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THURSDAY 11TH APRIL 2024

TO: ALL MEMBERS OF THE CORPORATE PERFORMANCE & RESOURCES SCRUTINY COMMITTEE

I HEREBY SUMMON YOU TO ATTEND A MEETING OF THE **CORPORATE PERFORMANCE & RESOURCES SCRUTINY COMMITTEE** WHICH WILL BE HELD IN THE **CHAMBER, COUNTY HALL, CARMARTHEN, SA31 1JP AND REMOTELY AT 10.00 A.M. ON WEDNESDAY, 17TH APRIL, 2024** FOR THE TRANSACTION OF THE BUSINESS OUTLINED ON THE ATTACHED AGENDA

Wendy Walters

CHIEF EXECUTIVE

Democratic Officer:	Michelle Evans Thomas
Telephone (direct line):	01267 224470
E-Mail:	MEEvansThomas@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

**CORPORATE PERFORMANCE & RESOURCES
SCRUTINY COMMITTEE**

13 MEMBERS

PLAID CYMRU GROUP - 7 Members

Cllr. Kim Broom (Vice-Chair)
Cllr. Terry Davies (Committee Member)
Cllr. Alex Evans (Committee Member)
Cllr. Deian Harries (Committee Member)
Cllr. Gareth John (Committee Member)
Cllr. Jean Lewis (Committee Member)
Cllr. Dai Nicholas (Committee Member)

LABOUR GROUP – 3 Members

Cllr. Deryk Cundy (Committee Member)
Cllr. Nysia Evans (Committee Member)
Cllr. Dot Jones (Committee Member)

INDEPENDENT GROUP - 2 Members

Cllr. Giles Morgan (Chair)
Vacancy (Committee Member)

UNAFFILIATED – 1 Member

Vacancy (Committee Member)

A G E N D A

- 1. APOLOGIES FOR ABSENCE**
- 2. DECLARATIONS OF PERSONAL INTEREST INCLUDING ANY PARTY WHIPS ISSUED IN RELATION TO ANY AGENDA ITEM**
- 3. PUBLIC QUESTIONS (NONE RECEIVED)**
- 4. REVENUE AND CAPITAL BUDGET MONITORING REPORT 2023/24** 5 - 52
- 5. 2023/24 QUARTER 3 - PERFORMANCE REPORT (01/04/23-31/12/23) RELEVANT TO THIS SCRUTINY** 53 - 78
- 6. CARMARTHENSHIRE PUBLIC SERVICES BOARD (PSB) MINUTES - JANUARY 2024** 79 - 88
- 7. SCRUTINY ACTIONS UPDATE** 89 - 92
- 8. FORTHCOMING ITEMS** 93 - 96
- 9. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING OF THE COMMITTEE HELD ON THE 1ST MARCH 2024** 97 - 100

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**CORPORATE PERFORMANCE & RESOURCES
SCRUTINY COMMITTEE
17th APRIL 2024**

**Revenue & Capital Budget
Monitoring Report 2023/24**

THE SCRUTINY COMMITTEE IS ASKED TO:

- Receive the Authority's Corporate Budget Monitoring Report, the Chief Executive and Corporate Services departmental reports and the Savings Monitoring report and considers the budgetary position.

Reasons:

- To provide Scrutiny with an update on the latest budgetary position, as at 31st December 2023, in respect of 2023/24.

CABINET MEMBER PORTFOLIO HOLDERS:

- Cllr. Darren Price (Leader)
- Cllr. Alun Lenny (Resources)
- Cllr. Phillip Hughes (Organisation and Workforce)

Directorate: Corporate Services	Designation:	Tel No. / E-Mail Address:
Name of Director of Service: Chris Moore	Director of Corporate Services	01267 224120 CMoore@carmarthenshire.gov.uk
Report Author: Chris Moore		

EXECUTIVE SUMMARY

**CORPORATE PERFORMANCE & RESOURCES
SCRUTINY COMMITTEE
17th APRIL 2024**

**Revenue & Capital Budget
Monitoring Report 2023/24**

The Financial Monitoring report is presented as follows:

Revenue Budgets

Appendix A – Authority Corporate Budget Monitoring Report

The revenue budget monitoring reports as at 31st December 2023 are attached and indicate that:

COUNCIL FUND REVENUE ACCOUNT (Appendix A)

Overall, the monitoring report forecasts an overspend for the year at departmental level of £10,183k, with a forecast overspend on the Authority's net revenue budget of £4,782k.

At a high level this is due to a combination of:

- Increased expenditure in adult social care to meet pent up demand as recruitment pressures have begun to ease a little across the sector.
- Persistent overspends in service areas where budget reductions have been implemented, but challenges in delivery have made it impossible to keep pace with the level of savings required. Monitoring indicates £3.4m of savings undelivered for 2023/24 and a further £0.6m carried forward from the previous year.
- Significant overspends in Childrens Services, driven by increased levels of demand combined with complexity, not seen before the pandemic. There has

been a higher number an increased cost of residential placements, increased agency costs and increased support for children with disabilities.

In addition to the departmental overspends, schools are expecting to spend £8.6m more than delegated budgets, meaning balances currently standing at £11.1m would reduce to £2.5m.

The capital financing underspend forecast at £3m is due to scheme delays, a reduced need to borrow and increased interest earned on positive cash balances, partially offset by in year direct revenue funding for a small number of projects.

The April NJC pay award has now finally been settled, with all staff having received backpay in full. The cost of this has now been built into departmental projections, with the £1.5m contingency budget shown explicitly as a partial offset.

The full year forecast reflects the impact which includes known financial positions at the point of preparation. As such the forecast does not contain the full impact of any additional in-year and grant adjustment, although it should be noted that the WG budget position is such that these are much less likely than in previous years. In line with our existing policies, forecast departmental overspends are met out of departmental reserves, where available.

Appendix B

Chief Executive and Corporate Services detailed variances for information purposes only.

Capital Budgets

Corporate Capital Programme Monitoring 2023/24

The current capital programme is based on information available as at the end of December 2023.

Appendix C shows a forecasted net spend of £70,752k compared with a working net budget of £139,013k, giving a -£68,261k variance (-£62,340k General Fund and -£5,921k HRA).

The net budget includes the original H.R.A. and General Fund capital programmes approved by Council on 1st March and slippage from 2022/23. Some of the budgets have also been amended to account for differences in actual grant allocations compared with the anticipated allocations at the time the programme was approved, and new grant awards received during the year to date.

Appendix D

Details the main variances within each department.

New Projects and virements to note and approve for the current year:

Private Housing:

A new award of £193k of Housing Care Fund (HCF) grant funding has been received from the Regional Health Partnership.

To approve a revenue contribution of £15k to fund the Care & Repair - Small Repairs Scheme

Leisure:

To approve a virement of £7k from the Pembrey Cycling Hub to the Carmarthen Leisure Centre Running Track to pay for a retention of this project.

Place and Infrastructure:

The funding amounts listed below have been built into the proposed new five-year capital programme, therefore, the budget needs to be slipped/ removed from the current year delivery cycle.

- £418k – Fleet Replacement.
- £4,730k – Replacement of Waste Recycling Collection Vehicles.

£33k revenue contribution for Road Safety grant funded projects.

Additional costs associated with the Cross Hands Economic Distributor Road, approved by Cabinet, are now reflected in the budget of the same and funded by a combination of reserves and capital receipts.

Regeneration:

A revenue contribution of £12.5k for the installation of signage on the new cabins in Chapel Steet, Carmarthen. (Part of the Jackson's Lane Project).

Additional Costs:

Expenditure relating to additional costs incurred by contractors on some projects are reflected in the projected outturns of some departments and will be funded by Welsh Government Grant and capital receipts.

Appendix E

Details a full list of Chief Executive and Regeneration schemes, respectively. There are no Corporate Services schemes.

Savings Report

Appendix F

The Savings Monitoring Report for 2023/24. This includes detail on the 2022/23 savings proposals that were undelivered as at 31st March 2023.

DETAILED REPORT ATTACHED?

YES – A list of the main variances is attached to this report.

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: **Chris Moore** **Director of Corporate Services**

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

3. Finance Revenue

Overall, the Authority is forecasting an overspend of £4,782k at this point in time. Corporate Performance & Resources Services are projecting to be under the approved budget by £1,649k.

Capital

The capital programme shows a variance of -£68,261k against the 2023/24 approved budget.

Savings Report

The expectation is that at year end £886k of Managerial savings against a target of £1,046k are forecast to be delivered. There were no Policy savings put forward.

7. Physical Assets

The expenditure on the capital programme will result in the addition of new assets or enhancement to existing assets on the authority's asset register.

8. Biodiversity and Climate Change

Some schemes within the Capital Programme relate to decarbonisation measures to help reduce our carbon footprint. Buildings are designed to the latest energy efficiency standards. All major projects include ecology surveys.

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
2023/24 Budget	Corporate Services Department, County Hall, Carmarthen
2023-28 Capital Programme	Online via corporate website – Minutes of County Council Meeting 1 st March 2023.

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REPORT OF THE DIRECTOR OF CORPORATE SERVICES
CORPORATE PERFORMANCE & RESOURCES SCRUTINY 17th APRIL 2024
COUNCIL'S BUDGET MONITORING REPORT 2023/24

Director and Designation	Author & Designation	Telephone No	Directorate
C Moore, Director of Corporate Services	R Hemingway, Head of Financial Services	01267 224886	Corporate Services

Table 1

Forecasted for year to 31st March 2024

Department	Working Budget				Forecasted				Dec 2023 Forecasted Variance for Year	Oct 2023 Forecasted Variance for Year
	Controllable Expenditure	Controllable Income	Net Non Controllable	Total Net	Controllable Expenditure	Controllable Income	Net Non Controllable	Total Net		
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000		
Chief Executive	60,914	-35,759	-4,515	20,640	62,411	-37,936	-4,515	19,959	-681	-382
Communities	210,677	-93,744	14,234	131,166	218,934	-98,395	14,234	134,773	3,607	3,649
Corporate Services	73,035	-39,833	-1,681	31,520	71,232	-38,999	-1,681	30,551	-969	-812
Education & Children (incl. Schools)	225,712	-47,908	25,009	202,813	246,455	-62,141	25,009	209,323	6,510	6,770
Place and Infrastructure	109,533	-53,108	12,446	68,871	119,578	-61,438	12,446	70,587	1,716	1,675
Departmental Expenditure	679,870	-270,352	45,492	455,010	718,609	-298,909	45,493	465,193	10,183	10,900
Corporate Contingency				1,510				0	-1,510	-1,510
Capital Charges/Interest/Corporate				-19,513				-22,513	-3,000	-3,000
Levies and Contributions:										
Brecon Beacons National Park				152				152	0	0
Mid & West Wales Fire & Rescue Authority				13,014				13,014	0	0
West Wales Corporate Joint Committee				168				168	0	0
Net Expenditure				450,341				456,014	5,673	6,390
Transfers to/from Departmental Reserves										
- Chief Executive				0				340	340	191
- Communities				0				0	0	0
- Corporate Services				0				484	484	406
- Education & Children (incl Schools)				0				0	0	0
- Place and Infrastructure				0				-1,716	-1,716	-1,675
Net Budget				450,341				455,123	4,782	5,312

Chief Executive Department
Budget Monitoring - as at 31st December 2023

CORPORATE PERFORMANCE & RESOURCES SCRUTINY 17th APRIL 2024

Division	Working Budget				Forecasted				Dec 2023 Forecasted Variance for Year £'000	Oct 2023 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000		
Chief Executive	1,000	-4	-844	152	760	-5	-844	-89	-241	-234
People Management	4,759	-1,714	-2,619	426	5,727	-2,534	-2,619	574	147	282
Admin and Law	5,045	-871	710	4,884	4,948	-864	710	4,794	-90	-80
Marketing & Media	2,743	-604	-1,432	707	2,363	-542	-1,432	389	-318	-263
Statutory Services	1,541	-418	281	1,404	1,767	-643	281	1,405	1	29
Regeneration, Digital & Policy	45,826	-32,147	-612	13,067	46,846	-33,348	-612	12,887	-181	-115
GRAND TOTAL	60,914	-35,759	-4,515	20,640	62,411	-37,936	-4,515	19,959	-681	-382

Chief Executive Department - Budget Monitoring - as at 31st December 2023

Main Variances

CORPORATE PERFORMANCE & RESOURCES SCRUTINY 17th APRIL 2024

Division	Working Budget		Forecasted		Dec 2023 Forecasted Variance for Year £'000	Notes	Oct 2023 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000			
Chief Executive							
Chief Executive Business Support Unit	709	-4	496	0	-210	Underspend on salaries due to one staff member being on maternity leave, three vacant posts, no commitment due to recruitment freeze.	-204
Central Mailing	49	0	28	-5	-26	Saving on franking machine leasing costs	-26
Other variances					-5		-5
People Management							
TIC Team	246	-101	303	-61	98	Additional support for office downsizing, funding to be confirmed (£64k). Income efficiency target (£35k) not likely to be delivered in 2023/24.	99
Business & Projects Support	262	0	228	0	-34	£18k salary efficiency target not met. Offset by savings on Supplies and Services and staff member working reduced hours.	-26
Payroll	913	-386	994	-404	63	Salary efficiency targets not met (£80k) along with £41k in year overspend on agency staff to deal with volume of recruitment work being undertaken. This is partially offset by vacant posts during the year.	97
People Services – HR	913	-291	990	-276	92	£108k salary efficiency savings not met. £75k temp unfunded posts to implement new recruitment system. This is partially offset by vacant posts during the year.	114
Employee Well-being	833	-381	757	-371	-65	In year savings from vacant posts that have not been filled offset by a £11k shortfall in external income.	-3
Organisational Development	507	-42	698	-214	18	£30k Income efficiency target not achieved. Partially offset by savings on supplies and services expenditure.	27
DBS Checks	143	0	121	-2	-25	Underspend based on this and past year's expected volume of checks required.	-25
Other variances					0		-1
Admin and Law							
Democratic Services	2,237	-304	2,160	-331	-104	Underspend on members pay & allowances (£77k) along with additional income from the HRA (£27k)	-103
Democratic Services - Support	550	-8	524	-36	-54	Underspend on supplies & services (£14k), short term vacant posts during the year (£35k), additional income for work undertaken by Partneriaeth (£5k)	-63
Civic Ceremonial	28	0	13	0	-15	Underspend on members hospitality/expenses, & transport cost savings following reducing from two vehicles to one.	-14
Land Charges	92	-274	120	-200	102	Shortfall in income due to low demand for searches due to downturn in the housing market	109
Legal Services	2,139	-285	2,107	-272	-19	Underspend on salaries due to vacant post during the year	-9

Chief Executive Department - Budget Monitoring - as at 31st December 2023

Main Variances

CORPORATE PERFORMANCE & RESOURCES SCRUTINY 17th APRIL 2024

Division	Working Budget		Forecasted		Dec 2023 Forecasted Variance for Year £'000	Notes	Oct 2023 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000			
Marketing & Media							
Marketing and Media	790	-69	687	-62	-95	Underspend due to three vacant posts not being filled due to recruitment freeze	-67
Translation	576	-56	478	-56	-98	Underspend on salaries, one staff member on maternity leave, one vacant post that will not be filled in the financial year, along with smaller underspends on supplies & services	-95
Customer Services Centres	1,267	-380	1,111	-376	-152	Underspend on salaries due to short term vacant posts (£218k), offset by an overspend on set up and configuration of new communications software.	-131
Yr Hwb, Rhydaman a Llanelli	110	-99	87	-48	27	Shortfall in income mainly due to decreased demand for desk space rental	30
Statutory Services							
Coroners	366	0	413	0	47	Large increase in number of cases being referred to the Coroner in general. Corresponding increase in volume and cost of toxicology and histology reports. Post mortem fees have doubled in the last 2 years due to increase in rates charged. Undertakers fees increased by 11.5%, Mortuary Fees increased by 5%.	71
Electoral Services - Staff	281	0	227	0	-54	Vacant post. Not being filled in current year.	-43
Other variances					8		-0
Regeneration, Digital & Policy							
Regeneration Management	311	0	348	0	37	Overspend due to cessation of staff time that we are able to charge to grants	36
Information Technology	5,786	-970	5,739	-967	-44	6 vacant posts which will not be filled in this financial year as a result of the recruitment freeze.	-76
Welsh Language	141	-11	104	-11	-37	Part year vacant post not currently being filled due to recruitment freeze	-24
Chief Executive-Policy	737	-33	755	-34	17	Temporary post to complete CCTV project	7
Property	1,016	-95	881	-13	-52	Shortfall of £82k in external income offset by £85k staffing savings due to 3 vacant posts in early part of the year. 1 post currently vacant not currently being replaced due to recruitment freeze. £49k underspend on non salary budgets.	-15
Commercial Properties	54	-486	130	-581	-19	Reasonably high occupancy rates currently	-16
Provision Markets	719	-584	666	-499	32	Low occupancy rates has resulted in a shortfall of £93k in anticipated income. This is offset by savings made in premises related costs.	34
Asset Sales	21	0	32	0	11	Asset sales related expenditure	7
Administrative Buildings	4,647	-888	4,463	-738	-34	£17k savings on employee costs due to vacancies and recruitment freeze. £17k savings estimated on premises related running costs.	-61
Industrial Premises	613	-1,638	618	-1,718	-76	Relatively high occupancy rates currently	-66
County Farms	83	-368	115	-368	32	Reimbursement for additional works undertaken	7

Chief Executive Department - Budget Monitoring - as at 31st December 2023

Main Variances

CORPORATE PERFORMANCE & RESOURCES SCRUTINY 17th APRIL 2024

Division	Working Budget		Forecasted		Dec 2023	Notes	Oct 2023
	Expenditure	Income	Expenditure	Income	Forecasted Variance for Year		Forecasted Variance for Year
	£'000	£'000	£'000	£'000	£'000		£'000
Livestock Markets	65	-120	13	-38	30	Potential shortfall in income at Llandovery and Carmarthen Marts pending receipt of turnover figures from the respective operators	36
Property Division Business Unit	136	0	0	0	-136	Vacant HOS post awaiting further review of new divisional structure	-136
Property Maintenance Operational	12,151	-12,507	15,656	-15,848	163	£18k deficit due to pay award. Following Housing Disaggregation a review of recharges needs to be undertaken to take account of revised operating costs.	217
Property Design - Business Unit	2,634	-3,010	2,811	-3,292	-105	Review of projected income based on current vacancies	-87
Other variances					2		21
Grand Total					-681		-382

Department for Communities
Budget Monitoring - as at 31st December 2023

CORPORATE PERFORMANCE & RESOURCES SCRUTINY 17th APRIL 2024

Division	Working Budget				Forecasted				Dec 2023 Forecasted Variance for Year £'000	Oct 2023 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000		
Adult Services										
Older People	76,961	-26,538	3,701	54,125	78,445	-26,157	3,701	55,989	1,865	1,614
Physical Disabilities	9,123	-1,910	276	7,489	9,685	-2,525	276	7,435	-54	-313
Learning Disabilities	48,410	-11,960	1,475	37,925	49,067	-12,000	1,475	38,542	617	939
Mental Health	12,043	-4,443	234	7,834	12,682	-4,399	234	8,517	683	835
Support	11,260	-7,631	1,114	4,743	11,240	-7,503	1,114	4,851	108	35
Homes & Safer Communities										
Public Protection	3,651	-1,417	532	2,766	3,551	-1,145	532	2,938	171	13
Council Fund Housing	28,678	-28,288	521	911	34,005	-33,749	521	777	-134	37
Leisure & Recreation										
Leisure & Recreation	20,552	-11,558	6,380	15,374	20,259	-10,915	6,380	15,724	350	489
GRAND TOTAL	210,677	-93,744	14,234	131,166	218,934	-98,395	14,234	134,773	3,607	3,649

Department for Communities - Budget Monitoring - as at 31st December 2023

Main Variances

CORPORATE PERFORMANCE & RESOURCES SCRUTINY 17th APRIL 2024

Division	Working Budget		Forecasted		Dec 2023 Forecasted Variance for Year £'000	Notes	Oct 2023 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000			
Adult Services							
Older People							
Older People - Residential Care Homes (Local Authority Provision)	10,354	-4,554	11,161	-4,401	960	The overspend is the result of external staff agency costs, increased overtime, pay award costs and the setting up of deputy managers in some of the Care Homes to ensure appropriate cover and capacity as a result higher dependency of residents. Some of the overspend has been mitigated by increased income through higher occupancy rates and lower than anticipated premises costs. Moving forward the budget will be adjusted accordingly for 2024/25. In the coming months we will also be developing an in-house agency pilot for the Llanelli based homes that will deliver a more flexible pool of casual staff. It is hoped that this will be rolled out in April 2024 with a view, if successful, of deploying across the County in the summer of 2024. This will reduce on-going agency and overtime costs. We will continue to monitor sickness closely and consistently as well as being more efficient in the way we recruit.	951
Older People - Residential Care Homes	31,792	-14,062	32,242	-14,062	450	Numbers on waiting lists are reducing as assessed needs are being met in alternative ways. However care packages are increasing as capacity develops in care sector.	269
Older People - Direct Payments	1,349	-313	1,539	-313	190	Financial pressures from previous years remain.	159
Older People - Private Home Care	10,038	-2,638	10,783	-2,638	745	Numbers on waiting lists are reducing as assessed needs are being met in alternative ways. However care packages are increasing as capacity develops in care sector.	829
Older People - Reablement	2,225	-527	1,951	-527	-274	Staffing vacancies	-324
Older People - Private Day Services	247	0	145	0	-103	Provision of day services is reduced compared to pre-pandemic levels.	-103
Older People - Other variances					-103		-168
Physical Disabilities							
Phys Dis - Residential Care Homes	1,652	-314	1,443	-314	-210	Demand led - projection based on care packages as at December 2023	-285
Phys Dis - Direct Payments	3,164	-603	3,475	-603	311	Financial pressures from previous years remain.	367
Phys Dis - Other variances					-155		-395

Department for Communities - Budget Monitoring - as at 31st December 2023

Main Variances

CORPORATE PERFORMANCE & RESOURCES SCRUTINY 17th APRIL 2024

Division	Working Budget		Forecasted		Dec 2023 Forecasted Variance for Year £'000	Notes	Oct 2023 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000			
Learning Disabilities							
Learn Dis - Employment & Training	2,195	-410	1,656	-215	-344	Provision of LD day services is reduced compared to pre-pandemic levels.	-303
Learn Dis - Residential Care Homes	13,970	-4,524	14,377	-4,524	407	Progress being made in the right sizing of individual packages and in developing alternatives to residential care. This is mitigated by an increase in demand and complexity in those with a learning disability or mental health issue. In the meantime, high cost independent providers are being commissioned and the current budget allocation does not reflect this demand.	388
Learn Dis - Group Homes/Supported Living	11,515	-2,295	12,742	-2,295	1,227	Progress being made in the right sizing of individual packages and in developing alternatives to residential care. This is mitigated by an increase in demand and complexity in those with a learning disability or mental health issue. In the meantime, high cost independent providers are being commissioned and the current budget allocation does not reflect this demand.	1,314
Learn Dis - Community Support	3,568	-162	3,127	-162	-440	Demand led - projection based on care packages as at December 2023	-338
Learn Dis - Adult Placement/Shared Lives	3,095	-2,104	3,239	-2,526	-277	Provision of respite care is reduced compared to pre-pandemic levels and part-year vacant posts	-195
Learn Dis - Other variances					44		72
Mental Health							
M Health - Residential Care Homes	6,986	-3,394	7,495	-3,394	510	Progress being made in the right sizing of individual packages and in developing alternatives to residential care. This is mitigated by an increase in demand and complexity in those with a learning disability or mental health issue. In the meantime, high cost independent providers are being commissioned and the current budget allocation does not reflect this demand.	482
M Health - Group Homes/Supported Living	1,707	-446	2,131	-446	423	Progress being made in the right sizing of individual packages and in developing alternatives to residential care. This is mitigated by an increase in demand and complexity in those with a learning disability or mental health issue. In the meantime, high cost independent providers are being commissioned and the current budget allocation does not reflect this demand.	541
M Health - Other variances					-250	Staff vacancies in the Care Management Teams and Substance Misuse Teams account for £146k of this variance along with a forecasted underspend of £92k relating to reduced demand for Community Support care packages.	-188

Department for Communities - Budget Monitoring - as at 31st December 2023

Main Variances

CORPORATE PERFORMANCE & RESOURCES SCRUTINY 17th APRIL 2024

Division	Working Budget		Forecasted		Dec 2023 Forecasted Variance for Year £'000	Notes	Oct 2023 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000			
Support							
Other Variances - Support	11,260	-7,631	11,130	-7,466	108	£78k of this total relates to the implementation of 2024/25 efficiencies, which are in progress but not expected to be realised this financial year	35
Homes & Safer Communities							
Public Protection							
Animal Welfare	90	-87	87	-33	51	Under achievement of income due to reduced activity	36
Licensing	378	-358	391	-303	68	Under achievement of income due to reduction in number of licensable premises	50
Trading Standards Services Management	151	-42	103	-42	-48	Underspend on salaries	-19
Safeguarding, Licensing & Financial Investigation	97	0	45	0	-52	Underspend on salaries	-52
Fair Trading	212	-68	248	-4	101	Underachievement of income target and additional employee due to be re-aligned.	58
Financial Investigator	126	-527	191	-527	65	Due to continued delays in courts system & slightly under on salary budget	20
Other Variances					-14		-80
Council Fund Housing							
Independent Living and Affordable Homes	124	-45	115	-79	-44	Underspend on salaries due to grant funding & underspend on Supplies & Services	-27
Home Improvement (Non HRA)	661	-284	657	-397	-118	Underspend on salaries due to grant funding & underspend on Supplies & Services	-61
Penybryn Traveller Site	188	-137	173	-100	22	Under achievement of Income	24
Non HRA Re-Housing (Inc Chr)	177	0	149	0	-27	Underspend on Salaries	-39
Temporary Accommodation	175	-118	681	-593	31	Overspend due to increased demand for services, where possible grants will reduce this overspend as we progress to year end.	-4
Other variances					1		144
Leisure & Recreation							
Millennium Coastal Park	334	-94	338	-85	13	Forecast shortfall in income for Parking Fees & Season Tickets	11
Burry Port Harbour	24	-143	41	-114	46	Legal / Mtce costs relating to Burry Port Marine not budgeted plus forecast shortfall in income for Parking Fees	29
Discovery Centre	5	-113	6	-130	-15	Forecast to over achieve income budgeted	-5
Pendine Outdoor Education Centre	525	-375	387	-202	35	Forecast shortfall in income for Board & Accommodation to budget	28
Pembrey Beach Kiosk	0	-80	0	-46	34	Forecast shortfall in income from Kiosk Sales due mainly to the bad summer weather	34

Department for Communities - Budget Monitoring - as at 31st December 2023

Main Variances

CORPORATE PERFORMANCE & RESOURCES SCRUTINY 17th APRIL 2024

Division	Working Budget		Forecasted		Dec 2023 Forecasted Variance for Year £'000	Notes	Oct 2023 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000			
Pembrey Ski Slope	532	-590	514	-597	-25	In year vacancies	-5
Carmarthen Leisure Centre	1,955	-1,674	1,890	-1,648	-39	Forecast to be underspent on utilities	40
Amman Valley Leisure Centre	1,187	-944	1,199	-925	32	Forecast income shortfall £19k plus over on utilities	9
Llandovery Swimming Pool	478	-212	492	-185	42	Forecast income shortfall £27k plus pay validation shortfall	47
Gwendraeth Sports Centre	0	0	-44	0	-44	Accrual for NNDR no longer required	-43
Actif Facilities	272	0	260	-1	-12	Forecast to underspend on Operational consumables	-5
Actif health, fitness and dryside	242	-156	214	-143	-15	Forecast to not fully utilise match funding budget	11
Catering - Sport Centres	293	-277	348	-299	32	Unable to achieve vacancy factor	1
Sport & Leisure General	843	-44	823	-41	-17	Forecast underspends on Premises Mtce, Training and Uniforms	4
Llanelli Leisure Centre	1,567	-1,075	1,624	-1,055	78	Pay validation £26k plus forecast income shortfall	63
Pembrey Country Park	1,144	-1,352	1,225	-1,411	22	Forecast to be overspent on utilities	-44
Pembrey Country Park Restaurant	651	-524	710	-574	10	Forecast overspend on Employees due to pay validation shortfall, income shortfall	40
Carmarthen Library	581	-32	581	-20	13	Forecast to be overspent on utilities	19
Llanelli Library	530	-32	574	-22	54	Forecast overspend on Employees due to pay validation shortfall, income shortfall £10k plus exhibition boards £10k	63
Community Libraries	275	-7	247	-6	-26	In year vacancies	-12
Libraries General	1,258	-1	1,182	-1	-76	In year vacancies	-78
Carmarthen Museum, Abergwili.	198	-31	171	-35	-32	In year vacancies	-43
Museums General	412	-1	442	-1	29	Unable to achieve vacancy factor	26
Laugharne Boathouse	158	-129	150	-77	44	Forecast to not fully achieve income budgeted due to weather & limitations of staffing structure. Staff capacity stretched through the opening of MOLS and the restructuring period, which is now concluded.	43
Lyric Theatre	622	-445	584	-394	13	Predicted shortfall in income to budget	42
Entertainment Centres General	585	-98	604	-142	-26	Higher grant income achieved than budgeted	-13
Attractor - Hostel	687	-656	672	-443	197	Current forecast includes income shortfall to budget with continuing marketing of location likely to increase future room occupation rates which will assist in mitigating this overspend. Forecast includes a £12k pay validation shortfall along with £42k 'one off' set up costs.	247
Attractor - Externals	5	-65	7	-40	28	Forecast shortfall in income for Parking Fees	23
Leisure Management	398	-4	353	-6	-48	In year vacancies	-57
Other Variances					3		16
Grand Total					3,607		3,649

Corporate Services Department
Budget Monitoring - as at 31st December 2023

CORPORATE PERFORMANCE & RESOURCES SCRUTINY 17th APRIL 2024

Division	Working Budget				Forecasted				Dec 2023 Forecasted Variance for Year £'000	Oct 2023 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000		
Financial Services	14,147	-3,055	-852	10,240	13,503	-2,862	-852	9,789	-451	-436
Revenues & Financial Compliance	58,888	-36,779	-830	21,279	57,728	-36,136	-830	20,762	-517	-376
GRAND TOTAL	73,035	-39,833	-1,681	31,520	71,232	-38,999	-1,681	30,551	-969	-812

Corporate Services Department - Budget Monitoring - as at 31st December 2023

Main Variances

CORPORATE PERFORMANCE & RESOURCES SCRUTINY 17th APRIL 2024

Division	Working Budget		Forecasted		Dec 2023	Notes	Oct 2023
	Expenditure	Income	Expenditure	Income	Forecasted Variance for Year		Forecasted Variance for Year
	£'000	£'000	£'000	£'000	£'000		£'000
Financial Services							
Accountancy	1,942	-510	1,953	-479	42	£31k overall shortfall on income targets consisting of a £22k shortfall on deputyship income and £9k of other smaller income shortfalls. £20k net underspend on vacant posts during the year ; £34k net overspend on supplies and services.	32
Treasury and Pension Investment Section	284	-226	266	-228	-20	Additional income in year due to grant related work undertaken	-4
Bank Charges	64	0	54	0	-10	Forecast underspend on Bank Charges	-12
Miscellaneous Services	8,111	-131	7,551	-20	-449	£435k underspend on pre LGR pension costs. £14k underspend on Subscriptions	-444
Other variances					-13		-8
Revenues & Financial Compliance							
Procurement	643	-37	578	-37	-65	Underspend on staff, due to 2 being on maternity leave, one on reduced hours and 2 vacancies during the first quarter of the year.	-62
Audit	518	-21	509	-40	-27	£18k of additional income generated from Fire SLA. £9k underspend on supplies and services	-8
Business Support Unit	150	0	129	0	-21	Vacant post during year. Will not be filled in 2023/24.	-22
Corporate Services Training	55	0	17	0	-38	Underspend based upon current demand for courses.	-30
Local Taxation	1,040	-776	1,160	-725	171	Large overspend on postage costs following price increases in recent years of £116k, along with a reduction in anticipated income received from recovering court costs based on 2022/23 figures.	168
Council Tax Reduction Scheme	18,385	0	18,179	0	-205	Underspend anticipated based on current levels of demand.	-146
Rent Allowances	34,823	-35,040	34,326	-34,517	26	Projection based on 2022/23 claims.	27
Rates Relief	251	0	155	0	-96	Low take-up anticipated based on current demand.	-96
Housing Benefits Admin	1,766	-755	1,273	-642	-381	Net shortfall on grants income receivable of £112k compared with budget, offset by 11.5 FTE current vacant posts within the section due to difficulties with recruitment.	-325
Revenues	1,089	-148	1,245	-175	128	£114k overspend on bank charges due to significant increase in the number of card payments in recent years along with other smaller overspends.	118
Other variances					-8		0
Grand Total					-969		-812

Department for Education & Children
Budget Monitoring - as at 31st December 2023

CORPORATE PERFORMANCE & RESOURCES SCRUTINY 17th APRIL 2024

Division	Working Budget				Forecasted				Dec 2023 Forecasted Variance for Year £'000	Oct 2023 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000		
Schools Delegated Budgets	155,536	-18,893	0	136,643	164,103	-18,893	0	145,210	8,567	8,785
Transfer from Reserves				0		-8,567		-8,567	-8,567	-8,785
Director & Strategic Management	1,715	0	-109	1,606	1,297	0	-109	1,188	-418	-342
Education Services Division	16,486	-5,424	20,122	31,184	17,302	-6,288	20,122	31,136	-48	2
Access to Education	12,628	-8,223	1,403	5,808	13,642	-8,853	1,403	6,193	385	734
Strategy & Learner Support	7,492	-4,857	828	3,464	7,257	-4,842	828	3,243	-221	-127
Children's Services	31,854	-10,511	2,764	24,108	42,853	-14,698	2,764	30,919	6,811	6,504
TOTAL excluding schools	70,176	-29,015	25,009	66,170	82,352	-34,681	25,009	72,680	6,510	6,770
GRAND TOTAL	225,712	-47,908	25,009	202,813	246,455	-62,141	25,009	209,323	6,510	6,770

Department for Education & Children - Budget Monitoring - as at 31st December 2023

Main Variances

CORPORATE PERFORMANCE & RESOURCES SCRUTINY 17th APRIL 2024

Division	Working Budget		Forecasted		Dec 2023 Forecasted Variance for Year £'000	Notes	Oct 2023 Forecasted Variance for Year £'000
	Expenditure	Income	Expenditure	Income			
	£'000	£'000	£'000	£'000			£'000
Director & Strategic Management							
Director & Management Team	1,307	0	961	0	-346	Growth budget to be allocated as the relevant recruitment and reviews progress. Any temporary in year underspend will support other service pressures.	-283
Business Support	408	0	336	0	-72	Part year vacant posts pending review of service needs once relocated.	-58
Education Services Division							
Early Years Non-Maintained 3 year old Provision	941	-542	654	-562	-307	WG are currently providing grant for non maintained settings, releasing core budget on a temporary basis to support pressures in other services	-308
School Improvement	777	0	1,088	-334	-23	Partneriaeth to cover costs previously paid for by CCC. Also transfer of vacant post to Governors support team, resulting in underspend.	46
Additional Learning Needs	4,756	-2,525	4,924	-2,529	164	£409k pressure in relation to Out of County placements, partially offset by part year vacant posts and utilisation of grant income	49
Education Other Than At School (EOTAS)	5,099	-565	5,408	-795	79	Increased agency costs due to staff absences across the 4 settings	167
Music Services for Schools	1,068	-720	1,409	-1,023	38	Increased staff cover costs relating to long term absence	30
Other variances					1		17
Access to Education							
School Admissions	485	0	385	0	-100	Part year vacant posts currently being recruited to	-84
School Modernisation	144	0	311	-47	120	Ongoing costs for closed school premises following school reorganisations	121
School Meals & Primary Free Breakfast Services	11,998	-8,223	12,946	-8,806	365	Updated costs & income levels for primary school meals has reduced the forecast overspend to £123k, following additional grant from WG. Primary breakfast contributions for care element shortfall £96k & increased costs of food & labour £147k	696
Strategy & Learner Support							
Welsh Language Support	933	-377	1,128	-625	-53	Very low uptake of teachers/teaching assistants on Welsh language training and maximising available grants	-5
Youth Support Service & Participation	2,311	-1,294	2,289	-1,383	-111	Part year vacant posts and using core staff to utilise grant income.	-74
Data & Education Systems	1,079	-30	1,022	-30	-57	Part year vacant posts and using core staff to utilise grant income.	-49
Other variances					1		1

Department for Education & Children - Budget Monitoring - as at 31st December 2023

Main Variances

CORPORATE PERFORMANCE & RESOURCES SCRUTINY 17th APRIL 2024

Division	Working Budget		Forecasted		Dec 2023 Forecasted Variance for Year £'000	Notes	Oct 2023 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000			
Children's Services							
Commissioning and Social Work	8,019	-115	9,543	-538	1,100	Increased agency staff costs forecast £967k re additional demand & difficulty recruiting permanent staff. Increased demand for assistance to clients and their families £375k. This is partly offset by additional grant income	1,119
Corporate Parenting & Leaving Care	1,035	-91	1,103	-252	-93	Maximisation of grant income supporting priorities the service had already identified and have staff working on	-87
Fostering & Other Children Looked After Services	4,843	0	6,270	-124	1,303	Increased costs associated with providing specialist support and fostering placements for young people / children looked after, some with highly complex needs £623k, Special Guardianship Orders (SGO's) £58k, Fostering £746k. This is partly offset by additional WG grant £124k	1,138
Unaccompanied Asylum Seeker Children (UASC)	0	0	1,683	-1,390	293	Increase in number of Unaccompanied Children resulting in more expensive placement costs in excess of the fixed income received.	257
Commissioned Residential Placements (CS)	469	0	3,597	-12	3,117	Several ongoing highly complex placements in 2023/24	2,889
Residential Settings	1,421	-361	2,865	-1,552	254	£254k Garreglwyd - agency staff costs forecast due to difficulty recruiting & sickness cover. £529k forecast overspend for new setting Ty Magu / Ross Avenue, which is being offset by £529k WG grant	225
Respite Settings	1,094	0	1,182	0	88	Increased staffing costs £55k re meeting service demand, vacancy / absence cover and impact of increased pay award in excess of budget, increased vehicle costs in relation to additional vehicles needed £16k and also additional premises maintenance costs forecast £17k in relation to essential works needed following outcome of recent playground inspection at Llys Caradog	84
Adoption Services	591	0	1,103	-412	101	Overspend in relation to increased staffing costs, including agency staff and travelling costs re ongoing service demands £65k. Also, additional costs in relation to Inter Agency Adoption fees, Adoption Allowances and Therapy / Counselling costs, again in line with service demands £36k	136
Short Breaks and Direct Payments	657	0	1,747	-208	882	Increased demand for Direct Payments with further pressures linked to post covid & lack of commissioned services available £360k. Also increased demand for 1-2-1 support under Short Breaks due to lack of available location based services £522k	1,040
Other Family Services incl Young Carers and ASD	1,023	-643	1,024	-619	25	Net overspend mainly in relation to cost of equipment needed for disabled children - grant funded in recent years, but reduced grant available in 23-24	-46
Children's Services Mgt & Support (inc Eclipse)	1,366	-164	1,322	-205	-86	Part year vacant posts recently recruited to	-123

Department for Education & Children - Budget Monitoring - as at 31st December 2023

Main Variances

CORPORATE PERFORMANCE & RESOURCES SCRUTINY 17th APRIL 2024

Division	Working Budget		Forecasted		Dec 2023	Notes	Oct 2023
	Expenditure	Income	Expenditure	Income	Forecasted Variance for Year		Forecasted Variance for Year
	£'000	£'000	£'000	£'000	£'000		£'000
School Safeguarding & Attendance	827	-512	743	-580	-152	Maximisation of grant income, partially offsetting overspends elsewhere within the division	-131
Other Variances					-21		4
Grand Total					6,510		6,770

Place and Infrastructure Department
Budget Monitoring - as at 31st December 2023

CORPORATE PERFORMANCE & RESOURCES SCRUTINY 17th APRIL 2024

Division	Working Budget				Forecasted				Dec 2023 Forecasted Variance for Year £'000	Oct 2023 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000		
Service Improvement & Transformation	5,032	-4,117	484	1,399	5,274	-4,141	484	1,617	218	228
Waste & Environmental Services	30,007	-4,931	1,342	26,419	31,397	-5,656	1,342	27,082	664	664
Highways & Transportation	66,940	-40,547	10,239	36,632	75,737	-48,169	10,239	37,807	1,175	1,052
Place and Sustainability	7,553	-3,513	381	4,422	7,171	-3,472	381	4,080	-341	-269
GRAND TOTAL	109,533	-53,108	12,446	68,871	119,578	-61,438	12,446	70,587	1,716	1,675

Place and Infrastructure Department - Budget Monitoring - as at 31st December 2023

Main Variances

CORPORATE PERFORMANCE & RESOURCES SCRUTINY 17th APRIL 2024

Division	Working Budget		Forecasted		Dec 2023 Forecasted Variance for Year £'000	Notes	Oct 2023 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000			
Service Improvement & Transformation							
Facilities Management - Building Cleaning	4,731	-4,017	4,939	-4,058	168	£180k budget deficit following the pay award	199
Business Support	122	-35	177	-40	50	£48k budget deficit following the pay award	55
Departmental Pooled Vehicles	0	0	13	0	13	Under-utilisation of pool vehicles	14
Departmental - Core	117	0	104	0	-12	Net saving on vacant post not estimated to be filled in this financial year due to recruitment freeze	-30
Other variances					0		-9
Waste & Environmental Services							
Environmental Infrastructure	134	0	98	0	-35	Part-year saving due to Head of Service post being vacant until July 2023	-35
Waste & Environmental Services Unit	-145	0	-308	-0	-163	Underspend on pay costs due to a realignment review & recruitment freeze.	-167
Emergency Planning	81	0	70	0	-11	Underspend due to Manager post not at top of grade	-8
Environmental Enforcement	566	-19	516	-21	-52	Underspend relates to vacated post, maternity leave and flexible retirement. Realignment review ongoing.	-49
Public Conveniences	230	-9	244	-9	14	Increase in Danfo contract cost over and above validation	14
Cleansing Service	2,660	-103	2,776	-114	105	£53k deficit in pay budgets due to pay award and efficiencies not met	135
Waste Services	21,203	-1,405	22,116	-1,669	650	Delivery of the interim phase of the waste strategy has increased costs due to contingency measures put in place. Outturn includes draw-down from reserves. £188k pay budget deficit following pay award.	775
Green Waste Collection	671	-602	645	-650	-73	Increased customer base and £5k budget deficit following pay award	-91
Grounds Maintenance Service and Urban Parks	3,953	-2,696	4,299	-2,838	205	Deficit in pay budget due to pay award	62
Closed Landfill Sites	292	0	316	0	23	Increased electricity costs in both sites.	33
Other variances					2		-6
Highways & Transportation							
Departmental - Transport	41	0	-112	0	-152	Vacant post, management review underway	-91
Civil Design	1,308	-1,943	1,273	-1,973	-65	Based on current income projections	-13
Transport Strategic Planning	442	0	393	0	-50	Vacant posts during the year	-48

Place and Infrastructure Department - Budget Monitoring - as at 31st December 2023

Main Variances

CORPORATE PERFORMANCE & RESOURCES SCRUTINY 17th APRIL 2024

Division	Working Budget		Forecasted		Dec 2023	Notes	Oct 2023
	Expenditure	Income	Expenditure	Income	Forecasted Variance for Year		Forecasted Variance for Year
	£'000	£'000	£'000	£'000	£'000		£'000
School Transport	13,683	-994	15,108	-1,294	1,125	Increased transport costs for operators which subsequently escalate the tendered contract prices for the statutory provision of home to school transport. Transport operators are continuing to experience driver shortages, global supply chain shortages for vehicles and parts and a period of very high fuel prices make for a challenging operating environment. £57k deficit budget on Passenger Assistants as a result of the pay award.	908
Traffic Management	557	-262	1,023	-921	-193	Net increase in Traffic Regulation orders income, staff vacancies during the year and staff time recharged to grants.	-173
Car Parks	2,269	-3,593	2,034	-3,131	228	Parking income not achieving income targets due to reduced footfall in town centres together with year on year validation applied to budget.	277
Storm Damage	0	0	-2	302	300	As a result of the recent storms, two sections of the highway suffered support issues with estimated reconstruction costs of £300k; A485 Alltwalis culvert replacement £100k and C2043 Bwlchnewydd road collapse £200k. Awaiting decision from WG on additional funding from Resilient Roads Fund.	300
Road Safety	251	-11	187	0	-54	Staff time recharged to grants	-47
School Crossing Patrols	160	0	127	0	-33	Several posts have become vacant and will not be refilled - in line with the National Safety Criteria to ensure posts exist at locations a patrol is required only.	-31
Highway Maintenance	21,543	-12,961	23,731	-14,980	169	£105k budget deficit following the pay award	0
Highway Lighting	3,096	-1,029	2,996	-974	-44	Vacant post now filled from February 2024	-40
Public Rights Of Way	1,069	-83	1,042	-67	-11	Underspend due to maternity leave during the year	-9
Other variances					-43		18
Place and Sustainability							
Place & Sustainability Unit	585	-18	653	-135	-48	Underspend on supplies & services	-62
Building Control	706	-560	667	-376	145	Shortfall in building reg fee income due to an increase in competitors and the current economic climate. Projection is based on actual income in the first 9 months which may vary as the year progresses	104
Strategic Policy & Placemaking	775	0	669	-1	-106	Underspend on salaries due to maternity leave, secondment, and vacant post during the year - filled from November 2023	-34
Development Management	1,967	-1,169	1,837	-1,290	-251	£209k underspend on net pay costs due to vacancies within the year & current recruitment freeze; £121k additional planning application income forecast based on actual income received in the first 9 months of the year, this may vary as the year progresses.	-240
Tywi Centre	73	-69	130	-142	-16	Additional income received from training courses provided	9

Place and Infrastructure Department - Budget Monitoring - as at 31st December 2023
Main Variances

CORPORATE PERFORMANCE & RESOURCES SCRUTINY 17th APRIL 2024

Division	Working Budget		Forecasted		Dec 2023	Notes	Oct 2023
	Expenditure	Income	Expenditure	Income	Forecasted Variance for Year		Forecasted Variance for Year
	£'000	£'000	£'000	£'000	£'000		£'000
Net Zero Carbon Plan	188	0	113	0	-75	Vacant post won't be filled this year due to recruitment freeze, and maternity leave from November 2023	-70
SAB - Sustainable Drainage Approval Body Unit	139	-134	134	-113	16	Anticipated income not materialised - Dependent on number of submissions and market buoyancy of development projects	23
Other Variances					-6		0
Grand Total					1,716		1,675

Corporate Performance & Resources Scrutiny Report
Budget Monitoring as at 31st December 2023 - Detail Monitoring

Division	Working Budget				Forecasted				Dec 2023 Forecasted Variance for Year £'000	Notes	Oct 2023 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000			
Chief Executive											
Chief Executive-Chief Officer	242	0	-260	-19	236	0	-260	-24	-5		-5
Chief Executive Business Support Unit	709	-4	-585	121	496	0	-585	-89	-210	Underspend on salaries due to one staff member being on maternity leave, three vacant posts, no commitment due to recruitment freeze.	-204
Central Mailing	49	0	1	49	28	-5	1	24	-26	Saving on franking machine leasing costs	-26
Chief Executive Total	1,000	-4	-844	152	760	-5	-844	-89	-241		-234
People Management											
TIC Team	246	-101	-221	-76	303	-61	-221	21	98	Additional support for office downsizing, funding to be confirmed (£64k). Income efficiency target (£35k) not likely to be delivered in 2023-24.	99
Social Care Workforce Development Programme	725	-446	1	280	831	-552	1	280	-0		-0
Practice Placements	69	-67	0	2	86	-84	0	2	-0		-0
Business & Projects Support	262	0	-275	-13	228	0	-275	-48	-34	£18k salary efficiency target not met. Offset by savings on Supplies and Services and staff member working reduced hours.	-26
Payroll	913	-386	-285	241	994	-404	-285	304	63	Salary efficiency targets not met (£80k) along with £41k in year overspend on agency staff to deal with volume of recruitment work being undertaken. This is partially offset by vacant posts during the year.	97
People Services – HR	913	-291	-786	-164	990	-276	-786	-72	92	£108k salary efficiency savings not met. £75k temp unfunded posts to implement new recruitment system. This is partially offset by vacant posts during the year.	114
Employee Well-being	833	-381	-423	28	757	-371	-423	-36	-65	In year savings from vacant posts that have not been filled offset by a £11k shortfall in external income.	-3
Organisational Development	507	-42	-498	-32	698	-214	-498	-14	18	£30k Income efficiency target not achieved. Partially offset by savings on supplies and services expenditure.	27
Employee Services – HR/Payroll Support	149	0	-132	17	149	0	-132	17	0		-1
School Staff Absence Scheme	0	0	0	0	570	-570	0	0	0		0
DBS Checks	143	0	0	143	121	-2	0	118	-25	Underspend based on this and past year's expected volume of checks required.	-25
People Management Total	4,759	-1,714	-2,619	426	5,727	-2,534	-2,619	574	147		282

Corporate Performance & Resources Scrutiny Report
Budget Monitoring as at 31st December 2023 - Detail Monitoring

Division	Working Budget				Forecasted				Dec 2023 Forecasted Variance for Year £'000	Notes	Oct 2023 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000			
Admin and Law											
Democratic Services	2,237	-304	2,380	4,313	2,160	-331	2,380	4,209	-104	Underspend on members pay & allowances (£77k) along with additional income from the HRA (£27k)	-103
Democratic Services - Support	550	-8	-494	47	524	-36	-494	-7	-54	Underspend on supplies & services (£14k), short term vacant posts during the year (£35k), additional income for work undertaken by Partneriaeth (£5k)	-63
Corporate Management	0	0	296	296	0	0	296	296	0		0
Civic Ceremonial	28	0	21	48	13	0	21	33	-15	Underspend on members hospitality/expenses, & transport cost savings following reducing from two vehicles to one.	-14
Land Charges	92	-274	20	-163	120	-200	20	-60	102	Shortfall in income due to low demand for searches due to downturn in the housing market	109
Police and Crime Commissioner	0	0	0	0	25	-25	0	-0	-0		0
Legal Services	2,139	-285	-1,511	342	2,107	-272	-1,511	323	-19	Underspend on salaries due to vacant post during the year	-9
Admin and Law Total	5,045	-871	710	4,884	4,948	-864	710	4,794	-90		-80
Marketing & Media											
Marketing and Media	790	-69	-177	544	687	-62	-177	449	-95	Underspend due to three vacant posts not being filled due to recruitment freeze	-67
Translation	576	-56	-502	19	478	-56	-502	-79	-98	Underspend on salaries, one staff member on maternity leave, one vacant post that will not be filled in the financial year, along with smaller underspends on supplies & services	-95
Customer Services Centres	1,267	-380	-762	125	1,111	-376	-762	-27	-152	Underspend on salaries due to short term vacant posts (£218k), offset by an overspend on set up and configuration of new communications software.	-131
Yr Hwb, Rhydaman a Llanelli	110	-99	8	19	87	-48	8	47	27	Shortfall in income mainly due to decreased demand for desk space rental	30
Total Marketing & Media	2,743	-604	-1,432	707	2,363	-542	-1,432	389	-318		-263
Statutory Services											
Elections-County Council	115	0	129	244	115	0	129	244	0		0
Elections-European	0	0	0	0	40	-40	0	-0	-0		-0
Registration Of Electors	179	-3	243	419	334	-157	243	419	-0		-0
Registrars	600	-415	192	376	638	-446	192	384	8		0
Coroners	366	0	8	374	413	0	8	421	47	Large increase in number of cases being referred to the Coroner in general. Corresponding increase in volume and cost of toxicology and histology reports. Post mortem fees have doubled in the last 2 years due to increase in rates charged. Undertakers fees increased by 11.5%, Mortuary Fees increased by 5%.	71
Electoral Services - Staff	281	0	-291	-9	227	0	-291	-63	-54	Vacant post. Not being filled in current year.	-43
Statutory Services Total	1,541	-418	281	1,404	1,767	-643	281	1,405	1		29

Corporate Performance & Resources Scrutiny Report
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Division	Working Budget				Forecasted				Dec 2023 Forecasted Variance for Year £'000	Notes	Oct 2023 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000			
Regeneration, Digital & Policy											
Regeneration Management	311	0	38	349	348	0	38	386	37	Overspend due to cessation of staff time that we are able to charge to grants	36
Betws wind farm community fund	87	-87	1	1	87	-87	1	1	0		0
Welfare Rights & Citizen's Advice	161	0	2	162	161	0	2	162	0		0
Llanelli Coast Joint Venture	160	-160	5	5	131	-131	5	5	-0		-0
Econ Dev-Rural Carmarthen, Ammanford, Town Centres	365	0	5,623	5,988	365	0	5,623	5,988	-0		-0
Econ Dev-Llanelli, C Hands, Coastal,Business, Inf & Ent	402	0	89	490	402	0	89	490	0		0
Community Development and External Funding	576	0	109	686	598	-22	109	686	-0		-0
Period Dignity Grant	0	0	0	0	105	-105	0	-0	-0		0
Wellness	275	0	19	294	275	0	19	294	0		-0
Swansea Bay City Deal	0	0	24	24	0	0	24	24	0		-0
South West Wales Corporate Joint Comm	0	0	0	0	20	-20	0	-0	-0		-0
Information Technology	5,786	-970	-3,792	1,024	5,739	-967	-3,792	980	-44	6 vacant posts which will not be filled in this financial year as a result of the recruitment freeze.	-76
Welsh Language	141	-11	-153	-24	104	-11	-153	-61	-37	Part year vacant post not currently being filled due to recruitment freeze	-24
Chief Executive-Policy	737	-33	-786	-83	755	-34	-786	-66	17	Temporary post to complete CCTV project	7
Public Services Board	6	0	0	6	36	-30	0	6	0		-0
Armed Forces Covenant Scheme	0	0	0	0	49	-49	0	0	0		0
Armed Forces and Remembrance	5	0	0	5	0	0	0	0	-5		-4
Property	1,016	-95	-1,251	-330	881	-13	-1,251	-382	-52	Shortfall of £82k in external income offset by £85k staffing savings due to 3 vacant posts in early part of the year. 1 post currently vacant not currently being replaced due to recruitment freeze. £49k underspend on non salary budgets.	-15
Management of Markets, Employment Sites and Premises	216	0	0	216	209	0	0	209	-7		8
Commercial Properties	54	-486	537	105	130	-581	537	86	-19	Reasonably high occupancy rates currently	-16
Provision Markets	719	-584	366	501	666	-499	366	533	32	Low occupancy rates has resulted in a shortfall of £93k in anticipated income. This is offset by savings made in premises related costs.	34
Asset Sales	21	0	0	21	32	0	0	32	11	Asset sales related expenditure	7
Operational Depots	490	0	-326	165	498	0	-326	172	7		4
Administrative Buildings	4,647	-888	-3,386	374	4,463	-738	-3,386	339	-34	£17k savings on employee costs due to vacancies and recruitment freeze. £17k savings estimated on premises related running costs.	-61
Industrial Premises	613	-1,638	942	-82	618	-1,718	942	-158	-76	Relatively High occupancy rates currently	-66
The Beacon	252	-151	50	151	246	-139	50	157	6		13
County Farms	83	-368	522	236	115	-368	522	268	32	Reimbursement for additional works undertaken	7

Corporate Performance & Resources Scrutiny Report
Budget Monitoring as at 31st December 2023 - Detail Monitoring

Division	Working Budget				Forecasted				Dec 2023 Forecasted Variance for Year £'000	Notes	Oct 2023 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000			
Livestock Markets	65	-120	3	-51	13	-38	3	-22	30	Potential shortfall in income at Llandovery and Carmarthen Marts pending receipt of turnover figures from the respective operators	36
Property Division Business Unit	136	0	22	159	0	0	22	22	-136	Vacant HOS post awaiting further review of new divisional structure	-136
Property Maintenance Business Unit	1,170	-1,351	65	-117	1,156	-1,337	65	-117	0		0
Property Maintenance Operational	12,151	-12,507	183	-173	15,656	-15,848	183	-10	163	£18k deficit due to pay award. Following Housing Disaggregation a review of recharges needs to be undertaken to take account of revised operating costs.	217
Property Maintenance - Notional Allocation	2,800	0	13	2,812	2,800	0	13	2,812	0		0
Schools Handyvan Service	0	0	0	0	-0	0	0	-0	-0	Expenditure of £243k to be funded from reserves	-0
Mechanical and Electrical Schools & other LEA SLA	515	-515	0	0	515	-515	0	-0	-0		-0
Pumping Stations	57	0	0	57	57	0	0	57	0		-0
Property Design - Business Unit	2,634	-3,010	165	-211	2,811	-3,292	165	-316	-105	Review of projected income based on current vacancies	-87
Design & Professional Services Frameworks	0	0	0	0	130	-130	0	-0	-0		0
Externally Funded Schemes	9,176	-9,172	303	307	6,677	-6,674	303	306	-0		-0
Total Regeneration, Digital & Policy	45,826	-32,147	-612	13,067	46,846	-33,348	-612	12,887	-181		-115
Financial Services											
Corporate Services Management Team	514	-153	-422	-61	513	-157	-422	-66	-5		-3
Accountancy	1,942	-510	-1,253	179	1,953	-479	-1,253	221	42	£31k overall shortfall on income targets consisting of a £22k shortfall on deputyship income and £9k of other smaller income shortfalls. £20k net underspend on vacant posts during the year ; £34k net overspend on supplies and services.	32
Treasury and Pension Investment Section	284	-226	-70	-12	266	-228	-70	-32	-20	Additional income in year due to grant related work undertaken	-4
Grants and Technical	370	-120	-218	32	328	-75	-218	35	3		4
Payroll Control	104	0	-88	16	106	0	-88	18	2		3
Payments	609	-87	-457	65	594	-80	-457	56	-9		-8
Pensions	1,728	-1,639	-58	31	1,743	-1,654	-58	31	-0		0
Audit Fees	331	-101	4	235	326	-101	4	230	-5		-5
Bank Charges	64	0	1	65	54	0	1	55	-10	Forecast underspend on Bank Charges	-12
Wales Pension Partnership	89	-89	0	-0	69	-69	0	0	0		0
Miscellaneous Services	8,111	-131	1,709	9,689	7,551	-20	1,709	9,240	-449	£435k underspend on pre LGR pension costs. £14k underspend on Subscriptions	-444
Financial Services Total	14,147	-3,055	-852	10,240	13,503	-2,862	-852	9,789	-451		-436

Corporate Performance & Resources Scrutiny Report
Budget Monitoring as at 31st December 2023 - Detail Monitoring

Division	Working Budget				Forecasted				Dec 2023 Forecasted Variance for Year £'000	Notes	Oct 2023 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000			
Revenues & Financial Compliance											
Procurement	643	-37	-551	55	578	-37	-551	-10	-65	Underspend on staff, due to 2 being on maternity leave, one on reduced hours and 2 vacancies during the first quarter of the year.	-62
Audit	518	-21	-463	34	509	-40	-463	6	-27	£18k of additional income generated from Fire SLA. £9k underspend on supplies and services	-8
Risk Management	166	-1	-149	17	158	-0	-149	8	-8		0
Business Support Unit	150	0	-81	69	129	0	-81	48	-21	Vacant post during year. Will not be filled in 2023/24.	-22
Corporate Services Training	55	0	-59	-4	17	0	-59	-42	-38	Underspend based upon current demand for courses.	-30
Local Taxation	1,040	-776	528	791	1,160	-725	528	962	171	Large overspend on postage costs following price increases in recent years of £116k, along with a reduction in anticipated income received from recovering court costs based on 2022/23 figures.	168
Council Tax Reduction Scheme	18,385	0	78	18,463	18,179	0	78	18,257	-205	Underspend anticipated based on current levels of demand.	-146
Rent Allowances	34,823	-35,040	1,495	1,278	34,326	-34,517	1,495	1,305	26	Projection based on 2022/23 claims.	27
Rates Relief	251	0	5	256	155	0	5	160	-96	Low take-up anticipated based on current demand.	-96
Housing Benefits Admin	1,766	-755	-877	134	1,273	-642	-877	-246	-381	Net shortfall on grants income receivable of £112k compared with budget, offset by 11.5 FTE current vacant posts within the section due to difficulties with recruitment.	-325
Revenues	1,089	-148	-755	186	1,245	-175	-755	314	128	in the number of card payments in recent years along with other smaller overspends.	118
Revenues & Financial Compliance Total	58,888	-36,779	-830	21,279	57,728	-36,136	-830	20,762	-517		-377
TOTAL FOR CORPORATE PERFORMANCE & RESOURCES	133,948	-75,592	-6,197	52,160	133,642	-76,935	-6,197	50,510	-1,649		-1,194

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Capital Programme 2023/24							
Capital Budget Monitoring - Scrutiny Report for December 2023							
	Working Budget			Forecasted			Variance for Year
Department	Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000	
Public Housing	34,631	-15,870	18,761	28,881	-16,041	12,840	-5,921
Private Housing	3,644	-660	2,984	3,452	-660	2,792	-192
Leisure	4,751	-1,264	3,487	2,424	-61	2,363	-1,124
Social Care	2,244	-337	1,907	1,930	-309	1,621	-286
Place & Infrastructure	45,134	-23,358	21,776	22,246	-11,058	11,188	-10,588
Education & Children	31,600	-14,986	16,614	19,579	-7,259	12,320	-4,294
Chief Executive	10,536	0	10,536	6,326	-34	6,292	-4,244
Regeneration	108,011	-45,063	62,948	51,416	-30,080	21,336	-41,612
TOTAL	240,551	-101,538	139,013	136,254	-65,502	70,752	-68,261

Capital Programme 2023/24							
Capital Budget Monitoring - Scrutiny Report for December 2023 - Main Variances							
DEPARTMENT/SCHEMES	Working Budget			Forecasted			Variance for Year £'000
	Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000	
COMMUNITIES							
- Public Housing	34,631	-15,870	18,761	28,881	-16,041	12,840	-5,921
Sewage Treatment Works Upgrading	20	0	20	12	0	12	-8
Internal and External Works (Property)	13,755	0	13,755	12,709	0	12,709	-1,046
Environmental Works (Housing Services)	350	0	350	80	0	80	-270
Adaptations and Equalities Works (Building Services)	2,000	0	2,000	2,000	0	2,000	0
Programme Delivery and Strategy	1,916	0	1,916	392	0	392	-1,524
Housing Development Programme (New builds & Stock Increase Programme)	14,875	-398	14,477	12,043	-569	11,474	-3,003
Retrofit and Decarbonisation	1,715	0	1,715	1,645	0	1,645	-70
MRA and IHP Grants Income	0	-15,472	-15,472	0	-15,472	-15,472	0
- Private Housing	3,644	-660	2,984	3,452	-660	2,792	-192
Disabled Facilities Grant (DFG)	2,881	-292	2,589	2,689	-292	2,397	-192
ENABLE - Adaptations to Support Independent Living	368	-368	0	368	-368	0	0
Empty Properties Initiatives	379	0	379	379	0	379	0
Care & Repair Small Repairs Scheme	16	0	16	16	0	16	0
- Leisure	4,751	-1,264	3,487	2,424	-61	2,363	-1,124
Leisure Centres	2,021	0	2,021	2,021	0	2,021	0
Oriel Myrddin Redevelopment	1,802	-1,000	802	100	0	100	-702
Libraries & Museums	390	-264	126	84	-8	76	-50
Country Parks	538	0	538	219	-53	166	-372
- Social Care	2,244	-337	1,907	1,930	-309	1,621	-286
Place & Infrastructure (Including Fleet)	45,134	-23,358	21,776	22,246	-11,058	11,188	-10,588
Countryside Recreation & Access	176	-105	71	176	-105	71	0
Coastal Protection & Flood Defence Works	1,528	-1,015	513	1,176	-792	384	-129
Fleet Replacement	4,078	0	4,078	1,103	0	1,103	-2,975
Murray Street Multi Storey Car park	177	0	177	139	0	139	-38
Bridge Strengthening & Replacement	809	0	809	897	0	897	88
Road Safe Improvements and Grant Project	727	0	727	262	0	262	-465

Comment
The main variances are owing to delays in carrying out planned works through the rendering and roofing, and central heating upgrading programmes. All works, however, will be undertaken in 2024/25, and are part of a two year procurement package. Works delayed will be completed in future years.
Savings to capital as stock condition surveys are now being processed through revenue budgets by agreement, and staffing vacancies.
This main variance is owing to delays with the Tyisha project - the contractor partner is now expected to be appointed in July 2024, and delays because of ecology and site topography issues on some new build sites.
Award of external grant funding has displaced inhouse resources which will slip to 2024/25.
Slip to 2024/25. Project now secured all funding, scheduled to start on site in January 2024.
Slip to 2024/25. Two-year scheme on car parking at Abergwili Museum. A later that anticipated start on site.
Slip to 2024/25. £87k against the Cycling Hub, and £90k against Morfa Bacas Path, £195k PCP pitch infrastructure - new project which will be delivered in 2024/25.
Slip to future years owing to extended lead-in times for new vehicles.
Slip to 2024/25 - Needed for ongoing works.
Slip forward to fund future road schemes.

Capital Programme 2023/24								
Capital Budget Monitoring - Scrutiny Report for December 2023 - Main Variances								
DEPARTMENT/SCHEMES	Working Budget			Forecasted			Variance for Year £'000	Comment
	Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000		
Highways Infrastructure	1,937	0	1,937	2,137	0	2,137	200	Increased programme costs because of material increases - accommodate as negative slippage. Fund from future year allocation.
Integrated Waste Strategy	370	0	370	55	0	55	-315	Slip to future years.
Refuse and Recycling Strategic Transformation	1,000	0	1,000	87	-24	63	-937	Slip to 2024/25, vehicles likely to be procured in 2024/25.
Road Safety Projects	2,215	-2,180	35	2,215	-2,180	35	0	
Junction Improvements	451	-100	351	209	-100	109	-242	Slip forward to fund future road schemes.
Cross Hands ELR	3,170	0	3,170	3,170	0	3,170	0	
Public Transport Infrastructure	964	-932	32	956	-932	24	-8	
Towy Valley Path	18,377	-11,751	6,626	1,327	0	1,327	-5,299	Agreed land purchases and associated fees due to be completed shortly - Slip to 2024/25.
SRIC - Safe Routes in Communities	881	-881	0	881	-881	0	0	
Electric Vehicle Infrastructure	424	-263	161	414	-263	151	-10	
Resilient Roads	568	-500	68	409	-341	68	0	
Active Travel Cycle and Walking Projects	740	-740	0	736	-736	0	0	
Other Infrastructure Projects	6,542	-4,891	1,651	5,897	-4,704	1,193	-458	Slip to 2024/25.
EDUCATION & CHILDREN	31,600	-14,986	16,614	19,579	-7,259	12,320	-4,294	
Schools: General Projects	994	0	994	675	0	675	-319	Main variance is -£279k Mobile Classrooms provision - slip to 2024/25. £200k for Amman Valley 3G Access Path - Designs still ongoing.
Sustainable Communities For Learning - Match Funding Delivery Fund	10,299	-7,500	2,799	0	0	0	-2,799	Waiting for WG approval on projects under design. Will be assigned to specific projects when approval is received.
Sustainable Communities for Learning - Band A - Design Stage Schemes	291	0	291	152	0	152	-139	Delays with acquiring land for Laugharne Primary School.
Sustainable Communities for Learning - Band A - WG FBC Approved Schemes	515	0	515	493	0	493	-22	
Sustainable Communities for Learning - Band B - Design Stage Schemes	676	0	676	620	0	620	-56	The main variances are £250k Heol Goffa - scheme at tender stage and £273k Bryngwyn School Refurbishment - reviewing costs. These are offset by underspends in other areas.
Sustainable Communities for Learning - Band B - WG FBC Approved Schemes	7,963	-4,690	3,273	7,655	-4,690	2,965	-308	Relates to Retention on Pembrey CP.
Infant Class Size	36	0	36	94	0	94	58	To be funded from MEP reserves.
Welsh Language Immersion Centres	0	0	0	22	0	22	22	
School Buildings - Education Capital Maintenance and Other Initiatives	5,465	0	5,465	5,647	0	5,647	182	Additional expenditure on roll out of free school meals. To be funded by variances in other areas
Additional Learning Needs (ALN + ASD) Projects	1,838	-1,261	577	1,365	-1,261	104	-473	Additional Schemes being considered. Slip internal funding to 2024/25.
Community Focused Schools 2023-25	2,166	-1,345	821	1,646	-705	941	120	Additional projects to be funded by variances in other areas.
Traffic Management Projects (Inc. Bus Bays)	650	0	650	87	0	87	-563	Slip to 2024/25. Schemes still being worked up.
Flying Start Capital Expansion Programme	190	-190	0	223	-220	3	3	
Hafen y Gors Safe Accommodation for Children	517	0	517	900	-383	517	0	We anticipate being able to recover costs from WG HCF grant funding.

Capital Programme 2023/24								
Capital Budget Monitoring - Scrutiny Report for December 2023 - Main Variances								
DEPARTMENT/SCHEMES	Working Budget			Forecasted			Variance for Year £'000	Comment
	Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000		
CHIEF EXECUTIVE	10,536	0	10,536	6,326	-34	6,292	-4,244	
IT Strategy Developments	1,890	0	1,890	958	0	958	-932	To be slipped to 2024/25, following a strategy review of corporate critical digital Infrastructure.
Block 3, St David's Park	1,203	0	1,203	1,192	0	1,192	-11	
Glanamman Industrial Estate Redevelopment	76	0	76	25	0	25	-51	Slip to 2024/25. Needed for flooding and drainage works.
Rural Estates Capital Schemes	0	0	0	24	-24	0	0	
Capital maintenance	4,595	0	4,595	3,172	-10	3,162	-1,433	Slip to 2024/25. Grant funded works in the education portfolio have been prioritised over works funded in-house.
Main Administrative Buildings Works	2,772	0	2,772	955	0	955	-1,817	Ty Elwyn works -£952k, slip to 2024/25, start on site due in January 2024, County Hall works -£776k slip to 2024/25 and 2025/26 - works ongoing.
REGENERATION	108,011	-45,063	62,948	51,416	-30,080	21,336	-41,612	
Llanelli Coast JV	316	0	316	319	-3	316	0	
SPF (Shared Prosperity Fund) - Sustainable Communities Anchor	0	0	0	800	-800	0	0	
Swansea Bay City Region Projects	72,226	-31,413	40,813	40,010	-26,913	13,097	-27,716	Slip to 2024/25. On schedule to be completed in Autumn 2024.
Rural Employment Spaces JV	1,000	0	1,000	0	0	0	-1,000	Slip to 2024/25. Initial scheme being developed by Welsh Government, contribution required will be determined in 2024/25.
Business Grants & Strategic Capital Projects	5,558	0	5,558	923	0	923	-4,635	Delays in 3rd party grant delivery. Slip to 2024/25.
Employment Sites	5,099	0	5,099	4,504	59	4,563	-536	Slip for retention at Plot 3 Cross Hands.
Town Centres	707	0	707	109	-48	61	-646	Jacksons Lane Development - Roll Forward - Project being developed.
Transforming Towns Strategic Projects	3,833	0	3,833	2,093	-20	2,073	-1,760	Slip to 2024/25 - Delays with purchasing properties.
Arfor 2	300	-300	0	0	0	0	0	Balance to Slip to 2024/25. Payments will fall beyond current financial year.
Business Support for Renewable Energy Initiatives	456	0	456	74	0	74	-382	Slip to 2024/25. Expenditure is dependent on third party delivery.
Ten Town Growth Plan	1,000	0	1,000	229	0	229	-771	Slip to future years. Expenditure is dependent on third party delivery groups lead by town and community councils and others.
Transforming Towns - Place Making (TTPM)	1,680	-925	755	0	0	0	-755	Slip to 2024/25, delays associated with Market Street North, Llanelli. Project is now scheduled to complete in 2024/25.
Levelling Up Fund - Carmarthen Hwb	15,836	-12,425	3,411	2,269	-2,269	0	-3,411	Slip to 2024/25. Designs completed. Works on site due to start in the new year.
SPF - Place - Tackling Town Centres	0	0	0	86	-86	0	0	
TOTAL	240,551	-101,538	139,013	136,254	-65,502	70,752	-68,261	

Chief Executive						
Capital Budget Monitoring - Scrutiny Report For December 2023						
	Working Budget			Forecasted		
Scheme	Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000
IT Strategy Developments	1,890	0	1,890	958	0	958
Digital Transformation	492	0	492	460	0	460
PSBA Network	213	0	213	42	0	42
Strategic Digital Initiatives	279	0	279	128	0	128
Corporate Wifi Environment/Meraki Broadband Hardware	185	0	185	181	0	181
Data Centre and Power	41	0	41	12	0	12
Voice Infrastructure	189	0	189	51	0	51
HWB Local Authority Grant	367	0	367	27	0	27
Information Security and Governance	124	0	124	57	0	57
St David's Park	1,203	0	1,203	1,192	0	1,192
St David's Park - Building 3	1,203	0	1,203	1,192	0	1,192
Rural Estates Capital Schemes	0	0	0	24	-24	0
SPF - Food System Development - Bremenda Isaf County Farm	0	0	0	24	-24	0
Capital maintenance	4,595	0	4,595	3,172	-10	3,162
Industrial Redevelopments	76	0	76	25	0	25
Glanamman Industrial Estate Redevelopment	76	0	76	25	0	25
Main Administrative Buildings Works	2,772	0	2,772	955	0	955
County Hall Works	1,513	0	1,513	735	0	735
Tywyn Works	1,157	0	1,157	118	0	118
Llanelli Town Hall - Stone Ramp Access	2	0	2	2	0	2
Kidwelly Town Hall	100	0	100	100	0	100
NET BUDGET	10,536	0	10,536	6,326	-34	6,292

Variance for Year £'000	Comment
-932	To be slipped to 2024/25, following a strategy review of corporate critical digital Infrastructure.
-32	
-171	Slip to 2024/25. Network redesign dependent on Buildings Strategy.
-151	Slip to 2024/25. Future costs to finalise amalgamation and decommissioning of Data Centres.
-4	
-29	Slip to 2024/25. Future costs to finalise amalgamation and decommissioning of Data Centres.
-138	Slip balance to 2024/25. Evaluating future direction of Voice provision.
-340	Slip balance to 2024/25.
-67	Slip balance to 2024/25.
-11	Due to complete in January 2024. Slip balance for retention to be paid January 2025.
-11	
0	
0	
-1,433	Slip to 2024/25. Grant funded works have been prioritised over works funded in-house.
-51	Slip to 2024/25. Needed for flooding and drainage works.
-51	
-1,817	
-778	Slip to 2024/25 and 2025/26 - works ongoing.
-1,039	Works to start in Jan 2024. It was delayed while additional funding was being agreed. Slip balance to 2024/25.
0	
0	
-4,244	

Regeneration						
Capital Budget Monitoring - Scrutiny Report For December 2023						
	Working Budget			Forecasted		
Scheme	Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000
Llanelli JV General	316	0	316	319	-3	316
SPF (Shared Prosperity Fund) - Sustainable Communities Anchor	0	0	0	800	-800	0
Rural Employment Spaces JV	1,000	0	1,000	0	0	0
Rural Employment Spaces JV	1,000	0	1,000	0	0	0
Swansea Bay City Region Projects	72,226	-31,413	40,813	40,010	-26,913	13,097
SB City Region - Yr Egin Ph2	2,000	0	2,000	0	0	0
SB City Region - Pentre Awel. Zone 1 - Pre-Construction Stage	0	0	0	14	0	14
SB City Region - Pentre Awel. Zone 1 - Construction Stage	70,226	-31,413	38,813	39,996	-26,913	13,083
Business Grants & Strategic Capital Projects	5,558	0	5,558	923	0	923
Pendine Iconic International Visitors Destination	283	0	283	283	0	283
Rural Enterprise Fund	1,677	0	1,677	227	0	227
Transformation Commercial Property Development Fund	2,911	0	2,911	0	0	0
Ammanford Regeneration Development Fund	168	0	168	40	0	40
Llandeilo Market Hall	18	0	18	74	0	74
Additional Covid-19 Expenses to Contractors	289	0	289	289	0	289
Business Flood Relief & Infrastructure Fund	212	0	212	10	0	10
Employment Sites	5,099	0	5,099	4,504	59	4,563
Cross Hands East Strategic Employment Site Ph1	213	0	213	213	0	213
Cross Hands East Plot 3 Development	4,770	0	4,770	4,234	0	4,234
Cross Hands East Phase 2	116	0	116	57	59	116
Town Centres	707	0	707	109	-48	61
Cardiff City Centre Regeneration - Jacksons Lane (81086)	61	0	61	109	-48	61
Cardiff City Centre Old Town Quarter Regeneration	646	0	646	0	0	0

Variance for Year £'000	Comment
0	
0	
-1,000	Slip to 2024-25. Initial scheme being developed by Welsh Government, contribution required will be determined in 2024/25.
-1,000	
-27,716	
-2,000	Project Delayed
14	
-25,730	Slip to 2024/25. On shedule to be completed in Autumn 2024.
-4,635	Delays in 3rd party grant delivery. Slip to 2024/25.
0	Funded from Leisure Nominal Funding.
-1,450	Delays in 3rd party grant delivery, slip to 2024/25.
-2,911	Delays in 3rd party grant delivery. Slip to 2024/25.
-128	Delays in 3rd party grant delivery. Slip to 2024/25.
56	
0	
-202	Slip to future years.
-536	Slip for retention at Plot 3 Cross Hands.
0	
-536	Slip for retention at Plot 3 Cross Hands.
0	Balance to be funded via Joint Venture.
-646	
0	
-646	Jacksons Lane Development - Roll Forward - Project under development.

Regeneration						
Capital Budget Monitoring - Scrutiny Report For December 2023						
	Working Budget			Forecasted		
Scheme	Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000
Transforming Towns Strategic Projects	3,833	0	3,833	2,093	-20	2073
TRI Property Enhancement Development Grant (PEDG)	0	0	0	0	-20	-20
TRI Strategic Projects - Market Street North	2,362	0	2,362	916	0	916
TRI Strategic Projects - Former YMCA Building, Stepney Street, Llanelli - Exp	1,177	0	1,177	1,177	0	1,177
Transforming Towns Strategic Projects	294	0	294	0	0	0
ARFOR 2	300	-300	0	0	0	0
ARFOR 2	300	-300	0	0	0	0
Business Support for Renewable Energy Initiatives	456	0	456	74	0	74
Business Support for Renewable Energy Initiatives	456	0	456	74	0	74
Ten Town Growth Plan	1,000	0	1,000	229	0	229
Ten Town Growth Plan	1,000	0	1,000	229	0	229
Transforming Towns - Place Making (TPM)	1,680	-925	755	0	0	0
TPM - Acquisitions/Works in Primary Towns	1,680	-925	755	0	0	0
Levelling Up Carmarthen West & Pembs South (LUF029)	15,836	-12,425	3,411	2,269	-2,269	0
Levelling Up Carmarthen West & Pembs South (LUF029): Carmarthen Hub	15,836	-12,425	3,411	2,269	-2,269	0
SP6 - Place - Tackling Town Centres	0	0	0	86	-86	0
SP6 - Place - Tackling Town Centres	0	0	0	86	-86	0
NET BUDGET	108,011	-45,063	62,948	51,416	-30,080	21,336

Variance for Year £'000	Comment
-1760	
-20	
-1,446	Project progressing well and will be completed in 2024/25. Delayed start because it was called in by Welsh Government Planners for review.
0	Project due for completion in March 2024.
-294	Slip to 2024/25 - Delays with purchasing properties.
0	
0	Balance to Slip to 2024/25. Payments will fall beyond current financial year.
0	
-382	Slip to 2024/25. Expenditure is dependent on third party delivery.
-382	
-771	Slip to future years. Expenditure is dependent on third party delivery groups lead by town and community councils and others.
-771	
-755	Slip to 2024/25, delays with buying properties.
-755	
-3,411	Slip to 2024/25.
-3,411	Slip to 2024/25. Designs completed. Works on site due to start in the new year.
0	
0	
-41,612	

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2023/24 Savings Monitoring Report
Corporate Performance and Resources Scrutiny Committee
17th April 2024

1 Summary position as at : 31st December 2023

£160 k variance from delivery target

	2023/24 Savings monitoring		
	2023/24	2023/24	2023/24
	Target	Delivered	Variance
	£'000	£'000	£'000
Chief Executive	721	561	160
Corporate Services	325	325	0
Total	1,046	886	160

2 Analysis of delivery against target for managerial and policy decisions:

Managerial
Policy

£160 k Off delivery target
£0 k ahead of target

	MANAGERIAL			POLICY		
	2023/24	2023/24	2023/24	2023/24	2023/24	2023/24
	Target	Delivered	Variance	Target	Delivered	Variance
	£'000	£'000	£'000	£'000	£'000	£'000
Chief Executive	721	561	160	0	0	0
Corporate Services	325	325	0	0	0	0
Total	1,046	886	160	0	0	0

3 Appendix F (i): Savings proposals not on target

Appendix F (ii): Savings proposals on target (for information)

DEPARTMENT	2022/23 Budget	FACT FILE	2023/24 Proposed	2023/24 Delivered	2023/24 Variance	EFFICIENCY DESCRIPTION	REASON FOR VARIANCE
	£'000		£'000	£'000	£'000		

Managerial - Off Target**Chief Executive**

People Management Division	3,095	Includes Payroll, People Services, Organisational Development, Employee Wellbeing , HR Development Team, Business and Project Support	75	0	75	Realignment of Division	Realignments have taken place but to date the allocation of this proposal has not been provided against specific posts within the division
People Management division	3,095	Includes Payroll, People Services, Organisational Development, Employee Wellbeing , HR Development Team, Business and Project Support	35	0	35	£35k TIC additional income	Not implemented
Regeneration division	4,547	Regeneration is a key priority for the council. The Division provides Business, employability, grant funding and skills support and advice. We also deliver physical regeneration projects throughout the county, including the Swansea Bay City Deal Pentre Awel Life Science and Wellness Village planned for Delta Lakes. The Regeneration Division is responsible for the management of land assets (those within the economic/commercial portfolio) of the Council, taking a strategic commercial view to ensure the portfolio is managed to meet the Council's economic development needs. The Division is also responsible for the delivery of the Council's Net Zero Carbon agenda.	30	0	30	£30k Staffing cost savings (possibly making use of external funding in place of current core funding);	No external funding identified to date
Statutory Services - Coroners	369		20	0	20	Discussion with Pembrokeshire CC on how costs can be economised including office accommodation (inquest files storage costs will remain) due to remote working. It is also planned to instigate talks with Glangwili hospital to formalise the arrangements regarding post mortems carried out on behalf of the Coroner and also to formalise a tender for Funeral Directors working on behalf of the Coroner. Both these proposals should generate future savings.	Costs for this service have risen dramatically in the last 9 months. The number of referrals to the Coroner have increased along with increased Post Mortem costs, mortuary costs, undertakers costs as well as toxicology and histology. As a result the service is expecting to be overspent in 2023/24.

Chief Executive Total**160 0 160****Policy - Off Target****NOTHING TO REPORT**

DEPARTMENT	2022/23 Budget	FACT FILE	2023/24 Proposed	2023/24 Delivered	2023/24 Variance	EFFICIENCY DESCRIPTION
	£'000		£'000	£'000	£'000	

Managerial - On Target

Chief Executive

Chief Executive, Business and Executive Support	618	Office of the Chief Executive, business and executive support	35	35	0	Reduction of staffing within Business Support Unit
Chief Executive, Business and Executive Support	618	Office of the Chief Executive, business and executive support	30	30	0	Further reduction in staffing within Business Support Unit
Information Technology	4,722	ICT Services underpins and contributes towards all that the Council delivers both internally as an organisation and externally to service users and communities, independently or in partnership. It is a vital function providing innovative opportunities for improving services and achieving our priorities in an efficient and effective way. IT Services is pivotal as an enabler of change and a vehicle for driving forward transformational improvement to all services. As we continually strive to deliver our solutions in an efficient manner and in line with our key Digital Strategies (Digital Transformation Strategy, Digital Technology Strategy, Digital Schools Strategy) our major savings in future years however will have to be found from our staffing budget. The work the service does significantly contribute to financial savings being delivered from revenue budgets held across the Authority by other service areas.	100	100	0	Reduction in the Hardware Replacement Programme. This will result in having to sweat the current assets and hardware estate we manage by extending the life of current stock. i.e. a laptop is scheduled to be replaced currently every 4 years based on industry advice and standards. This will have to be extended by 1-2 years presenting a risk as there will be a significant reduction in stock available in the replacement programme. This could reduce the quality of the excellent service that we have been providing to staff during COVID and hybrid-working and will likely increase hardware failures and disruption to staff working by extending life of current stock beyond what we currently have set in our Replacement Programme.
Corporate Policy	805		4	4	0	£4k from Policy which will see a reduction in budgets currently supporting admin, subsistence and meeting costs
Marketing & Media	542	Business Unit comprising of translation, marketing and tourism, contact centres, customer services, press and communications.	46	46	0	Review of Translation Unit
Marketing & Tourism Development	400		40	40	0	£40k reduction in activities that currently support the tourism sector.
Regeneration division	4,547	Regeneration is a key priority for the council. The Division provides Business, employability, grant funding and skills support and advice. We also deliver physical regeneration projects throughout the county, including the Swansea Bay City Deal Pentre Awel Life Science and Wellness Village planned for Delta Lakes. The Regeneration Division is responsible for the management of land assets (those within the economic/commercial portfolio) of the Council, taking a strategic commercial view to ensure the portfolio is managed to meet the Council's economic development needs. The Division is also responsible for the delivery of the Council's Net Zero Carbon agenda.	82	82	0	£10k - Econ Dev revenue budget cut - split 50/50 between Rural & Llanelli; £12k - Operational depots revenue budget cut; £30k - Admin building revenue budget cut; £30k - Property industrial premises budget cut
Regeneration division	4,547	Regeneration is a key priority for the council. The Division provides Business, employability, grant funding and skills support and advice. We also deliver physical regeneration projects throughout the county, including the Swansea Bay City Deal Pentre Awel Life Science and Wellness Village planned for Delta Lakes. The Regeneration Division is responsible for the management of land assets (those within the economic/commercial portfolio) of the Council, taking a strategic commercial view to ensure the portfolio is managed to meet the Council's economic development needs. The Division is also responsible for the delivery of the Council's Net Zero Carbon agenda.	130	130	0	Additional £60k staff saving cost. Additional £30k econ dev revenue budget cut – split 50/50 between Llanelli and rural. £40k through mothballing admin areas where vacant to reduce utility costs etc.
Property Maintenance	notional allocation 2,596	This division is responsible for the day-to-day and long term repairs & maintenance of the council's estates including schools, administrative buildings, depots etc.	54	54	0	Over 98% of the budget for the Property Division comprises the Revenue Maintenance Budget. Efficiencies are proposed to be met through reducing expenditure on revenue maintenance across the Council's buildings following disposal of some properties and previous capital improvements undertaken to others. We are also aiming to make savings through new procurement arrangements and seeking to in-source areas of work where it is more cost effective than using external contractors or consultants.
People Management division	3,095	Includes Payroll, People Services, Organisational Development, Employee Wellbeing , HR Development Team, Business and Project Support	40	40	0	£20k L&D reallocation of the SCDWP grant ; £20k HR payroll - introduction of a new AVC wise scheme.
Chief Executive Total			561	561	0	

DEPARTMENT	2022/23 Budget	FACT FILE	2023/24 Proposed	2023/24 Delivered	2023/24 Variance	EFFICIENCY DESCRIPTION
	£'000		£'000	£'000	£'000	

Corporate Services

Financial Services

PRE LGR Pension Costs	1,816	Cost of Pre LGR Pension Costs	100	100	0	Reduction in call on budget over time
Bank Charges	66	Cost of Authority's Banking arrangements	5	5	0	Reduction in bank charges following negotiation of new contract
Treasury	-200 (income budget)		100	100	0	Increased investment returns from treasury activity - assumes recent increase in interest rates sustained and higher level of cash balances retained
Treasury & Pensions Section	77	Provision of a Treasury Management and Pension Fund Investments Service including statistical and legislative research and development work. The unit manages the strategic direction, formulates and implements Policy and Strategy and ensures the integrity of the Dyfed Pension Fund. The unit also manages the Dyfed Welsh Church Fund and Banking Services	15	15	0	Increase in external SLA income for work undertaken for Wales Pension Partnership
External Audit Fees	229	Cost of external audit fees	10	10	0	Reduction in external audit cost by maximising audit costs chargeable against grant schemes
Total Financial Services			230	230	0	

Revenues & Financial Compliance

Rates Relief	289	Cost to CCC of properties that are eligible and have successfully applied for discounts on their business rates	50	50	0	Demand is currently less than current budget provision
Council Tax Reduction Scheme	17,249	Low income households, if meet certain criteria are entitled to Council Tax reduction.	35	35	0	Aligning the budget to actual
Total, Revenues and Financial Compliance			85	85	0	

Corporate Services General

Training Budget	60	Training budget set for the Department and to be used to support staff development / CPD - managed centrally by BSU	10	10	0	Reduce the sum available for the Department for training - current budget is £60k
Total Corporate Services General			10	10	0	

Corporate Services Total

325 325 0

Policy - On Target

NOTHING TO REPORT

Savings Monitoring Report - 2022/23 brought forward
Corporate Performance and Resources Scrutiny Committee
17th April 2024

1 Summary position as at : 31st December 2023

£67 k variance from delivery target

	2022/23 Savings monitoring		
	2022/23	2022/23	2022/23
	Target	Delivered	Variance
	£'000	£'000	£'000
Chief Executive	67	0	67
Corporate Services	0	0	0
	67	0	67

2 Analysis of delivery against target for managerial and policy decisions:

Managerial
Policy

£67 k Off delivery target
£0 k ahead of target

	MANAGERIAL			POLICY		
	2022/23	2022/23	2022/23	2022/23	2022/23	2022/23
	Target	Delivered	Variance	Target	Delivered	Variance
	£'000	£'000	£'000	£'000	£'000	£'000
Chief Executive	67	0	67	0	0	0
Corporate Services	0	0	0	0	0	0
	67	0	67	0	0	0

3 Appendix F (iv): Savings proposals not delivered in 2022/23

DEPARTMENT	2021/22 Budget	FACT FILE	2022/23 Not achieved	2022/23 Delivered in 2023/24	2023/24 Variance	EFFICIENCY DESCRIPTION	REASON FOR VARIANCE
	£'000		£'000	£'000	£'000		

Managerial - Off Target

Chief Executive

People Management division	2,767	Includes Payroll, People Services, Organisational Development, Employee Wellbeing, HR Development Team, Business and Project Support	67	0	67	Focus is going to be on delivering the targets based on the realignment of OD, together with some additional income generation right across the division, this proving to be difficult as only have the staffing budgets to yield the efficiencies, and that is becoming more difficult as each year passes.	Saving not yet progressed
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Chief Executive Total			67	0	67		
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Policy - Off Target

NOTHING TO REPORT

Corporate Performance and Resources Scrutiny Committee 17 April 2024

2023/24 Quarter 3 - Performance Report (01/04/23-31/12/23) 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:		
<ul style="list-style-type: none"> • 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 Darren Price	Leader	
Cllr Philip Hughes	Cabinet Member for Organisation and Workforce	
Cllr Alun Lenny	Cabinet Member for Resources	
Directorates:	Designations:	Tel Nos./ E-Mail Addresses:
Names of Heads of Service:		
Jason Jones	Head of Regeneration, Policy and Digital	01267 242336 JaJones@carmarthenshire.gov.uk
Paul Thomas	Assistant Chief Executive (People Management)	01267246123 prthomas@carmarthenshire.gov.uk
Linda Rees-Jones	Head of Administration & Law	01267224010 lrjones@carmarthenshire.gov.uk
Randal Hemingway	Head of Financial Services	01267224886 rhemingway@carmarthenshire.gov.uk
Helen L. Pugh	Head of Revenues and Financial Compliance	01267246223 hlpugh@carmarthenshire.gov.uk
Amanda Edwards	Electoral & Civic Registration Manager	01269 228609 AMEdwagrds@carmarthenshire.gov.uk
Deina Hockenhull	Media and Marketing Manager	01267 224654 DMHockenhull@carmarthenshire.gov.uk
Report Author:		
Rob James	Strategic Performance Manager	01267 224486 RNJames@carmarthenshire.gov.uk
Tracey Thomas	Principal Business Development Officer	TrThomas@carmarthenshire.gov.uk

EXECUTIVE SUMMARY

2023/24 Quarter 3 - Performance Report relevant to this Scrutiny

This report shows the progress as at the end of Quarter 3 - 2023/24 of our deliverables (Actions and Measures) linked to the Corporate Strategy and our Well-being Objectives.

Corporate Strategy 2022-2027		
WBO 1	Enabling our children and young people to have the best possible start in life (Start Well)	
WBO1a	Thematic Priority: Healthy Lives – prevention /early intervention	
WBO1b	Service Priority: Early years	
WBO1c	Service Priority: Education	
WBO 2	Enabling our residents to live and age well (Live & Age Well)	
WBO2a	Thematic Priority: Tackling Poverty	
WBO2b	Service Priority: Housing	
WBO2c	Service Priority: Social Care	
WBO 3	Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Communities)	
WBO3a	Thematic Priority: Economic Recovery and Growth	
WBO3b	Thematic Priority: Decarbonisation & Nature Emergency	
WBO3c	Thematic Priority: Welsh Language & Culture	
WBO3d	Thematic Priority: Community Safety, Resilience and Cohesion	
WBO3e	Service Priority: Leisure & Tourism	
WBO3f	Service Priority: Waste	
WBO3g	Service Priority: Highways & Transport	
WBO 4	To further modernise and develop as a resilient and efficient Council (Our Council)	
WBO4a	Organisational Transformation - Overarching	
WBO4b	Organisational Transformation - Efficiencies and Value for Money	
WBO4c	Organisational Transformation - Income & Commercialisation	
WBO4d	Organisational Transformation - Workplace	
WBO4e	Organisational Transformation - Workforce	
WBO4f	Organisational Transformation - Service Design & Improvement	
WBO4g	Organisational Transformation - Customers & Digital Transformation	
WBO4h	Organisational Transformation - Decarbonisation and Biodiversity	
WBO4i	Organisational Transformation - Schools	
5	Core Business Enablers	
5a	Information and Communication Technology (ICT)	
5b	Marketing & Media including customer services	
5c	Legal	
5d	Planning	
5e	Finance	
5f	Procurement	
5g	Internal Audit	
5h	People Management	
5i	Democratic Services	
5j	Policy & Performance	
5k	Electoral Services & Civil Registration	
5l	Estates & Asset Management	
5m	Risk Management	
5n	Business Support	

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:

Jason Jones	Head of Regeneration, Policy & Digital
Paul Thomas	Assistant Chief Executive (People Management)
Linda Rees-Jones	Head of Admin & Legal
Randal Hemingway	Head of Financial Services
Helen L. Pugh	Head of Revenues and Financial Compliance

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets	Bio-diversity & Climate Change
YES	YES	NONE	NONE	NONE	NONE	NONE	NONE

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 <i>'performance requirements'</i> : <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 came 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.
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**

YES

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

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

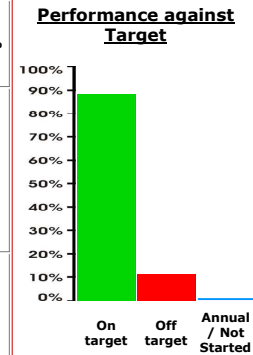
Title of Document	Locations that the papers are available for public inspection
Corporate Strategy 2022-2027 <i>Developing Carmarthenshire Together: One Council, One Vision, One Voice</i>	corporate-strategy-2022-27.pdf (gov.wales)

Scrutiny measures & actions full monitoring report Corporate Performance & Resources scrutiny - Quarter 3 2023/24

Filtered by:
Organisation - Carmarthenshire County Council
Source document - Corporate Strategy 2023/24


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


		Total	On target	Off target	Not reported	Not available	Annual / Not started	% on target	Overall % on target
WBO2.Enabling our residents to live and age well (Live & Age Well)	Measures	4	4	0	0	0	0	100%	100%
WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)	Actions	12	12	0	0	N/A	0	100%	82%
	Measures	5	2	3	0	0	0	40%	
WBO4.To further modernise and develop as a resilient and efficient Council (Our Council)	Actions	16	16	0	0	N/A	0	100%	96%
	Measures	7	6	1	0	0	0	86%	
5.Core Business Enablers	Actions	44	43	1	0	N/A	0	98%	87%
	Measures	23	15	7	0	0	1	65%	
Overall Performance	Actions and Measures	111	98	12	0	0	1	88%	





There are three measures without a target set which are not included in the above table, details of which can be seen on page 22

OFF TARGET

Theme: 5.Core Business Enablers Sub-theme: 5a - Information and Communication Technology (ICT)							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% use of the ICT Self Service helpdesk ICT/002	Not applicable		Q3: 65.3 End Of Year: 65.8	Target: 65.0 Result: 65.2	Target: 66.0 Result: 66.9	Target: 67.0 Result: 65.5 Calculation: (4480 ÷ 6836) × 100	Target: 68.0
Comment	The use of the self service portal seems to have declined. I believe the reason for this is due to more customers are back working in the office, combined with IT support staff floor walking and being located closer to the customer, therefore the customer has better access to IT staff directly. Whilst IT staff are floorwalking, they often get asked to look at an issue, and will log a call on the system to ensure the work gets completed and there is a history log if needed.						
Remedial Action	Review what calls are logged by IT staff.						
Service Head: Jason Jones						Performance status: Off target	

ACTIONS - Theme: 5.Core Business Enablers Sub-theme: 5e - Finance			
Action	16402	Target date	31/03/2024
Action promised	Ensure the Council manages its budgets effectively and prudently		
Comment	Off target based on very significant departmental overspend . partial offset from underspend on capital charges. Also very significant draw on School balances (£9m forecast vs £11m held at year end). £5.5m pressure built into 24/25 budget for Childrens services Schools financial sustainability continues to be highlighted as a risk with the need for individual schools to align expenditure with resources post covid		
Remedial Action	Budget monitoring and individual meetings taking place.		
Service Head: Randal Hemingway			Performance status: Off target 

Theme: 5.Core Business Enablers Sub-theme: 5h - People Management							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of staff that took part in the Annual Employee Engagement survey 1.3.4.6	Not applicable		New measure	--	--	--	Target: 22.5 Result: 18.0 Calculation: (1475 ÷ 8194) × 100
Comment	Despite using a range promotion methods and avoiding the schools' end of term date the take up was lower this year. Reasons may include: an Estyn inspection held during survey period that generated its own survey, Communities held a "rate your employer" survey before the annual staff survey, this survey went into more detail about which Division individuals worked in and we asked the equalities monitoring question - all these tmay have affected people's willingness to take part. In addition, people may not have read the 2022/23 progress article that was published just before the survey was launched which may have affected their interest too.						
Remedial Action	We will review our communication / promotion methods prior to the next (3rd) annual survey to ensure we reach more staff groups. Demonstrate that we are listening by responding to the feedback in a timely manner, which will also hopefully encourage more people to take part.						
Service Head: Paul R Thomas						Performance status: Off target	

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The number of people that are proud to work for the Council (Annual Employee Engagement survey) (Average Index Score) 1.3.4.7	Not applicable		New measure	--	--	--	Target: 1.10 Result: 1.06
Comment	Despite being off target, which may have been too challenging, the result has improved on last year.						
Remedial Action	Demonstrate that we are listening by responding to the feedback in a timely manner, which will also hopefully encourage more people to take part.						
Service Head: Paul R Thomas						Performance status: Off target	

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The number of working days lost to sickness absence per employee PAM/001	Not applicable		Q3: 8.5 End Of Year: 11.6	Target: 2.2 Result: 2.6	Target: 4.4 Result: 5.1	Target: 7.2 Result: 8.0 Calculation: 52206.7 ÷ 6536.9	Target: 10.2
Comment	Q3 result is down compared to last year at 8.0 FTE compared to 8.53 FTE last year, but is still off target. Areas such as : Education and Children access to education 14.9, Children's services 13.1, Adult social care 11.9, Waste and Infrastructure. 9.9, Housing and Public protection 9.6 performing above the authority average.						
Remedial Action	Each department has responsibility to develop plans to reduce absence, which are reviewed following analysis of the quarterly data, trends are identified and support sought where appropriate, to reduce sickness in these areas. There are manager training sessions taking place on the management of stress and mental health and all managers are encouraged to attend. There will also be a joint CMT/HOS session in March on attendance Management. People Management support the departments with a range of expertise from HR and policy advice, OH advice, health and wellbeing events and interventions and training and development.						
Service Head: Paul R Thomas			Performance status: Off target				

Theme: 5.Core Business Enablers							
Sub-theme: 5I - Estates & Asset Management							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Percentage performance against target to generate capital receipts to support the capital program 2.1.2.12	Not applicable		Q3: 35.75 End Of Year: 36.07	Target: 10.00 Result: 2.43	Target: 35.00 Result: 4.12	Target: 60.00 Result: 4.31 Calculation: (111500 ÷ 2588000) × 100	Target: 100.00
Comment	Sale transactions continue to be slow for various reasons however there is still an expectation that significant will be realised in the fourth quarter which will hopefully mean met that the capital receipt target is met for this financial year						
Remedial Action	Ensure that all current and future sale transactions proceed as quickly as feasible						
Service Head: Jason Jones			Performance status: Off target				

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of non housing responsive repairs works completed within the target PropMaint/001	Not applicable		New measure	Target: 94.0 Result: 89.8	Target: 94.0 Result: 70.6	Target: 94.0 Result: 71.6 Calculation: (3657 ÷ 5111) × 100	Target: 94.0
Comment	The current reported performance of 71.6 falls below the anticipated target, exhibiting a slight improvement from the previous quarter's reported figure of 70.6%. The primary contributor to this performance shortfall stems from the inability of contractors to fulfil their obligations within stipulated timelines. It is noteworthy that our contracted workforce consistently lags behind in meeting deadlines by an average of 18% when contrasted with the performance of our in-house operational team						
Remedial Action	Subsequent to the transfer of Property Maintenance from the Department of Place and Infrastructure to the Regeneration, Policy, and Digital Division, alongside the consolidation of the Property Business Support Hub under the direct management of Property Maintenance, we have taken proactive measures. Specifically, we have designated a dedicated staff member to actively pursue contractors for any overdue jobs. This strategic allocation aims to streamline our operational processes and ensure timely completion of projects, thereby enhancing overall efficiency and service delivery within the organisation.						
Service Head: Jason Jones			Performance status: Off target				

Theme: 5.Core Business Enablers							
Sub-theme: 5m - Risk Management							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% Response to letters of claim - issuing acknowledgement letter to claimant / claimant's legal representative, and referral of claim to appropriate Insurer within 6 working days of receipt at the Risk Management Section. 6.4.2.3	Not applicable		Q3: 90 End Of Year: 93	Target: 95 Result: 95	Target: 95 Result: 94	Target: 95 Result: 92 Calculation: (343÷374) x 100	Target: 95
Comment	The November result is off target due to time spent on training a new member of staff						
Remedial Action	The new member of staff is now upto speed as shown with the December result of 97% ahead of target. This PI continues to be monitored closely by the team.						
Service Head: Helen Pugh	Performance status: Off target					⊘	

Theme: WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)							
Sub-theme: WBO3a - Thematic Priority: Economic Recovery and Growth							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of undisputed invoices which were paid in 30 days CFH/006	Not applicable		Q3: 95.9 End Of Year: 95.6	Target: 95.0 Result: 94.7	Target: 95.0 Result: 93.8	Target: 95.0 Result: 94.4 Calculation: (211252÷223812) x 100	Target: 95.0
Comment	A slight improvement, however still off target.						
Remedial Action	A report of all areas under performing and not meeting the target have been highlighted and distributed to BSU Managers for further investigation.						
Service Head: Randal Hemingway	Performance status: Off target					⊘	

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The number of jobs created through Community Benefits in our construction projects (21st Century School programme, housing & regeneration projects) CP/002	Not applicable		Q3: 36 End Of Year: 43	Target: 15 Result: 20	Target: 30 Result: 31	Target: 45 Result: 38	Target: 60
Comment	The number of jobs created in quarter 3 is slightly off where we projected these figures would be. This is due to a number of factors including delay in projects commencing on site and delays in packages of work commencing on site (Pentre Awel). Specifically, Wauniago housing project (contractor Lloyd and Gravell) was delayed but has now commenced, no reports submitted as yet. Ysgol Pembrey (contractor Lloyd and Gravell) awaiting report from contractor, we will include data in Qtr 3 Market Street, Llanelli (contractor TRJ) Early stages of the project, targets have been set with TRJ but as yet no TR&T to report, provided interview training to Bryngwyn School ORP 2.1 & 2.3 and Maes Griffiths housing projects (contractor TRJ) only recently commenced, planning meeting was held with TRJ on the 24/11/23.						
Remedial Action	On Pentre Awel there are a number of new jobs that have been created in January that will feed into quarter 4. Some figures have been delayed from one contractor in qtr 3 that will be reported in qtr 4.						
Service Head: Helen Pugh	Performance status: Off target					⊘	

Theme: WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)							
Sub-theme: WBO3d - Thematic Priority: Community Safety, Resilience and Cohesion							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of e-learning training on Violence Against Women, Domestic Abuse,	Not applicable		Q3: 69.5	Target: 100.0	Target: 100.0	Target: 100.0	Target: 100.0

Sexual Violence (VAWDASV) completed by staff CSG/003		End Of Year: 69.3	Result: 66.2	Result: 65.4	Result: 66.1	Calculation: (5484 ÷ 8292) × 100
Comment	There have been challenges with the current Learning at Wales eLearning system. It is anticipated that performance will improve in this area when the new LXP/LMS [ThinQ] has been implemented.					
Remedial Action	The new LXP/LMS [ThinQ] is due to be implemented in Q4 of 23-24 which will enable increased monitoring of essential learning. Targeted VAWDASV training is also one of the priorities for the Corporate Safeguarding Group.					
Service Head: Avril Bracey	Performance status: Off target				⊘	

Theme: WBO4.To further modernise and develop as a resilient and efficient Council (Our Council)							
Sub-theme: WBO4g - Organisational Transformation - Customers & Digital Transformation							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of calls received at the Contact Centre M&M/005	Not applicable		Q3: 172695 End Of Year: 238297	Target: 62500 Result: 44950	Target: 125000 Result: 88238	Target: 187500 Result: 128277	Target: 250000
Comment	The 'Options' menu to our telephone lines that directs customers to parts of the organisation that they require continues to be used. This reduces the double handling of calls with the calls going directly to their call teams rather than being passed on through the contact centre. Added messaging on our telephone line has reduced the number of customers needing to speak with a member of staff. Customers are choosing other means of contact e.g. email, social media, online forms etc. rather than the telephone. We have also launched Hwb Bach Y Wlad where customer services staff deliver our services at locations within the Ten Towns project which reduces the necessity for customers to phone.						
Remedial Action	The contact centre continues to deal with calls where customers need our support the most and enquiries through other media whilst improving the customer experience.						
Service Head: Deina Hockenhill	Performance status: Off target				⊘		

ON TARGET ETC.

Theme: 5.Core Business Enablers							
Sub-theme: 5a - Information and Communication Technology (ICT)							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of Freedom of Information Act request responded to in 20 working days 2.1.1.17	Not applicable		Q3: 94.86 End Of Year: 94.59	Target: 90.00 Result: 94.40	Target: 90.00 Result: 95.12	Target: 90.00 Result: 95.36	Target: 90.00
Service Head: Jason Jones			Performance status: On target				
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of employee laptops with 4GB of memory (RAM) or under ICT/009	Not applicable		Q3: 19 End Of Year: 16	Target: 15 Result: 13	Target: 14 Result: 10	Target: 13 Result: 8	Target: 12
Comment		Stock of new devices has been purchased to replace all 8Gb and under.					
Service Head: Jason Jones			Performance status: On target				

ACTIONS - Theme: 5.Core Business Enablers		
Sub-theme: 5a - Information and Communication Technology (ICT)		
Action	Target date	
16313	31/03/2024	
Action promised	Implementation of a new Staff Desk Booking Cloud Solution including Sensor technology to facilitate Desk Management across our main council buildings and agile working spaces as part of continuing to embrace and promote agile working, hybrid meetings and new ways of working across the organisation. CV108	
Comment	This system is due to go live with staff on Monday 5th February We experienced a delay with deployment due to an issue over licensing renewals that took until the middle of December to sort. It was then decided to postpone the go live date until the end of January 24.	
Service Head: Paul R Thomas		Performance status: On target
16314	31/03/2024	
Action promised	Roll-out of a Corporate Electronic Signature Solution (DocuSign) as part of continuing to embrace and promote agile working, hybrid meetings and new ways of working across the organisation. CV108	
Comment	The Pensions team have delayed their trial because of the lack of capacity within the team to drive the implementation within the section as they are focusing on the implementation of the 'McCloud Remedy'. One area of Economic Development (Rhian Phillips) went live with the system in January with another section under Mike Bull to go live by April. Housing have been prompted for action on deploying in their area as they have many applications. New areas for deployment are being sought through the Customer & Digital Workstream and the Departmental Digital Groups.	
Service Head: Paul R Thomas		Performance status: On target
16494	31/03/2024	
Action promised	We will fulfil our statutory obligation under the Data Protection Act and ensure we are up to date with revisions in law being introduced in the UK.	
Comment	The Data Protection and Digital Information (No. 2) Bill has now progressed to the Committee Stage in the House of Lords. The progress of the Bill is being continually monitored and updates are being provided to the Corporate Information Governance Group. There are four further stages before the Bill will become law: 1 and 2 - House of Lords - Report Stage and 3rd Reading 3. Consideration of Amendments 4. Royal Assent Implications to Council policies, procedures etc. resulting from changes brought by the Bill are in the process of being assessed.	
Service Head: Jason Jones		Performance status: On target
17092	31/03/2024	
Action promised	We will act as an enabler and vehicle for transforming the way services across the Council are delivered to customers by increasing opportunities for accessing council services via digital technologies. CV110	
We are currently developing our new Digital Strategy 2024-2027. As part of a recent Wales Audit Strategic Digital Review, one of the 4 recommendations was to consider a Public Consultation. From the 3rd November for 6 weeks we launched a Public Consultation via the Council Website to allow our residents / customers to feed into the formulation of our strategy. 180 responses were received which is positive step considering we'd never engaged with the public and our residents on a digital strategy or		

	<p>initiatives in the past. We will look forward to strengthening our engagement with our residents and work closely with Media & Marketing on growing our involvement with our key users and customers of our digital services.</p> <p>We continue to work very closely with Media & Marketing on the development of our Corporate Website and Website Content for our residents and businesses including a continual programme of developing Online Services; jointly working to develop greater range of eForms and back-office end-to-end processes. This quarter we have developed and launched several new on-line services and forms. Namely: our annual Christmas Toy Box Appeal which helps hundreds of children with families who can't afford to buy toys or gifts. Replacement School/College Bus Pass including Online payment. Full Sustainable Urban Drainage Systems (SuDS) Scheme Application for SuDS Approving Body (SAB) approval.</p> <p>The new Waste Management System with Contact Centre / HWB My Account integration is nearing completion of it's launch and first service for AHP Hygiene Nappy Collection Service; expected Q4. There is a comprehensive 3-year development programme for the service to streamline other services and decommission legacy systems and migration to a single platform to cover key services. Namely: Missed Bins, Recycling Items, Grounds and Cleansing including Fly Tipping / Dead Animals and Bulky Waste as identified priorities. Massive opportunities for the Waste, Ground and Cleansing Service to greatly improve customer access and experience to services along with huge back-office efficiencies including mobilising the workforce and vehicle fleet to drive further efficiencies across the service.</p>
Comment	
Service Head: Jason Jones	Performance status: On target
Action 17093	Target date 31/03/2024
Action promised	We will in line with our Digital Transformation Strategy 2021-2024, continue to engage, prioritise and implement department needs to allow them to deliver effective services. CV110
Comment	<p>This quarter we have started the development of the 2nd HR RPA (Robotic Process Automation) Process for Issuing Contracts; working with our 3rd party provider (Davies Group) to develop. A presentation was given to the Chief and the Transformation Board in November for the proposal for Phase 2 for further modernising the workforce and implementing further RPA Processes. Free Schools Meals and SEG (School Essentials - PDG Access) are the next two processes approved by the board and will be developed over the next 6 months with a 50k Digital Transformation Capital Investment committed for implementation. We are also working with the Transformation (TIC) Team to look to a developing a Scoring Matrix and method for identifying and prioritising processes that would allow us to maximise the use of RPA technology along with the means of capturing post-implementation reviews and identifying actual benefits.</p> <p>There are many other key projects continuing with their developments along with many systems migrating to the Cloud to exploit new technologies and functionality. i.e. LMS - Learning Management Systems which is a collaborative project with 4 other authorities, Carmarthenshire is going to be the lead authority to launch first in the new year Q4. The new Oleo Web Recruitment System is close to launching in Q4. Land Charges is being redeveloped into our Cloud Planning System by Arcus Global which we expect to decommission the legacy land charges system and have migrated the service to a modern integrated Platform in Q4.</p> <p>Over the past several months we have also been attending DMT's, facilitated a Members Seminar and 2 Corporate Staff Digital Seminars with AI & Automation as the key theme. To raise awareness of emerging and transformative technologies and corporate technologies currently available to allow service areas to modernise their systems and processes. This has been an excellent opportunity to raise awareness and start the engagement with our key service areas as part of the Annual Business Planning cycle. Our new Digital Strategy is currently being written ready for April 2024 and also agreed with the Chief that we will quickly follow-up with an AI & Automation Strategy by the Spring / Summer 2024.</p>
Service Head: Jason Jones	Performance status: On target
Action 17101	Target date 31/03/2024
Action promised	We will provide responsive ICT support and expertise to all staff, elected members and schools at all times. To ensure they have a safe, secure, up-to-date and fit for purpose I.T. provision to carry out their work and duties effectively. CV110
Comment	We continue to provide a ICT Service Desk and Support service to staff, members and schools. IT devices such as laptops are upgraded or replace, to ensure they are fit for purpose and able to support the business requirement of the user. We have been proactive in the support model we provide to customers. As staff work in a hybrid manner, working from office locations across the county, we have teams based in core locations such as Ty Elwyn, Ty Parcyrhun and County Hall. We have facilitated the move of ICT Services from PDS to a new office location in 3 Spilman Street.
Service Head: Jason Jones	Performance status: On target
Action 17102	Target date 31/03/2024
Action promised	We will ensure a robust approach to Cyber security and sustainable solutions are implemented for Information Governance.
Comment	<p>We have completed the development of a new cyber awareness module that will be compulsory for all staff to complete once the new LMS system Thinkji has been launched.</p> <p>A Cyber Action plan for 2024 has been completed and will align along with the work the cyber team will be delivering.</p> <p>A 'Dark to Deploy' session will take place with Microsoft during the end of January to assess security and compliance products available as a potential uplift to an E5 licence.</p> <p>We will work with WG who are launching a Security Operation Centre for Wales (SOC) to ensure incident logs from Carmarthenshire are included and monitored. New TOR for the Corporate Information Governance Group have been approved by CMT. Information Governance training will be rolled out to all staff during 2024.</p>
Service Head: Jason Jones	Performance status: On target

ACTIONS - Theme: 5.Core Business Enablers		
Sub-theme: 5b - Marketing & Media including customer services		
Action 17288	Target date	31/03/2024
Action promised	To introduce the Corporate Customer charter	
Comment	Getting a draft charter completed by the end of this financial year is now a priority for the service. Our aim is that this new customer charter will put our customers at the heart of everything we do.	
Service Head: Deina Hockenhuil	Performance status: On target	

ACTIONS - Theme: 5.Core Business Enablers		
Sub-theme: 5c - Legal		
Action 16399	Target date	31/03/2024
Action promised	We will monitor and implement changes to the Local Government Pension scheme as a consequence of legislation changes, including Sargeant/McCloud	
Comment	All changes received have been implemented	
Service Head: Randal Hemingway	Performance status: On target	

Theme: 5.Core Business Enablers							
Sub-theme: 5e - Finance							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of council tax due for the financial year which was received by the authority CFH/007	97.15	96.17	Q3: 86.53 End Of Year: 97.33	Target: 31.00 Result: 31.90	Target: 56.00 Result: 56.99	Target: 84.00 Result: 86.37 Calculation: (110815552.56 ÷ 128297669.67) × 100	Target: 97.50
Service Head: Helen Pugh			Performance status: On target				
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of non-domestic rates due for the financial year which were received by the authority CFH/008	98.21	97.46	Q3: 85.64 End Of Year: 97.97	Target: 31.00 Result: 33.88	Target: 56.00 Result: 62.50	Target: 84.00 Result: 86.01 Calculation: (37517144.4 ÷ 43617469.9) × 100	Target: 97.50
Service Head: Helen Pugh			Performance status: On target				

ACTIONS - Theme: 5.Core Business Enablers		
Sub-theme: 5e - Finance		
Action	Target date	
16400	31/03/2024	
Action promised	We will undertake the closure and Audit of the Accounts within the appropriate timescales	
Comment	Completed within timescales set by WG. Believed to be the 2nd County council in wales to receive auditor general signoff of final accounts. Preparing now for 2023/24 accounts which will require new IFRS 16 workstream	
Service Head: Randal Hemingway		Performance status: On target
16401	31/03/2024	
Action promised	We will ensure an unqualified audit of the final accounts	
Comment	This has been achieved	
Service Head: Randal Hemingway		Performance status: On target
16403	31/03/2024	
Action promised	We will continue to Develop Opportunities for collaboration with other Local Government Pension Schemes	
Comment	we continue to collaborate with other LGPS Funds	
Service Head: Randal Hemingway		Performance status: On target
16404	31/03/2024	
Action promised	To ensure timely closure of accounts for the Dyfed Pension Fund	
Comment	Pre-Audit Dyfed Pension Fund Statement of Accounts 2022-23 presented to Governance & Audit Committee on 14 July 2023	
Service Head: Randal Hemingway		Performance status: On target
16443	31/03/2025	
Action promised	Use of the Council `s reserves to invest in the County and support future development	
Comment	£2m reserves applied to meet temporary pressures next year in childrens services pending opening of new residential homes, mitigating the need to fund from base budgets. £19m of the £192m 5y capital programme (10%) funded from reserves, mitigating the need for increased borrowing at a time of increased interest rates	
Service Head: Randal Hemingway		Performance status: On target

ACTIONS - Theme: 5.Core Business Enablers**Sub-theme: 5f - Procurement**

Action	Target date	31/03/2024
Action promised	We will work with departments to deliver compliant tender exercises through the implementation of a category management approach	
Comment	<p>47 tenders were actively worked on across all categories. A total of 41 contracts/Frameworks were awarded during this quarter (including 37 DPS call-offs) with a combined total value of approximately £17.9million.</p> <p>Construction & Waste</p> <p>The Council's new Construction Professional Services Framework was awarded in October and is expected to be worth in the region of £15m over 4 years. The Framework will provide the Council with property-related project management and full design team services across 7 discipline-specific lots (e.g. Architectural, Mechanical, Electrical and Plumbing, Structural Engineering Services). In total, 37 individual consultancies were awarded a place on the Framework.</p> <p>The tender for the Council's new arrangement for the Collection and Treatment of its Gully and Sweeper Waste was published in December. The tender will close in January with the new arrangement scheduled to commence in April 2024.</p> <p>Procurement officers have continued to provide significant support to the Housing Property & Strategic Projects Division in developing a new Property Works Framework to replace the Council's existing Minor Works Framework in 2024. The tender is expected to be published in January with the new Framework scheduled to commence in August 2024.</p> <p>During the last quarter, Procurement officers have continued to support departmental officers with mini-competitions from national frameworks and two of the Council's Dynamic Purchasing System (DPS) arrangements. A total of 36 contracts were awarded under the Council's DPS for the Supply and Installation of Stairlifts, Hoists and Lifts (worth approximately £158,000). One contract was awarded under the Council's DPS for Drainage Investigations and CCTV Surveys (£16,500). A contract was also awarded for the provision of a tranche of Domestic Energy Performance Certificates for the Council's housing stock (approximately £18,000). This contract was awarded following a call-off from a national ESPO Framework.</p> <p>Work continues in conjunction with departmental officers to support existing contractual arrangements as well as to scope and prepare other up-coming tender exercises such as the South West Wales Regional Contractors 2024 Framework.</p> <p>Social Care Category</p> <p>The Playworks Holiday Grant (£250,000) was published at the end of November as planned, with a tender deadline of early January 24.</p> <p>The VAWDASV (£6.4 million) tender was published in December with a proposed Contract start date of April 24.</p> <p>Work continued preparing documents for the Community Based Services (£127 million) tender which will now encompass Community Support Services, Fulfilled Lives, Complex Care and Supported Accommodation. Children's Services will now also be included in the tender. A virtual tender event was held on 18th December 2023. The tender will hopefully be published in January for a proposed Framework start date of May 24.</p> <p>Replacement Care (£7.5 million) has been pushed back to Spring 24 to allow focus on VAWDASV and Community Based Services. Awaiting to hear back from the Lead Officer on Coroner Services (£156,000). Localities Floating Support (£1.1 million annual spend) scheduled for tender around April 24.</p> <p>Highways & Transport Category</p> <p>Fleet:</p> <p>Further Competition held to purchase 40 Tipper Vans (£1.4 million) from YPO. Awaiting for suppliers to price. Ford reopened order books in December and VW have repriced. We will award in January 24.</p> <p>A further competition was held to purchase four Welfare Adapted Minibuses (£180,000), through the YPO GMP Framework. Quotes have been received and the Contract will be awarded in January 24.</p> <p>Further Competition published to purchase 19 Winter Maintenance Vehicles (Gritter/tipper configuration) (£4 million) through the ESPO Framework with an award date of early February 24.</p> <p>Meetings held to discuss the upcoming Waste Vehicle Replacement project (£8.5 million), Lead Officers working on the vehicle specifications. Planning a Further Competition through the ESPO Framework to be published in January 24.</p> <p>No further information from department in regards to the Vehicle Maintenance Framework (£60,000 annual spend) tender.</p> <p>Highways, Transport and Parks:</p> <p>2 Further Competitions were held from the Ash Die Back DPS with a total value of £15,500.</p> <p>A tender was published in December for nine additional bus routes from the Bus & Taxi DPS, to be awarded early February 24.</p> <p>Tender preparation continued for a new Traffic Enforcement System (car and camera system) (£250,000), currently on hold due to Lead Officer sickness absence.</p> <p>An EOI was sent to the SEWH Framework for our surface dressing requirements (£2.4 million over 4 years). Only RMS responded so we will direct award to RMS through the Framework in January 24.</p> <p>Annual checks completed for the Specialist Countryside Contractors Framework.</p> <p>No further information from the Department regarding the Landscape Management Tender (£2.8 million), formally Grounds Maintenance.</p> <p>Corporate Services, ICT and FM category</p> <p>Wales Pension Partnership Operator Services ITT is currently being evaluated (anticipated value of £40M) alongside consultants who have supported the Council during the tender process. The interview and presentation stage is due to be held at the end of January 2024.</p> <p>Food procurement – The Welsh Public Sector Collaborative Food Group (WPSCFG) Food Framework entered standstill during December 2023 is due to go live February 2024. The framework provides geographical and commodity lotting to encourage local bidders and local food and support the foundational economy of Wales. Future proofing the Framework has been critical to allow for new product development and/or product reformulation to meet varying requirements and changes to legislation and individual organisational policies. Caerphilly Council, the lead organisation, has incorporated robust contract and provider relationship management capable of capturing spend, savings and KPI data, with a consistent approach on usage trends that will assist the effective use of this framework and inform planning for future procurement. Carmarthenshire's element of the framework is worth approximately £14M and will be let for an initial period of 3 years, with an option to extend for up to a further 1-year period (if required).</p> <p>First Aid Training is currently at the scoping stage and CPU are awaiting further instruction from the Lead Officer.</p> <p>Office365 consultancy services contract. Discussions have taken place with category managers from BLOOM to see if this is an appropriate route to market. Lead Officers in the IT Services are currently looking at potential projects that could be used as a pilot to determine if we can use BLOOM or whether we would need to undertake an open competition. Exercise is currently on hold until projects have been identified.</p> <p>Cleaning services for schools and corporate buildings tender has been awarded with a total value of £1.8M.</p>	

OHMS replacement tender currently in evaluation stage with a view to award the contract in January 2024 (estimated value £900K). Lead Officer is currently working in partnership with Occupational Health to prepare an outline specification for Wellbeing Support Services for lawyers, and this will be shared with Procurement when an outline of the requirements has been developed. No officer update on this exercise.

Crazy golf Tender for Pendine is live with a deadline for end of January 2024.

Agency workers contract is in the process with being finalised. Some issues regarding consolidated invoicing and amendments to framework terms and conditions currently being worked through with the neutral vendor (£14M estimated value of call off contract).

CPU and the Marketing Team continue to work together to streamline quotation documentation for low value goods, works and services.

Work has commenced to appoint a management consultant to undertake a feasibility assessment for the provision of nursing care. The lead officer is currently working with a legal team to inform the feasibility of the project and procurement exercise. The tender is due to go live on Sell2Wales in January 2024 with an approximate value of £50K.

Pentre Awel Leisure Working Group created to scope requirements for new build as well as renewal programme for fitness equipment and associated leisure equipment across the Council's Leisure Centres. Weekly meetings currently being held with lead officers from Leisure and Catering (approx £1.5M total value for all leisure centre equipment). Indicative timescales for October 2024 delivery.

CPU are assisting the Wales Pension Partnership for Private Real Estate tender, which is a competitive procedure with negotiation. Stage 1 went live on 17/11/23 and closed on the 18/12/23. The evaluation process, managed by external consultants, will continue until Stage 2 go lives mid-January, with an estimated value of £56M.

CPU is supporting the Planning team to appoint a consultant for the Gwyrddu Sir Gar project, to appoint a consultant to develop Supplementary Planning Guidance and Developers Toolkit. The project is SPF funded and due to go live in January 2024 with an estimated value of £60K.

CPU is supporting the Planning team to appoint a consultant for an appraisal into second homes within Carmarthenshire that addresses current legislative and policy provisions as well as the wider impacts of second homes and holiday lets. The commission is valued in the region of £40K and due to be advertised early January 2024.

CPU is supporting the Regeneration team to appoint a consultant to help deliver External Landlord Intervention that will address the high vacant property rates across all three primary towns in Carmarthenshire (Ammanford, Carmarthen and Llanelli). This commission is SPF funded and valued in the region of £130K, due to be advertised early January 2024.

CPU has provided support to Finance to procure a Cycle to Work (Salary Sacrifice cost neutral) service via the ESPO Employee Benefits Framework, appointing Cycle Solutions in November 2023 as the Council's operator, who are based in Swansea.

CPU are currently assisting Finance to procure a new Car Salary Sacrifice (cost neutral) service for the Council via a framework hosted by Halton Housing and supported by the Council's appointed Treasury Advisors, Link. This work involves the cessation of the current arrangements with Tusker via a lapsed NPS framework and master vendor iComWorks Ltd.

CPU are currently supporting the Corporate Risk Team and its brokers Marsh to renew various Insurance policies via a YPO framework, with the contract due to be tendered in March 2024, valued at £4.5M for 3 years.

Service Head: Helen Pugh	Performance status: On target		
Action 16442	Target date	31/03/2024	
Action promised	We will continue to develop our approach to spend analysis		
Comment	<p>In quarter 3 of 2023/24, 3 further months of spend data were uploaded in Atamis. These months were September, October and November.</p> <p>A number of supplier spend and category spend reports have been produced in response to requests from Procurement Officers and Council Lead Officers & Budget Holders.</p> <p>Further category classification of suppliers has continued with 8 months of spend data in 2023/24.</p> <p>The Spend Analysis Officer has undertaken further Power BI Training (beginner/intermediate level). This training involved the presenting of data into various data visualisation and interactive tools. Further training on this topic is planned for the Officer. A meeting was held on the 25th October with the Procurement Manager (Strategy & Compliance) and the Principal Procurement Officers to discuss the implementation of spend reports into this format.</p> <p>The Procurement Strategy 2023-28 has also been uploaded onto the Procurement pages of the intranet.</p>		
Service Head: Helen Pugh	Performance status: On target		

Theme: 5.Core Business Enablers
Sub-theme: 5g - Internal Audit

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Actual achievement against Annual Audit Plan 6.4.1.3	Not applicable		Q3: 57 End Of Year: 83	Target: 10 Result: 13	Target: 35 Result: 36	Target: 60 Result: 60 Calculation: (744 ÷ 1240) × 100	Target: 90
Comment	Plan is currently on target, at 60%. Whilst we have been a couple of staff members down for some months, due to sickness (2 months) and secondment (4 months), as at the start of January, we are now back to full compliment of staffing and work continues to progress well.						
Service Head: Helen Pugh	Performance status: On target						

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of draft Internal Audit reports issued within 10 working days of the fieldwork completion date	Not applicable		Q3: 89 End Of Year: 89	Target: 80 Result: 80	Target: 80 Result: 80	Target: 80 Result: 80	Target: 80

IA/001			87	100	88	89	
						Calculation: (24÷27) × 100	
Comment	Performance measure on target. 89% of Draft Reports have been issued within 10 working days of the fieldwork completion date.						
Service Head: Helen Pugh	Performance status: On target						
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of management responses received within 15 working days of the draft Internal Audit report being issued IA/002	Not applicable		Q3: 27 End Of Year: 38	Target: 80 Result: 100	Target: 80 Result: 93	Target: 80 Result: 83	Target: 80 Calculation: (20÷24) × 100
Comment	Performance measure on target. 83% of Draft Reports issued have been responded to by Management within the requested 15 working days.						
Service Head: Helen Pugh	Performance status: On target						
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of final reports issued within 10 working days of management responses being received IA/003	Not applicable		Q3: 100 End Of Year: 100	Target: 80 Result: 100	Target: 80 Result: 100	Target: 80 Result: 100	Target: 80 Calculation: (23÷23) × 100
Comment	All Final Reports have been issued within 10 working days of the management responses being received.						
Service Head: Helen Pugh	Performance status: On target						

Theme: 5.Core Business Enablers							
Sub-theme: 5h - People Management							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The number of people that would recommend the Council as an employer (Annual Employee Engagement survey) (Average Index Score) 1.3.4.8	Not applicable		New measure	--	--	--	Target: 1.10 Result: 1.10
Comment	This is an excellent result as it achieved the set target and improved on last year.						
Remedial Action	We will continue to promote the benefits of working for us which are key contributors to being a good employer.						
Service Head: Paul R Thomas	Performance status: On target						

ACTIONS - Theme: 5.Core Business Enablers							
Sub-theme: 5h - People Management							
Action	16472	Target date			31/03/2024		
Action promised	Conduct an annual employee engagement survey.						
Comment	The second annual employee engagement survey closed on 21 July. The results have been published on our Staff Voice intranet page. A message to all staff explaining the overall results and actions being taken was circulated early December.						
Service Head: Paul R Thomas	Performance status: On target						
Action	16473	Target date			31/03/2024		
Action promised	Further improve internal communications by developing a new Internal Communications Strategy						
Comment	A document titled "Improving Internal Communication" was considered and approved by the Transformation Board in September. This document outlined all the mechanisms that are currently being used to support effective communication and detailed the roles that Leaders, Managers and Individuals have in supporting effective communication. This document will form part of a wider Corporate Communications Plan (being developed by the newly appointed Communications and Engagement Manager, and will also be a feature of the new management development pathways.						

Service Head: Paul R Thomas		Performance status: On target	
Action	16474	Target date	31/03/2024
Action promised	Support services to ensure the management of all Health & Safety risks across the authority.		
Comment	this is an on going piece of work, there has been outstanding vacancies within the H&S team, but within existing and reduced resources the H&S team work with departmental management groups to identify risks and develop safe working practices		
Service Head: Paul R Thomas		Performance status: On target	
Action	16475	Target date	31/03/2024
Action promised	Develop and implement a health & wellbeing plan and programme to support the health & wellbeing of all our staff as we move through the cost-of-living crisis.		
Comment	ongoing discussion around the funding for the health and wellbeing function. Within current resources, the team develop corporate plans and initiatives to help educate and inform and share best practice on a range of health and wellbeing topics. The team also work with departments to bespoke interventions. Awareness is raised each week via newsletter and intranet articles about future events and where information can be found on a wide range of wellbeing topics		
Service Head: Paul R Thomas		Performance status: On target	
Action	16476	Target date	31/03/2024
Action promised	Fully roll out new Digital Skills Framework.		
Comment	Pilot Digital Survey completed, Corporate-wide survey roll-out in Jan. 2024. Digital Skills Framework to form part of the Corporate Digital Strategy document, L&D collaborating with IT heads of service to finalise document and framework.		
Service Head: Paul R Thomas		Performance status: On target	
Action	16477	Target date	31/03/2024
Action promised	Introduce new competency framework aligned to our core values.		
Comment	Our Core Values & Behaviours Framework has been launched through the staff Newsletter (15th December, 2023). Meetings with DMT's have been held over late November 2023 and early December 2023. Intranet page launched, including the framework itself, an eLearning on how to use it, and a helpful tips download (for easy reference).		
Service Head: Paul R Thomas		Performance status: On target	
Action	16478	Target date	31/03/2024
Action promised	Review the end-to-end induction and on-boarding process including the launch of a new corporate induction.		
Comment	Outline and design of Induction discussed with key stakeholders and due to be presented to CMT in January for final comments. First date of new Induction scheduled for 13.03.24. Marketing & Media currently working on new branding.		
Service Head: Paul R Thomas		Performance status: On target	
Action	16479	Target date	31/03/2024
Action promised	Develop and implement a new Learning & Development Policy		
Comment	The new policy has been agreed by CMT and will be publicised in the New Year		
Service Head: Paul R Thomas		Performance status: On target	
Action	16480	Target date	31/03/2024
Action promised	Review current appraisal / supervision framework and ensure it is embedded in our management development programme and induction process.		
Comment	The pilot Leadership Academi has been launched with an excellent response from across the organisation. The programme includes learning around supervision and appraisals. A review of the appraisal process has been initiated		
Service Head: Paul R Thomas		Performance status: On target	
Action	16481	Target date	31/03/2024
Action promised	Complete the implementation of new Staff Recruitment process and system.		
Comment	Implementation delayed due to extended testing of the system. "Go Live" date planned for 5th February 2024. training for Recruitment Team and Recruiting Managers to commence on 15th January.		
Service Head: Paul R Thomas		Performance status: On target	
Action	16482	Target date	31/03/2024
Action promised	Ensure our Pay Policy for 2023 / 2024 and annual Equal Pay Audit comply with legislation and provide transparency around pay decisions. Separate Pay Policy for Teachers.		
Comment	Pay Policy completed. Draft Pay Policy for 2024/2025 drafted and will be considered by CMT in February 2024. Equal Pay Audit in draft and will be presented to CMT once final data checks are complete.		
Service Head: Paul R Thomas		Performance status: On target	
Action	16483	Target date	31/03/2024
Action promised	Look at ways of improving the quality of our workforce equality data and continuously improve the quality of information gathered. (CV102)		

Comment	Processes are in place to remind and encourage employees to declare and update their data. This is ongoing.		
Service Head: Paul R Thomas	Performance status: On target		
Action	17289	Target date	30/09/2024
Action promised	Further develop existing reward and recognition frameworks that value innovation and creativity		
Comment	Consulted with the Heads of Service about different methods of rewarding and recognising staff. Exploring the opportunity of using 'Win of the Month' to identify and reward teams		
Service Head: Paul R Thomas	Performance status: On target		

ACTIONS - Theme: 5.Core Business Enablers			
Sub-theme: 5i - Democratic Services			
Action	16484	Target date	31/03/2024
Action promised	Review of the public participation Strategy.		
Comment	CRWG at its meeting held on the 5th April 2023 considered the results of the public engagement exercise and whether there was a need to review the existing Public Participation Strategy. CRWG was of the opinion that the Strategy was fit for purpose and that there was no need to recommend any changes to Council		
Service Head: Linda Rees Jones	Performance status: On target		
Action	16532	Target date	31/03/2024
Action promised	Supporting a pre-decision scrutiny approach to policy development and decision making. CV 107		
Comment	The Authority moved to a pre-decision scrutiny approach in September 2022. The Cabinet Forward Plan is regularly updated and circulated to Cabinet and Scrutiny Chairs and Vice who now have the option to continually review and update their forward plans so that they can feed into any decision at an earlier stage. Democratic Officers are supporting members in this change. Report Authors are reminded that there should be no - non submission reports as the Scrutiny Ctees are entitled to feed in to Cabinet reports in advance.		
Service Head: Linda Rees Jones	Performance status: On target		
Action	16535	Target date	31/03/2024
Action promised	AUDIT WALES: Put in place arrangements for assessing the effectiveness and impact of overview and scrutiny.(CV107)		
Comment	The Chairs and Vice-Chairs of Scrutiny Forum have received the results of the Survey. Despite the survey being extended only 22 of the 75 members completed the survey. The next step will be to commission the WLGA to facilitate a two part evaluation workshop for Scrutiny members.		
Service Head: Linda Rees Jones	Performance status: On target		

Theme: 5.Core Business Enablers							
Sub-theme: 5j - Policy & Performance							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of complaints completed within statutory deadline Comp/001	Not applicable		Q3: 53.0 End Of Year: 52.7	Target: 60.0 Result: 49.7	Target: 60.0 Result: 57.8	Target: 60.0 Result: 60.9 Calculation: (916÷1504) × 100	Target: 60.0
Comment	Even though the number of complaints continue to be high, the numbers during Q2 and Q3 have reduced slightly from the start of this year. This may have enabled departments to respond in a timelier manner. As a team, we have been able to allocate some additional capacity to support with the allocation of complaints to departments, which may have also led to a slight improvement in performance. However, the number of complaints remain high, in comparison with previous years.						
Service Head: Jason Jones	Performance status: On target						

ACTIONS - Theme: 5.Core Business Enablers			
Sub-theme: 5j - Policy & Performance			
Action	15489	Target date	31/03/2024 (original target 31/03/2023)
Action promised	We will continue to support and monitor the implementation of the Integrated Impact Assessment requirement across the Council's decision-making processes to ensure compliance with a range of statutory duties including the new Socio-Economic Duty		
Comment	The Policy Team are working with the Democratic Services Unit to identify key reports which form part of the Cabinet forward work programme. This pilot aims to ensure that the IIA digital form is fully connected to the back office information and is easily facilitated by colleagues in DSU.		
Service Head: Jason Jones	Performance status: On target		
Action	16321	Target date	31/03/2024
Action	Keep regional partnership working under review, together with local government partners, to ensure they are efficient and work for		

promised	Carmarthenshire as new Corporate Joint Committee arrangements are introduced. CV112		
Comment	arrangements continually under review as PSB actions implemented. Serious Violence Duty work also looking at links with other partnerships (VAWDASU, RPB, Area Planning Board) in order to avoid duplication		
Service Head:	Jason Jones	Performance status: On target	
Action	16396	Target date	31/03/2024
Action promised	We will align the timescale for producing the Annual Governance Statement with the Statement of Accounts.		
Comment	The Annual Governance Statement process is embedded with the production of the Annual Governance Statement included as an Agenda Item that is discussed and progress is monitored through the Corporate Governance Group. The Annual Governance Statement for 2022/23 was reviewed and endorsed by the Governance and Audit Committee on 14th July 2023.		
Service Head:	Helen Pugh	Performance status: On target	
Action	16495	Target date	31/03/2024
Action promised	The Council should explore the options available to share performance information in a more transparent and easily accessible way. This extends to sharing with residents (where possible) how and why financial resources are spent and invested where they are. (From Residents Survey 2022)		
Comment	The analysis of the second year of consultation survey results will be reported to CMT and HOS and a Corporate Action Plan developed		
Service Head:	Jason Jones	Performance status: On target	
Action	16496	Target date	31/03/2024
Action promised	We will implement the Public Services Boards (PSBs) Well-being Plan (2023-28) developing a new delivery framework to ensure progress on the well-being objectives and steps		
Comment	The proposal to establish a number of multi-agency task and finish groups to drive forward the delivery of the next steps identified in the PSB's Well-being Plan was agreed by the PSB in October. Nominations for representatives from partner organisations have been sought and discussions have begun in relation to two groups and updates were provided to the PSB at its November meeting. One of these groups relates to the 'Tackling Poverty and its impacts' well-being objective and aims to identify and action opportunities for PSB organisation staff to Make Every Contact Count (MECC) with improved signposting and referral to support services and build on advice services and support for residents through the Council Hwb, by developing opportunities for collaboration across PSB organisations. The other group relates to the 'Ensuring a sustainable economy and fair employment' well-being objective and aims to plan for our future workforce by working collaboratively to promote job and career opportunities in the public sector. The draft terms of reference for a third group under the 'Responding to the climate and nature emergencies' well-being objective were agreed at the November meeting, to focus on increasing collaboration on Electric Vehicle EV Charging Infrastructure at public sector venues. This group will meet for the first time in January 2024.		
Service Head:	Jason Jones	Performance status: On target	

Theme: 5.Core Business Enablers							
Sub-theme: 5k - Electoral Services & Civil Registration							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of Priority Service certificates (i.e. births and deaths) issued within 24 hours CivilReg/004	Not applicable		Q3: 100.0 End Of Year: 98.2	Target: 100.0	Target: 100.0	Target: 100.0	Target: 100.0
				Result: 100.0	Result: 100.0	Result: 100.0	Calculation: (427÷427) x 100
Service Head: Amanda Edwards			Performance status: On target				

ACTIONS - Theme: 5.Core Business Enablers			
Sub-theme: 5k - Electoral Services & Civil Registration			
Action	16453	Target date	31/03/2024
Action promised	To administer and work with our stakeholders in delivering the Civil Partnerships, Marriages and Deaths (Registration etc. Act 2019		
Comment	Ongoing process, we are meeting regularly with Medical Examiner representatives, mortuary staff and Coroner to ensure we work together to ensure the death registration process runs as smoothly as possible. Working with our Comms team to promote our services for marriages and Civil Partnerships.		
Service Head:	Amanda Edwards	Performance status: On target	
Action	16458	Target date	31/03/2024
Action promised	We will publish and maintain an accurate and legally compliant Electoral Register and maximise registration for target groups within the County.		
Comment	We successfully published the 2024 Register on 1st December. We will continue to capture electors as they move, change name and process the deaths list to ensure that the Register is kept up to date. Medical Examiner role is due to become statutory from 1st April, 2024. We will continue to monitor the process.		
Service Head:	Amanda Edwards	Performance status: On target	

ACTIONS - Theme: 5.Core Business Enablers		
Sub-theme: 5I - Estates & Asset Management		
Action	16352	Target date 31/03/2024
Action promised	A Rural Estate strategy will be prepared to support the efficient management of the estate and to maximise the opportunities available to support our corporate wellbeing objectives. (CV80)	
Comment	A Rural Estate Plan is currently being drafted to highlight the extent and performance of the current portfolio, together with the key issues and future strategy of the Estate to enable the Council to maximise the opportunities available.	
Service Head:	Jason Jones	Performance status: On target
Action	17290	Target date 31/03/2024
Action promised	A new Rural Estate Plan will be drafted over the next 12 months to highlight the extent and performance of the current portfolio, together with the key issues and future strategy of the Estate to enable the Council to maximise the opportunities available to support its well-being objectives	
Comment	A Rural Estate Plan is currently being drafted to highlight the extent and performance of the current portfolio, together with the key issues and future strategy of the Estate to enable the Council to maximise the opportunities available.	
Service Head:	Jason Jones	Performance status: On target

Theme: 5.Core Business Enablers							
Sub-theme: 5m - Risk Management							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of motor vehicle incidents reported to Risk Management within 5 working days RM/001	Not applicable		Q3: 53 End Of Year: 49	Target: 40 Result: 44	Target: 40 Result: 51	Target: 40 Result: 51	Target: 40
Remedial Action	This PI is constantly monitored by the team						
Service Head:	Helen Pugh			Performance status: On target			
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of departmental reports returned to Risk Management within 15 days from request RM/002	Not applicable		Q3: 63 End Of Year: 66	Target: 50 Result: 78	Target: 50 Result: 71	Target: 50 Result: 67	Target: 50
Service Head:	Helen Pugh			Performance status: On target			
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of motor claims reports provided by risk management within 7 working days RM/003	Not applicable		Q3: 100 End Of Year: 100	Target: 80 Result: 100	Target: 80 Result: 98	Target: 80 Result: 98	Target: 80
Service Head:	Helen Pugh			Performance status: On target			
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of liability claims reports provided by risk management to insurers within 10 working days RM/004	Not applicable		Q3: 98 End Of Year: 95	Target: 80 Result: 91	Target: 80 Result: 88	Target: 80 Result: 88	Target: 80
Remedial Action	This PI is constantly monitored by the team						
Service Head:	Helen Pugh			Performance status: On target			

ACTIONS - Theme: 5.Core Business Enablers			
Sub-theme: 5m - Risk Management			
Action	15292	Target date	29/03/2024 (original target 31/03/2023)
Action promised	We will address the recommendation or proposals for improvement arising from Wales Audit Office review of Risk Management arrangements		
Comment	Risk Management Action Plan for Improvement is in place and monitors progress on WAO, Internal Audit and TIC recommendations. This is being monitored and updates reported to Head of Revenues & Financial Compliance		
Service Head:	Helen Pugh	Performance status:	On target
Action	16398	Target date	31/03/2024
Action promised	We will maintain an effective insurance programme and manage claims in a timely manner		
Comment	Renewal of the Council's insurance portfolio was completed by 29th June 2023. All policies renewed for 12 months up to and including 29th June 2024.		
Service Head:	Helen Pugh	Performance status:	On target

Theme: WBO2.Enabling our residents to live and age well (Live & Age Well)
Sub-theme: WBO2a - Thematic Priority: Tackling Poverty

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Average time for processing new Housing/Council Tax Benefit claims 6.6.1.2	Not applicable		Q3: 19.52 End Of Year: 18.46	Target: 17.00 Result: 17.29	Target: 17.00 Result: 17.55	Target: 17.00 Result: 14.94 Calculation: 64598÷4324	Target: 17.00
Service Head:	Helen Pugh		Performance status: On target				

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Average time for processing Housing/Council Tax Benefit notifications of changes of circumstances (days) 6.6.1.3	Not applicable		Q3: 4.40 End Of Year: 3.62	Target: 4.00 Result: 3.55	Target: 4.00 Result: 3.74	Target: 4.00 Result: 3.64 Calculation: 216817÷59607	Target: 4.00
Service Head:	Helen Pugh		Performance status: On target				

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of recently calculated Housing/Council Tax Benefit claims that have been calculated accurately based on a sample check 6.6.1.9	Not applicable		Q3: 97.44 End Of Year: 97.69	Target: 92.50 Result: 97.37	Target: 92.50 Result: 96.14	Target: 93.00 Result: 96.90 Calculation: (688÷710) x 100	Target: 95.00
Service Head:	Helen Pugh		Performance status: On target				

Measure Description	2022/23 Comparative Data			2023/24 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 EconD/023	Not applicable		Q3: 131 End Of Year: 204	Target: 20 Result: 31	Target: 50 Result: 60	Target: 70 Result: 120	Target: 200
Service Head:	Jason Jones		Performance status: On target				

Theme: WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)
Sub-theme: WBO3a - Thematic Priority: Economic Recovery and Growth

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year

Number of weeks of training recruitment delivered to people through Community Benefits in the 21st Century School Programme, Housing and Regeneration Projects	Not applicable	Q3: 1134	Target: 807	Target: 1614	Target: 2421	Target: 3229
CP/001		End Of Year: 1628	Result: 1091	Result: 1453	Result: 2510	

Comment Figures submitted in quarter 3 for Pentre Awel (Bouygues), Ysgol Y Castell and Spilman Street (Both being delivered by Lloyd & Gravell).

Service Head: Helen Pugh **Performance status:** On target

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The number of STEM pupil engagements (Science, Technology, Engineering & Maths) through Community Benefits in our Construction Projects (21st Century School programme, Housing & Regen Projects)	Not applicable		Q3: 1991	Target: 405	Target: 810	Target: 1215	Target: 1622
CP/003			End Of Year: 2360	Result: 1043	Result: 1732	Result: 2199	

Comment Figures submitted in quarter 3 for Pentre Awel (Bouygues), Ysgol Y Castell and Spilman Street (Both being delivered by Lloyd & Gravell).

Service Head: Helen Pugh **Performance status:** On target

ACTIONS - Theme: WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)
Sub-theme: WBO3b - Thematic Priority: Decarbonisation & Nature Emergency

Action	16491	Target date	31/03/2024
Action promised	Strategic Land Use Group – complete high-level review of CCC land holdings		
Comment	Review nearing completion. Programme outlining opportunities highlighted to be the subject of CMT report early February.		

Service Head: Jason Jones **Performance status:** On target

ACTIONS - Theme: WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)
Sub-theme: WBO3d - Thematic Priority: Community Safety, Resilience and Cohesion

Action	15493	Target date	31/03/2024 (original target 31/03/2023)
Action promised	We will ensure that we embed any relevant recommendations from the Equalities & Diversity (Black Asian Minority Ethnic) Task & Finish Group into the Council's Strategic Equality Plan.		
Comment	The revision of the Strategic Equality Plan is underway and a revised strategy will need to be approved and published by 1 April 2024. This is a timely opportunity to embed the recommendations and cross-reference with the Anti-Racist Wales Action Plan.		

Service Head: Jason Jones **Performance status:** On target

Action	16267	Target date	31/03/2024
Action promised	Increase the utilisation of school facilities for community use outside of teaching hours. (CV5)		
Comment	We continue to invest in schools to ensure that they can safely and effectively open to the community outside traditional school hours via the Welsh Government Opening Schools to the Community Grant. Our new school designs aspire to provide integrated community spaces to encourage use of its facilities outside traditional school hours. A community focused schools sub group has also been created under the SFG.		

Service Head: Simon Davies **Performance status:** On target

Action	16305	Target date	31/03/2024
Action promised	To work with relevant groups to promote the council as an employer across all communities including within the Black, Asian and Minority Ethnic community. CV99		
Comment	Work is ongoing as part of the recruitment software implementation and attracting all members of the community will feature in our recruitment and workforce strategy.		

Service Head: Paul R Thomas **Performance status:** On target

Action	16306	Target date	31/03/2024
Action promised	Work with the Public Services Board to drive community engagement and good practice in relation to recruitment from Black, Asian and Minority Ethnic communities.CV100		
Comment	As part of the delivery of the Well-being Plan, we will continue to work with Co-production Wales as part of the Dewi project to involve our seldom heard communities. The PSB has adopted a Task and Finish approach in order to progress the Well-being Objectives and one of the first groups is focussing on Our Future Workforce. This will include consideration of how the public sector in the county attracts and retains a diverse workforce.		

Service Head: Jason Jones **Performance status:** On target

Action	16307	Target date	31/03/2024
Action promised	To work with relevant external groups, to improve representation and signposting for Black, Asian and Minority Ethnic communities on the Council's website. CV101		
Comment	The Policy and Involvement Team will work with the Llanelli Multi Cultural Network, EYST Cymru and Race Council Cymru to map out the information and links to improve signposting for Black, Asian and Minority Ethnic communities on the Council's website.		

Service Head: Jason Jones		Performance status: On target	
Action	16308	Target date	31/03/2024
Action promised	Ensuring that Carmarthenshire County Council is a diverse and inclusive organisation. CV101		
Comment	In previous Strategic Equality Plans, we have had specific Equality Objectives in terms of our role as an employer. As part of the revision work of the SEP for 2024-28, we will prepare an update Objective, which will link closely to the Workforce Strategy and Being and Employer of Choice.		
Service Head: Jason Jones		Performance status: On target	
Action	16309	Target date	31/03/2024
Action promised	Develop focused training for Members on areas relating specifically to equality, diversity, and equity, to be included within Code of Conduct training. CV106		
Comment	Anti-racism training has been arranged for February. The new Learning Management System is due to be implemented in the next quarter which will enable more effective monitoring and reporting of attendance on equality and diversity training.		
Service Head: Paul R Thomas		Performance status: On target	
Action	16310	Target date	31/03/2024
Action promised	Support the implementation of the Anti-Racist Wales Action Plan. CV87		
Comment	Welsh Government published an Anti-Racist Action Plan for Wales in June 2022. The vision is to eradicate Racism in Wales by 2030. The Plan includes key areas of work such as Education, Housing and Leadership. As part of our review of the Strategic Equality Plan, we will embed key actions into the work from 2024-28. The Housing Division will be working with Tai Pawb, who have been commissioned by Welsh Government to offer practical support and guidance on the ARWAP to all Councils in Wales.		
Service Head: Jason Jones		Performance status: On target	
Action	16311	Target date	30/03/2024
Action promised	Support campaigns to strengthen the rights of disabled people and tackle the inequalities they continue to face. CV88		
Comment	We will work with the Welsh Government through the all-Wales Disability Action Plan to identify key support campaigns. The action plan is likely to be published during spring 2024.		
Service Head: Jason Jones		Performance status: On target	
Action	16312	Target date	31/03/2024
Action promised	Support the publication of the Welsh Government LGBTQ+ Action Plan. CV89		
Comment	As part of the review of the Strategic Equality Plan, we will incorporate key actions from the Welsh Government LGBTQ+ action plan into our SEP. This will be discussed with the People Management Division to ensure workforce and workplace support and links to current policies and guidance.		
Service Head: Jason Jones		Performance status: On target	
Action	16464	Target date	31/03/2024
Action promised	Review employment safeguarding framework and develop training programme for recruiting managers.		
Comment	Framework for staff and managers created, with staff learning offer available via L&D delivery and intranet pages. Recruiting Managers framework ready, awaiting approval from lead Safeguarding officer, roll-out of delivery in early 2024.		
Service Head: Paul R Thomas		Performance status: On target	
ACTIONS - Theme: WBO4.To further modernise and develop as a resilient and efficient Council (Our Council)			
Sub-theme: WBO4a - Organisational Transformation - Overarching			
Action	16370	Target date	31/03/2024
Action promised	To develop a Council Transformation Strategy which will provide the strategic framework to support the implementation of a programme of transformation and change across the organisation. (CV111)		
Comment	The Transformation Strategy was approved by Cabinet in April 2023 and 8 Workstreams have been established to deliver the priorities encompassed within the Strategy. Progress updates are provided to the Transformation Board on a quarterly basis and 6 monthly updates will be provided to Cabinet.		
Service Head: Paul R Thomas		Performance status: On target	
Action	16465	Target date	31/03/2024
Action promised	Develop and implement a Transformation Delivery Programme for 2023/24.		
Comment	Following on from the approval of the Council's first Transformation Strategy in April 2023, 8 Workstreams were established to deliver the key priorities and projects encompassed within the Strategy. These Workstreams meet on a monthly basis and progress updates are reported to Transformation Board on a quarterly basis.		
Service Head: Paul R Thomas		Performance status: On target	
Action	16466	Target date	31/03/2024
Action promised	Integrate Transformation activity within departments.		
Comment	A number of the projects included within the Transformation Programme are cross-cutting in nature, and therefore will impact on or require the input of the majority of services at some stage. The Transformation Team attend DMT's to raise awareness of the Programme priorities and the role of departments/services in delivering on these priorities and projects. The agendas/action notes from Transformation Board are also communicated to Heads of Service. Members of staff also have the opportunity to		

	submit ideas for future projects and /or spend time working with the Transformation Team as part of a development opportunity.		
Service Head:	Paul R Thomas	Performance status: On target	
Action	16467	Target date	31/03/2024
Action promised	Develop learning and development initiatives to support the transformation programmes (linked to Leadership & Management pathways).		
Comment	Further work has been undertaken to develop the Short Term Experience Programme (STEP) in preparation for a launch in 2024		
Service Head:	Paul R Thomas	Performance status: On target	
Action	16468	Target date	31/03/2024
Action promised	Raise awareness of the opportunities for staff to participate in, or lead on, Transformation related projects.		
Comment	The Transformation Programme makes use of a variety of methods to communicate the opportunities for staff to suggest project ideas and also to spend time working with the Transformation Team to help deliver their project, or to work on another corporate/service based project. Staff who participated in the Council's Future Leaders Programme also completed transformation projects as part of their development programme. All participants in the Council's Graduate Trainee Programme are also offered the opportunity to spend a placement with the Transformation Team as part of the 2 year programme.		
Service Head:	Paul R Thomas	Performance status: On target	

ACTIONS - Theme: WBO4.To further modernise and develop as a resilient and efficient Council (Our Council)
Sub-theme: WBO4b- Organisational Transformation - Efficiencies and Value for Money

Action	16261	Target date	31/03/2024
Action promised	Consider and implement appropriate changes in line with Welsh Government Council Tax reform (CV97)		
Comment	Welsh Government are currently consulting on the council tax reforms, Carmarthenshire are providing a response to the consultation. Any reforms that are implemented will become legislation and we will implement them.		
Service Head:	Helen Pugh	Performance status: On target	

ACTIONS - Theme: WBO4.To further modernise and develop as a resilient and efficient Council (Our Council)
Sub-theme: WBO4d - Organisational Transformation - Workplace

Action	16355	Target date	30/09/2023
Action promised	Continue to embrace and promote agile working, hybrid meetings and new ways of working across the organisation. (CV108)		
Comment	A hybrid working survey with staff has been undertaken and the findings from this survey will be used to identify ways in which we can support staff to work in a more agile/hybrid way. A series of presentations has been made to DMT's to demonstrate available tools to support services in their promotion and adoption of agile and hybrid working. This will inform the development of an organisational plan to ensure that authority is able to maximise opportunities presented by technology to deliver smarter ways of working/efficiencies.		
Service Head:	Paul R Thomas	Performance status: On target	

Theme: WBO4.To further modernise and develop as a resilient and efficient Council (Our Council)
Sub-theme: WBO4e - Organisational Transformation - Workforce

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of apprentices on formal recognised apprenticeship schemes per 1,000 employees (CV104) PAM/044	Not applicable		Q3: 11.7 End Of Year: 15.2	Target: 9.0 Result: 8.9	Target: 10.0 Result: 10.7	Target: 11.0 Result: 12.1 Calculation: (80÷6606) x 1000	Target: 12.0
Comment	Working on a new apprentice cohort within a customer service role through the medium of Welsh.						
Remedial Action	putting the bid paperwork together and working with the Urdd to be our partner to deliver the qualification.						
Service Head:	Paul R Thomas	Performance status: On target					

ACTIONS - Theme: WBO4.To further modernise and develop as a resilient and efficient Council (Our Council)
Sub-theme: WBO4e - Organisational Transformation - Workforce

Action	16357	Target date	31/03/2024
Action promised	Consider the short and long-term capacity of our workforce to deliver the current administration's vision. (CV105)		
Comment	Since the refreshed toolkit and template for Heads of Service and senior managers was launched in the last reporting period HR Business Partners are working with DMT's and advising them of their responsibilities in the WFP process. Directors are responsible for ensuring WFP is integrated within service delivery planning. Service plans have been adapted to incorporate workforce plans which will support our workforce to deliver the administration's vision.		

Service Head: Paul R Thomas Performance status: On target			
Action	16358	Target date	31/03/2024 (original target 30/06/2023)
Action promised	Work to position our recruitment competitively and work towards continuously improving recruitment levels across the organisation. Seeking to understand the steps needed to become the employer of choice in West Wales (CV103) Transformation Strategy - Create a strategy to attract, recruit and retain talent.		
Comment	Project commenced August 2022 as part of the future leaders programme. The project set out to understand the steps to become an employer of choice. The initial stage of the project concluded in October 2023 and an options paper was produced which included 29 potential actions for consideration. These options were presented to the TIC workforce workstream in October 2023. The group reviewed the findings to determine the prioritisation of actions and in November 2023 they identified the area of employer brand capturing all demographics in recruitment to be the initial priority. The next phase is to develop a strategy specific to this area and present this back to the group before progressing to CMT. The revised target date reflects the time to focus solely on this area and engage with relevant stakeholders.		
Service Head: Paul R Thomas Performance status: On target			
Action	16469	Target date	31/03/2024
Action promised	Improve opportunities for people to have a say via the development of an online employee participation platform.		
Comment	A proof of concept project within the People Management Division has now been evaluated and presented to the Chief Executive at a recent Future Leader's event. The next steps will now be discussed at a future CMT.		
Service Head: Paul R Thomas Performance status: On target			
Action	16470	Target date	31/03/2024
Action promised	Further develop a framework for the Council's Leadership and Management framework to support the workforce to transform and deliver.		
Comment	Leadership & Management programme ready for roll-out to first pilot cohorts in Feb. 2024. Programme mapped to new Corporate Behaviour Framework, launched in Dec. 2023. New Learning Management System will allow the creation of management learning pathway incorporating the development and learning options available on the new programme. Further developments in 2024 - creation of a digital corporate version of the project management toolkit for use by managers, collaboration with finance and accountability on informing the bespoke content of the learning module covering finance for non-financial managers.		
Service Head: Paul R Thomas Performance status: On target			
Action	16471	Target date	31/03/2024
Action promised	Fully implement the new Learning Management System to support the provision of targeted Learning & Development interventions that support the strategic aims of the organisation while streamlining processes.		
Comment	<ol style="list-style-type: none"> Contract / Agreement - All 22 LAs (including WLGA, Social Care Wales, Natural Resources Wales and the Centre for Digital Public Services) formally agreed to be named on the joint contract via All Wales HRD Network - completed. Procurement - Contract finalised pending S151 Approval through Procurement LA Lead [Blaenau Gwent] to proceed to award - due January '24. All Wales Tenant - specification submitted for content and functionality - completed. Prototype - User Acceptance Testing [UAT] progressed with enhancements to initial requirements - ongoing. Test Group - L&D Team - ongoing. Content Creation [Testing] - Essential Learning*, New Employee Induction, Member's Zone, & Place & Infrastructure [pending review] - ongoing. WLGA Digital Skills Fund - Confirmed pending receipt of Q3 claim. Zellis/ResourceLink [HR/Payroll Integration] Testing - completed. Risks/Items to Note: <ol style="list-style-type: none"> *National learning content eg VAWDASV, only available on existing NHS Learning @ Wales site. Lines of enquiry underway at WG for releasing to LAs. 		
Service Head: Paul R Thomas Performance status: On target			
Action	17074	Target date	31/03/2024
Action promised	Implement Future Workforce Programme to encompass graduate, apprenticeship, and work experience opportunities, which are aligned to workforce planning priorities. (CV104)		
Comment	Working with Marketing & Media to design new promotional material to support career pathways into the Council, to be used at Career Fair in Feb 2024 and in schools. Work experience pages have been updated to promote opportunities within the Council.		
Service Head: Paul R Thomas Performance status: On target			

Theme: WBO4.To further modernise and develop as a resilient and efficient Council (Our Council)							
Sub-theme: WBO4f - Organisational Transformation - Service Design & Improvement							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of Transactional Council Services available to the public online (CV110)	Not applicable		Q3: 52	Target: 54	Target: 54	Target: 55	Target: 56
ICT/003			End Of Year: 53	Result: 54	Result: 57	Result: 59	
Comment	This quarter we have launched a further two on-line forms and processes. Namely: our Annual Christmas Tox Box Appeal which helps hundreds of children with families who can't afford to buy toys or gifts. And, Full Sustainable Urban Drainage Systems (SuDS) Scheme Application for SuDS Approving Body (SAB) approval.						
Service Head: Gareth Jones			Performance status: On target				

ACTIONS - Theme: WBO4.To further modernise and develop as a resilient and efficient Council (Our Council)			
Sub-theme: WBO4f - Organisational Transformation - Service Design & Improvement			
Action	16334	Target date	31/03/2024
Action promised	Develop solutions to communicate effectively with all staff including frontline staff and ensure corporate brand is consistent across all services reflecting the use of the intranet and readership of staff newsletters etc (CV103)		
Comment	<p>Ongoing updating of the intranet to ensure it is relevant and up-to-date with latest news, events for staff. There were a total of 496,469 intranet/extranet sessions between October – December 2023. The focus in this period has been the Staff survey and results which have been communicated and updated on the intranet. Preparations are underway to do the same for the Hybrid working survey results in the New Year. Regular internal e-newsletters continue and we are gradually moving over to the new gov.delivery system to design and send these out which will give us greater analytics.</p> <ul style="list-style-type: none"> Weekly staff e-newsletter Fortnightly Members e-newsletter Monthly People Managers e-newsletter Quarterly update from the Chief Executive. <p>We continue to evaluate the initial six staff roadshows which took place to help us to plan and prepare for the next sessions planned to take place between February-April, with the focus on locations to reach our front-line staff. We continue to work closely with comms colleagues in Communities, Place & Infrastructure and Education departments to share corporate messages and create posters to be placed in locations such as depots, care homes.</p>		
Service Head: Deina Hockenhill		Performance status: On target	

Theme: WBO4.To further modernise and develop as a resilient and efficient Council (Our Council)							
Sub-theme: WBO4g - Organisational Transformation - Customers & Digital Transformation							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of user sessions to the County Council website M&M/001	Not applicable		Q3: 2377254 End Of Year: 3363214	Target: 1000000 Result: 1133556	Target: 1700000 Result: 2230230	Target: 2450000 Result: 3278812	Target: 3400000
Service Head: Deina Hockenhill		Performance status: On target					
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of residents requesting a face to face appointment at one of the three main town centre Hwbs (Carmarthen, Llanelli or Ammanford). M&M/004	Not applicable		Q3: 9496 End Of Year: 12795	Target: 2500 Result: 3464	Target: 5000 Result: 7371	Target: 7500 Result: 11161	Target: 10000
Service Head: Deina Hockenhill		Performance status: On target					
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Average speed to answer calls to the Contact Centre. (minutes and seconds) M&M/006	Not applicable		Q3: 7.38 End Of Year: 6.32	Target: 5.00 Result: 1.26	Target: 5.00 Result: 1.07	Target: 5.00 Result: 0.55	Target: 5.00
Service Head: Deina Hockenhill		Performance status: On target					
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of user sessions to the staff intranet M&M/008	Not applicable		New measure	Target: 450000 Result: 461464	Target: 900000 Result: 932141	Target: 142500 Result: 1428610	Target: 1900000
Service Head: Deina Hockenhill		Performance status: On target					

ACTIONS - Theme: WBO4.To further modernise and develop as a resilient and efficient Council (Our Council)			
Sub-theme: WBO4g - Organisational Transformation - Customers & Digital Transformation			
Action	16336	Target date	31/03/2024
Action promised	We will advise and support services in making better use of technology. Working with and supporting web editors within services to improve web content to deliver smarter, efficient service processes, to deliver a better experience for customers. (CV110)		
Comment	<p>During this quarter the consultations page have been amended to now provide residents with a 350 overview of the consultation process. We have also worked with planning and IT to add a pre-application form to the website which support the service in delivering their work. Work has also taken place with the libraries update and redesign the mobile libraries pages. The election pages have been updated for the upcoming changes with ID changes for 2024, along with a flow diagram for ease of information. The biodiversity webpages have been updated and refreshed with new content and new images, along with new pages</p>		

for local places of interest.
 On the Intranet, the staff survey results have been published along with the Hhbrid survey results. The carbon net zero have been updated on both the intranet and corporate site.
 5.Core Business Enablers
 Our work continues with HR on the implementation of Oleo and working on the 'How to Guides' content for the intranet for users. We monitor daily the feedback and rate this page buttons on the website and make any necessary amendments.

Service Head: Deina Hockenull		Performance status: On target	
Action	16422	Target date	31/03/2024
Action promised	To develop a Corporate Communications Plan that will incorporate internal communications, engagement, digital, advertising, and customer services. This will fall in line with the brand guidelines.		
Comment	A new online Forward Working Plan form has been created for staff to complete to ensure that we can better forward plan all corporate communications internally and externally along with engagement (surveys) across the authority. This will assist and fall in line with the new Corporate Communications Plan once complete.		
Service Head: Deina Hockenull		Performance status: On target	

NO TARGET SET

Theme: 5.Core Business Enablers							
Sub-theme: 5h - People Management							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of senior management posts filled by women. (CV98) 1.3.2.4	Not applicable		Q3: 25.6 End Of Year: 25.6	Target: NO TARGET Result: 27.9	Target: NO TARGET Result: 28.9	Target: NO TARGET Result: 29.5 Calculation: (6.5÷22) × 100	Target: NO TARGET
Service Head: Paul R Thomas				Performance status: N/A			

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of local authority employees declaring that they are disabled under the terms of the Equality Act 2010.(CV98) 1.3.4.5	Not applicable		Q3: 11.77 End Of Year: 11.93	Target: NO TARGET Result: 12.31	Target: NO TARGET Result: 12.01	Target: NO TARGET Result: 12.38 Calculation: (1026.5÷8292) × 100	Target: NO TARGET
Service Head: Paul R Thomas				Performance status: N/A			

Theme: WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)							
Sub-theme: WBO3d - Thematic Priority: Community Safety, Resilience and Cohesion							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of local authority employees from minority ethnic communities (CV98) 1.3.4.4	Not applicable		Q3: 0.86 End Of Year: 0.86	Target: NO TARGET Result: 0.87	Target: NO TARGET Result: 0.91	Target: NO TARGET Result: 0.93 Calculation: (77÷8292) × 100	Target: NO TARGET
Service Head: Paul R Thomas				Performance status: N/A			

Agenda Item 6

Corporate Performance & Resources Scrutiny Committee

17 April 2024

Carmarthenshire Public Services Board (PSB) Minutes – January 2024

THE SCRUTINY COMMITTEE IS ASKED TO:-

Review and assess the information contained in minutes from the PSB meeting on the 23 January 2024 and provide any recommendations, comments, or advice to the Cabinet Member and/or Director.

Reason(s)

The Well-being of Future Generations (Wales) Act 2015 notes the requirement that a designated local government scrutiny committee is appointed to scrutinise the work of the PSB. In Carmarthenshire, the Council's Corporate Performance & Resources Scrutiny Committee has been designated as the relevant scrutiny committee.

CABINET MEMBER PORTFOLIO HOLDER: Cllr. Darren Price, Leader

Directorate: Chief Executive

Name of Head of Service:

Jason Jones

Report Author:

Gwyneth Ayers

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EXECUTIVE SUMMARY
Corporate Performance & Resources Scrutiny Committee
17 April 2024

**Carmarthenshire Public Services Board (PSB) Minutes –
January 2024**

In order to ensure PSBs are democratically accountable, the Well-being of Future Generations (Wales) Act 2015 places a requirement on councils to designate an overview and scrutiny committee to scrutinise the work of the PSB. In the ‘Guidance for Local Authority Scrutiny Committees on the scrutiny of Public Services Boards’ issued by Welsh Government in August 2017 it notes:

‘Under the provisions contained in the Act, overview and scrutiny committees have extensive powers to review the PSB’s governance arrangements as well as any decisions made or actions taken by the PSB. In addition, overview and scrutiny committees are provided with considerable reporting powers as they are required to share copies of any reports or recommendations made in connection with the board’s function or governance arrangement with the Welsh Ministers, the Future Generations Commissioner for Wales and the Auditor General for Wales.’

In Carmarthenshire, the Council’s Corporate Performance & Resources Scrutiny Committee has been designated as the relevant scrutiny.

The minutes of the January 2024 Carmarthenshire PSB meeting were approved by the PSB at its 19 March 2024 meeting.

The minutes are presented to the Corporate Performance Policy & Resources Scrutiny for further consideration and scrutiny.

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: Jason Jones, Head of Regeneration, Policy & Digital

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets	Bio-diversity & Climate Change
YES	NONE	NONE	NONE	NONE	NONE	NONE	NONE

1. Policy, Crime & Disorder and Equalities

The presentation of PSB minutes to a designated overview and scrutiny committee is a requirement of the Well-being of Future Generations (Wales) Act 2015. Paragraph 181 of Statutory Guidance SPSF 3: Collective role notes:

'The (scrutiny) committee must send a copy of any report or recommendation it makes to the Welsh Ministers, the (Future Generations) Commissioner and the Auditor General for Wales.'

CABINET MEMBER PORTFOLIO HOLDER(S) AWARE/CONSULTED		Cllr. Darren Price, Leader
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
SPSF 3 – Guidance on the collective role through public services boards		Cymraeg http://gov.wales/docs/desh/publications/161111-spsf-3-collective-role-cy.pdf English http://gov.wales/docs/desh/publications/161111-spsf-3-collective-role-en.pdf
Guidance for Local Authority Scrutiny Committees on the scrutiny of Public Services Boards		Cymraeg http://gov.wales/docs/dpsp/publications/170817-public-services-boards-guidance-cy.pdf English http://gov.wales/docs/dpsp/publications/170817-public-services-boards-guidance-en.pdf

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2pm, Tuesday, 23 January 2024

Mid and West Wales Fire and Rescue Service Headquarters, Carmarthen

MINUTES

Present	
Name	Organisation
Councillor Darren Price (Chair)	Carmarthenshire County Council
Andrew Cornish	Coleg Sir Gâr
Mydrian Harries	Mid and West Wales Fire and Rescue Service
Councillor John Davies	Mid and West Wales Fire and Rescue Service
Andrew Hood	Natural Resources Wales
Dr Michael Thomas	Hywel Dda University Health Board
Gwilym Dyfri Jones	University of Wales Trinity Saint David
Marie Mitchell	Carmarthenshire Voluntary Services Association
Andrew Charles	Welsh Government

Present	
Name	Organisation
Caryl Jones	Future Generations Leadership Academy
Meri Huws	Strategic County Forum on the Welsh language
Gwyneth Ayers	Carmarthenshire County Council
Amy Richmond Jones	Mid and West Wales Fire and Rescue Service
Llinos Evans	Carmarthenshire County Council

1. Welcome, Presentations and Apologies

Apologies	
Name	Organisation
Christine Harley	Probation Service
Catherine Mealing-Jones	Brecon Beacons National Park
Jason Jones	Carmarthenshire County Council
Carys Morgans	Office of the Police and Crime Commissioner
Kevin James	Department for Work and Pensions
Linda Jones	Regional Partnership Board
Kate Harrop	Carmarthenshire County Council

Councillor Darren Price, as Chair, welcomed everyone to the meeting.

2. Future Generations Leadership Academy

Caryl Jones was welcomed to the meeting to present the Future Generations Leadership Academy, of which she is a part. The Academy is facilitated by the Office of the Future Generations Commissioner and Caryl is one of a cohort of 30 following the programme until March 2024.

The Academy aims to create Future Generation leaders, who promote and shape the implementation of the Well-being of Future Generations Act across Wales.

The leadership element of the academy is led by Elevate BC, and as part of this, there is an opportunity to develop an individual action plan for a specific work area or sector.

Examples of the resources that have been given were shared with members and Caryl noted that she would base her action plan on the Atom Centre's five-year strategy, to ensure community participation. As part of this, members of the Public Service Board were invited to participate and an invitation to a community evening will be circulated, in due course.

CJ highlighted the development of Cymru Can, which is the Future Generations Commissioner's vision for the period 2023-40. The five missions are as follows –

- Implementation and impact
- Climate and nature
- Health and Well-being
- Culture and the Welsh language
- Well-being economy

In closing the presentation, CJ urged the organisations that make up the Public Service Board to consider supporting or sponsoring an individual to be part of the cohort for the 2024 Academy.

Members thanked Caryl for her enthusiasm and for sharing the positive messages from the scheme.

As part of the discussion, Andrew Charles explained that the Welsh Government was working closely with the Commissioner on the programme and that the Permanent Secretary had invited three members of the Academy, who work in Welsh Government, to support the nurturing of people to implement the Act within the organisation.

Following a question from Andrew Cornish, it was agreed to circulate further information about the scheme and the application process. It was also agreed to look at the possibility of organising sessions at local level, so that more officers could be reached within Public Service Board bodies.

Michael Thomas questioned how data is used in the implementation of the five Cymru Can missions and noted that detailed data would be available via Health research led through ARCH, on a regional basis.

It was agreed to create a link between this work and the Commissioner's office and to arrange for MT to provide a presentation to the Public Service Board in the future.

ACTION	
Extend an invitation to Public Service Board members to a community engagement evening.	Caryl Jones
Circulate information about the Future Leaders Academy Scheme	PSB Support Team

Create a link between Dr Michael Thomas and the research through ARCH with the office of the Future Generations Commissioner	PSB Support Team
Organise a presentation by Dr Michael Thomas at a future Public Service Board meeting	PSB Support Team

Wellbeing Objective: To help create bilingual, safe and diverse communities
3. Welsh Language Promotion Strategy 2023-2028

Meri Huws was welcomed to the meeting in her role as Chair of the Welsh Language Strategic County Forum, Carmarthenshire.

The context of the forum's work was explained to members and it was noted that the PSB bodies, apart from Natural Resources Wales were represented on the forum.

The Welsh Language Promotion Strategy 2023-28 was launched at the Urdd Eisteddfod, Llandovery in 2023. All forum partners have co-designed the Strategy and are now moving forward in preparing an action plan for each objective.

MH noted examples of projects led by the forum, including the Welcome Pack and the Welsh in Business information pack.

The results of the 2021 Census have brought renewed focus to the forum's work, after numbers of Welsh speakers fell in the county, once again.

To that end, the forum has set the following goal:

"Aiming to make Welsh the main language in a county. Restore Welsh to a language consistently spoken and used by the majority of our residents, and in all walks of life."

The forum is keen to support the PSB with the objective of "Helping to create bilingual, safe and diverse communities" and to identify the opportunities and challenges for the Language in the county.

As part of the discussion, the following points were noted:

- MH asked PSB members to check in with representatives of their organisations, who sit on the County Forum
- Support was offered to the bodies as they work on strategic plans and in assessing potential impact on the Welsh language / developing mitigation actions where necessary
- It was agreed to hold an annual joint workshop, to look at progress and future steps, based on data
- That there are opportunities to work together as bodies on workforce planning and the Language skills we need in order to deliver services.

Following the discussion, Andrew Cornish noted that recruitment to jobs requiring skills in Welsh is difficult, citing Agricultural Engineering in particular. He set out his desire to ensure that there was a better Welsh-medium learning experience in the post-16 field and that the organisations sought to plan strategically together.

Members reiterated that all PSB partners are keen to see our young people stay in the county and that there is a link between the Language, economic activity and opportunities.

Michael Thomas noted that he would be keen to learn more about the language impact assessment and how this can be woven with the health impact assessment. It was agreed that Michael Thomas and Meri Huws will have a further conversation about this.

Councillor John Davies stressed the impact of land planning and development on the Welsh language and noted his regret at the decline of industries such as agriculture, which have been the backbone of the Welsh language over the years. Changes in these industries will lead to a very different demographic challenge and a risk of shrinking our Welsh-speaking communities even further.

ACTION	
Hold an annual joint workshop, to look at progress and future steps, based on data	County Strategic Forum PSB Support Team
Hold a conversation to discuss the language impact assessment and the health impact assessment.	Dr Michael Thomas and Meri Huws

Well-being Objective: To ensure a sustainable economy and equitable employment

4. Update from Task and Finish Group

There was an update on the work of the group and it was noted that the following officers had been nominated –

Rebecca Jones (Coleg Sir Gâr); Karen Fairhurst (Mid and West Wales Fire and Rescue Service); Alison Wood (Carmarthenshire County Council); Mark Sabine (Natural Resources Wales); Rhianydd Barnes (Regional Partnership Board); Clare Steel (Hywel Dda University Health Board).

It was noted that a number of local/regional groups were already looking at future workforce issues and that there was a need to avoid duplication and ensure a consistent approach.

Most organisations identified an opportunity for greater collaboration across PSB organisations in promoting public sector career/work opportunities within local schools.

It was agreed to focus at the next meeting on outlining the recruitment challenges of individual organisations with a view to identifying areas for potential cross-agency collaboration to address.

ACTION	
Prepare a written update by the March meeting of the PSB.	PSB Support Team.

Well-being Objective: Tackling poverty and its effects

5. Update from Task and Finish Group

Two meetings of the task group were held and finished. Following feedback from members, the group has invited Kelly White, who leads on the Prevention Strategy to join.

A separate meeting as been held with Trina Nealon from Public Health to understand more about the formal framework of MECC and how we can prepare recommendations for members going forward. There is a national group administered by Public Health Wales and Trina is a member, therefore, the group will be able to receive updates in terms of the work at Welsh level to consider how we move forward locally.

The national framework is focused on increasing the capacity of teams to hold wellbeing conversations and to make sure important information about health and wellbeing reaches individuals in our communities. As part of the next meeting, we will be looking at the training opportunities / requirements to qualify to hold these conversations, again, in order to prepare recommendations for you to consider as a Board.

In terms of the Hub element, the group maps out the advice and support services provided by each organisation – the group has already identified new opportunities with Natural Resources Wales in terms of the emergency information pages and how we can direct people to local emergency information on the County Council website, for example.

There are already a number of positive working relationships in place but there is now an opportunity to formalise those and monitor further in terms of the individuals reaching our services.

At the next meeting on 31 January the group will look at recent case studies from Hwb Fach y Wlad, where there are potential opportunities for sharing the knowledge of Public Service Board bodies through those officers.

ACTION	
Prepare a written update by the March meeting of the PSB.	PSB Support Team.

Well-being Objective: Responding to climate and nature crises
6. Increase collaboration on Electric Vehicle EV Charging infrastructure in public sector settings

It was noted that Mydrian Harries had offered to chair the group and had been involved in work through Powys Public Service Board to develop a service level agreement.

The first meeting of the task group and finish is scheduled on the 2nd of February. Members were asked to send other nominations through to sit on the group.

Members were asked to send information about the locations of the charging points they have as an organisation so that they can be mapped geographically.

The group will also look at the work that has been done through the EARTH (Economic Acceleration and Regeneration Through Innovation) project, based on the Swansea Bay City Deal region, to look at electric charging infrastructure and what is needed in fleet design.

ACTION	
Prepare a written update by the March meeting of the PSB.	PSB Support Team.
Members to forward nominations for the Task & Finish group on EV Charging Infrastructure	Members
Members to send information on the EV locations they have in place (to include as much technical detail as possible)	Members

7. Minutes and action log

Minutes 28 November 2023

The records were accepted as a true record.

Action Log

Updates on previous actions have been provided.

9. Any other business

PSB Annual Event

Members agreed, due to the fact that we are early in the process of implementing the Well-being Plan, not to hold an annual event and consider the situation again in 2025.

Promotional / live experience videos

Members agreed to use the video time to prepare an insight into the work of the PSB over the year.

ACTION

Start planning work to prepare a video to promote the work of the PSB over the year.	PSB Support Team
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10. Future meetings

- 19 March 2024 (Teams)
- 14 May 2024 - Mid & West Wales Fire and Rescue Service Headquarters, Carmarthen

CORPORATE PERFORMANCE & RESOURCES SCRUTINY COMMITTEE 17 APRIL 2024

SCRUTINY ACTIONS UPDATE

Purpose: To apprise the Committee of actions taken in response to decisions made

To consider and comment on the following issues:

- To scrutinise the progress made in relation to actions, requests or referrals recorded during previous meetings of the Committee.

Reasons:

- To enable members to exercise their scrutiny role in relation to monitoring performance.

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

CABINET MEMBER PORTFOLIO HOLDER:- Not Applicable

<p>Directorate: Chief Executive Name of Head of Service: Linda Rees Jones</p> <p>Report Author: Kelly Evans</p>	<p>Designations: Head of Administration and Law</p> <p> Democratic Services Officer</p>	<p>Tel Nos./ E Mail Addresses:</p> <p>01267 224010 lrjones@carmarthenshire.gov.uk</p> <p>01267 224178 kellyevans@carmarthenshire.gov.uk</p>
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EXECUTIVE SUMMARY
CORPORATE PERFORMANCE & RESOURCES SCRUTINY COMMITTEE
17 APRIL 2024

Scrutiny Actions Update

During the course of a municipal year, several requests for additional information are made by the Committee in order to assist it in discharging its scrutiny role.

The attached report provides members of the Committee with an update on the progress made in relation to these requests.

DETAILED REPORT ATTACHED?	YES
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IMPLICATIONS

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

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

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below
Signed: Linda Rees-Jones **Head of Administration and Law**

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

CABINET MEMBER PORTFOLIO HOLDER(S) AWARE/CONSULTED	N/A
NO	

Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:
THERE ARE NONE

Corporate Performance and Resources Scrutiny Actions 2023-2024

Ref No	Meeting Date	Recommendation / Action / Referral	Description	Progress Update	Member / Officer	Status
CPR 01 - 23/24	3rd May 2023	ACTION	CORPORATE PERFORMANCE & RESOURCES SCRUTINY COMMITTEE FORWARD WORK PLAN FOR 2023/24 RESOLVED that arrangements be made for the Committee to receive a report and presentation on the operation of the Council's contact centres at an informal session.	Report being prepared - informal session held on 27th September, 2023 and Committee endorsed for a T&F Group to look into Coporate Call Centre. First meeting to be held on 17th November 2023.	Deina Hockenhull, Media and Marketing Manager / Eifion Davies, Contact Centre Manager	COMPLETED
CPR02 - 23/24	18th October 2023	ACTION	In response to a query, the Business Support Manager confirmed that a written response would be provided to the Committee, explaining as to why there was an increase in the number of death registrations in Carmarthenshire during 2022/23, including an increase in cases requiring coronial involvement.	Email sent to Committee on 4th December, 2023 with information.	Andrea Rowlands, Civil Registration Manager	COMPLETED
CPR04 - 23/24	12th December 2023	ACTION	2023/24 QUARTER 2 - PERFORMANCE REPORT (01/04/2023-30/09/2023) RELEVANT TO THIS SCRUTINY It was noted that information would be provided to the Committee on how the target on percentage performance against target to generate capital receipts to support the capital programme will be achieved.		JASON JONES	
CPR05 - 23/24	12th December 2023	ACTION	2023/24 QUARTER 2 - PERFORMANCE REPORT (01/04/2023-30/09/2023) RELEVANT TO THIS SCRUTINY It was noted that information would be provided to the Committee on how improvement will be achieved with the percentage of non-housing responsive repairs works completed within the target.		STEPHEN MORGAN / JASON G JONES	

Corporate Performance and Resources Scrutiny Actions 2023-2024

CPR06 - 23/24	12th December 2023	ACTION	2023/24 QUARTER 2 - PERFORMANCE REPORT (01/04/2023-30/09/2023) RELEVANT TO THIS SCRUTINY In response to a comment the Chief Digital Officer stated that the Authority had a good estate of laptops since Covid and would provide figures for employees with percentage of laptops with 4GB of memory or under	Response co-ordinated by Jason Jones 19/12/2023 to Committee	GARETH JONES	COMPLETED
CPR06 - 23/24	31ST JANUARY, 2024	ACTION	REVENUE & CAPITAL BUDGET MONITORING REPORT 23/24 - Q from Cllr. Dot Jones - air source heat pumps ar schools are being deferred by a year. They're heavy on electricitiy will that have impact on school budgets?	Email sent to Committee on 7th March, 2024 with information.	NEIL EVANS	COMPLETED

CORPORATE PERFORMANCE & RESOURCES SCRUTINY COMMITTEE 17 APRIL 2024

FORTHCOMING ITEMS

To consider and comment on the following:

- To note the forthcoming items to be considered at the next meeting of the Corporate Performance & Resources Scrutiny Committee to be held on the 29 May 2024.

Reason:

- 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.

To be referred to the Cabinet for decision: NO

Cabinet Member Portfolio Holder: Cllr. D. Price (Leader), Cllr. A. Lenny (Resources), Cllr. P. Hughes (Organisation and Workforce)

Report Author: Kelly Evans	Designation: Democratic Services Officer	Tel No. / E-Mail Address: 01267 224178 kellyevans@carmarthenshire.gov.uk
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EXECUTIVE SUMMARY

CORPORATE PERFORMANCE & RESOURCES SCRUTINY COMMITTEE

FORTHCOMING ITEMS

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 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 Corporate Performance & Resources Scrutiny Committee's Forward Work Plan.

The published Cabinet Forward Work Plan, at the time of publication of this meeting pack, is attached to this report. However, as the Cabinet Forward Plan is updated on a regular basis, the most recent version is available to view in the following link:-

<https://democracy.carmarthenshire.gov.wales/mgListPlans.aspx?RPId=131&RD=0>

DETAILED REPORT ATTACHED?	YES: (1) List of Forthcoming Items
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IMPLICATIONS

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

Signed: Linda Rees-Jones Head of Administration & Law

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

CONSULTATIONS

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

Signed: Linda Rees-Jones Head of Administration & Law

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

CABINET MEMBER PORTFOLIO HOLDER AWARE / CONSULTED	YES
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Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:
There are none.

**FORTHCOMING ITEMS
TO BE CONSIDERED AT THE NEXT MEETING OF THE CORPORATE
PERFORMANCE & RESOURCES SCRUTINY COMMITTEE TO BE HELD ON
27 May 2024**

Agenda Item	Background	Reason for report
		<p>What is Scrutiny being asked to do? <i>e.g. undertake a full review of the subject? Investigate different policy options? Be consulted on final proposals before decision making? Monitor outcomes /implementation?</i></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>
Forward Work Plan for 2024/25	Corporate Performance & Resources Scrutiny Committee's outline programme of reports throughout 2024/25.	To consider the work plan for the 2024/25 Municipal year.

Items attached for information

1. The latest version of the Corporate Performance & Resources Scrutiny Committee Forward Work Programme 2023/24
2. The latest version of the Cabinet's Forward Work Programme 2023/24

CORPORATE PERFORMANCE & RESOURCES SCRUTINY COMMITTEE

Friday, 1 March 2024

PRESENT (In person) : Councillor A.G. Morgan (Chair)

Councillors (Virtually):

K.V. Broom, G. John, J. Lewis, N. Evans

Councillors (In Person):

A. Evans, D. Nicholas

Also in attendance (In Person):

Councillor D. Price – Leader

Councillor A. Lenny – Cabinet Member for Resources

The following Officers were in attendance (In Person):

G. Ayers, Corporate Policy and Partnership Manager;

R. Hemingway, Head of Financial Services;

G. Jones, Chief Digital Officer;

K. Evans, Democratic Services Officer;

D. Hall-Jones, Member Support Officer;

S. Rees, Simultaneous Translator.

Also Officers in attendance (Virtually):

M. Runeckles, Member Support Officer;

Chamber - County Hall, Carmarthen. SA31 1JP and remotely - 10.03am - 10.47 am

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors T. Davies, D. Cundy, D. Harries and D. Jones.

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

There were no declarations of personal interests.

3. PUBLIC QUESTIONS (NONE RECEIVED)

No public questions had been received.

4. CARMARTHENSHIRE PUBLIC SERVICE BOARD (PSB) MINUTES - NOVEMBER 2023

The Committee considered the minutes of the meeting of the Carmarthenshire Public Services Board [PSB] held on the 28th November, 2023. The Well-being of Future Generations (Wales) Act 2015 required that a designated local government

scrutiny committee was appointed to scrutinise the work of the PSB. In Carmarthenshire, the Council's Corporate Performance & Resources Scrutiny Committee had been designated as the relevant scrutiny committee.

The Leader informed the Committee that the structures for PSB's were complex and each board had different strategies to follow. It was noted that Welsh Government were reviewing the regional structures.

One of the key steps for 2023/24 was to strengthen the relationship between the PSB and RPB on areas of common interest including prevention, as this would avoid duplicating work.

The Committee were informed that Task and Finish Groups were in the process of being formed to scrutinise the following:-

Tackling poverty and its impacts;
Increase collaboration on electric vehicle charging infrastructure at public sector venues; and
Ensuring a sustainable economy and fair employment.

The Corporate Policy and Partnership Manager agreed to ascertain financial information on funding for the RPB and PSB.

RESOLVED that the minutes of the PSB meeting held on the 28th November, 2023 be received.

5. TREASURY MANAGEMENT AND PRUDENTIAL INDICATOR REPORT 1ST APRIL 2023 TO 31ST DECEMBER 2023

The Committee considered the Treasury Management and Prudential Indicator Report 1st April 2023 to 31st December 2023 update.

The Treasury report listed the treasury management activities which had occurred during the period 1st April, 2023 to 1st December, 2023 in line with the Treasury Management Policy and Strategy 2023 -2024 adopted by Council on 1st March 2023.

The Committee noted that the Authority had not breached any of its Prudential Indicators during the period.

The following issues and queries were raised on the report:-

- In response to a query on new borrowing, the Committee were informed that a new loan of £10M had been taken out at an interest rate of 4.41% for a period of 49.5years. There had been an increase in market rates over the short term and a margin of interest is being achieved on what had been borrowed.

RESOLVED that the report be received.

6. FORTHCOMING ITEMS

RESOLVED that the list of forthcoming items to be considered at the next scheduled meeting be received.

7. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING OF THE COMMITTEE HELD ON THE 31 JANUARY 2024

UNANIMOUSLY RESOLVED that the minutes of the meeting held on the 31 January, 2024 be signed as a correct record.

CHAIR

DATE

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