevent it, helping people into work, improving lives****Sub-theme: C - Helping people into work**

Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of adults that feel more positive with improved confidence about seeking work after receiving employability support through Communities 4 Work and Communities 4 Work Plus Programmes. EconD/020	Not applicable		Q2: 100 End Of Year: 100	Target: 100 Result: 100	Target: 100 Result: 100 Calculation: (263÷263) × 100	Target: 100	Target: 100

Service Head: Jason Jones**Performance status:** On target

Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of residents that feel more confident in using a computer and gaining IT skills after receiving digital inclusion support through Communities 4 Work and Communities 4 Work Plus Programmes. EconD/021	Not applicable		Q2: 100 End Of Year: 100	Target: 100 Result: 100	Target: 100 Result: 100 Calculation: (279÷279) × 100	Target: 100	Target: 100

Service Head: Jason Jones**Performance status:** On target

Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The number of accredited qualifications achieved by residents attending Employment related courses within the Communities 4 Work and Communities 4 Work Plus Programmes. EconD/022	Not applicable		Q2: 151 End Of Year: 271	Target: 30 Result: 45	Target: 50 Result: 112	Target: 100	Target: 200

Service Head: Jason Jones**Performance status:** On target

ACTIONS - Theme: WBO4. Tackle poverty, help to prevent it, helping people into work, improving lives			
Sub-theme: D - Improving the lives of those living in poverty			
Action	14920	Target date	31/03/2023
Action promised	We will continue to promote the County's tourism potential via the Celtic Routes project		
Comment	<p>The Celtic Routes Collection is now live on our website which features a range of tours, events and attractions from tourism businesses across the Celtic Routes region. We have also commenced a dedicated marketing campaign to help promote bookings to these local businesses. We shall be holding a series of thematic working groups with local tourism businesses during the Autumn to facilitate and encourage cross working between business in Wales and Ireland and to encourage exchange of knowledge.</p> <p>We continue to engage with the media with a number of press trips organised over the last few months including journalists from all over the UK and Ireland including Choice magazine.</p> <p>The shooting of 'Our Celtic Routes' mini TV series has now been completed. The series is a co-production with broadcasters S4C and TG4 and production company Tinint. The series is being produced in Welsh/ English and Irish/English for domestic and wider international audiences. The 3-part linear series and 6 part digital boxset is set to air this Autumn, dates TBC.</p>		
Service Head: Jason Jones		Performance status: On target	
Action	15334	Target date	30/09/2022
Action promised	We will review homelessness and temporary accommodation services		
Comment	Review has been completed and the New team structure has been agreed.		
Service Head: Jonathan Morgan		Performance status: On target	
Action	15337	Target date	31/01/2023
Action promised	We will appoint a partner developer and prepare development of key sites as part of the Transforming Tyisha Project		
Comment	An Early Market Engagement process was completed at the end of the 2021 which has informed the procurement route for the partner selection. Work is underway with Finance, Legal, Regeneration, Planning, and Procurement colleagues to prepare the procurement documentation and prepare a constraints map of the Ward for the process to commence in autumn / winter 2022		
Service Head: Jonathan Fearn		Performance status: On target	
Action	15518	Target date	31/03/2023
Action promised	We will work with partners to deliver a range of support services to support the development and growth of the third sector within the County		
Comment	Work continues on the draft Social Enterprise for Carmarthenshire and we continue to engage with key stakeholders such as Cwmpas and Social Business Wales. A first draft will be available in November. We also have engaged with the third sector on the development of the Shared Prosperity Fund in Carmarthenshire and have consulted with them on the delivery of this new fund.		
Service Head: Jason Jones		Performance status: On target	
Action	15521	Target date	31/03/2023
Action promised	We will continue to maximise the draw-down of funding from external sources via the new funding programmes and support/undertake their delivery, e.g. the £2.9m award from UK Government's Community Renewal Fund		
Comment	The Community Renewal Fund projects (CRF) continue to run and will come to an end in December 2022, we continue to monitor and evaluate the delivery of all the CRF projects in Carmarthenshire. The Shared Prosperity Fund's (SPF) Regional Investment Plan for the South West was submitted to UK Government on 1st August and we await its approval in October. This will unlock our allocation of £38.68m. We have been working on mechanisms for the delivery of the SPF in order for an effective roll out of the funding to our businesses and communities.		
Service Head: Jason Jones		Performance status: On target	
Action	15522	Target date	31/03/2023
Action promised	That the Council works with partners to develop a co-ordinated approach to identifying, supporting and developing volunteering across the County		
Comment	We continue to work with CAVS on a Volunteering project to be submitted under the Shared Prosperity Fund, once it gets approval from Government in October. We will be encouraging other organisations to develop Volunteering projects and submit them for consideration under the Shared Prosperity Fund.		
Service Head: Jason Jones		Performance status: On target	

ACTIONS - Theme: WBO5. Create more jobs and growth throughout the county			
Sub-theme: A - Regionally, by coordinating and delivering the Swansea Bay City Deal - Pentre Awel			
Action	12985	Target date	31/03/2024 (original target 22/06/2019)
Action promised	As part of the City Deal we will deliver a whole-site project plan for Pentre Awel, to include design and build, service/business planning, public engagement and securing private sector financing to ensure benefits maximisation and ongoing sustainability.		
Comment	<p>Zone 1 update:</p> <ul style="list-style-type: none"> The pre-construction period has been extended from 31st October 2022 to 11th November 2022 to accommodate delays in the market pricing process, with the latter now identified as the revised contract award / entering into contract date An 8 week enabling works programme is targeted for commencement in October 2022 Stage 4a design for the Swansea University tenanted area is now complete A brief is under development for the design / fit-out of wet labs within the business area (ground floor, building E) All Bouygues work packages (including piling, steelwork, windows and flooring) are out to the market having been reviewed by Arup/Gleeds and placed on Sell2Wales for pricing. Returns are being assessed and will inform the contract offer to CCC in October 2022 Completion of vegetation clearance and reptile translocation Following the reserve matters approval for Zone 1 on 23rd June 2022, SAB (sustainable drainage) approval was granted on 4th August 2022 Over the summer months, site hoarding has been erected around the Zone 1 development area incorporating Pentre Awel messaging / branding Bouygues have delivered key community benefits activities over the reporting period. In addition to the dissemination of the first community newsletter in June 2022, BYUK have undertaken 24 hours of STEM engagement and 700+ pupil interactions at several local schools including Ysgol Pen Rhos, Ysgol y Strade and Ysgol Bryngwyn. BYUK and CCC has also met in the period to review the targeted recruitment and training (TR&T) deliverables and agree how the 4,680 person weeks will be disaggregated into apprenticeships, work experience, trainees and new entrants The Zone 1 development has been registered with Royal Mail. Address: Zone 1 (placeholder), Pentre Awel, Llanelli, SA15 2EZ Geldards has been appointed as legal advisors and will help form the NEC3 construction contract <p>Project update:</p> <ul style="list-style-type: none"> S73 application submitted on 19th August 2022 to extend the outline planning consent for Pentre Awel for a further 5 years. This will secure the development of future phases, namely Zones 2 and 3 (assisted living and business expansion) CCC and partners welcomed David TC Davies MP for a ministerial visit in July comprising a briefing at Y Ffwrnes theatre and site visit 		
Service Head: Jason Jones	Performance status: On target		
Action	15155	Target date	31/03/2023
Action promised	Continuation of delivery of projects on key strategic sites with a view to job creation and growing the economy: Pentre Awel;		
Comment	<ul style="list-style-type: none"> Reserve Matters Application and SAB approval Completion of key pre-construction activities including vegetation clearance and reptile translocation Completion of RIBA Stage 4a design and submission of work packages (M&E, flooring etc.) to the market for pricing Bouygues has delivered community benefits activities in the reporting period, including schools' engagement with 700+ pupils. Research and Innovation workshop held this has set the parameters for the development of the research and innovation on site. Mapping undertaken between University and Health Board to identify appropriate pathways for managing and identifying research opportunities. Further work undertaken with CCC Economic Development to ensure County wide opportunities can be identified. Education skills and training mapping exercise completed – baseline of current course/programme provision across the region in relevant subject areas Outdoor space working group convened – looking at longlist of options for outdoor initiatives for further analysis As part of the whole site, Zone 3 design development underway – this will enable the creation of assisted living facilities for business development. Zone 2 work demand profile work commenced. 		
Service Head: Jason Jones	Performance status: On target		

Theme: WBO5. Create more jobs and growth throughout the county							
Sub-theme: B-Locally, by delivering the Transformational Strategy Area Plans targeting urban, coastal, rural.							
Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The number of people helped into volunteering with Regeneration assistance EconD/005	Not applicable		Q2: 406 End Of Year: 931	Target: 100 Result: 261	Target: 200 Result: 309	Target: 400	Target: 927
Comment	309 people helped into volunteering in first6 months of this year via Bureau, Workways /Stu, Communities for Work+, C4W, C4w YPG and Ten Towns						
Service Head: Jason Jones	Performance status: On target						
Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Direct Jobs created (including jobs accommodated & placed into Jobs) with Regeneration assistance EconD/009	Not applicable		New measure	Target: 50.0 Result: 90.0	Target: 125.0 Result: 360.0	Target: 250.0	Target: 624.0
Comment	360 direct jobs created (inc jobs accommodated and placed into jobs) via targeted business support, business growth & start up fund, Transforming towns, bureau, C4W/C4W+/C4W+YPG,and Workways /STU						
Service Head: Jason Jones	Performance status: On target						
Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Indirect Jobs created (indirect and construction Jobs) with Regeneration assistance EconD/010	Not applicable		New measure	Target: 10.0 Result: 15.0	Target: 20.0 Result: 57.0	Target: 40.0	Target: 92.0
Comment	57 Indirect jobs created (construction) Via pendine Attractor, Transforming Towns, Cross Hands Plot 3 and Llandeilo Market Hall projects						
Service Head: Jason Jones	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	13162	Target date	28/03/2023 (original target 31/03/2019)
Action promised	We will deliver the Carmarthen, Ammanford & Rural transformational plan and deliver initiatives and projects via Carms Rural Enterprise Fund: property Development Funds projects including Pendine attractor; Margaret Street road widening; Carmarthen wetlands and Jacksons Lane development; Business Account Management, Start Ups and Incubation.		
Comment	Pendine Attractor Project - Work is nearing completion on main construction contract and fit out works to museum and installation of playground due to commence later in October 2022. Carmarthen Wetlands / Y Morfa works have now completed and storm and vandalism damage to gateway sign has been rectified. Ongoing business support being provided to area businesses with regards to post Covid 19 restart & recovery and new funding streams. Jackson's Lane Kiosk project - works have commenced off site in March 2020 and are now scheduled for on site commencement in early 2023 subject to planning. Contract works are progressing well on Llandeilo market hall, however a few delays with western Power and revised proposals for lower ground floor ground water ingress protection mean that completion is now expected in February 2023. Carregamman Car Park Greening scheme remaining works have also been completed with snagging works and ongoing maintenance elements remaining.		
Service Head: Jason Jones		Performance status: On target	
Action	13164	Target date	31/03/2025 (original target 31/03/2019)
Action promised	We will deliver the Cross Hands Growth Zone and bring forward developments at Cross Hands East Phase 2; Strategic Employment Site		
Comment	Infrastructure works at the Cross Hands Strategic Employment Site has continued throughout the year with the creation of phase two site access and plot formation. Sectional completion of works was achieved in September 2021 with seasonal landscaping work to continue throughout the winter months. Preferred contractor Andrew Scott Ltd has progressed with the design development of office, industrial and hybrid premises at Plot 3 Cross Hands. RIBA Stage 3 works have been completed and a reserved matters planning application approval was secured in December 2021. Agreements have been reached with the Active Building Centre ABC who are providing capital funding to the project with a view to uplifting the buildings energy performance and its carbon credentials. Design development and costing has continued with a view to agreeing cost and a construction programme, rising costs required additional budget support which has been confirmed following a process by Welsh Government. A letter of intent was issued to the contractor in June 2022, onsite commencement was confirmed as 11th July 2022 with completion expected mid 2023. Works to construct an office building on plot 7 have commenced on site with an estimated completion Autumn 2023.		
Service Head: Jason Jones		Performance status: On target	
Action	13165	Target date	31/03/2025 (original target 31/03/2019)
Action promised	We will develop Local Employment Sites across the County as part Transformations: strategic regeneration plan for Carmarthenshire		
Comment	We will continue to engage with colleagues in the Forward Planning department and monitor the progress of the regeneration land submissions as part of the ongoing LDP review to understand the future development opportunities available. Phase 2 infrastructure works to the Cross Hands East Strategic Employment Site completed September 2021. Final snagging works and seasonal landscaping works during some of the winter months were undertaken. The development has created new market ready development sites with supporting infrastructure with a marketing plan now developed with Welsh Government JV partners. Further initiatives within the County will align with the authority's recovery plan. Capital funds have been released requesting expressions of interest from applicants for the Property Development Grant. This funding has the potential to support new developments upon sites across the County. The first panel to consider expressions of interest will take place in July 2022. Preferred contractor Andrew Scott Ltd has progressed with the design development of office, industrial and hybrid premises at Plot 3 Cross Hands. A letter of intent was issued to the contractor in June 2022, onsite commencement was confirmed as 11th July 2022 with completion expected mid 2023. We have supported colleagues within the forward planning team to highlight the areas within the county which will benefit from a strategic flood consequences assessment. The consultant will be appointed in July 2022.		
Service Head: Jason Jones		Performance status: On target	
Action	13167	Target date	31/03/2023
Action promised	We will deliver the Llanelli Town Centre Recovery Masterplan by delivering a number of transformational projects including the redevelopment of the former YMCA, etc.		
Comment	Strategic Targeted Regeneration Projects (TRI) in Llanelli town centre include developments at Market Street North (MSN), the former YMCA building, Y Linc at Market Street South, Crown buildings at Church Street and the Llanelli Goods Shed project in Tyisha. The Market Street North Project was subject to a public enquiry on the 26th October 2021. Officers from various departments within the authority together with external specialist consultants were present to represent the development. We await an outcome from the Planning Inspectorate which was received a positive outcome on 7th July 2022. Following which the project team have reconvened to reconsider the position and budget requirements. Construction works at the former YMCA is making good progress, exterior demolitions of the old extension and major interior adjustments including removal of the existing roof now completed. The steelwork to the rear of the building up to third floor level have been completed. Programme completion is expected mid 2023. The Llanelli Goods Shed project completed at the end of February 2022 occupation of the building as a community hub started in September 2022, the official opening is expected to take place in October 2022. The Y Linc project has secured initial Welsh Government grant, due to acquisition by another third party there is a requirement to adjust the project. Consideration will be made with the applicant and will need to be progressed with Welsh Government through a revised application. The Crown buildings project has secured in principle approval of grant and has secured a revised approval by the Local Planning Authority. Ongoing discussions are taking place in relation to security for the project, a request has been made for loan funding to support the project. A public consultation exercise was held on 1st December for the Llanelli Town Centre Recovery Plan. The report has been through the Cabinet approval process and is being built into the delivery of the team. The former TRI funding has been rebranded as Transforming Towns, an open market call has been released for expressions of interest from third parties with a view of developing deliverable projects both at a strategic and placemaking town centre level. The expressions of interest received were taken to an internal grants panel in July 2022. The expressions of interest noted will be supported to full application stage and through to delivery should the regional budget allocation allow.		
Service Head: Jason Jones		Performance status: On target	
Action	13168	Target date	31/03/2023
Action promised	We will further develop the Carmarthenshire Coastal Belt at Llanelli, Burry Port and Pembrey		
Comment	Following involvement from Welsh Government JV partners there has been a requirement to postpone release of the sites at Burry Port while resolving the position on the request from WG Ministers for an additional level of affordable homes on site exceeding the current LDP allocation of 20%. Design parameters and scoring criteria has been produced to channel interests to a high level of design quality which will be updated as progress is made. Much of the preparation works for the tender release have been put on hold temporarily. Conscious of the implications of the delay we are seeking to go through the S73 application process to protect the outline planning applications on the residential and commercial leisure sites as currently we have until November 2022 to submit reserved matters applications. WSP were appointed in June to support with the submission of the S73 applications. The applications will be submitted early October 2022. Following agreement with WG the sites will be released to the market through a tender exercise with a view of selecting a preferred developer subject to the conclusion of the tender exercise. An outline planning application for residential development at North Dock has been approved. This will progress through a similar tender exercise following the resolution of position at Burry Port.		
Service Head: Jason Jones		Performance status: On target	

Action	13181	Target date	31/03/2025 (original target 31/03/2019)
Action promised	We will lead on and complete all land acquisitions required to facilitate strategic highway schemes such as Cross Hands Economic Link Road and Towy Valley Cycleway		
Comment	Economic Link Road - terms now agreed on all land holdings except land in unknown ownership. Progress on completions delayed by landowners solicitors. Towy Valley Cycle Path - Positive progress with some landowners but CPO still required. CPO to be finalised after PAC process completed.		
Service Head: Jason Jones		Performance status: On target	
Action	14011	Target date	31/03/2024 (original target 31/03/2021)
Action promised	We will continue to deliver a Property Development Fund (new and existing) worth £11 million (£3.4 million from the Council and circa £7.5 million private sector investment).		
Comment	Work remains ongoing on final two projects supported under the original funding allocations. It is anticipated that the eight projects supported under the original capital funding allocations will result: in a total investment into the Carmarthenshire economy of £11.76m; the provision of 94,400sq ft of additional employment space; with the potential to accommodate 212 jobs. The fund reopened to applications in February 22 for the new funding allocation and after assessing 15 applications in July 2022, 7 projects have been invited to work up detailed applications.		
Service Head: Jason Jones		Performance status: On target	
Action	14012	Target date	31/03/2024 (original target 31/03/2020)
Action promised	We will continue to deliver the Rural Enterprise Fund (new and existing) worth £6.3 million (£2.2 million from the Council and circa £4.1 million private sector investment).		
Comment	From original funding allocations 21 projects have fully completed and are open for business resulting in a total investment to date into the rural economy of £4.854m with a view to creating 157.5 jobs over the next three years. Work has commenced on a further 3 schemes with one of those schemes nearing completion. 5 projects have been approved at stage 1 of the application process and are continuing to work up their detailed stage 2 applications. New funding allocation was opened in April 2022 with applications considered on July 22. Fourteen applicants have now been invited to prepare detailed applications.		
Service Head: Jason Jones		Performance status: On target	
Action	14918	Target date	31/03/2023
Action promised	We will deliver employment support through the Workways + programme		
Comment	Workways continues to support the short and long term unemployed with training and work experience that will potentially lead to employment. There has been an increase in activity during recent months with 33 people going into jobs; 28 completing accredited qualifications and 10 taking part in volunteering work to support their path into employment. The programme has been extended to August 2023.		
Service Head: Jason Jones		Performance status: On target	
Action	15528	Target date	31/03/2024
Action promised	We will deliver the Carmarthen Town Centre Recovery Masterplan by Delivering Initiatives and Projects to include: Jackson Lane Development, Town centre key building acquisitions, various transforming towns and CRF revenue initiatives and delivery of LUF Funded Carmarthen & Pembroke Hwb project		
Comment	Funding secured to deliver Carmarthen and Pembroke Hwb project, building acquired. Contractor appointed on a two stage tender to bring forward development. Detailed design works ongoing to finalise special layouts for end users and RIBA stage 3 design with a view to finalising detail designs in February 2023 and commencing construction shortly afterwards. Draft Greening Infrastructure proposals received from appointed consultants for Jacksons Lane square with a view to informing detail design for this area. Transforming Towns and CRF revenue initiatives ongoing with mystery shopper initiative complete, Loran IOT pilot in progress and Feasibility Study draft report received for potential enhancement projects to St Peters Car Park, King Street and Nott Square, lanes, Signage Audit and Waste Bin review.		
Service Head: Jason Jones		Performance status: On target	
Action	15529	Target date	31/03/2023
Action promised	We will deliver the Ammanford Town Centre Recovery Masterplan by delivering initiatives and projects to include: Carregamman Car Park Greening, CRF - revitalise Rhydamman and Transforming Towns Revenue Initiatives.		
Comment	Carregamman car park greening works complete, snagging and maintenance works ongoing. Draft concept design documents received for Revitalise Rhydamman with a view to completing design project Dec 2022. Transforming town revenue initiatives ongoing.		
Service Head: Jason Jones		Performance status: On target	
Action	15530	Target date	31/03/2023
Action promised	We will further develop the Carmarthenshire Coastal Belt at Pendine by delivering the Pendine Attractor Project		
Comment	Construction progressing well and main contract work expected to be completed in October 2022. Museum specialist fit out and playground installation to commence in October 2022 with a view to facilities opening early in 2023.		
Service Head: Jason Jones		Performance status: On target	
Action	15533	Target date	31/03/2023
Action promised	That the Council considers demand and opportunities for the development of medium sized food based business and production units		
Comment	Work is progressing on scoping out the demand and opportunities for the development of medium sized food units across the county, with sites and opportunities being explored.		
Service Head: Jason Jones		Performance status: On target	
Action	15540	Target date	31/03/2023
Action promised	To actively promote, market and deliver development opportunities in relation to: 1. The Coastal Belt; 2. Town Centres; 3. Cross Hands East Strategic Employment Site - Milestone for 2022/23 - to agree terms for 3 employment sites.		
Comment	Developers have been secured for an employment site on Cross Hands East Strategic Employment site and discussions continue to progress on bringing forward development opportunities within the other locations identified.		
Service Head: Jason Jones		Performance status: On target	

ACTIONS - Theme: WBO5. Create more jobs and growth throughout the county Sub-theme: C-Developing the rural economy with a focus on the 10 Towns Initiative			
Action	13174	Target date	31/01/2023 (original target 31/03/2020)
Action promised	We will consider options for ensuring the most effective use of the Council farm estate to support affordable farming initiatives and maximising development/diversification opportunities, particularly in relation to regeneration of renewal energy		
Comment	Report on the County Farm Estate to go to CMT on the 13th October 2022.		
Service Head: Jason Jones		Performance status: On target	
Action	13175	Target date	31/03/2024 (original target 31/03/2019)
Action promised	We will deliver regeneration initiatives that focus on the development of the rural market towns in the County via projects and initiatives such as the 10 Towns capital fund, Rural Employment Space Joint Venture, Laugharne Car Park & Llandeilo Market Hall		
Comment	Construction is progressing well with Llandeilo Market Hall project, however delays with the western power move to sub station and lower ground floor ground water ingress protection have meant completion is now expected in February 2023. `Ten Towns` Growth plans have now been completed for all the ten towns. Growth plan teams continue to work on the submission of their detailed project applications for the £1m capital Recovery grants pot having submitted EOI`s previously. Joint venture agreement has been signed with Welsh government to assist with the delivery of the rural employment space initiative and Welsh government have engaged design consultants to work up detailed designs for the first project at Beechwood 2.		
Service Head: Jason Jones		Performance status: On target	
Action	15228	Target date	31/03/2023
Action promised	In line with the AW Report Regenerating Town Centres in Wales – National Report Sept 2021, recommendation 4, we will through the multi-disciplined corporate enforcement group implement the Empty Property Action Plan, using potential loan funding from WG's Empty Property Management Fund to utilise necessary enforcement powers where appropriate		
Comment	Carmarthenshire have completed the training provided and subsequently developed an Empty Property Action Plan for enforcement within town centres linked to the Transforming Towns agenda. Carmarthenshire have an Enforcement Group in place, made up of officers from a wide range of departments aimed to tackle the empty properties in the County. The second meeting took place on 27th September 2022. The group are tasked with working through a Property Priority list originally consisting of 27 problematic properties mixed between commercial and residential across the County, mostly within the primary towns. Meetings have been held with Welsh Government officials to target specific buildings and the option of utilising specific consultant support alongside a loan has been offered. To date the group have started working their way through the properties and through collaborative working 2 commercial properties have subsequently been unlocked and are now occupied. As the group progresses there will be consideration made regarding requests to add properties to the list.		
Service Head: Jason Jones		Performance status: On target	
Action	15232	Target date	31/12/2023
Action promised	In line with the Audit Wales Report Regenerating Town Centres in Wales – National Report Sept 2021, recommendation 6, we will use the regeneration tool to self-assess our town centre regeneration work where necessary		
Comment	Regeneration has led in the preparation of town centre recovery plans for Ammanford, Carmarthen and Llanelli, which have been to public consultation and endorsed by Cabinet on the 17/01/22. In addition, Regeneration has been leading on developing the "Ten Towns" plans. All these plans have acknowledged the changes occurring in town centres that have been accelerated by the pandemic, Brexit and other market forces. We will make use of the regeneration tool to support our work where appropriate, this work is ongoing.		
Service Head: Jason Jones		Performance status: On target	
Action	15520	Target date	31/03/2023
Action promised	We shall consider opportunities to work with other local authorities and partners to establish a Rural Deal to focus on rural regeneration and continue to deliver support through the Leader programme		
Comment	We have been working with our colleagues in Gwynedd, Ynys Mon and Ceredigion Councils on the submission of the ARFOR 2 proposal for £11m funding up until March 2025. We can expect approval to commence the fund in October this year. ARFOR 2 focuses on the Welsh Language and the economy with a further focus on our young people.		
Service Head: Jason Jones		Performance status: On target	
Action	15524	Target date	31/03/2023
Action promised	That the Council continues to make grant funding available to support the growth aspirations of the County's businesses and communities via external funding programmes.		
Comment	The South West Investment Plan for the Shared Prosperity Fund was submitted to UK Government by 1st August. We are awaiting its approval and this will unlock £38.68m for projects in Carmarthenshire. A substantial proportion of the SPF is targeted at supporting local businesses. Once the SPF is approved our businesses can start benefitting from a new funding Programme.		
Service Head: Jason Jones		Performance status: On target	
Action	15526	Target date	31/03/2023
Action promised	Development of recovery and growth plans for Ten Rural Market Towns and to commence delivery of interventions identified		
Comment	We continue to support the Ten Towns in bringing forward some of the key aspirations identified within their respective growth plans. The Market Town officers are continuing to work with the individual areas to develop their second stage applications for the £100k which has been approved in principle. £10k revenue Leader funding has now been approved for revenue schemes within the towns and are being implemented e.g. a new Farmers Market has commenced in Llanybydder, Llandeilo have launched a new town app, near launch of new website for Whitland and surrounding areas, Cwmaman have employed a technician for the development of their Maker Space. In addition, specific video content, photography, social media content and PR support has been developed to promote the variety of		

	<p>the offer across our rural towns. Due to launch in Autumn 2022, the Ambassador training project will provide the opportunity for businesses, community stakeholders and tourism providers in and around the Ten Towns to learn more about their area and Carmarthenshire as a whole in order to transfer knowledge and history to visitors thus encouraging longer dwell time within the County.</p> <p>We are also working with Actif Sir Gar to pilot the use of digital equipment to deliver hybrid health and wellbeing services in Whitland, Kidwelly and Cwmamman. Alongside fitness and children's health activities, Actif staff will also engage with preventative health services delivered by other agencies to offer such services within/from these newly equipped rural settings.</p>		
Service Head: Jason Jones		Performance status: On target	
Action	15539	Target date	31/03/2023
Action promised	We will expand the size and number of Street Markets in the County subject to the demand being sustained to help business start-ups and strengthen our town centre economies.		
Comment	Revamp of Markets website ongoing and this will provide Licenced Markets the information and support to set up their own Market. Proposal to expand Markets in Carmarthen by replicating the Monthly Food Market and expanding the area used by the current market - discussions continuing with Legal Services and Highways on the legality of expanding into Guildhall Square. Delivery are working with the BID and resources will need to be identified to replicate The Means contribution to the Monthly Food Market at Llanelli.		
Service Head: Jason Jones		Performance status: On target	

Theme: WB05. Create more jobs and growth throughout the county Sub-theme: D-Strengthen the foundational economy and community resilience.							
Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The level of Private Sector Investment / external funding secured (£) EconD/008	Not applicable		Q2: 2868583 End Of Year: 10428528	Target: 1500000 Result: 3063033	Target: 3500000 Result: 6565629	Target: 9000000 Result: 6565629	Target: 20294683
Comment	£6,565,629 PSI/External funding secured via EARTH, Workways/STU, leader, CRF, Bureau, BREF, Transforming Towns, Business Growth & Start Up Fund, Ammanford regeneration Development Fund, LUF Carmarthen & Pembroke Hwb, BREF, Llandeilo Market Hall and Cross Hands						
Service Head: Jason Jones				Performance status: On target			
Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of business enquiries supported with Regeneration assistance EconD/012	Not applicable		New measure	Target: 150 Result: 471	Target: 350 Result: 888	Target: 550 Result: 888	Target: 1068
Comment	888 businesses supported via Carmarthenshire Rural Enterprise Fund, Property development Fund, Llandeilo Market Hall, Ammanford Regeneration development fund, CRF - Towns and Growth, C4W+/C4w+ YPG, RLSP, Workways/STU, CRF - Iaith Gwaith, BREF, Transforming Towns, Progressive Procurement, Business growth & Start Up, targeted business Engagement, CRF Business Llanelli						
Service Head: Jason Jones				Performance status: On target			

ACTIONS - Theme: WBO5. Create more jobs and growth throughout the county
Sub-theme: D-Strengthen the foundational economy and community resilience.

Action	14894	Target date	31/03/2023
Action promised	We will provide business support to start up and established businesses including self-employed and micro businesses by delivering a programme of business grants with a focus on helping businesses to grow		
Comment	Detailed application documents including Terms and Conditions for both the Business Start-up Grant and the Business Growth were launched early January 2022. The detail was released to the enquiry list and the launch of the funding was promoted along with the suite of capital funding support offered by the County Council. To date 19 start-up grants have been awarded to the value of £143,047.62 grant supporting the creation of 59 FTE jobs and 45 growth grants have been awarded providing grant of £323,840.12 creating 94.5 FTE jobs – Total 64 applications awarded - £446,887.74 creating 153.5 FTE's. A further 5 applicants were awarded but have subsequently withdrawn. Grant claims have started to be processed by the team and detail of jobs created are being recorded. The current round of grant have now closed and we are only waiting on one deferred decision to be considered. There are 149 businesses on the waiting list, which we will notify if we secure additional funds to release another round of grants. These are made up of 67 start ups enquiries and 80 growth enquiries.		
Service Head: Jason Jones		Performance status: On target	
Action	15119	Target date	31/03/2023
Action promised	To engage with Carmarthenshire businesses within key sectors and/or key growth areas via a prioritised business engagement list		
Comment	A refined list of Small and Medium Sized Enterprises within key growth sectors and/or with high growth potential has been compiled in draft with the support of colleagues within the Regional Learning and Skills Partnership. Alongside the focused list a survey has been issued to 1800 businesses, a request from 10 responders have requested further advice, for which engagement is underway and will be accelerated following appointment of 2 x Business Development Officers which started in position on 7th March 2022. The businesses on the list continue to be engaged with the business team with potential opportunities linked to funding, Business Skills Bank and have been invited to events such as the Tour of Britain to support engagement. An updated and focused business strategy is currently being drafted for consideration. This will be alongside a new way of recording business information and detail through MS Teams Lists. A further 6500 businesses have been engaged with via the Business Newsletter to promote Business Skills Bank and the Regional Civil Engineering Framework. This task was supported by the Marketing and Media team. 30 businesses were supported and advised as a result of general enquiries via the contact centre, Cllr enquiries and emails.		
Service Head: Jason Jones		Performance status: On target	
Action	15125	Target date	31/03/2023
Action promised	To provide business support in relation to public sector tender pipeline opportunities and lower value procurement opportunities		
Comment	Officers have undertaken an exercise to amalgamate a number of smaller business databases that were in existence across Economic Development into a master database containing the details of approximately 2,400 Carmarthenshire-based businesses, broken down by sector to allow for maximum usability. PPE, Workwear and Cleaning Products – Framework tender opportunity Officers utilised the database to identify and engage with businesses aligned to the PPE, Workwear and Cleaning Products sectors. Engagement primarily took the form of calls and then follow-up emails. 22 businesses were engaged, with follow-up emails being issued to all businesses advising of the tender PIN notice advertised on Sell2Wales and the opportunity to register directly with the procurement department for a pre-tender engagement exercise in October M&E, Remedial Works – Framework tender opportunity Officers utilised the business database to identify and engage with businesses aligned to the M&E and Remedial Works sectors as indicated by the proposed tender lots associated with this framework. 94 businesses were engaged via phone and/or email and were made aware of the opportunity. A further engagement exercise will be initiated once a tender date is confirmed. The Procurement department has formed an emerging tender pipeline schedule which Economic Development Officers are aligning with in order to focus their support for businesses. A survey has been issued to 1800 businesses, a request from 10 responders have requested further advice, for which engagement is underway and will be progressed. The Specialist countryside contractors framework was released on Sell 2 Wales in June and will close in July, following engagement and linking in with Marketing and Media 35 businesses have declared interest. We are currently working up plans to support the release of the Civil Engineering Framework which will be opened to applications in September. We are planning on attracting a range of specialist businesses from micro to large to get involved on the new framework. The business team engaged with 450 businesses operating in the construction sector via email and telephone to promote the opportunities of the very small contract (<£50k) on the Regional Civil Engineering Framework. A further 6,000 plus businesses were engaged with via the business newsletter. The PIN notice was available in July and the tender is proposed to be released in late September or early October. 28 Businesses attended the tender workshop associated to the framework. The team will engage with the procurement team to action the next stages of engagement and support.		
Service Head: Jason Jones		Performance status: On target	
Action	15523	Target date	31/03/2023
Action promised	That the Council ensures a focus on the further development of the Foundational Economy sector within Carmarthenshire whilst supporting the principles of the Circular Economy		
Comment	We have appointed consultants, namely Afallen to scope, develop and pilot circular economy activities which minimise waste and increase opportunities for communities to access repair and reuse facilities and initiatives across the Ten Towns. This contract is being delivered in conjunction with our Waste Services team to ensure that activity is integrated with the Eto project. Afallen are currently meeting with each of the areas to scope out local needs and opportunities.		
Service Head: Jason Jones		Performance status: On target	
Action	15525	Target date	31/03/2023
Action promised	That the Council works with other business support agencies and services (e.g. Business Wales, Business in Focus, Farming Connect etc) to enable greater clustering of support and signposting to local businesses		
Comment	we continue to work with key Welsh Government support services, e.g. Business in Focus and Business Wales in the co design of ARFOR 2 and the Shared Prosperity Fund. In addition, Business in Focus are delivering a Community Renewal Fund project in Carmarthenshire which is benefitting our local businesses by clustering support.		
Service Head: Jason Jones		Performance status: On target	
Action	15532	Target date	31/03/2023
Action promised	Launch a Business Renewable Energy Fund to support businesses with renewable energy initiatives and carbon reduction. Support up to 50% of the project cost to a maximum of £10,000		
Comment	Since its launch in April this year, a total of 44 expressions of interest have been received. 7 projects have been approved worth a total investment of £185,071.50 (grant awarded = £64,119.50 + match funding of £120,952). The remaining 37 applications are proceeding to the 2nd stage of the application process.		
Service Head: Jason Jones		Performance status: On target	

Theme: WBO5. Create more jobs and growth throughout the county
Sub-theme: E-Developing learning, skills, employability and encouraging a spirit of entrepreneurship.

Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of individuals supported through Council employability schemes to earn a real living wage	Not applicable		New measure	Target: 30	Target: 80	Target: 130	Target: 200
EconD/023				Result: 35	Result: 93		
Service Head: Jason Jones			Performance status: On target				Page 277

ACTIONS - Theme: WB05. Create more jobs and growth throughout the county**Sub-theme: E-Developing learning, skills, employability and encouraging a spirit of entrepreneurship.**

Action	15114	Target date	31/03/2023
Action promised	Develop a digital training programme to upskill citizens across the region to meet the changing digital skills needs		
Comment	Digital skills remain a key priority for the region and will be required across all key sectors. There are over 828 digital companies in the region employing over 3871, however within all sectors 6,552 people are using digital technology in their job and this is growing creating a demand for more of the workforce to be skilled in the digital technology of the future. The Regional Skills Partnership is working with industry to identify the gaps and develop upskilling and new courses through the Skills and Talent programme. The Workways+ programme has delivered basic digital training to 11 individuals since April.		
Service Head:	Jason Jones	Performance status:	On target
Action	15131	Target date	31/03/2023
Action promised	Provide an urgent support mechanism for those at risk of redundancy or have lost their job by utilising existing employability skills & expertise from within CCC. Promote a contact number/details & support available, support to include advice and guidance; jobs fairs and training where required to support people into work		
Comment	The Employability programmes operating within Carmarthenshire work with the Department of Work and Pensions(DWP) and Careers Wales to ensure that the teams are fully aware of any potential redundancies of business closures. A number of jobs fairs have been held in the three major towns that have generated jobs in the private sector as a result of their attendance. A number of other jobs fairs and events are being arranged during the Autumn to highlight key employment opportunities.		
Service Head:	Jason Jones	Performance status:	On target
Action	15132	Target date	31/03/2023
Action promised	Provide support through Employability programmes, identifying key training and skills opportunities through engagement with businesses & identifying key skills required. Departments within CCC will work with the RLSP to identify key skills gaps		
Comment	Communities for Work has supported people with training and work experience opportunities to meet the needs of employers in the region. The programme has also been specifically targeting young people 16-24 with support from the Welsh Government Young Persons Guarantee programme which aims to support young people into education/training and/or work. This work has involved a number of key events to target young people to give them the support to guide them into training or advice to get into a job. A number of Jobs Fairs and other events are planned throughout the year and employers will be invited to participate to fill vacant jobs.		
Service Head:	Jason Jones	Performance status:	On target
Action	15535	Target date	31/03/2023
Action promised	Deliver the £30million Skills and Talent Programme to create a skilled workforce for the future, developing opportunities to upskill and train at least 3500 individuals in the county and increase the % of Carmarthenshire citizens with above level 3 qualifications by 2026		
Comment	The Skills and Talent programme has approved 2 projects for funding to deliver career pathway and accredited qualification for over 3500 learners in the region. The programme will also support 300 new apprentices in the region within the construction sector. A further four projects have been considered, all supporting accredited qualifications for school children and higher level skills in the net zero sector.		
Service Head:	Jason Jones	Performance status:	On target
Action	15635	Target date	31/03/2023
Action promised	E1: Develop and implement discretionary pre-application service to support the delivery of the Councils Strategic Economic Objectives by the determination of major planning applications within agreed timescales.		
Comment	Planned to have the service operational by 1st April 2023		
Service Head:	Rhodri Griffiths	Performance status:	On target

ACTIONS - Theme: WB05. Create more jobs and growth throughout the county**Sub-theme: F-Ensuring clear business support plans to support any implications from Brexit**

Action	15519	Target date	31/03/2023
Action promised	We will investigate and monitor the impact of Brexit on the economy of Carmarthenshire via the Brexit Risk and Opportunities Register		
Comment	This action is no longer applicable for this coming year, due to the Brexit Risk and Opportunities Register having been disbanded following the agreement of CMT. Risks were terminated or tolerated by the Brexit Working Group, which has also disbanded.		
Service Head:	Jason Jones	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	15070	Target date	31/03/2023 (original target 31/03/2022)
Action promised	We shall contribute towards the Council's Economic Recovery plan: capital investment schemes (Pendine, Oriol Myrddin and Pentrawel)		
Comment	Pendine attractor project construction works progressing well, and due to be completed late September 2022. Museums specialist fit-out to follow, along with external playground and final hotel fit-out. Tender for operating 42 bed hotel has not returned satisfactory bids (having been advertised twice), so options being consider to re-advertise (with images of almost complete facilities), whilst working up detail in parallel for in-house operating if necessary. Working towards Spring 2023 opening for site; Oriol Myrddin legal works progressing with new independent Trust set up, and funding and lease documents being finalised. Tender costs have not unexpectedly, come back higher than budget due to sector volatility and inflationary pressures. Funding solutions being worked through, with an anticipated start on site in Autumn 2022 for a 12 month construction period; Plans for new Well-being hub (new Llanelli Leisure Centre) progressing well as part of wider Pentre Awel project, with main contractor now appointed; See specific PIMS updates on relevant projects too		
Service Head: Ian Jones		Performance status: On target	
Action	15527	Target date	31/03/2023
Action promised	Supporting local businesses by creating a digital platform to showcase local produce and to provide an additional outlet for local businesses		
Comment	We continue to promote local Carmarthenshire based businesses via the online, 100% Sir Gar portal. To date 200 businesses have registered on the platform. We are in the process of establishing a Christmas Pop up shop in Carmarthen, Ammanford and Llanelli		
Service Head: Jason Jones		Performance status: On target	
Action	15542	Target date	31/03/2023
Action promised	Work with all relevant partners and stakeholders to address issues of poor broadband connectivity and mobile coverage across the County, particularly in rural areas		
Comment	<p>Of Carmarthenshire's approximately 96000 premises:</p> <ul style="list-style-type: none"> - 90.7% now have access to Superfast broadband or better (above 30 megabits per second) - 47% now have access to Gigabit broadband (Speeds above 1000 megabits per second) <p>We continue to work with private sector, UK Government and Welsh Government to support existing ongoing fibre deployment and to secure additional future fibre investment.</p>		
Service Head: Jason Jones		Performance status: On target	
Action	15543	Target date	31/03/2023
Action promised	We will continue to lead the £55 million investment in Digital Infrastructure across Carmarthenshire and the wider Swansea Bay City Region		
Comment	<p>Detailed planning is ongoing for a £12 million procurement to deliver Gigabit fibre infrastructure to various public sector hub sites, and in turn numerous communities, across the region. Procurement due to commence in quarter 3 of this financial year.</p> <p>Operator engagement, lobbying and facilitation is ongoing on behalf of the region to ensure fibre and mobile deployment is accelerated and is as efficient as possible.</p> <p>A £6 million procurement of superfast broadband to the hardest to reach premises across the region is currently being considered with plans being aligned to an ongoing Welsh Government open market review. This will ensure we avoid subsidising premises which the private sector intends to connect in the next 3 years</p> <p>Rural connectivity support and engagement officers are currently being recruited by each of the 4 local authorities of the region, funded by the City Deal Digital Programme, to support rural communities in obtaining adequate broadband via various means.</p> <p>Next Generation Infrastructure Managers are currently being recruited by each of the 4 local authorities of the region, funded by the City Deal Digital Programme, to act as a single point of contact to the mobile and fibre industry, the UK Government and Welsh Government. These managers will be responsible for a delivering a programme of work to encourage and streamline mobile deployment across the region and exploring the use of public sector land and assets to accelerate mobile and fibre deployment.</p> <p>A regional portfolio of opportunities is being developed to identify potential new interventions and investments in Digital technologies across key sectors. Due for completion September 22.</p>		
Service Head: Jason Jones		Performance status: On target	

ACTIONS - Theme: WB05. Create more jobs and growth throughout the county**Sub-theme: H - Continuing our recruitment of graduates and apprentices**

Action	15115	Target date	31/03/2023
Action promised	Create apprenticeships & graduate opportunities internally and via Property Minor Works & Regional Contractor Framework partners that will include 52 weeks training and skills opportunities (Regen)		
Comment	The Skills and Talent programme is working with Pentre Awel and other City Deal projects to deliver apprenticeship opportunities in construction, engineering and digital roles. The programme has supported 10 Mechanical and Engineering apprentices starting in September 22		
Service Head: Jason Jones		Performance status: On target	

Theme: WBO6. Increase the availability of rented and affordable homes							
Sub-theme: A - Affordable Homes Delivery Plan							
Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The number of affordable homes delivered during the year	Not applicable		Q2: 119	Target: 19	Target: 105	Target: 168	Target: 220
7.3.2.24			End Of Year: 308	Result: 46	Result: 114		
Service Head: Jonathan Morgan			Performance status: On target				
Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Average number of calendar days taken to complete all housing repairs	Not applicable		Q2: 13.4	Target: 16.0	Target: 16.0	Target: 16.0	Target: 16.0
PAM/037			End Of Year: 15.1	Result: 9.3	Result: 7.3		
					Calculation: 64790÷8882		
Service Head: Jonathan Fearn			Performance status: On target				
Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of new homes created as a result of bringing empty properties back into use	Not applicable		Q2: 0	Target: 0	Target: 0	Target: 0	Target: 10
PAM/045			End Of Year: 12	Result: Not available	Result: 1		
Comment	We have no control over this PI and it is down to Empty Property Owners as to whether they wish to convert empty dwellings into flats (which will increase the units of accommodation). The projection for this PI is made in line with schemes that had expressed an interest through the Houses into Homes loan scheme, as flat conversions. The team has been working on the Western Valleys Empty Homes Grant Scheme pilot for Welsh Government.						
Remedial Action	There are 8 approved schemes accounting for 8 additional units, with 1 completing in this recording period and it is hoped that the remaining units will complete by the end of Quarter 3. This will help significantly towards the EOY target.						
Service Head: Jonathan Morgan			Performance status: On target				

ACTIONS - Theme: WBO6. Increase the availability of rented and affordable homes			
Sub-theme: A - Affordable Homes Delivery Plan			
Action	15332	Target date	31/03/2025
Action promised	We will deliver the first year of the five-year housing regeneration development programme (2022-2027)		
Comment	Our new plan sets our vision to support the delivery of over 2000 homes for rent and sale over the next 5 years (2022-2027). The plan is based on meeting housing need and stimulating economic growth across the County creating jobs, building strong sustainable communities and growing the green economy. The first three council new build sites were completed and let in 2021/22. Four sites will be completed and let in 2022 creating over 100 new homes for local people including individuals with complex needs. A further 20 homes will be purchased in 2022/23 to meet housing need and added to the council's housing stock.		
Service Head: Jonathan Morgan		Performance status: On target	
Action	15335	Target date	31/12/2022
Action promised	We will improve contractor capacity and contractual arrangements ensuring value for money and quality through a review of frameworks and commissioning arrangements for housing-related property works		
Comment	Contract and Commissioning activity is to be undertaken by the Environment Department on an ongoing SLA for housing-related activity. Pending re-tendering of the Minor Works Framework, discussions have been ongoing with a number of contractors on the existing Minor Works Framework as part of the Voids Review and a procurement workstream has been established as part of the Empty Homes & Voids Improvement Board. Due to lack of contractor capacity, we are planning to package work by type and on a geographic basis, to persuade contractors to take on additional work via mini competition exercises. Alternative lotting strategies are also being considered to improve contractor availability in the successor Minor Works Framework.		
Service Head: Jonathan Fearn		Performance status: On target	
Action	15336	Target date	31/05/2023
Action promised	We will review and rebalance internal and external resources by employing more in-house operational maintenance staff		
Comment	Recruitment of operatives offered posts in late June 22 is still ongoing due to delays with recruitment process. Only 50% have been employed and/or given start dates. Several found alternative jobs due to the time taken to recruit. We are due to advertise for additional trade operatives over the next few weeks.		
Service Head: Jonathan Fearn		Performance status: On target	
Action	15338	Target date	31/03/2023
Action promised	We will review and re-brand our housing repairs, improvement, and voids services		
Comment	Following transfer of staff for these services from 3rd January 2023, disaggregation of other housing-related property services are ongoing, with a likely completion date of mid October. Realignment of the Division is planned for the autumn/winter 2022 to take account of those staff and services transferred.		
Service Head: Jonathan Fearn		Performance status: On target	
Action	15339	Target date	31/12/2022
Action promised	We will identify new programmes of investment in our tenants' homes. Complete stock condition survey to improve investment in our council homes.		
Comment	The Stock Condition & Verification Team is now fully staffed, although one officer has recently resigned and will need to be replaced. Survey work is underway and the initial information will be used to inform improved 30-year projections and detailed 3-year business plan proposals from November 2022. Increased survey data will then inform future annual HRA Business Plans and programmes of work		
Service Head: Jonathan Fearn		Performance status: On target	
Action	15341	Target date	31/03/2023
Action promised	We will review other housing-related property functions following the disaggregation of the Division		
Comment	Disaggregation of initial services was completed in January 2022. Disaggregation of the remaining housing-related property services and support functions is expected to be completed by mid-October. Realignment of the Division will then commence		
Service Head: Jonathan Fearn		Performance status: On target	

Theme: WBO7. Help people live healthy lives (Tackling risky behaviour and obesity)**Sub-theme: A - Eat and breathe healthily**

Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Percentage of food establishments that meet food hygiene standards PAM/023	Not applicable		Q2: 95.84 End Of Year: 99.31	Target: 95.00 Result: 99.27	Target: 95.00 Result: 99.27 Calculation: (2047÷2062) × 100	Target: 95.00	Target: 95.00
Comment	Performance is the highest its been, and is expected to continue. Its worth noting that unrated food business (New business's) are not part of this PI.						
Service Head: Jonathan Morgan				Performance status: On target			
Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of Food Business establishments inspected that were liable to a programmed inspection as per the Food Standards Agency Recovery Plan. PPN/002	Not applicable		Q2: 43 End Of Year: 100	Target: 10 Result: 12	Target: 25 Result: 35 Calculation: (306÷879) × 100	Target: 40	Target: 100
Comment	It is pleasing that we are currently on target but there will be challenges over the next six months as we prioritise new businesses. To date approximately 200 new businesses have been established since April 2022						
Service Head: Jonathan Morgan				Performance status: On target			

ACTIONS - Theme: WBO7. Help people live healthy lives (Tackling risky behaviour and obesity)**Sub-theme: A - Eat and breathe healthily**

Action	16119	Target date	31/03/2023
Action promised	We will work to reduce waste and our carbon footprint across our Leisure and Cultural services, whilst increasing opportunities to lead healthy, fulfilled lives		
Comment	We have included strategic targets relating to the net zero carbon ambition for 2030 into our new emerging Leisure, Culture and Outdoor Recreation Strategy. A number of senior officers have also attended a 2 year Circular Economy course led by Swansea University, focussing specifically on actions to reduce waste and reduce our carbon footprint. WE are also in the process of establishing 'Green Champions' across our service to support this work. We have also briefed our new Cabinet member and the Cabinet member with responsibility for this issue on our work to date.		
Service Head: Ian Jones		Performance status: On target	

Theme: WBO7. Help people live healthy lives (Tackling risky behaviour and obesity)**Sub-theme: B - Physical Activity**

Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of people referred to the National Exercise Referral scheme that attend the initial consultation of the programme 3.4.2.6	Not applicable		Q2: 52.1 End Of Year: 40.4	Target: 40.0 Result: 50.3	Target: 45.0 Result: 47.7 Calculation: (197÷413) × 100	Target: 50.0	Target: 50.0
Comment	Achieved target						
Remedial Action	Even though we achieve our target we are working on a number of ways to improve this figure significantly. Group assessments will be reintroduced in November to increase number of assessments each week. Also, we have appointed into the 3 vacant NERS Instructor posts (total of 45 hours - equivalent to a third of the whole NERS team) - 25 hours started 10th October and 20 hours due to start 1st November.						
Service Head: Ian Jones				Performance status: On target			
Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of people referred to the National Exercise Referral scheme that complete the 16 week programme PAM/041	Not applicable		Q2: 0.0 End Of Year: 30.2	Target: 35.0 Result: 36.8	Target: 40.0 Result: 55.4 Calculation: (72÷130) × 100	Target: 45.0	Target: 50.0
Comment	On target						
Remedial Action	Will continue to strive to improve this performance.						
Service Head: Ian Jones				Performance status: On target			

ACTIONS - Theme: WBO7. Help people live healthy lives (Tackling risky behaviour and obesity)**Sub-theme: B - Physical Activity**

Action	12602	Target date	13/07/2024 (original target 31/03/2018)
Action promised	We shall invest in the County's leisure centre provision with the development of a new facility in Llanelli as part of the Wellness Village - Pentre Awel.		
Comment	Project continues to progress well with sub groups working effectively and feeding up into Board. Outdoor working group Terms of Reference and membership refined. Site preparation works underway via main contractor. Strategic review of catering provision underway		
Service Head: Ian Jones		Performance status: On target	
Action	13195	Target date	31/03/2023
Action promised	We will implement the Cycling Strategy for Carmarthenshire that will focus on 5 key strategic themes. 1- Education, Development & Training; 2-Infrastructure and Facilities; 3-Marketing & Branding; 4-Tourism and 5 - Events		
Comment	Strategic cycling group continues to meet regularly. Active travel and school work ongoing. Dialogue ongoing with Welsh Cycling over future development plans, linking back to County Strategic Cycling group. Plans for extending BMX pump track at Pembrey Country Park approved for work to be completed over Winter 2022.		
Service Head: Ian Jones		Performance status: On target	
Action	14705	Target date	31/03/2023
Action promised	We will develop Ammanford Leisure Centre facilities with upgrades to internal wet-side changing facilities (phase 1 - completed); and improvements to parking infrastructure and external sports facilities linked to wider school site masterplan (phase 2).		
Comment	Scheme specification complete with tender documents being finalised to go to tender via Council frameworks. Consultation sessions held with local clubs and project management operational and Board meetings ensuring strong governance. AV School and Education colleagues fully involved in this process. Working to a timeline of start of site for physical works in Autumn 2022, with completion anticipated in Spring 2023.		
Service Head: Ian Jones		Performance status: On target	
Action	16120	Target date	31/03/2023
Action promised	Development of a 10-year future direction document for discussion, input, and endorsement by the new political administration for the County in early 2022/23		
Comment	A new 10 year strategy for Leisure, Culture and Outdoor Recreation has been drafted and is in the process of being consulted upon by members, stakeholders, staff and the public.		
Service Head: Ian Jones		Performance status: On target	
Action	16121	Target date	31/03/2023
Action promised	We will need to work towards regaining and exceeding membership and income to pre-covid levels - with the effects of the Covid-19 pandemic changing lifestyles and habits, this will be the services' greatest challenge		
Comment	Monthly data, trends and reporting in place to inform an action plan to increase numbers (memberships specifically), with additional offers, new products and increased marketing. A number of sites have held successful open days and projections are that we will return to pre-covid levels by the end of 22/23, noting that inflationary increases have also been applied to our targets annually too.		
Service Head: Ian Jones		Performance status: On target	

Theme: WB07. Help people live healthy lives (Tackling risky behaviour and obesity)
Sub-theme: C - Mental Health

Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of library visits per 1,000 population LCL/001	Not applicable		Q2: 714 End Of Year: 1614	Target: 429 Result: 538	Target: 858 Result: 1174 Calculation: (220636 ÷ 187900) × 1000	Target: 1301	Target: 1758
Comment	Physical visitor figures continued to increase during Q2. Events & activities held over the summer months included Battle of Britain Exhibitions, Art Exhibitions, and Makerspace sessions. We were able to re-launch the annual 'Summer Reading Challenge' for children this year. Events were held to complement the theme of the challenge 'Gadgeteers' with Science & Renewable Energy Workshops. Our digital visits continue to remain high with customers benefitting from our range of digital eBooks, eAudiobooks, newspapers, magazines and training apps						
Service Head: Ian Jones				Performance status: On target			

ACTIONS - Theme: WB07. Help people live healthy lives (Tackling risky behaviour and obesity)
Sub-theme: C - Mental Health

Action	14958	Target date	31/03/2023 (original target 31/03/2022)
Action promised	We will continue to deliver the Country park site masterplans at Pembrey Country Park, Millenium Coastal Path, Llyn Llech Owain and Mynydd Mawr		
Comment	Masterplanning and restructure has resulted in a cohesive summer period with increased visitor numbers. Improved playgrounds in PCP, LLO have been well received. Various SPF EOI have been submitted which will be a gamechanger if applications go forward for funding		
Service Head: Ian Jones		Performance status: On target	

ACTIONS - Theme: WB08. Support community cohesion, resilience, and safety
Sub-theme: C - Impact of COVID-19 on the mental health and well-being of our population & community resilience.

Action	15077	Target date	31/03/2024 (original target 31/03/2022)
Action promised	Development of new town centre Health and fitness facilities, linked to town centre regeneration plans		
Comment	Work is ongoing to finalise specification for the new Health and fitness offer in the Carmarthen Town Centre hub. Integration meetings being held with Health sector and design team to maximise use of space and allow for 24/7 access. Similarly, work ongoing with National Museum of Wales re: final specification for proposed publicly accessible museum store facilities		
Service Head: Ian Jones		Performance status: On target	

Theme: WB09. Support older people to age well and maintain dignity and independence in their later years
Sub-theme: B - Better quality and more accessible health and social care services

Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The average number of calendar days taken to deliver a Disabled Facilities Grant PAM/015	Not applicable		Q2: 275 End Of Year: 259	Target: 290 Result: 246	Target: 290 Result: 265 Calculation: 25714 ÷ 97	Target: 290	Target: 290
Comment	We are still experiencing issues around contractor capacity. Even though 39 more DFGs were completed in Q2 compared to Q1 the work is taking longer to complete.						
Remedial Action	We are working on a new contractor framework and discussing ways to increase capacity in the interim.						
Service Head: Jonathan Fearn				Performance status: On target			

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Agenda Item 9

Communities, Homes & Regeneration Scrutiny Committee

Date: 19th December 2022

Subject: Update on the Ten Towns Initiative

Purpose: To provide Communities, Homes & Regeneration Scrutiny Committee with an update on progress regarding the delivery of the Ten Towns initiative.

THE SCRUTINY COMMITTEE IS ASKED TO:-

To review the information in the report and provide any comments and / or recommendations to inform the delivery of the Ten Towns initiative

Reason(s)

To support the delivery of the Ten Towns initiative

CABINET MEMBER PORTFOLIO HOLDER:- Councillor Ann Davies, Cabinet Member for Rural Affairs and Planning Policy

Directorate: Chief Executives

Name of Head of Service:
Jason Jones

Report Author:
Rhian Phillips

Designations:

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EXECUTIVE SUMMARY

Update on the Ten Towns Initiative

Purpose

The purpose of this report is to provide an update on the work of the Ten Towns initiative and to outline the support which has been secured to progress initiatives at a local level.

Background

The Ten Towns initiative was established as a direct response to the County's [Moving Rural Carmarthenshire Forward Plan](#), which identified a need to increase the resilience and future growth of Carmarthenshire's rural market towns and their surrounding areas. The Ten Towns initiative has subsequently been identified as a key priority within the County's Economic Recovery Plan.

The scheme was officially launched in October 2019. A key part of the programme was the development of Economic growth plans to drive forward an agenda for change for Ten rural towns across the County. The Authority secured funding via the Rural Development Plan to commission external consultants, Owain Davies Consulting and The Means, to develop plans in each of the respective areas namely: Cwmaman, Cross Hands, Kidwelly, Llandeilo, Llandovery, Llanybydder, St Clears, Whitland, Laugharne and Newcastle Emlyn.

Growth Plan Teams have been established in the respective areas to take forward some of the key aspirations identified. The Growth Plan Teams are chaired by the local Member and include representation from Town and community councils, local businesses and third sector. Their role is to oversee the delivery of the ideas which have been identified within the growth plans and to identify how they can collectively take these ideas forward. To support the Teams, 3 Rural Market Town officers have been appointed to help progress the ideas identified by the communities.

The Authority has committed £1m capital funding to support the Growth Plan teams to take forward some of the capital aspirations identified within the plans. Each of the growth plan teams were invited to collectively bring forward their priority projects for consideration. Initial Expressions of Interest (EOI) were submitted by the end of February 2022, the total value of which equates to £1.24m. These EOIs have been assessed by the Authority's Grants funding panel and an 'in principle' approval granted. Each of the Growth Plan teams have been invited to submit their second stage applications for consideration which will be presented to Cabinet for final approval.

As part of the Leader programme, £10k per town was secured to support smaller scale revenue projects that aligned with the Growth Plans. Applications have been approved and are currently being delivered in the respective areas. Details are included in Annex 1.

In addition, further support has been secured to deliver against other ideas identified within the respective growth plans. Further detail can be found in the main report at Annex 1.

Conclusion

A great deal of progress has been made over recent months in taking forward some of the aspirations identified within the Economic Growth Plans in conjunction with the community. A key success factor of the Ten Towns initiative will be the continued involvement of local businesses and communities at a grass roots level in identifying and developing ideas to support the growth of the towns. The Rural Market Towns Officers will continue to work with them to develop and take forward these additional aspirations.

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: Jason Jones Head of Regeneration

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

1. Policy

The Ten Towns initiative supports the County's existing strategies in particular the Carmarthenshire Economic Recovery Plan and wider Corporate Strategy in supporting the sustainability and economic growth of rural areas across the County.

The initiative also aligns with the 7 goals of the Wellbeing and Future Generations Act for Wales by improving the social, cultural, environmental and economic well-being of our rural communities.

2. Legal

All grants awarded will be delivered via a legal funding agreement between the Authority and the third party in the respective towns. As the Growth Plan teams are not constituted bodies, in the majority of cases, the relevant Town Council has agreed to act as the accountable body on behalf of the Growth Plan team.

Grant offer letters have been developed in conjunction with CCC legal team in relation to the Authority's capital investment fund. Welsh Government approved funding agreements will be utilised for the Leader funding

3. Finance

The total value of the Expressions of Interest (EOIs) that have been submitted by the Ten towns is over and above the £1m capital funding allocated by the Authority. The Rural Market Town officers are working with the respective Growth plan teams to seek additional match funding from other external sources.

Due to the scale and value of the capital projects, some of the Town Councils will be seeking an advance payment. Initial discussions have been held with the Section 151 Officer in order to put the necessary arrangements in place.

£100k revenue funding has been secured via the Leader programme at a maximum of 80% of total project costs. Match funding of 20% has also been secured.

4. Risk Management Issues

The Rural Market Town officers are working closely with the Growth Plan Teams to ensure that all risks are considered and mitigated as part of the development of the 2nd stage funding applications for both capital and revenue funding streams.

All grants awarded will be delivered via a legal funding agreement between the Authority and the third party which will outline appropriate measures to mitigate risk.

CABINET MEMBER PORTFOLIO HOLDER(S) AWARE/CONSULTED

YES

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

THESE ARE DETAILED BELOW

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Ten Towns Growth Plans		https://www.carmarthenshire.gov.wales/home/business/development-and-investment/ten-towns/

Ten Towns Initiative – progress update

Purpose:

The purpose of this report is to provide an update on the work of the Ten Towns initiative and to outline the support which has been secured to progress initiatives at a local level.

Background

The Ten Towns initiative was established as a direct response to the County's [Moving Rural Carmarthenshire Forward Plan](#), which identified a need to increase the resilience and future growth of Carmarthenshire's rural market towns and their surrounding areas.

The scheme was officially launched in October 2019. A key part of the programme was the development of Economic growth plans to drive forward an agenda for change for Ten rural towns across the County. The Authority secured funding via the Rural Development Plan to commission external consultants, Owain Davies Consulting and The Means, to develop plans in each of the respective areas namely: Cwmaman, Cross Hands, Kidwelly, Llandeilo, Llandovery, Llanybydder, St Clears, Whitland, Laugharne and Newcastle Emlyn.

Growth Plans and community engagement

Work in developing socio economic analysis and baseline data for the respective towns commenced prior to the initial 'lockdowns'. Meetings were also held with the Public Service Board and the Authority's Property and forward planning teams. Whilst the general commission was put on hold during 2020, the consultants were asked to prepare an economic impact assessment of the pandemic on the workforce and businesses within the towns to provide early insights for the local economy. In light of the pandemic, this initiative has been given a new emphasis, with the plans focusing on the immediate economic recovery as well as addressing some of the longer term aspirations for strengthening the towns and surrounding areas.

Growth Plan teams have been established in each of the respective areas which include representation from Town and community councils, local businesses and third sector. The Teams are chaired by the local Member and their role is to oversee the delivery of the ideas which have been identified and to collectively take these ideas forward. To support the Growth Plan Teams, 3 Rural Market Town officers have been appointed to support the local communities to progress the ideas identified.

Authority's £1m capital fund

The Authority has committed £1m capital funding to support the Growth Plan teams to take forward some of the capital aspirations identified within the plans. Each of the growth plan teams were invited to collectively bring forward their priority projects for consideration. Initial Expressions of Interest were submitted by the end of February 2022, the total value of which equates to £1.24m. We are currently exploring all opportunities to draw down external funding to maximise opportunities wherever possible. These EOIs have been assessed by the Authority's Grants funding panel and an 'in principle' approval granted. Details of the projects are included at Annex 1.

Each of the Growth Plan teams have been invited to submit their second stage applications for consideration which will be presented to Cabinet for final approval.

Leader Funding

As part of the Leader programme, £10k per town was secured to support smaller scale revenue projects that are aligned with the Growth Plans. Applications have been approved and are currently being delivered in the respective areas. Details are included in Annex 1.

Other initiatives

Smart Towns

The Smart Towns concept is a common theme which has been identified within each of the Growth Plans. Smart Town concept combines the deployment of a Town Wi-Fi solution with the regular analysis of the data collected so that it is shared with businesses to provide valuable data regarding visitor trends and footfall. Funding has been secured to install free Wi-fi in each of the towns and monthly data reports are being produced for the towns.

In addition, work has been undertaken to scope out the potential of LoRaWAN technology in each of the towns. Individual town-based reports have now been completed and further funding has been secured to deploy the ideas that have been identified. This work is ongoing.

We have also been working closely with Business Wales to facilitate digital training in areas such as social media, e-commerce etc. Local training will be essential to upskill, share information and encourage the use of technology across the Ten towns.

Broadband connectivity

The Digital Connectivity officer continues to work with various communities across rural Carmarthenshire to ensure gigabit-capable connectivity is available to the whole community and ensuring all rural residents and small businesses with less than 100mbps can benefit from government broadband upgrade initiatives.

An additional £1m has also been secured via Welsh Government's Local Broadband Fund to develop gigabit connectivity in 3 of the worst served rural market towns. The findings of the Open Market Review has now been received and we currently reviewing the data to ensure that the funding is targeted in areas where there is no planned investment from commercial operators.

Direct engagement via a targeted letter drop to rural community assets has been undertaken to gauge interest in a future initiative supported by the SBCD that will drive fibre to public sector buildings and assets across the County. This will pave the way for suppliers to make high speed connectivity availability to residents and businesses in the future.

Promoting the distinctiveness of our rural areas

The Pandemic has led to many in the UK to re-examine the attractiveness of taking a domestic vacation, especially to those more rural destinations that can offer outdoor recreation opportunities. To maximise on this, the Marketing & Media Team have secured funding via the Leader programme to help promote the distinctiveness of the Ten Towns,

providing stories and reasons to visit which amplify Welsh culture, language, locally produced produce etc.

Specific video content, photography, social media content and PR support has been developed to promote the variety of the offer across our rural towns. The following link provides an example of these: <https://www.discovercarmarthenshire.com/places/llandeilo-the-tywi-valley/>

Specific, themed social media campaigns have also been developed in conjunction with local businesses to promote specific sectors e.g. Larder Trail - https://www.discovercarmarthenshire.com/explore/carmarthenshire-larder-trails/.Yxhqxd_TXIV

Due to launch in January 2023, the Ambassador training project will provide the opportunity for businesses, community stakeholders and tourism providers in and around the Ten Towns to learn more about their area and Carmarthenshire as a whole in order to transfer knowledge and history to visitors thus encouraging longer dwell time within the County.

Rural service provision

We are currently working with Actif Sir Gar to pilot the use of digital equipment to deliver hybrid health and wellbeing services in Whitland, Kidwelly and Cwmamman. Alongside fitness and children's health activities, Actif staff will also engage with preventative health services delivered by other agencies to offer such services within/from these newly equipped rural settings.

In addition, we are currently scoping the potential to develop services hubs within the Ten Towns utilising community based venues which are currently under utilised and/or vacant. The aim is to provide a space within the towns where services such as the Hwb can be delivered in outreach areas. These community spaces will also provide a facility for the rural market town officers to have a presence within the towns.

Circular economy activities

The need to develop the circular economy is also a cross cutting theme identified across all of the Growth Plans. Consequently, we have recently commissioned Afallen consultants to scope, develop and pilot circular economy activities which minimise waste and increase opportunities for communities to access repair and reuse facilities and initiatives across the Ten Towns. This contract is being delivered in conjunction with our Waste Services team to ensure that activity is integrated with the Eto project.

Conclusion

A great deal of progress has been made over recent months in finalising the Economic Growth Plans in conjunction with the community. Work is on-going to secure funding to deliver against the aspirations identified. A key success factor of the Ten Towns initiative will be the continued involvement of local businesses and communities at a grass roots level in identifying and developing ideas to support the growth of the towns. The Rural Market Towns Officers will continue to work with them to develop and take forward these additional aspirations.

Annexes

- 1) Crosshands
- 2) Cwmaman
- 3) Kidwelly
- 4) Laugharne
- 5) Llandeilo
- 6) Llandovery
- 7) Llanybydder
- 8) Newcastle Emlyn
- 9) St. Clears
- 10) Whitland

1) Cross Hands

Business Support	<p>Information on following shared with Growth plan team;</p> <ul style="list-style-type: none"> • CCC business support grants; start up and growth • Transforming Towns; town centre regeneration fund • Carmarthenshire Rural Enterprise Fund (CREF) • Carmarthenshire Property Development Fund (PDF) • Iaith Gwaith; support to raise Welsh language in businesses <p>Business growth grants</p> <p>3 business growth applications approved — Proposed 3 Full time posts and 3 part time posts</p> <p>Iaith Gwaith</p> <p>2 business grants awarded</p> <p>Carmarthenshire Property Development Fund (PDF) Stage 1 application received with proposed outcome of 20 jobs being created</p> <p>Community Renewal Fund (CRF)</p> <p>Cross Hands – income generating model for the area being considered. Reports available by the end of the year.</p> <p>Cross Hands Improved Transport links feasibility study to support travelling to work. Report available by the end of the year.</p>
Smart Digital Towns and broadband connectivity	<p>Town app development - Ten Towns LEADER Revenue £9,750 Llannon Community Council received funding to develop a Town app that will provide information and services/business/events in the areas to act as a promotional/marketing tool. App due to be launched by the end of January.</p> <p>IoT and LoraWan technology – Summer 2021 Action plans developed to explore the options of using this sensor-based technology across 10 towns.</p> <p>IoT Implementation- Spring 2023 Realisation of IOT action plans will see this technology utilised across each of 10 towns.</p> <p>Wifi towns</p>

	<p>Free visitor Wi-fi network installed in the town which gathers analytical visitor trend data to businesses. Businesses encouraged to sign up for reports.</p> <p>Connectivity</p> <p>Cross Hands named as an exchange upgrade area for Openreach which means that 6683 premises of the exchange area will benefit from gigabit capable broadband (FTTP) between April 2021 and December 2026.</p>
Town Centre and Visitor Economy	<p>Rural Tourism Project- funded by LEADER programme</p> <p>Cross Hands - Discover Carmarthenshire</p> <p>Delivered by Marketing and Media team, new copy and digital content has been developed and shared via social media platforms over 20k followers.</p> <p>Tourism ambassador scheme - funded by LEADER programme</p> <p>Due to launch in January 2023, this project will provide the opportunity for businesses, community stakeholders and tourism providers to learn more about their area and Carmarthenshire as a whole in order to transfer knowledge, history and promote the area to encourage longer dwell time and in county exploring.</p>
Community Energy	<p>Carmarthenshire Energy project scoping community energy projects across 10 towns providing recommendations for viable projects</p>
Walking and Cycling	<p>Active Travel Area- Rural Market towns Officers in discussions with Transport section to scope potential projects.</p>
Circular Economy	<p>Circular Economy project scoping – LEADER programme</p> <p>Commissioned by LEADER programme, Afallen have been procured to scope the potential of the creation of Circular Economy projects that would benefit the County's rural market towns.</p>
Community Projects	<p>Asset Transfer programme – changing rooms at Cross Hands Park</p> <p>Section 106 – Cross Hands park development £45,000</p>
Consultation	<p>Rural Market Town Officer and Elected members have undertaken a walkaround the town to engage with businesses and business engagement networking event has taken place. On-going meetings being held to identify activity.</p>

2) Cwmamman

Business Support	<p>Information on following shared with Growth plan team;</p> <ul style="list-style-type: none"> • CCC business support grants; start up and growth • Transforming Towns; town centre regeneration fund • Carmarthenshire Rural Enterprise Fund (CREF) • Carmarthenshire Property Development Fund (PDF) • Iaith Gwaith; support to raise Welsh language in businesses <p>Business growth grants</p> <p>2 business grants awarded - Proposed 3 Full time posts created</p> <p>Iaith Gwaith</p> <p>Cwmaman Town Council for bilingual signage at Caffi Pavillion</p>
Smart Digital Towns	<p>RDP Digital Grant Cwmamman Community Centre to upgrade facility to allow hybrid services- £3,222.50</p> <p>IoT and LoraWan technology – Summer 2021</p> <p>Action plans developed to explore the options of using this sensor-based technology across 10 towns</p> <p>IoT Implementation- Spring 2023</p> <p>Realisation of IOT action plans will see this technology utilised across each of 10 towns</p> <p>Wifi towns</p> <p>Free visitor Wi-fi network installed in the town which gathers analytical visitor trend data to businesses. Businesses encouraged to sign up for reports.</p>
Town Centre and Visitor Economy	<p>Rural Tourism Project- funded by LEADER programme</p> <p>Cwmamman – Discover Carmarthenshire</p> <p>Delivered by Marketing and Media team, new copy and digital content has been developed and shared via social media platforms over 20k followers.</p> <p>Tourism ambassador scheme - funded by LEADER programme</p> <p>Due to launch in January 2023, this project will provide the opportunity for businesses, community stakeholders and tourism providers to learn more about their area and Carmarthenshire as a whole in order to transfer knowledge, history and promote the area to encourage longer dwell time and in county exploring.</p> <p>Development of narrative trails and bunkhouse enhancements</p> <p>Stage 1 approval for Ten Town Capital</p> <p>Community and business consultation will involve key stakeholders in the development of narrative trails in the area supported by capital</p>

	<p>funding to support the trails development. Enhancements to the Bunkhouse which is managed by Cwmamman Town council. Additional funding also secured via Mynydd y Betws.</p>
Skills and People	<p>Makerspace development Ten Town Capital (Stage 1 Approval) – £24,633.07</p> <p>Further development of the Makerspace project at Cwmamman, by way of technician to support skills development and activity as well as capital investment to secure equipment. Bid submitted to Welsh Government for match funding – decision imminent</p>
Community Energy	<p>Carmarthenshire Energy project scoping community energy projects across 10 towns providing recommendations for viable projects</p>
Walking and Cycling	<p>Walkway enhancement undertaken through Miles without Stiles programme which ensured all routes in area are now accessible.</p> <p>Active Travel Area- Rural Market towns Officers in discussions with Transport section to scope potential projects.</p>
Community Projects	<p>Cwmamman Food Bank (Food Poverty Fund administered by CCC) –</p> <p>Financial support has been granted to support the development of the food bank in Cwmaman</p> <p>Cwmamman Town Council (via Mynydd y Betws wind farm fund) Park Development for Bike Hire and Development of Cafe - £15,000</p> <p>Cwmamman Town Council (via Mynydd y Betws wind farm fund) - £15,000 Golwg yr Amman Park enhancements</p>
Greening and circular economy	<p>Green Infrastructure Amman Valley</p> <p>Funded by the Welsh Government to ensure the best of the beautiful landscape that surrounds the Amman Valley. The project seeks to celebrate the natural assets of the Amman Valley and raise awareness of the beauty, potential and importance of our wildlife, green spaces and other ecological issues.</p> <p>Circular Economy project scoping – LEADER programme</p> <p>Commissioned by LEADER programme, Afallen have been procured to scope the potential of the creation of Circular Economy projects that would benefit the County's rural market towns.</p>
Consultation	<p>Narrative trails development</p> <p>Supported by expert within the field, Cwmamman Town Council have undertaken a wide stakeholder engagement exercise that will provide an opportunity for business, community organisations and tourism providers to input support the development of the narrative trails.</p>

3) Kidwelly

Business Support	<p>Information on following shared with Growth plan team;</p> <ul style="list-style-type: none"> • CCC business support grants; start up and growth • Transforming Towns; town centre regeneration fund • Carmarthenshire Rural Enterprise Fund (CREF) • Carmarthenshire Property Development Fund (PDF) • Iaith Gwaith; support to raise Welsh language in businesses <p>Carmarthenshire Property Development Fund (PDF)</p> <p>Stage 1 application received with proposed outcome of 21 jobs being created</p>
Smart Digital Towns and broadband connectivity	<p>IoT and LoraWan technology – Summer 2021</p> <p>Action plans developed to explore the options of using this sensor-based technology across 10 towns</p> <p>IoT Implementation- Spring 2023</p> <p>Realisation of IOT action plans will see this technology utilised across each of 10 towns</p> <p>Wi-Fi towns</p> <p>Free visitor Wi-fi network installed in the town which gathers analytical visitor trend data to businesses. Businesses encouraged to sign up for reports.</p> <p>Year of the SMART town WG project</p> <p>Digital place plan for Kidwelly has been developed by Owen Davies consulting appointed via a Welsh Government project.</p> <p>Key recommendations have been identified are well aligned with the economic growth plan.</p> <p>Connectivity</p> <p>Kidwelly named as an exchange upgrade area for Openreach which means that 1777 premises of the exchange area will benefit from gigabit capable broadband (FTTP) between April 2021 and December 2026.</p>
Town Centre and Visitor Economy	<p>Rural Tourism Project- funded by LEADER programme</p> <p>Kidwelly – Discover Carmarthenshire</p> <p>Delivered by Marketing and Media team, new copy and digital content has been developed and shared via social media platforms over 20k followers.</p> <p>Tourism ambassador scheme - funded by LEADER programme</p> <p>Due to launch in January 2023, this project will provide the opportunity for businesses, community stakeholders and tourism providers to learn</p>

	<p>more about their area and Carmarthenshire as a whole in order to transfer knowledge, history and promote the area to encourage longer dwell time and in county exploring.</p> <p>Re-development of Kidwelly Square – approx. £386K (10 towns fund 100k, transforming towns EOI and Kidwelly town council contribution £112,661)</p> <p>This project will see the redevelopment of the square into a vibrant and attractive space for the town whilst also creating increased space for business to attend the established market that the town currently hosts. Application for Transforming Towns has been successful at stage 1 (£173,995). 2nd stage application to be submitted.</p> <p>Former town Hall- £6,106</p> <p>Kidwelly Town Council have received funds from LEADER 10 towns and Architectural Fund to commission a viability report for the building. Report will be available by the end of the year.</p> <p>Coastal Communities Fund (Black Cat Strategy)</p> <p>Kidwelly Town Council have been successful in securing £269.953 to implement The Black Cat Tourism Strategy.</p>
Circular Economy	Commissioned by LEADER programme, Afallen have been procured to scope the potential of the creation of Circular Economy projects that would benefit the County's rural market towns.
Community Energy	<p>LEADER - Climate Emergency Actions (Carmarthenshire Energy Ltd)</p> <p>Carmarthenshire Energy project scoping community energy projects across 10 towns providing recommendations for viable projects</p>
Walking and Cycling	Active Travel Area- Rural Market towns Officers in discussions with Transport section to scope potential projects.
Community Projects	<p>CETMA (Megan and the Food Squad) – LEADER</p> <p>CETMA have received financial support to develop a community food project to support families with making healthy food choices, avoiding food waste and growing food.</p> <p>Actif pilot project</p> <p>Kidwelly has been chosen to pilot hybrid well-being sessions via a scheme being delivered by Actif, CCC Leisure dept. The project will see the installation of digital equipment to support hybrid well-being sessions as well as equipment training for wider community use.</p> <p>The John Burns Foundation – Woodland heroes project -</p> <p>This project aims to educate and inform the next generation on the importance of environmental sustainability through tree planting session at the John Burns Centre. The aim is to develop</p> <p>FoodBank</p>

	Kidwelly Food bank operated by CETMA have also been supported via WG Food Poverty Fund administered by CCC.
Consultation	In-depth community consultation undertaken during the LEADER funded concept drawing of the Town Square. 3D drawings were shown in the monthly market. Planning application submitted.

4) Laugharne

Business Support	<p>Information on following shared with Growth plan team;</p> <ul style="list-style-type: none"> • CCC business support grants; start up and growth • Transforming Towns; town centre regeneration fund • Carmarthenshire Rural Enterprise Fund • Carmarthenshire Property Development Fund • Iaith Gwaith; support to raise Welsh language in businesses
Smart Digital Towns and broadband connectivity	<ul style="list-style-type: none"> • IoT and LoraWan technology – Summer 2021 Action plans developed to explore the options of using this sensor-based technology across 10 towns • IoT Implementation- Spring 2023 Realisation of IOT action plans will see this technology utilised across each of 10 towns • Digital Information Screens Laugharne Community Council grant application approved for 10k for a 55inch digital screen to be placed within the town. This will be in place by Spring 2023. • Laugharne Memorial Hall £3,344.69 Financial support for the installation of digital equipment to enable hybrid service from the memorial hall
Town Centre and Visitor Economy	<p>Rural Tourism Project Laugharne - Discover Carmarthenshire New copy and digital content developed and shared – over 20k followers</p> <p>Tourism ambassador scheme - funded by LEADER programme Due to launch in January 2023, this project will provide the opportunity for businesses, community stakeholders and tourism providers to learn more about their area and Carmarthenshire as a whole in order to transfer knowledge, history and promote the area to encourage longer dwell time and in county exploring.</p> <p>Formalisation of car park at St Martins Church- £100k 10 towns fund The town is severely hampered by the lack of car parking opportunities. The formalisation of the church car park will provide additional car park spaces whilst also providing an income stream to support the town's growth.</p>
Community Energy	Carmarthenshire Energy project scoping community energy projects across 10 towns providing recommendations for viable projects
Circular Economy	<p>Circular Economy project scoping – LEADER programme Commissioned by LEADER programme, Afallen have been procured to scope the potential of the creation of Circular Economy projects that would benefit the County's rural market towns</p>
Consultation	Priority project highlighted throughout economic growth plan consultation and growth plan team meetings

5) Llandeilo

<p>Business Support</p>	<p>Information on following shared with Growth plan team;</p> <ul style="list-style-type: none"> • CCC business support grants; start up and growth • Transforming Towns; town centre regeneration fund • Carmarthenshire Rural Enterprise Fund (CREF) • Carmarthenshire Property Development Fund (PDF) • Iaith Gwaith; support to raise Welsh language in businesses <p>Business Growth and Start up Grant- approved</p> <p>2 business grants awarded - Proposed 3 Part time posts</p> <p>Transforming Towns EOI received that proposes to create up to 7 jobs within the town</p> <p>Carmarthenshire Rural Enterprise Fund EOI received from 2 applicants within the town that propose to create 7 new jobs</p> <p>Iaith Gwaith 2 Business grants awarded</p> <p>Llandeilo Market Hall – Carmarthenshire County Council</p> <p>Refurbish the Grade II listed provisions market building in Llandeilo, to bring it back into use and provide new employment space. Proposed aims</p> <ul style="list-style-type: none"> • 45 jobs created/ accommodated • Potential to accommodate 17 small & medium enterprises • Establishment of a Rural Enterprise and Skills Academy • Four traineeships • 1,249m2 Floor-space created/ refurbished <p>Hengwrt – Menter Bro Dinefwr Multipurpose centre providing both economic, tourism and community support and activity following the re-development of the Shire Hall in Llandeilo ARFOR funding (CCC administered) to support with the development of digital hub for creative sector in partnership with Yr Egin. LEADER funding has also been secured to support a dedicated officer to facilitate and encourage engagement at the newly refurbished centre.</p>
<p>Smart Digital Towns and broadband connectivity</p>	<p>IoT and LoraWan technology – Summer 2021 Action plans developed to explore the options of using this sensor-based technology across 10 towns</p>

	<p>IoT Implementation- Spring 2023 Realisation of IOT action plans will see this technology utilised across each of 10 towns</p> <p>Wi-fi towns Free visitor Wi-fi network installed in the town which gathers analytical visitor trend data to businesses. Businesses encouraged to sign up for reports.</p> <p>10 Towns LEADER £3924.00 Creation of a new town app – Dyma Llandeilo. This project has been completed and the app is now available to download.</p> <p>Connectivity Llandeilo named as an exchange upgrade area for Openreach which means that 2029 premises of the exchange area will benefit from gigabit capable broadband (FTTP) between April 2021 and December 2026. There is a community broadband project with Broadway that is UK Government (DCMS) approved for surrounding wards Dyffryn Cennen and Llanfihangel Aberbythych.</p>
<p>Town Centre and Visitor Economy</p>	<p>Rural Tourism Project Llandeilo & the Tywi Valley - Discover Carmarthenshire Delivered by Marketing and Media team, new copy and digital content has been developed and shared via social media platforms over 20k followers.</p> <p>Tourism ambassador scheme - funded by LEADER programme Due to launch in January 2023, this project will provide the opportunity for businesses, community stakeholders and tourism providers to learn more about their area and Carmarthenshire as a whole in order to transfer knowledge, history and promote the area to encourage longer dwell time and in county exploring.</p> <p>Welcome back campaign - 10 Towns LEADER funding £4090.00 Llandeilo Town Council have received funding to hold a town based event to support the town's rich festival culture and encourage increased football and developing new visitor markets. Successful event was held during June 2022.</p> <p>Development of Pump track – Stage 1 approved 10 towns fund, Sport Wales application approved for 38k (match funding), William Brown £10,000 approved The focus of the 10 town growth plan project is the development of a bike pump track at Parc le conquet which will provide the town will the opportunity to develop its appeal to the growing cycling sector. QS appointed and designs being developed.</p>

	<p>CCC Marketing & Media Team</p> <p>Visitor Information Panels (VIP) will see newly branded panels placed in the town to support its vibrancy and information sharing opportunities</p>
Green initiatives Circular Economy	<p>Circular Economy project scoping – LEADER programme</p> <p>Commissioned by LEADER programme, Afallen have been procured to scope the potential of the creation of Circular Economy projects that would benefit the County's rural market towns</p>
Community Energy	<p>Carmarthenshire Energy project scoping community energy projects across 10 towns providing recommendations for viable projects.</p>
Walking and Cycling	<p>E-bike charging points application submitted by Llandeilo Town Council to complement proposed pump track development.</p> <p>Tywi Valley Cycle Path</p> <p>£16.7million has been awarded to deliver further phases of Carmarthenshire's Tywi Valley Path. The project will create a 20km off-road walking and cycling route linking Carmarthen to Llandeilo running alongside the River Tywi.</p> <p>The Tywi Valley Path aims to attract visitors from all over the UK and beyond with the potential to generate around £4.5million a year for the local economy, creating jobs in local businesses through enhanced visitor attraction and spend.</p>
Community Projects	<p>Llandeilo Town Council – Lottery Community Fund - £10,000</p> <p>Participatory pilot scheme encouraging community involvement, increasing the pot and funding for more projects.</p> <p>PTA Ysgol Gymraeg Teilo Sant – Williams Brown Hill - £12,000</p> <p>Outdoor play equipment.</p>
Consultation	<p>Public Consultation held on the Pump Track Development on the 21 July 2022 to discuss and answer queries with the local residents. Further consultation to be undertaken as part of design work.</p> <p>Walkaround by Rural Market Towns officer undertaken in Sept 2022 to engage with business and highlight projects in development i.e Wifi towns</p>

6) Llandovery

Business Support	<p>Information on following shared with Growth plan team;</p> <ul style="list-style-type: none"> • CCC business support grants; start up and growth • Transforming Towns; town centre regeneration fund • Carmarthenshire Rural Enterprise Fund (CREF) • Carmarthenshire Property Development Fund (PDF) • Iaith Gwaith; support to raise Welsh language in businesses <p>Iaith Gwaith Funding Llandovery Sheep Festival grant awarded</p> <p>Carmarthenshire Rural Enterprise Fund (CREF)</p> <p>Two applications has been invited to 2nd stage application with a proposed outcome of 8 new jobs being created in the area</p> <p>Eisteddfod meet the buyer event Meet the Buyer event scheduled for 23rd January to ensure local businesses are given opportunity to take part in the event.</p>
Smart Digital Towns and broadband connectivity	<p>IoT and LoraWan technology – Summer 2021 Action plans developed to explore the options of using this sensor-based technology across 10 towns</p> <p>IoT Implementation- Spring 2023 Realisation of IOT action plans will see this technology utilised across each of 10 towns</p> <p>Wi-fi towns Free visitor Wi-fi network installed in the town which gathers analytical visitor trend data to businesses. Businesses encouraged to sign up for reports.</p> <p>Connectivity Wefibre are currently building infrastructure for gigabit capable broadband (FTTP) for residents in the town and surrounding areas after a successful community campaign. Llandovery named as an exchange upgrade area for Openreach which means that 1430 premises of the exchange area will benefit from gigabit capable broadband (FTTP) between April 2021 and December 2026.</p>
Town Centre and Visitor Economy	<p>Rural Tourism Project CCC - Llandovery & the Brecon Beacons - Discover Carmarthenshire Delivered by Marketing and Media team, new copy and digital content has been developed and shared via social media platforms over 20k followers</p>

	<p>Tourism ambassador scheme - funded by LEADER programme Due to launch in January 2023, this project will provide the opportunity for businesses, community stakeholders and tourism providers to learn more about their area and Carmarthenshire as a whole in order to transfer knowledge, history and promote the area to encourage longer dwell time and in county exploring.</p> <p>LEADER 10 Towns funding- £10,000 Design & Printing of a Town Map, and an Interpretation Board to create a vibrancy within the town by sharing information with visitors to increase dwell time and highlight local attractions and businesses. Work to be completed by end of year.</p> <p>Town Centre enhancements- Stage 1 approved 10 town- 100k A suite of projects to enhance the visitor experience within the town to include trail enhancements at the castle, interpretation panels, outdoor canopy at town square. 2nd stage application currently being developed.</p> <p>CCC Marketing & Media Team Visitor Information Panels (VIP) will see newly branded panels placed in the town to support its vibrancy and information sharing opportunities</p>
Circular Economy	<p>Circular Economy project scoping – LEADER programme Commissioned by LEADER programme, Afallen have been procured to scope the potential of the creation of Circular Economy projects that would benefit the County's rural market towns</p>
Community Energy	<p>Carmarthenshire Energy project scoping community energy projects across 10 towns providing recommendations for viable projects.</p>
Walking and Cycling	<p>Active Travel Area- Rural Market towns Officers in discussions with Transport section to scope potential projects.</p>
Community Projects	<p>Llandovery Youth & Community Centre – foodbank provision Supported via the Food poverty fund administered by CCC, this organisation has received funding to support families facing hardship by way of equipment and food donations.</p>
Consultation	

7) Llanybydder

Business Support	<p>Information on following shared with Growth plan team;</p> <ul style="list-style-type: none"> • CCC business support grants; start up and growth • Transforming Towns; town centre regeneration fund • Carmarthenshire Rural Enterprise Fund (CREF) • Carmarthenshire Property Development Fund (PDF) • Iaith Gwaith; support to raise Welsh language in businesses <p>Carmarthenshire Property Development Fund (PDF) Two PDF application have been invited to 2nd stage application proposing to create 76 jobs within the locality</p> <p>Re-development of Old School – 10 towns £100k stage one approval The redevelopment of the old school to create a fit for purpose space within the town that will support local business by way of business space primarily targeting well-being services that aligns well with the gym provision currently provided from the old school premises. The development proposes also to provide a café for the town as highlighted as need residents whilst also providing opportunity for private sector development.</p>
Smart Digital Towns and connectivity	<p>IoT and LoraWan technology – Summer 2021 Action plans developed to explore the options of using this sensor-based technology across 10 towns</p> <p>IoT Implementation- Spring 2023 Realisation of IOT action plans will see this technology utilised across each of 10 towns</p> <p>Wi-fi towns Free visitor Wi-fi network installed in the town which gathers analytical visitor trend data to businesses. Businesses encouraged to sign up for reports.</p> <p>Connectivity Wefibre are currently building infrastructure for gigabit capable broadband (FTTP) for residents in the town after a successful community campaign. UK government (DCMS) approved projects in surrounding villages such as Llanllwni and Brechfa.</p> <p>Website development - 10 Towns LEADER funding - £1625.00 Led by the Community Council and as a direct action of the recommendations of the Town's economic growth plan, a new website will be created for the town and surrounding area as a well of raising the area's digital presence whilst also promoting local business attractions</p>

	and community organisations. This will be completed by the end of the year.
Town Centre and Visitor Economy	<p>Rural Tourism Project CCC - Llanybydder & the Cambrian Mountains - Discover Carmarthenshire</p> <p>Delivered by Marketing and Media team, new copy and digital content has been developed and shared via social media platforms over 20k followers.</p> <p>Tourism ambassador scheme - funded by LEADER programme</p> <p>Due to launch in January 2023, this project will provide the opportunity for businesses, community stakeholders and tourism providers to learn more about their area and Carmarthenshire as a whole in order to transfer knowledge, history and promote the area to encourage longer dwell time and in county exploring.</p> <p>Creation of a new monthly produce market £5136</p> <p>The Community council have received funding from LEADER programme for the creation of a new monthly produce market providing an opportunity for local business to access new markets. 9 markets days will have been held by the end of December.</p> <p>CCC Marketing & Media Team</p> <p>Visitor Information Panels (VIP) will see newly branded panels placed in the town to support its vibrancy and information sharing opportunities</p>
Community Energy	<p>LEADER - Climate Emergency Actions (Carmarthenshire Energy Ltd)</p> <p>Carmarthenshire Energy project scoping community energy projects across 10 towns providing recommendations for viable projects</p>
Walking and Cycling	Llanybydder is a part of a Ramblers Cymru project. Entitled Paths to Wellbeing, the project aims to work with communities to improve access to their local routes to enjoy what Wales has to offer.
Circular Economy	<p>Circular Economy project scoping – LEADER programme</p> <p>Commissioned by LEADER programme, Afallen have been procured to scope the potential of the creation of Circular Economy projects that would benefit the County's rural market towns</p>
Consultation	Consultation is on-going regarding the capital project development.

8) Newcastle Emlyn

Business Support	<p>Information on following shared with Growth plan team;</p> <ul style="list-style-type: none"> • CCC business support grants; start up and growth • Transforming Towns; town centre regeneration fund • Carmarthenshire Rural Enterprise Fund (CREF) • Carmarthenshire Property Development Fund (PDF) • Iaith Gwaith; support to raise Welsh language in businesses <p>Start-up grants</p> <p>1 business grant awarded - Proposed 2 Full time and 2 Part Time posts created</p>
Smart Digital Towns and broadband connectivity	<p>IoT and LoraWan technology – Summer 2021</p> <p>Action plans developed to explore the options of using this sensor-based technology across 10 towns</p> <p>IoT Implementation- Spring 2023</p> <p>Realisation of IOT action plans will see this technology utilised across each of 10 towns</p> <p>Wi-fi towns</p> <p>Free visitor Wi-fi network installed in the town which gathers analytical visitor trend data to businesses. Businesses encouraged to sign up for reports</p> <p>Rural Market Town Officer presented Wi-fi towns project to traders' group</p> <p>Presentation by Clive Davies (Cardigan digital champion) to explain how Town wifi and LoRAwan technology can be beneficial to a rural town setting.</p> <p>Digital screens</p> <p>Digital screen to be purchased from 10k revenue funding and to be placed within town centre, this will further promote the town as a SMART town and will exploit the use of the technology.</p> <p>Connectivity</p> <p>The central town and immediate rural area have good connectivity. Working alongside Ceredigion County council to include surrounding areas in community broadband projects.</p>
Town Centre and Visitor Economy	<p>Rural Tourism Project Newcastle Emlyn & the Teifi Valley - Discover Carmarthenshire</p>

	<p>Delivered by Marketing and Media team, new copy and digital content has been developed and shared via social media platforms over 20k followers.</p> <p>Tourism ambassador scheme - funded by LEADER programme Due to launch in January 2023, this project will provide the opportunity for businesses, community stakeholders and tourism providers to learn more about their area and Carmarthenshire as a whole in order to transfer knowledge, history and promote the area to encourage longer dwell time and in county exploring.</p> <p>Tourist attraction – amphitheatre 10 towns Stage approved £100k The proposed project is to create a brand-new tourist attraction – an outdoor amphitheatre on the land by the castle.</p>
Skills and People	<p>Profi project – rural Carmarthenshire schools – LEADER funding Menter Gorllewin Sir Gar have been awarded funding to support secondary school children at Ysgol Emlyn on future job skills as a way of raising awareness of locally based careers options and pathways</p>
Community Energy	<p>Carmarthenshire Energy project scoping community energy projects across 10 towns providing recommendations for viable projects</p>
Walking and Cycling	<p>Active Travel Area- Rural Market towns Officers in discussions with Transport section to scope potential projects.</p>
Circular Economy	<p>Circular Economy project scoping – LEADER programme Commissioned by LEADER programme, Afallen have been procured to scope the potential of the creation of Circular Economy projects that would benefit the County's rural market towns</p>
Community Projects	<p>Banc Bwyd CNE Supported via the Food poverty fund administered by CCC, this organisation has received funding to support families facing hardship by way of equipment and food donations.</p>
Consultation	<p>Two public consultations have taken place giving opportunities for local involvement and feedback regarding the proposed 10 towns capital project.</p>

9) St. Clears

Business Support	<p>Information on following shared with Growth plan team;</p> <ul style="list-style-type: none"> • CCC business support grants; start up and growth • Transforming Towns; town centre regeneration fund • Carmarthenshire Rural Enterprise Fund (CREF) • Carmarthenshire Property Development Fund (PDF) • Iaith Gwaith; support to raise Welsh language in businesses <p>Transforming Towns EOI received proposed creation of 6 jobs</p>
Smart Digital Towns and broadband connectivity	<p>IoT and LoraWan technology – Summer 2021 Action plans developed to explore the options of using this sensor-based technology across 10 towns</p> <p>IoT Implementation- Spring 2023 Realisation of IOT action plans will see this technology utilised across each of 10 towns</p> <p>Wi-fi towns Free visitor Wi-fi network installed in the town which gathers analytical visitor trend data to businesses. Businesses encouraged to sign up for reports</p> <p>Connectivity Large number of surrounding areas of St Clears are included in Voneus' commercial and state aid funded plans.</p>
Town Centre and Visitor Economy	<p>Rural Tourism Project – Stclears - Discover Carmarthenshire Delivered by Marketing and Media team, new copy and digital content has been developed and shared via social media platforms over 20k followers.</p> <p>Tourism ambassador scheme - funded by LEADER programme Due to launch in January 2023, this project will provide the opportunity for businesses, community stakeholders and tourism providers to learn more about their area and Carmarthenshire as a whole in order to transfer knowledge, history and promote the area to encourage longer dwell time and in county exploring.</p> <p>Town Centre development – 10 towns Stage 1 approved £100k</p> <ol style="list-style-type: none"> i) Development of “Y Gat” building to provide an economic hub for the town ii) Improvement to signage along the A40 iii) Digital screens to placed in the town centre iv) Offering of bike storage and bike charging facilities

Circular economy	Circular Economy project scoping – LEADER programme Commissioned by LEADER programme, Afallen have been procured to scope the potential of the creation of Circular Economy projects that would benefit the County's rural market towns
Community Energy	Carmarthenshire Energy project scoping community energy projects across 10 towns providing recommendations for viable projects
Walking and Cycling	Active Travel Area- Rural Market towns Officers in discussions with Transport section to scope potential projects.
Consultation	<p>Consultation is taking place in October. The community will be invited to view the space within Y gat, and an opportunity will be given to fill in a survey, hopefully an online survey will also be provided.</p> <p>Support from Urban Foundry has been secured to assist with the process of forming the consultation.</p>

10) Whitland

Business Support	<p>Information on following shared with Growth plan team;</p> <ul style="list-style-type: none"> • CCC business support grants; start up and growth • Transforming Towns; town centre regeneration fund • Carmarthenshire Rural Enterprise Fund (CREF) • Carmarthenshire Property Development Fund (PDF) • Iaith Gwaith; support to raise Welsh language in businesses <p>Business Growth and Starter Grant</p> <p>2 business grants awarded - Proposed 2 Full time and 2 Part time posts created</p> <p>Iaith Gwaith Canolfan Hywel Dda – Banners & Interpretation Panel</p> <p>Carmarthenshire Rural Enterprise Fund (CREF)</p> <p>1 x CREF application has been invited to 2nd stage with proposed 20 jobs being created</p>
Smart Digital Towns and broadband connectivity	<p>IoT and LoraWan technology – Summer 2021 Action plans developed to explore the options of using this sensor-based technology across 10 towns</p> <p>IoT Implementation- Spring 2023 Realisation of IOT action plans will see this technology utilised across each of 10 towns</p> <p>Wi-fi towns Free visitor Wi-fi network installed in the town which gathers analytical visitor trend data to businesses. Businesses encouraged to sign up for reports.</p> <p>Connectivity Large number of surrounding areas of Whitland are included in Voneus' commercial and state aid funded plans.</p> <p>Whitland Town Hall – Digital community grant LEADER £828.75 Funding secured for to improve the building's connectivity and IT equipment to support community organisations</p> <p>Website development - 10 Towns LEADER funding £9966 To raise the town's digital presence and to act as a town directory, Whitland Town council are leading on a project to create a new website</p>

	for the town and surrounding areas. This will be live by the end of the year.
Town Centre and Visitor Economy	<p>Rural Tourism Project CCC - Whitland - Discover Carmarthenshire</p> <p>Tourism ambassador scheme - funded by LEADER programme</p> <p>Due to launch in January 2023, this project will provide the opportunity for businesses, community stakeholders and tourism providers to learn more about their area and Carmarthenshire as a whole in order to transfer knowledge, history and promote the area to encourage longer dwell time and in county exploring.</p> <p>Car park development – 10 towns capital fund £100k</p> <p>Highlighted as a priority in the economic growth plan, the lack of parking within the town is seen as barrier for growth. Led by Whitland Town Council, the proposed area for developing additional car parking within the town is on the Old Creamery site in the centre of the town.</p> <p>CCC Marketing & Media Team</p> <p>Visitor Information Panels (VIP) will see newly branded panels placed in the town to support its vibrancy and information sharing opportunities</p>
Circular Economy	Commissioned by LEADER programme, specialist services have been procured to scope and initial develop
Community Energy	Carmarthenshire Energy project scoping community energy projects across 10 towns providing recommendations for viable projects
Circular Economy	Commissioned by LEADER programme, Afallen have been procured to scope the potential of the creation of Circular Economy projects that would benefit the County's rural market towns.
Community Projects	<p>Actif pilot project</p> <p>Whitland has been chosen to pilot hybrid well-being sessions via a scheme being delivered by Actif, CCC Leisure dept. The project will see the installation of digital equipment to support hybrid well-being sessions as well as equipment training for wider community use at the Memorial Hall.</p>
Consultation	Meeting held with the community to get more people engaged the new community website as well a recent town walkaround undertaken by Rural Market town officer to raise awareness of new website and SMART town projects.

Agenda Item 10

Communities, Homes, and Regeneration Scrutiny Committee

19th December 2022

Planning Obligation (Section 106) - Update

Purpose: To provide an update and overview on the collection and use of planning obligations (Section 106).

THE SCRUTINY COMMITTEE IS ASKED TO:-

- To note the process/governance arrangements in relation to the collection and use of monies through planning obligations.
- To consider the financial update contained within the report.

Reason(s)

- To consider that monies are used in a timely and effective way in accordance with the legal agreements.
- To provide an update and overview on the collection and use of s106 and associated processes.
- To provide an overview of funds/monies available through s106.

CABINET MEMBER PORTFOLIO HOLDER:-

Cllr. Ann Davies, Rural Affairs and Planning Policy

Directorate Place and Infrastructure Name of Head of Service: Rhodri Griffiths Report Author: Ian Llewelyn	Designations: Head of Place and Sustainability Forward Planning Manager	Tel Nos. 01267 246270 E Mail Addresses: RGriffiths@sirgar.gov.uk 01267 228816 IRLlewelyn@sirgar.gov.uk
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EXECUTIVE SUMMARY

Planning Obligations (Section 106) - Update

1. BRIEF SUMMARY OF PURPOSE OF REPORT.

The report builds on a commitment to present a report to Community Scrutiny to provide an overview of the developer contributions received, through planning obligations (also known as Section 106 Agreements), during the 2021/2022 financial year.

The report outlines the background information relating to planning obligations, the process of applying for developer contributions and an overview of the income and expenditure during 2021/2022 as well as an update on the position for 2022/23 financial year to date.

It should be noted that this report relates solely to the financial contributions received through Section 106 Agreements (these are the Agreements made under Section 106 of the Town and Country Planning Act 1990) and does not refer to other contributions such as the provision of affordable dwellings and onsite provision of parks and open space. The report also excludes those agreements secured under Section 278 of the Highways Act 1980.

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: Rhodri Griffiths

Head of Place and Sustainability

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

1. Policy, Crime & Disorder and Equalities

The purpose of S106 contributions are to pay for the infrastructure needed to make an otherwise unacceptable development acceptable. To this end, they support the aims and objectives of the Local Development Plan's and its Policies and provisions as well as other corporate objectives.

They allow for proposals to make provision of, and to facilities which support the Well-being Goals set out within the Well-being of Future Generations Act 2015 and the Councils own Well-being objectives.

2. Legal

The Local Planning Authority secures planning contributions (or Planning Obligations) as governed by Section 106 of the Town and Country Planning Act 1990. The Planning Act 2008 makes provision for local authorities to prepare a Community Infrastructure Levy.

On the 6th April 2010 the Community Infrastructure Levy Regulations 2010 came into force in England and Wales which further informed the legislative process associated with the collection and use of Planning Obligations. Reference is also had to the provisions of the Environment (Wales) Act 2015 and the requirements emanating from it in respect of the need to enhance the Environment.

2. Finance

The collection, monitoring, and use of monies through S106 is undertaken through established financial procedures.

**CABINET MEMBER PORTFOLIO
HOLDER(S) AWARE/CONSULTED**

YES

Include any observations here

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

THESE ARE DETAILED BELOW

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Adopted Carmarthenshire Local Development Plan		http://www.cartogold.co.uk/CarmarthenshireLDP/index.html
Planning Obligations Supplementary Planning Guidance		https://www.carmarthenshire.gov.wales/media/3701/planning-obligations-spg.pdf
Caeau Mynydd Mawr Supplementary Planning Guidance		https://www.carmarthenshire.gov.wales/media/3699/caeau-mynydd-mawr-spg-adopted.pdf
Affordable Housing Supplementary Planning Guidance		https://www.carmarthenshire.gov.wales/media/1214942/affordable-housing-june-2018.pdf
Leisure and Open Space Requirements for New Developments Supplementary Planning Guidance		https://www.carmarthenshire.gov.wales/media/1213721/adopted-leisure-open-space-requirements-for-new-developments-sep-2016.pdf

Appended Report

1. Introduction

New developments can bring benefits to local communities. They can also put pressure on facilities such as schools, parks, roads and leisure centres as more people use them. These effects can be addressed through planning obligations, namely a requirement placed on developments and the commitment made by the applicant or developer to contribute to meeting the needs or impacts arising from a particular development. The contributions are formalised by a legal agreement known as a Section 106 agreement, with contribution to be paid and used in accordance with the terms of the agreement.

The planning obligations may be to undertake works but can also be through financial or in-kind contributions or to provide affordable housing.

Note: A briefing session on Planning Obligations and Section 106 was held for all County Councillors on 27th October 2022. As part of that briefing members whose wards have section 106 monies available have been contacted with a breakdown of the money available and the use that it has been collected for.

The Place and Sustainability Service is currently running a series of briefing and awareness raising sessions for Clerks of Town and Community Councils on section 106 and how they can access monies.

2. What are Planning Obligations?

A Planning Obligation (also known as a Section 106 Agreement and/or developer contributions) is a legal agreement between the Local Planning Authority (LPA) and the applicant/developer, and any other party that may have an interest in the land.

Planning Obligations assist in mitigating the impact of unacceptable development to make it acceptable in planning terms. They can also be issued unilaterally to the Council by the persons with an interest in the land; these are known as Unilateral Undertakings (UU). A UU is a commitment offered by the applicant to the LPA to address issues that would otherwise be dealt with through a s106 agreement.

The procedures and framework for the collection of planning obligations is set through Community Infrastructure Levy Regulations 2010 (Reg. 122) which requires that a contributions can only be sought when determining a planning application if it is:

- **Necessary** to make the development acceptable in planning terms;
- **directly related** to the development; and
- **fairly and reasonably related in scale and kind** to the development.

If they cannot meet the above tests then an agreement should not be entered into.

The Council's approach to planning obligations is set out in [Policy GP3 'Planning Obligations'](#) of the Carmarthenshire Local Development Plan (LDP).

Further detail on the implementation of this policy is provided in the Planning Obligations Supplementary Planning Guidance (SPG) as well as in the Affordable Housing SPG, Caeau Mynydd Mawr Special Area of Conservation SPG and the Leisure and Open Space – Requirements for New Developments SPG.

Note: The Council does not have Community Infrastructure Levy (CIL) in operation. The Council having commenced the preparation of preparation of the CIL charging schedule resolved to hold any further preparation in abeyance pending Welsh Government review of the regulations. This review is still pending.

3. What are Planning Obligations used for?

Whilst most planning applications can be dealt with simply by the issue of a permission with conditions attached to it, it is quite common for the LPA to have concerns which cannot be effectively dealt with by condition. Those concerns may in certain circumstances be met by the developer accepting obligations under section 106 of the Town and Country Planning Act 1990.

These planning obligations can cover almost any relevant issue, acting as a main instrument for placing restrictions on developers, often requiring them to minimise the impact on the local community and to carry out tasks which will provide community benefits, and can include the payment of sums of money.

These obligations are contained in a contract and legally bind not only the applicant or developer but also all existing and future owners of the land in question. The obligations may:

- Restrict the development or use of the land in a specified way;
- Require specified operations or activities to be carried out;
- Require a specific use of the land; and
- Require monies to be paid to the LPA.

Examples of types of infrastructure or services that planning obligations can include:

- Highway Improvements
- Provision of Affordable Housing
- Educational Improvements
- Regeneration
- Improved and maintenance of community facilities – e.g. Public open space/ play areas
- Specific measures to mitigate impact on a local area – e.g. Habitat protection or management

The above list is not exhaustive. Each planning application is dealt with individually on its own merits with the needs arising considered and balanced against the impact on the viability of the sites and the prospect of it being subsequently delivered.

4. S106 Monitoring Overview

It is crucial that developers provide financial contributions under S106 agreements in a timely manner in accordance with the requirements set out within the terms set out in the relevant Section 106 Agreements. The Agreements will usually set out a trigger or, less commonly, a specific date for the payment of contributions. These are varied according to the requirements of the specific development but usually relate to a specific stage of a development, for example, at the development's commencement, or a later date, such as the first occupation of a residential unit.

The Section 106 Agreements typically set out the following details:

- How much of a contribution should be paid and when it should be paid;
- What the developer contribution should be spent on; and,
- Where the developer contribution should be spent

The progress of developments is monitored, and the developer contributions are sought accordingly.

5. Governance and Applications to use Section 106 monies

Whilst the Place and Sustainability Service and specifically the Forward Planning Team manage and administer the collection and monitor the use (including compliance) of monies, the responsibility for the management and administration of the application and draw down processes for the use of monies sits with the Community Bureau within the Regeneration Service. Given the Bureau's focus on grant funding this enables potential links with other funding streams and grant opportunities and the better use of the monies held.

There are two processes for the application for the use of monies held. These must be submitted to the Community Bureau:

- Draw Down – where internal service areas apply to access money secured for a defined and specific purpose.
- S106 application process (see section 4 below) – where community-based organisations as well as the internal service areas can apply for funding.

Internal Service areas have a key role and responsibility in ensuring the efficient and timely use of monies collected and for the delivery of schemes. The Head of Place and Sustainability currently chairs the 's106 Working Group' which includes membership from those service areas holding financial contributions. This group provides the focus for cross service discussion and agreement on the use of monies and is meeting monthly.

It should be noted that it is not the responsibility of the Place and Sustainability Service (Planning) to use the money, rather the service is solely responsible for monitoring and compliance on the receipt monies and advising on if the proposed use is in accordance with the terms of the legal agreement.

Whilst the Community Bureau manages and administers the application and draw down processes the use of monies rests with other internal service areas and/or external groups and community organisations.

In this respect all internal service areas and all community-based organisations that operate on a not-for-profit basis in Carmarthenshire can apply for funding which has been secured through a planning obligation or s106 agreement.

Applications for the use of monies are assessed against the terms of the Section 106 Agreements - ensuring that the funds are available and that it conforms to the terms of the agreement. Where appropriate the ward member and service area are consulted on applications prior to approval for the use of the money.

Application forms are available on the Council's Planning webpage via the link below.

<https://www.carmarthenshire.gov.wales/home/council-services/planning/apply-for-section-106-funds/#.Y44S13bP2Uk>

Guidance on the process is available from the Community Bureau.

Successful applications may also be encouraged to seek matching funding from other grant bodies and community sources. They are also encouraged to consider the future financial implications of maintaining and sustaining the relevant project.

6. Planning Obligations – Financial Overview

The following section set out the current position in terms of monies held and the recent trends etc on the use of monies.

Table 1. identifies a current balance of £3,769,161.60 (Note: this excludes monies outstanding where invoices are pending – see section 7 above).

It also identifies monies available (non-committed) against those funds committed. Of the monies currently held, a total of £766,725.56 has been committed in accordance with the specific requirements set out in the legal agreement. These have been committed by request either from Community/ Town Councils, Local members, Schools or Authority service areas or through the terms of the legal agreement (i.e. project specific).

It should be noted that a number of those held under non-Committed are held for specific projects (namely Affordable Housing, Marsh Fritillary and Biodiversity) and are available only for that specific use.

Table 1

	Non-Committed	Committed	Total
Grounds	£ 309,926.39	£444,231.00	£ 754,157.39
Highways	£ 745,409.08	£133,686.45	£ 879,095.53
Education	£ 448,109.46	£140,910.11	£ 589,019.57

Affordable Housing	£ 823,012.41	£ -	£ 823,012.41
Regeneration	£ 113,809.77	£ 27,898.00	£ 141,707.77
Caeau Mynydd Mawr - Marsh Fritillary Butterfly	£ 235,832.40	£ -	£ 235,832.40
Biodiversity	£ 304,529.99	£ -	£ 304,529.99
Externals (Flood Defence)	£ 21,806.54	£ 20,000.00	£ 41,806.54
Totals	£3,002,436.04	£766,725.56	£3,769,161,.60

Contributions Committed by agreement - Of the monies currently held at the end of the 2021/2022 financial year, a total of £444,231.00 has been committed in accordance with the specific requirements set out in the Section 106 agreement. The committed monies will be spent in accordance with the terms of the agreements. These contributions are held for specific projects and may only be transferred upon completion of the approved works and upon receipt of suitable evidence outlining costs incurred.

Table 2 sets out incomings and outgoings for 20/21 and 21/22 (to date). This indicates that during the last full financial year that £ 769,851.83 was spent with a further £ £858,249.98 of income.

Table 2

	Grounds	Highways	Education	Affordable Housing	Regeneration	Marsh Fritillary Mitigation	Biodiversity	External
2020 / 2021								
In	£45,658.00	£665,594.66	£30,833.00	£342,893.19	£70,000.00	£36,233.72	£22,328.68	£75,000.00
Out	£88,077.95	£703,902.76	£50,000.00	£38,328.17	£17,339.23	£98,224.69	£16,599.98	£100,240.00
2021 / 2022 (to date)								
In	£75,121.33	£125,825.47	£145,167.00	£297,195.94	£50,000.00	£59,026.47	£105,913.77	£0.00
Out	£182,178.03	£70,352.24	£33,000.00	£354,911.95	£14,834.00	£106,794.99	£7,780.62	£0.00

7. Planning Obligations – Compliance

Pursuing the timely payment of monies remains part a process of continual improvement. However, there is currently £310,597.52 in outstanding invoices pending payment.

Grounds -	£150,112.00
Highways -	£114,000.00
Education -	£0
Affordable Housing -	£32,412.39

Caeau Mynydd Mawr -

£14,073.13

Note: In relation to the above the debtor's process incurs additional costs for the authority (cancelled invoices, bailiffs charges, legal costs).

Conclusions

Planning Obligations (including S106 contributions) can do much to mitigate impact arising from new developments and provide wider benefits through integration with the surrounding area. The Service will continue to secure such contributions in accordance with planning legislation and policies as well as the content of SPG.

However, as part of the preparation of the Revised LDP further consideration will be given to what developer contributions are sought through policy (including areas such as affordable housing), how they are to be spent and the priorities of the authority where there may be challenges arising from development viability.

COMMUNITIES, HOMES AND REGENERATION SCRUTINY COMMITTEE 19TH DECEMBER 2022

FORTHCOMING ITEMS

THE SCRUTINY COMMITTEE IS ASKED TO:-

- To note the forthcoming items to be considered at the next meeting of the Community and Regeneration Scrutiny Committee to be held on the 26th January, 2023.

Reason(s)

- The Council's Constitution requires Scrutiny Committees, at the commencement of each municipal year, to develop and publish a Forward Work Plan which identifies the issues and reports which will be considered at meetings during the course of the year.

CABINET MEMBER PORTFOLIO HOLDER: Cllr. L. Evans (Homes and Deputy Leader)
Cllr G. John (Regeneration, Leisure, Culture and Tourism), Cllr A. Lenny (Resources)
Cllr A. Davies (Rural Affairs and Planning Policy)

Directorate

Name of Head of Service:

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EXECUTIVE SUMMARY

COMMUNITIES, HOMES AND REGENERATION SCRUTINY COMMITTEE 19TH DECEMBER, 2022

FORTHCOMING ITEMS

The Council's Constitution requires Scrutiny Committees, at the commencement of each municipal year, to develop and publish a Forward Work Programme which identifies the issues and reports to be considered at meetings during the course of the year. When formulating the Forward Work Plan the Scrutiny Committee will take into consideration those items included on the Cabinet's Forward Work Programme.

The list of forthcoming items attached includes those items which are scheduled in the Community and Regeneration Scrutiny Committee's Forward Work Plan to be considered at the next meeting, to be held on 26th January, 2023.

Also attached for information are the 2022/23 Forward Work Plans in respect of the Communities, Homes and Regeneration Scrutiny Committee and the Cabinet. (The Council/Cabinet Forward Plan can be viewed by clicking [HERE](#))

DETAILED REPORT ATTACHED ?

YES:

- (1) List of Forthcoming Items
- (2) C & R Scrutiny Committee Forward Work Plan

IMPLICATIONS

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

Signed: Linda Rees-Jones

Head of Administration and Law

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

CABINET MEMBER PORTFOLIO HOLDER(S) AWARE/CONSULTED

NO

N/A

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

There are none.

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FORTHCOMING ITEMS – TO BE CONSIDERED AT THE NEXT MEETING OF THE COMMUNITY, HOMES AND REGENERATION SCRUTINY COMMITTEE TO BE HELD ON 26TH JANUARY 2023

Agenda Item	Background	Reason for report
		<p>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?</p> <p><i>If the item is for information or for noting, can the information be provided in an alternative format i.e, via email?</i></p>
Revenue Budget Consultation 2023/24 – 2025/26	As part of the Council's consultation procedures on the development of its 2023/24 – 2025/26 budget strategy, all scrutiny committees are provided with the opportunity of considering commenting on the Strategy.	To enable the scrutiny committee to consider and comment on the budget settlement, departmental service budgets and efficiency savings proposals and to make any recommendations for change to the Cabinet and Council
Business Plans x3 Chief Executives Communities Place and Infrastructure	As part of the Business Plan Development process the Committee is invited to consider and comment on an annual basis on the Business Plans for the Communities, Chief Executive and Place and Infrastructure Departmental Business Plans 2023-2024 relevant to its remit.	To afford the Committee the opportunity of commenting on and making any recommendations for changes to the Communities, Chief Executive and Environment Departmental Business Plan relevant to its remit.
Shared Prosperity Fund	The Shared Prosperity Fund is a UK Government Programme and forms part of the Levelling Up Agenda. Carmarthenshire has an allocation of £38.68m available until March 2025, for projects to drive the economy in the areas of communities and place; supporting businesses and people and skills.	The report will provide members of the Committee with the opportunity of considering the current position on the implementation of the Fund within Carmarthenshire Fund

Task and Finish Report on the Emergency Social Housing Allocations Policy	The Committee at its meeting on the 29 th September 2022 agreed to establish a Pre-Scrutiny Task and Finish Group to develop an Emergency Social Housing Allocations Policy	The report will provide members with the opportunity of considering and commenting on the report prior to its submission to Cabinet and Council for Adoption
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Items circulated to the Committee under separate cover since the last meeting

N.B. Copies of these reports can be obtained by emailing Scrutiny@carmarthenshire.gov.uk

Items attached for information

1. The latest version of the Community and Regeneration Scrutiny Committee Forward Work Programme 2022/23
2. The latest version of the Cabinet's Forward Work Programme 2022/23 (The Council/Cabinet Forward Plan can be viewed by clicking [HERE](#))

Communities, Homes and Regeneration Scrutiny Committee – Forward Work Programme 2022/23

29 th Sept 22	16 th Nov 22 -	14 th Dec 22 Moved to 19 th Dec	26 Jan 23	23 rd Feb 23	5 th April 23
Annual Performance Report 2021/22 (Planning Services) – Moved to November	Revenue and Capital Budget Monitoring 2022/23 (Apr-Aug Monitor)	Quarter 1 Performance Management Replaced with the Q2 Report scheduled for January 2023	HRA Budget Service Charges and Rent Setting 2023/24 (moved to 19 th December)	Scrutiny Actions update	Revenue and Capital Budget Monitoring Report 2022/23 (April to December)
Adopted Carmarthenshire Local Development Plan – Annual Monitoring Report 2021/22 – moved to November TO BE COMBINED INTO ONE REPORT	Scrutiny Actions Update	County Council Annual Report (deferred from 29 th Sept)	Housing Revenue Account Business Plan 2023-26 Carmarthenshire Investment Programme (moved to 19 th December)	Tenant Compensation Policy	Quarter 3 Performance Management
Quarter 1 Performance Management – defer to December 14 th	Corporate Strategy – defer to 2023	Pendine Outdoor Education Centre Replaced with the Outdoor Education provision report initially scheduled for the 26 th January 2023	Revenue and Capital Budget Monitoring Report 2022/23 (April to October) (to be e-mailed)	Tenant Recharge Policy	New Social Allocation Policy – Homelessness Duty (tbc)
Council Annual Report – defer to Dec 14 th	Community Asset Transfer Policy	HRA Budget Service Charges and Rent Setting 2023/24 (moved from 26 th January)	Revenue Budget Consultation 2023/24 - 2025/26		

Community Scrutiny FWP 2022/23	Consolidated Deposit Revised LDP	Housing Revenue Account Business Plan 2023-26 Carmarthenshire Investment Programme (moved from 26 th January)	Business Plans) x3 – C/ex, Community, Env		
Community Scrutiny Annual Report 2021/22	Leisure Strategy	Ten Towns Update	Quarter 2 Performance Management Moved to 19 th December		
Innovation Strategy (moved to 16 th November)	Annual Performance Report 2021/22 (Planning Services) -(Moved from September)	Section 106 (Planning Obligations) – Update report	Alternative Outdoor Education Provision Moved to 19 th December to replace the Pendine outdoor education report		
	Adopted Carmarthenshire Local Development Plan – Annual Monitoring Report 2021/22 – moved from September		Shared Prosperity Fund		
	Innovation Strategy (moved form 29 th Sept)		Task and Finish Report – Emergency Social Housing Allocation		
	Task and Finish Report				

OTHER REPORTS TO BE INCLUDED:

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Site Visits

- | |
|---|
| <ul style="list-style-type: none">• Y Stordy / Museums / Libraries – Dates to be confirmed following the relaxation of Covid 19 rules |
| |
| TASK AND FINISH REVIEW
The Committee has yet to determine a Task and Finish Group for 2022-23 |
| REPORTS TO BE E-MAILED

Revenue and Capital Budget Monitoring Report (Jan 26 th Meeting) |

OTHER REPORTS TO BE INCLUDED:

Section 106 – Date to be confirmed (Planning)

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COMMUNITIES, HOMES & REGENERATION SCRUTINY COMMITTEE

WEDNESDAY, 16 NOVEMBER 2022

Councillors (In Person):

D.M. Cundy B. Davies

Councillors (Virtually):

W.R.A. Davies	T. Davies	N. Evans	R.E. Evans
H.L. Davies	J.K. Howell	D. Owen	M. Palfreman
H.B. Shepardson	R. Sparks	D.E. Williams	

Also in attendance (In Person):

Councillor A. Davies – Cabinet member for Rural Affairs and Planning Policy
Councillor G. John – Cabinet Member for Regeneration, Leisure, Culture and Tourism
Councillor A. Lenny – Cabinet Member for Resources

Also in attendance (Virtual)

Councillor E. Thomas – Cabinet Member for Transport, Waste and Infrastructure Services

Also Present (In Person):

R. Griffiths, Head of Place and Sustainability
I. Jones, Head of Leisure
J. Jones, Head of Regeneration
J. Morgan, Head of Homes & Safer Communities
S. Rees, Simultaneous Translator
A. Thomas, Group Accountant
K. Thomas, Democratic Services Officer

Also Present (Virtually):

J. Fearn, Head of Housing Property and Strategic Projects
I.R. Llewelyn, Forward Planning Manager
M.S. Davies, Democratic Services Officer

Chamber - County Hall, Carmarthen. SA31 1JP and remotely - 10.00 am - 1.00 pm

1. APOLOGIES FOR ABSENCE.

An apology for absence was received from Councillor B. Jones

The Chair welcomed Councillor N Evans to her first meeting of the Committee following her recent appointment by Council as a member of the Committee.

Prior to consideration of the Agenda, concerns were expressed at the number of documents being presented to the Committee that day for its consideration.

extending to 808 pages, and to its potential impact on the Committee's ability to undertake effective and efficient scrutiny. Accordingly, it was felt consideration should be given to the format of large reports to future meetings.

The Head of Place and Sustainability referred to the two Local Development Plan Reports being presented that day, which fell within his remit and extended to some 600 pages. He advised that as the report format was prescribed by Welsh Government, the Council had to comply with that format in preparing its LDP reports. However, he would examine if there was an opportunity to precis future reports to assist the Committee in undertaking effective scrutiny.

UNANIMOUSLY RESOLVED that the Head of Place and Sustainability examine the format of future LDP reports presented to the committee.

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

Councillor	Minute No (s)	Nature of Interest
R. Sparkes	Minute 4 – Leisure, Culture and Outdoor Recreation Strategy	His business was in swimming

3. PUBLIC QUESTIONS (NONE RECEIVED)

The Chair advised that no public questions had been received.

4. LEISURE, CULTURE AND OUTDOOR RECREATION STRATEGY - CONSULTATION

(NOTE: Councillor R. Sparks having earlier declared an interest in this item left the meeting during its consideration by the Committee)

The Committee received a report on the Council's proposals to consult on a new 10 year Leisure and Outdoor Recreation Strategy for the County. The report centred on the main themes of:-

- Where the Authority had been and its journey from 2007-2022
- Where it was now
- Where it was going

The Committee was advised that subject to Cabinet approval the Strategy would be subject to a period of public consultation with the aim of formal adoption by Easter 2023. Furthermore, if adopted, the financing of the Strategy would have to be met from within existing budgets, both revenue and capital

A number of questions / issues were raised on the report which included the following:

- Reference was made to the focus areas in the report for the outdoor recreation service and to the absence of any specific provision for fishing throughout the county, particularly, the lakes within the Council's ownership in the Millenium Coastal Park.

The Head of Leisure reminded the Committee that fishing was currently prohibited within those lakes due to the presence of the invasive species known as the Top Mouth Gudgeon and that the Authority was working closely with Natural Resources Wales to facilitate its eradication. He advised that he would arrange for the local members to be apprised of the current position.

He further acknowledged the lack of any specific reference to fishing within the Strategy, but that reference thereto could be included within the final version.

- With regard to a question on the methodology used to calculate the Social Value of Active Sports and Leisure, the Head of Leisure advised that the Council had liaised with the 4Global and Sheffield Hallam University thereon and he could arrange for that methodology to be shared with members of the Committee, if requested
- With regard to monitoring the contribution of leisure services in tackling poverty, the Head of Leisure confirmed monitoring was undertaken via national school data for 7year olds together with data from the Welsh Government and the Sports Council relating to Adults. He confirmed he would arrange for members of the Committee to be provided with a high level summary of the relevant data.
- Reference was made to the contribution leisure made to the health of the population and to whether there was scope for the Hywel Dda Health Board to contribute towards the cost of that provision

The Committee was advised that wherever possible the Authority worked in collaboration with the Health Board an example of which was the GP Referral scheme. However, it was confirmed strengthening that link and securing more commissioned preventative health work would be a key action over the Strategy period.

- In response to a question on the level of childhood obesity amongst the 4-5 year age group, the Head of Leisure advised that whilst that had reduced in recent years, levels were now increasing and leisure services together with the education department and other stakeholders such as Public Health Wales were endeavouring to reverse that trend.
- In response to a question on minority sports, the Head of Leisure confirmed that wherever possible the division worked with the individual sport's respective governing body and had previously provided financial assistance to a number of those bodies via schemes funded by Sports Council Wales and the Welsh Government.
- In response to a question on the potential impact the current economic climate may have on the strategy's delivery and, specifically, the U.K. Government's forthcoming mini budget, it was confirmed that this would be part of the corporate budget consultation exercise over the coming months and subsequent years.

UNANIMOUSLY RESOLVED that the 10 year Leisure, Culture and Outdoor Recreation Strategy be endorsed.

5. LOCAL INNOVATION STRATEGY

The Committee received a report on the Council's proposals to adopt a Local Innovation Strategy focussing on the following four Innovation opportunities to support the recovery and restructuring of Carmarthenshire's economy:-

Opportunity 1 – Digital

- Improved fibre and mobile connectivity
- Opportunities for next generation digital technologies
- Addressing digital skills
- Developing a rural digital innovation centre

Opportunity 2 – Health

- Development of a dispersed living laboratory to test new medical products and services

Opportunity 3 – Foundational Economy

- Sustainable food procurement and development of the local food supply chain

Opportunity 4 – Circular Economy

- Leveraging an approach for the Net Zero Agenda through reducing waste and recycling.

A number of questions / issues were raised on the report which included the following:

- In response to a question on the Swansea Bay City Deal, the Head of Regeneration confirmed the Authority was proportionally benefitting from its participation. He advised that as part of the Deal's implementation, the Council was leading on two of its projects namely Digital Infrastructure and Skills and Challenges and he would share further detail on the local benefits arising from these projects with members of the Committee via e-mail.
- With regard to the 'living Lab', the Head of Regeneration advised whilst that was not a laboratory in the true sense, it was a facility whereby people could gather to share and develop innovative projects one example being the development of medical technology.
- Reference was made to Welsh Government Targets for a reduction in food production and to whether they were achievable to enable the country to produce its own food and achieve carbon reductions. The Head of Regeneration advised that based on work undertaken it was anticipated there were sufficient diversification opportunities available to farmers. Furthermore, whilst the narrative and proposals within the report came from Welsh Government, they were not the Council's proposals and it was looking at sustainable food production and procurement within the County
- With regard to the development of the Pentre Awel project, the Head of Regeneration confirmed its delivery was on schedule, with the main contract to be awarded in the near future. Integral to that contract, were provisions for the employment of local tradesmen, creation of apprenticeships and to maximise the project's benefits for Carmarthenshire.

UNANIMOUSLY RESOLVED that it be recommended to the Cabinet that Local Innovation Strategy be adopted

6. COMMUNITY ASSET TRANSFER UPDATE

The Committee received an update report on the progress of the Council's Community Asset Transfer Programme together with a proposed newly updated Community Asset Transfer Procedures Document for the Council's adoption:

A number of questions/issues were raised on the report which, included the following:-

- It was confirmed that although Parc Howard in Llanelly fell within the Council's ownership, a collaborative group had been established with various groups, including the Town Council, to discuss and facilitate its maintenance and future development programme.
- With regard to the 3% of Asset Transfers awaiting completion, the Head of Regeneration advised that delays in their completion could be attributed to a number of factors including Land Registry delays and other legal issues where, for example, land was held in trust by the Council. It was however hoped the new procedures document would improve completion times
- In response to a question on the condition of transferred assets, the Head of Regeneration advised those were assessed on a case by case basis. The new procedures document provided a commitment that the Council will endeavour to provide whatever information is available and relevant in each case. This would include information on the condition of the asset. The asset transfer process would take into consideration the condition of the property and how this would be attended to, on a case-by-case basis. The Council's Community Bureau would also engage with town and community councils and community groups on obtaining grant aid.

UNANIMOUSLY RESOLVED:

- 6.1 That the Community Asset Transfer Update Report be received;**
- 6.2 That it be recommended to Cabinet that the newly updated Community Asset Transfer Procedures Document be adopted.**

7. ANNUAL MONITORING REPORT 2021/22 ADOPTED CARMARTHENSHIRE LOCAL DEVELOPMENT PLAN & ANNUAL PERFORMANCE REPORT

The Committee considered the Annual Monitoring Report 2021/22 on the Adopted Carmarthenshire Local Development Plan, together with the Annual Performance Report. It was noted that the report had been prepared in accordance with the Planning and Compulsory Purchase Act 2004 and the Local Development Plan (LDP) Regulations 2005. The 2004 Act required each Local Planning Authority to prepare an Annual Monitoring Report (AMR) on its LDP following adoption and to keep all matters under review that were expected to affect the development of its area and incorporating information on those matters for submission to the Welsh Government, and publication on the Council's website by 31st October each year following plan adoption. It was confirmed the

report had been forwarded to the Welsh Government in compliance with the 31st October requirement.

The Committee noted the Report would be developed further as evidence and data became available ahead of its submission to the Cabinet and Council for formal approval.

It was further noted that the content of the AMR would be used to inform the preparation of the revised Local Development Plan (minute 8 below refers)

A number of questions/issues were raised on the report which, included the following:-

- In response to a question on the low generation of Hydro Electric Power within the County, the Head of Place and Sustainability advised that generally, small scale energy projects had not experienced a wide take up across Wales. However, the Council was endeavouring to increase that uptake within the county and via its own estate. The Council would also be consulting in 2023 on innovative renewable projects which would include provision of seed funding for feasibility studies
- Reference was made to the increase in planning approvals for new homes in 2021/22 and the committee was advised whilst that could partly be attributed to the impacts of the recent Covid 19 pandemic there would be other influencing factors. The same reasoning could also be applied to the increase in the provision of affordable homes which were also being promoted via a national drive and by the Welsh Government.
- On the issue of the Actif Travel, it was confirmed both the current and emerging LDP contained policies for its provision
- In response to a question on the higher vacancy rate for retail units within Llanelli compared to Carmarthen and Ammanford town centres, the Committee was advised that generally town retail centres were facing significant challenges which, in part could be credited to a desire to retain retail units. However, that position was now changing both nationally and locally, and while the new Local Development Plan would concentrate on retail provision it would also allow for a greater mix of provision within town centres
- With regard to the Local Development Order for Llanelli Town Centre, it was confirmed that had now expired and had not been as successful as anticipated for a number of reasons, one being partly due to the town centre being situated within a flood risk zone. However, if required, it could be re-introduced in the future.

UNANIMOUSLY RESOLVED that the report be received

8. REVISED CARMARTHENSHIRE LOCAL DEVELOPMENT PLAN 2018 - 2033 DRAFT SECOND DEPOSIT

The Committee received a report on the progress being achieved on the preparation and adoption of the Carmarthenshire Local Development Plan 2018-2033 Draft Second Deposit

The Committee was informed that the report identified the Council's land use Vision, Strategic Objectives and Strategic Growth requirements for the County through to 2033, along with a detailed and comprehensive set of policies and provisions including, site specific allocations for housing and employment use, as well as environmental and other spatial considerations.

It was noted that whilst the report provided an update on the current position it, together with other supporting documents were emerging documents and would be continually developed up to publication.

The Committee was informed that the plan would be considered by the Council at its next meeting for approval for public consultation in January 2023, which would include the proposals map. Thereafter, it would be subject to public examination by a Welsh Government appointed Planning Inspector with a view to its formal adoption in 2024.

A number of questions/issues were raised on the report which, included the following:-

- In relation to a question on the identification of land within the Plan for affordable housing, the Forward Planning Manager confirmed the Plan would identify suitable sites for that purpose. It would also identify the percentage of affordable homes to be provided as part of housing developments. The Planning Department also worked closely with the Council's Housing Division to ensure the Plan aligned with its proposals
- Reference was made to the section on Place Making within the Plan and clarification sought on how it would be implemented. The Forward Planning Manager confirmed the Plan would have policies in place to set a standard for developers to follow in relation to factors such as active travel, open spaces and infrastructure together with a requirement for them to produce masterplans demonstrating a more holistic and integrated approach to development.

The Council was also a signatory to the Place Making Charter and its aims and ambitions were being integrated into the Plan. However, it was important to note the Plan's preparation represented a starting point and, over time, Supplementary Planning Guidance would be produced to support the Council's expectations and provide clarity on the expectations on developers.

- Reference was made to the Housing Growth projections within the report and to whether they would be sustainable given the current economic climate within the United Kingdom.

The Head of Place and Sustainability confirmed that such macro economics were factored into the modelling of long range projections. The Committee was also reminded that the Plan was a 'living' document and would be constantly revised/refreshed in response to changing circumstances.

- With regard to a question on the current position on the impact of the Phosphate Regulations on Developments, the Head of Place and Sustainability confirmed progress was being achieved thereon, albeit slowly, and that Natural Resources Wales was working on its phosphate

calculator and mitigating guidance, based on that produced by Carmarthenshire. The Council was also working with developers, Natural Resources Wales and the Nutrient Management Boards on developing more innovative approaches to phosphate mitigation.

- Reference was made to the provision of homes in the open countryside for local people and the need to address that within the local plan policies. The Committee was reminded that the Council, in preparing the LDP had to have regard to national policies and planning guidance on development within the open countryside. While it endeavoured to develop policies for such provision for example on the basis of local need and affordability, those would need to be evidence based using a test of soundness. Those policies would then be subject to public examination and challenge by the Welsh Government Inspector who would ultimately decide on their inclusion/exclusion from the final Plan

UNANIMOUSLY RESOLVED that the progress report be received.

9. REVENUE & CAPITAL BUDGET MONITORING REPORT 2022/23

The Committee considered the 2022/23 Revenue and Capital Budget Monitoring reports for the Housing, Regeneration and Property, Place and Sustainability and Leisure and Recreation Services for the period up to the 31st August, 2022. It was noted that the revenue budget was forecasting a £580k overspend, the capital budget a £43,939k underspend, whilst the Housing Revenue Account was forecasting a £27k overspend.

UNANIMOUSLY RESOLVED that the Revenue and Capital Budget Monitoring Report be received.

10. SCRUTINY ACTION UPDATE

The Committee received a report detailing the progress achieved in relation to requests or referrals emerging from previous meetings.

UNANIMOUSLY RESOLVED that the report be received.

11. FORTHCOMING ITEMS

The Committee received a list of forthcoming items to be considered at its next meeting to be held on the 19th December, 2022.

RESOLVED that the list of forthcoming items to be considered at the next scheduled meeting on the 19th December, 2022 be noted.

12. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING OF THE COMMITTEE HELD ON THE 29TH SEPTEMBER 2022

UNANIMOUSLY RESOLVED that the minutes of the meeting of the Committee held on the 29th September, 2022 be signed as a correct record.

CHAIR

DATE

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