

Scrutiny measures & actions full monitoring report

Policy and Resources scrutiny - Quarter 3 2018/19

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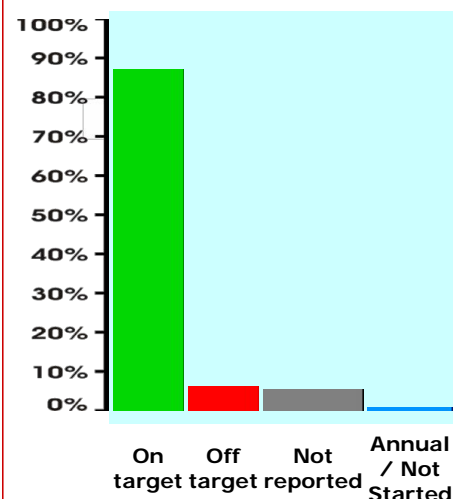
Organisation - Carmarthenshire County Council

Source document - Corporate Strategy 2018/19

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
3. Continue to improve learner attainment for all	Actions	1	1	0	0	N/A	0	100%	100%
5. Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of	Actions	6	6	0	0	N/A	0	100%	100%
	Measures	3	3	0	0	0	0	100%	
6. Create more jobs and growth throughout the county	Actions	3	3	0	0	N/A	0	100%	100%
11. A Council wide approach to support Ageing Well in Carmarthenshire	Actions	3	3	0	0	N/A	0	100%	100%
14. Promote Welsh Language & Culture	Actions	9	8	0	1	N/A	0	89%	89%
15. Building a Better Council and Making Better Use of Resources	Actions	59	53	2	4	N/A	0	90%	84%
	Measures	11	6	4	0	0	1	55%	
Overall Performance	Actions and Measures	95	83	6	5	0	1	87%	


Performance against Target



OFF TARGET


ACTIONS - Theme: 15. Building a Better Council and Making Better Use of Resources

Sub-theme: B1. Integrity and Values

Action	13309	Target date	31/03/2019
Action promised	We will continue to deliver a training programme for all staff and managers on Data Protection taking into account any changes in legislation arising from the new Data Protection Act 2018		
Comment	By the end of Q3 2018/19 a total of 1,022 employees (excluding schools) had completed the e-learning module on Data Protection legislation, or attended classroom based training sessions. It is acknowledged that this is not a satisfactory result. The use of Metacompliance software to enforce completion of the module was considered on 21st November 2018 by the Corporate Information Governance Group. It was agreed instead to send reminder emails to Heads of Service, highlighting which employees had failed to complete the training and asking them to pursue this within their services.		
Remedial Action	Emailed reminders sent to Heads of Service providing a deadline for completion of 31st March 2019; Attendance at DMTs to reinforce this message.		
Service Head: Wendy S Walters	Performance status: Off target		


Theme: 15. Building a Better Council and Making Better Use of Resources

Sub-theme: B4. Making sure we achieve what we set out to do


Measure Description	2017/18 Comparative Data			2018/19 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: 25.2 End Of Year: 44.4	Target: 45.0 Result: 45.5	Target: 46.0 Result: 45.5	Target: 47.0 Result: 45.4 Calculation: (12013 ÷ 26471) × 100	Target: 48.0
Comment	12013 self service tickets out of 26471 total tickets = 45.4, this is off target but a slight improvement on 2017/18 end of year result of 44.4%						
Remedial Action	Improve use of Self Service helpdesk						
Service Head: Noelwyn Daniel	Performance status: Off target						


ACTIONS - Theme: 15. Building a Better Council and Making Better Use of Resources

Sub-theme: B4. Making sure we achieve what we set out to do


Action	13324	Target date	29/06/2019 (original target 31/03/2019)
Action promised	We will implement any proposals for improvement arising from the Wales Audit Office review of Scrutiny arrangements - report to be issued March 2018		
Comment	Initial work has commenced on the tidy-up exercise for Scrutiny remits. Discussions held with the Centre for Public Scrutiny on training for members and officers and an initial training proposal received and shared with members in order to ensure that this meets their brief. Currently with L&D for confirmation as part of the Member Development Programme. C&V have asked for a Good Practice guide which has been developed in draft and will be considered at the next C&V Scrutiny Forum. New Forthcoming items template now in place to assist Chairs and Committees in agreeing content and prioritizing issues to examine/provide reasoning behind why Cttee is receiving information. New Scrutiny Communication Strategy, as agreed by C&V Forum now in place.		
Remedial Action	Aim to complete Scrutiny Training proposal by Spring 2019. Initial review by officers of Scrutiny remits April 2019		
Service Head: Linda Rees Jones	Performance status: Off target		

Theme: 15. Building a Better Council and Making Better Use of Resources
Sub-theme: B6. Managing risks, performance and finance

Measure Description	2017/18 Comparative Data			2018/19 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: 42.21 End Of Year: 71.42	Target: 20.00 Result: 3.39	Target: 30.00 Result: 20.79	Target: 40.00 Result: 27.65 Calculation: (850700÷3076250) × 100	Target: 100.00
Comment	A number of transactions have slipped in terms of timetable and whilst contracts have been exchanged on one significant sale it is subject to obtaining planning and this will mean that the receipt will not realised until the next financial year.						
Remedial Action	There will be a need to reprofile the capital receipts targets for this year with slippage to next year .						
Service Head: Wendy S Walters	Performance status: Off target						

Measure Description	2017/18 Comparative Data			2018/19 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	98.77	98.26	Q3: 89.38 End Of Year: 99.52	Target: 36.00 Result: 35.91	Target: 62.00 Result: 62.01	Target: 88.00 Result: 87.09 Calculation: (42634845.14÷48954227.16) × 100	Target: 98.50
Comment	Q.3 result is slightly below target and down on the unprecedentedly high result for same period in 2017/18. This year's result has been affected by a number of factors including: 1. The reduction in the value of awards for 2018/19 by the Welsh Government High Street Relief scheme. 2. The transitional relief scheme which staggers the increases faced by ratepayers due to the 2017 revaluation means that many ratepayers will have seen significant increases in their bills, well above the normal "inflation" factor. 3. We have summonsed a large number of cases in arrears, this should see us achieve our year end target.						
Remedial Action	No specific action required as the normal recovery procedures are being taken in respect of unpaid accounts.						
Service Head: Helen Pugh	Performance status: Off target						

Theme: 15. Building a Better Council and Making Better Use of Resources
Sub-theme: B7. Good transparency and accountability

Measure Description	2017/18 Comparative Data			2018/19 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: 45 End Of Year: 75	Target: 5 Result: 7	Target: 35 Result: 17	Target: 60 Result: 38 Calculation: (467÷1240) × 100	Target: 90
Comment	Numerous audit jobs commenced, but not yet complete thus not having an effect on the percentage completion.						
Remedial Action	Continued focus on the completion of Audit jobs in a timely manner, while providing valuable Audit reports.						
Service Head: Helen Pugh	Performance status: Off target						

ON TARGET ETC.

ACTIONS - Theme: 11. A Council wide approach to support Ageing Well in Carmarthenshire

Sub-theme: A. Age Friendly Communities

Action	13227	Target date	31/03/2019
Action promised	We will further develop the Ageing Well in Carmarthenshire Action Plan		
Comment	The action plan has now been embedded into the Council`s Well-being Objective and progress will be reported through that process. On-going support being provided to the 50+ Network and Steering Group. Bi-monthly newsletters to the 50+ network now established to support improved communication		
Service Head: Wendy S Walters		Performance status: On target	
Action	13228	Target date	31/03/2019
Action promised	We will improve our engagement and consultation mechanisms with the 50+ Forum		
Comment	Bi-monthly email to all 50+ Forum members now issued through Dotmailer. Positive response from those receiving the message. Links with 50+ Steering Group developing.		
Service Head: Wendy S Walters		Performance status: On target	

ACTIONS - Theme: 11. A Council wide approach to support Ageing Well in Carmarthenshire

Sub-theme: C. Falls Prevention

Action	13237	Target date	31/03/2019
Action promised	In collaboration with our PSB partners we will deliver staff training through the Making Every Contact Count (MECC) initiative, which will include help relation to fire risks, other hazards, slips, trips and falls and alcohol brief intervention (ABI) training		
Comment	Findings report on pilot phase due to be reported to the January 2019 PSB meeting with a view to further roll-out of the programme to a new cohort of staff		
Service Head: Wendy S Walters		Performance status: On target	

ACTIONS - Theme: 14. Promote Welsh Language & Culture

Sub-theme: A. Implement and monitor the Welsh Language Standards

Action	12425	Target date	31/03/2020 (original target 31/03/2018)
Action promised	We will develop an integrated Welsh Language Programme for our staff		
Service Head: Paul R Thomas		Performance status: Action not reported ✘	
Action	13280	Target date	31/03/2019
Action promised	We will ensure the Council complies with the requirements of the Welsh Language Standards		
Comment	The Policy & Partnership team has built a positive working relationships with departments and we continue to provide practical advice on implementation of the Standards. Detailed guidance notes have been prepared and circulated and we are constantly monitoring implementation. Draft guidance has been prepared on bilingual training provision / undertaking training assessments and holding bilingual / Welsh medium interviews. The Policy & Partnership Team will discuss this draft guidance with colleagues in the near future. We also receive queries and complaints from members of the public which are closely monitored.		
Service Head: Wendy S Walters		Performance status: On target	
Action	13281	Target date	31/03/2019
Action promised	To facilitate good decision making, we will introduce an integrated Impact Assessment which consolidates Equality, Welsh language and Well-being of Future Generations requirements.		
Comment	A draft Integrated Assessment has been prepared, alongside detailed guidance notes for report authors. The Assessment includes questions in relation to the Well-being of Future Generations Act, Equality Act, Welsh Language Measure, UN Convention on the Rights of the Child, the Environment Act and Privacy statements. The Policy & Partnership Team are currently undertaking draft assessments on key policy areas in order to attain feedback and insight on local use.		
Service Head: Wendy S Walters		Performance status: On target	

ACTIONS - Theme: 14. Promote Welsh Language & Culture		
Sub-theme: B. Welsh Language Promotion Strategy		
Action	12938	Target date 31/03/2021
Action promised	To promote the Strategy for Welsh Language - We will increase the numbers acquiring basic and further skills in Welsh through the education system and through language transmission in the home	
Comment	This action links in closely with the Welsh in Education Strategic Plan (WESP) and projects such as Cymraeg i Blant, which is funded by the Welsh Government. The WESP was formally launched on 25 June and the Education Department are currently in liaison with head teachers and Governing Bodies regarding local opportunities. The Policy & Partnership Team will provide support in relation to the communication and preparation of resources to explain the benefits of bilingual education.	
Service Head: Wendy S Walters		Performance status: On target
Action	12939	Target date 31/03/2021
Action promised	We will increase the confidence of Welsh speakers and therefore the use of the Language in every sphere of life, and encourage and Support the county's organisations to make the Welsh Language an increasingly natural medium for their Services	
Comment	The Council has a number of learning opportunities in place for members of staff through the internal Welsh for Adults team and the National Centre for Learning Welsh. We are supporting staff through both the Community Education based courses and also the Intensive courses provided by the National Centre for Learning Welsh. There are also a number of partnership initiatives such as Clwb Cwtsh running in the county whereby Mudiad Meithrin and the National Centre are holding specific sessions to support parents of young children to learn Welsh.	
Service Head: Wendy S Walters		Performance status: On target
Action	12940	Target date 31/03/2021
Action promised	We will take steps to positively affect population movements to attract our young people to the county so that gains made in terms of Welsh speakers through the education system are not lost. Also efforts to assimilate newcomers and ensure new planning developments do not have a detrimental effect on the viability of the Welsh language	
Comment	The County `s Strategic Welsh Language Forum has developed a `Welcome Pack` for newcomers to the county. Initial press releases have been made and further work will be done during St David`s Day to increase awareness of the park. Distribution is underway through various channels such as Electoral Services, Housing Services and the Mentrau Iaith. Two members of the Strategic Forum are members of the LDP Stakeholder Group and regular updates are received in relation to the revision of the Local Development Plan. There are also key projects underway within the Safer Homes and Communities Division which support this work, such as the rural housing needs survey.	
Service Head: Wendy S Walters		Performance status: On target
Action	12941	Target date 31/03/2021
Action promised	We will target specific geographic areas within the county, either because they offer the potential to develop or because they cause linguistic concern to increase the numbers of residents in those areas who can and do use Welsh	
Comment	The Mentrau Iaith have been successful in a bid through LEADER in order to appoint additional resources to the Priority Areas identified across the county. Officers have been appointed and have prepared a specific work plan, using detailed guidance / templates prepared by the Welsh Government under the title of `Gweithredu`n Lleol / Local Action`.	
Service Head: Wendy S Walters		Performance status: On target
Action	12942	Target date 31/03/2021
Action promised	We will market and promote the Welsh language. Raising the status of Welsh and awareness of the benefits of bilingualism and bilingual education. And by raising awareness of these benefits, attracting more residents of the county to acquire the language	
Comment	The County Strategic Forum has lead on the preparation of a Welcome Pack for individuals / families moving to Carmarthenshire which provides the linguistic context and the opportunities for a bilingual education. This document links closely with the `Being Bilingual in Carmarthenshire` leaflet and detailed `Frequently asked Questions` have been published as part of the Welsh in Education Strategic Plan pages on the corporate website.	
Service Head: Wendy S Walters		Performance status: On target
Action	13284	Target date 31/03/2019
Action promised	We will develop a suite of measures to support our progress on promotion of the Welsh Language	
Comment	Detailed mapping of potential indicators has been undertaken. We are awaiting further guidance from the Welsh Government on potential indicators to measure progress against the Cymraeg 2050: Welsh language Strategy.	
Service Head: Wendy S Walters		Performance status: On target

Theme: 15. Building a Better Council and Making Better Use of Resources

Sub-theme: A. Transforming, Innovating and Changing (TIC) the way we work and deliver services

Measure Description	2017/18 Comparative Data			2018/19 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of Transactional Council Services available to the public online ICT/003	Not applicable		Q3: 10 End Of Year: 13	Target: 14 Result: 14	Target: 15 Result: 18	Target: 16 Result: 18	Target: 18
Comment	No new transactional services launched this quarter but there are several projects currently in-development (and expected in Q4 18/19). These include My Account Phase 2 - eStatement for Quarterly Housing Rent Statements so housing tenants via their My Account can access current and previous Statements electronically. Online Season Ticket Purchase for Pembrey County Park and our leisure parking locations such as Llynllech Owain.						
Service Head: Noelwyn Daniel			Performance status: On target				

ACTIONS - Theme: 15. Building a Better Council and Making Better Use of Resources**Sub-theme: A. Transforming, Innovating and Changing (TIC) the way we work and deliver services**

Action	13293	Target date	31/03/2019
Action promised	The TIC programme will continue to support the identification and delivery of efficiency savings.		
Comment	The TIC Annual Report 2017/18 and Business Plan 2018-21 was considered by the Council's Executive Board/Policy and Resources Scrutiny Committee in November 2018. This report identifies that over £9m of savings has been delivered by projects as part of the wider TIC programme since 2012, with a further £6m savings targeted for the next 3 years. One of the key priorities for the programme for the next year is to strengthen the approach to data and cost analysis. A Repetitive Spend Dashboard has been developed which will help bring a greater focus to the monitoring and control across areas of routine expenditure such as travel, energy, overtime and standby. This will now be reported to TIC Programme Board and CMT on a 6 monthly basis.		
Service Head: Wendy S Walters		Performance status: On target	
Action	13294	Target date	31/03/2019
Action promised	The TIC programme will continue to implement a balanced work programme to ensure that TIC can support and promote longer term, sustainable change and improvement, whilst also recognising the need to focus on meeting the financial challenges in the short and medium term.		
Comment	The TIC Programme currently contains a mixture of strategic/cross cutting projects; service reviews and process rationalisation/cost reduction initiatives. One of key objectives for the current year is to strengthen the approach to data and cost analysis with a view to identifying further opportunities for costs savings and efficiencies over the next 3 years. This will include the development of a Routine Spend Dashboard which will allow for improved monitoring and control across a range of expenditure including energy, travel, overtime and use of agency workers. This will now be reported to CMT/TIC Board on a 6 monthly basis.		
Service Head: Wendy S Walters		Performance status: On target	
Action	13295	Target date	31/03/2019
Action promised	The TIC programme will continue to build capacity across the organisation to lead, support and engage people to deliver transformation and change.		
Comment	One of the key aims of the TIC programme is to build the skills and capacity within services in order to promote a more sustainable approach to the delivery of the change and transformation agenda in the future. Representatives from TIC Project teams are offered the opportunity to attend a Continuous Improvement Practitioner course to help develop their skills and knowledge in this area of work and then to apply these back in the workplace. To date, 20 members of staff have enrolled on the programme with a waiting list for the next course. A number of staff have successfully completed the course and they were presented with their certificates at the TIC Awards Event in October 2018. We are also looking to develop a Continuous Improvement network internally within the Council to share and promote good practice across the organisation. Individuals employed on the Council's graduate trainee programme are also offered the opportunity to spend part of their placement working as part of the TIC Programme, recognising that this could offer significant benefits both for graduate trainees and for the TIC team. We are working with services to provide opportunities for up to 12 graduates to spend time working with TIC over the next 18 months.		
Service Head: Wendy S Walters		Performance status: On target	
Action	13296	Target date	31/03/2019
Action promised	We will maintain and develop the authorities' main digital platforms being the corporate website, the intranet, the newsroom, Discover Carmarthenshire and the public service board website to be mobile responsive		
Comment	<p>Newsroom / Corporate website kept residents updated during Storm Callum and also provided a 1 stop shop for support following the severe flooding. The situation updates page had 33,671 visits. 138 residents were referred for a £200 payment and 48 for the hardship fund.</p> <p>To support this year's blue bag delivery an online tracker has been developed. The volume of queries via the website about blue bags has dropped significantly since this was added to the site.</p> <p>Carmarthenshire Markets website will be discontinued and the content will be migrated into the corporate website. This work will be completed before the end of the financial year.</p> <p>To improve sections of the site we are offering 1-2-1 editor support sessions. This has been a successful approach with the recycling team. Other departments are keen to take up this offer of additional support to enable their editors to make significant change to their sections of the website.</p> <p>User testing My Account with tenants and the housing team has been completed, the feedback has been very positive. Only one minor amend has been requested – change the word arrears to debt. Once the new design has been launched we will continue to monitor feedback to inform future developments of the service.</p> <p>The approach to providing an external intranet has changed and the whole intranet will be made available externally. This will require a full project plan and content audit before the work can take place. There hasn't been a central approval process via Marketing and Media for over 12 months, this will also need to be reviewed.</p> <p>The winter campaign on Discover Carmarthenshire has successfully showcased a variety of events across the County. The team are using SiteImprove to monitor the site and have improved the sites QA rating from 72% to 95.6%. Over the next quarter we will be addressing any accessibility issues.</p> <p>Detailed Google analytic reports for our websites are available on the intranet under Marketing and media.</p>		
Service Head: Wendy S Walters		Performance status: On target	

Action	13297	Target date	31/03/2019
Action promised	We will fully implement a new Agile Working approach across the Council in order to make the best use of our building stock		
Comment	<p>People Stakeholder groups for Parc Amanwy and Spilman Street now concluded. Regular communication through eGair/Intranet/eBulletin ongoing. Plans for 3 Spilman Street development presented to CMT.</p> <p>Mobile Working Environment Dept. re-prioritising TOTAL mobile development awaiting confirmation of project completion dates from Alan Howells.</p> <p>Property Additional Touchdown Zone launched in Ty Parcyrhun Building release (Nant y Ci & 5-7 Spilman) scheduled for March 2019. Properties on the market. Sale of Parc Amanwy progressing and staff successfully moved into Ty Parcyrhun</p> <p>Building 4: Renovation complete and staff successfully moved from Building 14 which has been released for rental to the NHS. Building 2: Kitted with agile furniture and staff decanted from 3 Spilman street allowing work there to commence in the new year. 3 Spilman Street: Initial renovation work delayed to the new year due to the collapse of Allied Housing. Work to commence in the first week of January 2019 County Hall: Vision and purpose document complete and signed of at CMT. CMT have agreed for an options paper on the development of County Hall to be completed and presented by the end of February 2019.</p> <p>ICT IT Services engaging with teams and assessing equipment. Upgrading equipment where required to make sure kit is fit for purpose.</p> <p>Next Assign resource to Information Management to help deal with paper reduction. Agree priorities for phases 2,3 and 4.</p>		
Service Head: Wendy S Walters		Performance status: On target	
Action	13298	Target date	31/03/2019
Action promised	We will implement innovative digital solutions that will enable increased collaboration and facilitate organisations to work seamlessly together		
Comment	<p>Engaging frequently at a local, regional and national level to identify and pursue collaborative opportunities around technology and procurement. Working alongside the PSBA to identify and develop shared/collaborative systems and services via that secure network across the Welsh Public Sector. Engaged on and scoped the proposed all Wales public sector PSBA wi-fi solution "Gov Roam" with decision taken to implement this financial year. Significant potential to facilitate collaboration and integrated working across the Welsh public sector. Also, currently deploying a single, all Wales PSBA cloud hosted web filtering solution, eradicating the need for multiple local solutions across Wales. Scoping, testing and procurement of Microsoft Office 365, which has the potential to act as a core platform for staff to communicate, collaborate and share data freely and securely with both public and private sector organisations is now complete with deployment ongoing. Providing advice, guidance and support to regional partners who are interested in migrating to O365 in the future. Worked closely with colleagues from Pems and Ceredigion to allow staff across all 3 organisations to view and share outlook calendars and diaries, exactly as internal staff do currently. Working closely with several public and private sector partners including all members of the PSB to increase the number of organisations with whom we can communicate via Skype for business, exactly as we would internally via Instant message, voice, video, online meetings and more. Recently led on a joint procurement exercise with Ceredigion to renew the entire schools wi-fi network across both counties achieving significant economies of scale and best value for both organisations. Working closely with health and social care to implement system and infrastructure that will further support integrated working/teams/offices.</p>		
Service Head: Noelwyn Daniel		Performance status: On target	
Action	13299	Target date	31/03/2021
Action promised	We will upgrade and replace an ageing ICT infrastructure to ensure that we have a robust and stable environment.		
Comment	New storage arrays have been installed. We have migrated our backup solution from tape to Disk. Work in now underway to scope up options for a new data centre.		
Service Head: Noelwyn Daniel		Performance status: On target	
Action	13300	Target date	31/03/2020
Action promised	We will establish the feasibility of developing a joint procurement service with Pembrokeshire County Council.		
Comment	A review of the shared service is due to be undertaken in January 2019. Review is being managed by the TIC team in Carmarthenshire and the equivalent in Pembrokeshire. Procurement Officers have interviews scheduled to discuss the pilot. A report will then be produced to be discussed at the Joint Procurement Board by end of February 2019.		
Service Head: Helen Pugh		Performance status: On target	
Action	13301	Target date	31/03/2021
Action promised	We will ensure the Council makes the most efficient and effective use of all of its community based assets and where necessary and appropriate transfer ownership of assets to other community groups and interested stakeholders.		
Comment	Work continues on the collation of data on all community based assets with a view to to making better use of facilities. Community Asset transfer discussions are ongoing with various interested parties		
Service Head: Jonathan Fearn		Performance status: On target	

Action	13302	Target date	31/03/2020
Action promised	We will, as part of the Digital Transformation Strategy, continue to engage and understand the Departments needs to allow them to deliver effective services.		
Comment	Full departmental engagement plan produced and shared with the organisation, elected members and schools outlining our approach to customer engagement activity throughout 18/19. Proactive Floor Walking is ongoing at all core sites on a rolling monthly basis. Digital Transformation/Innovation events for Officers, Members & Schools successfully delivered for the autumn of 2018. DMT Attendance by Senior Managers currently occurring throughout December/January to discuss priorities, business planning and any other topics requested. An offer has been extended to all Directors and Heads of Service offering attendance and support by ICT Service at departmental events. Elected members drop-in sessions are ongoing before and after every full council meeting. Working closely with Marketing and Media to ensure clear and frequent communication is taking place as often as possible with all customers on all relevant topics via all available communication channels. All of the above activity is directly informing ICT/Digital strategy, business planning and prioritisation for the coming months and years.		
Service Head: Noelwyn Daniel		Performance status: On target	
Action	13303	Target date	31/03/2021
Action promised	We will undertake a review to consider options for the most effective delivery of depot provision across the County including options for shared facilities with other public sector partners.		
Comment	We continue to have discussions with Partner organisations on the possibility to collaborate and share in relation to depot facilities. However, a decision on a formal offer to acquire additional land to facilitate the above has not been forthcoming and at present looks unlikely to proceed.		
Remedial Action	An update will be provided to the major projects group. We may consider reviewing site selection and the scope of the project.		
Service Head: Jonathan Fearn		Performance status: On target	

ACTIONS - Theme: 15. Building a Better Council and Making Better Use of Resources
Sub-theme: B1. Integrity and Values

Action	13304	Target date	31/03/2019 (original target 31/07/2018)
Action promised	We will review our Anti-Fraud and Anti-Corruption Strategy		
Comment	Document with Management for approval.		
Service Head: Helen Pugh		Performance status: On target	
Action	13305	Target date	31/03/2019
Action promised	We will promote the Authority's Financial policies and procedures, Antifraud and Anti-Corruption Strategy		
Comment	Strategy under development - will be promoted once Final version complete and appropriately approved.		
Service Head: Helen Pugh		Performance status: On target	
Action	13306	Target date	31/03/2019 (original target 31/07/2018)
Action promised	We will review our Financial Procedure Rules		
Comment	Further amendments to be reviewed prior to taking final draft document to DMT for approval.		
Service Head: Helen Pugh		Performance status: On target	
Action	13307	Target date	31/03/2019
Action promised	We will further develop the Councils relationship with protected groups e.g. disabled, age, race and gender with Equality Carmarthenshire and the Disability Partnership		
Comment	The Carmarthenshire Disability Partnership, chaired by Cllr. Jane Tremlett as Disability Champion is making good progress and the working relationship is continuing to improve. Our aim is to ensure that access issues are considered from the onset and that we have an honest and open dialogue with the Disability Coalition. Equality Carmarthenshire will be holding a Celebration event on 15 March 2019, which will also serve as an engagement event for the revision of the Council's Strategic Equality Plan.		
Service Head: Wendy S Walters		Performance status: On target	
Action	13308	Target date	31/03/2019
Action promised	We will ensure the Council fully responds and complies with the requirements of the Well-being of Future Generations Act including consideration of the five ways of working in all that we do.		
Comment	We published a New Corporate Strategy that consolidated a number of plans including our Well being Objectives into one document. We have been monitoring the action plans and targets set within this strategy throughout the year. Service business plan templates have also been amended to address the Well being of Future Generations Act requirements.		
Service Head: Wendy S Walters		Performance status: On target	

Theme: 15. Building a Better Council and Making Better Use of Resources
Sub-theme: B2. Openness and engagement

Measure Description	2017/18 Comparative Data			2018/19 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: 96.81 End Of Year: 96.99	Target: 90.00 Result: 98.11	Target: 90.00 Result: 98.34	Target: 90.00 Result: 98.40 Calculation: (860÷874) × 100	Target: 90.00
Service Head: Wendy S Walters			Performance status: On target				

ACTIONS - Theme: 15. Building a Better Council and Making Better Use of Resources**Sub-theme: B2. Openness and engagement**

Action	12435	Target date	31/05/2019 (original target 31/03/2018)
Action promised	We will further develop the Council's consultation, engagement and research approaches		
Comment	Development work on-going with additional links established to ensure a corporate approach to participation and engagement with children and young people. Framework will be developed by May 2019		
Service Head: Wendy S Walters		Performance status: On target	
Action	13310	Target date	31/03/2019
Action promised	We will increase the Council's liaison work with Town and Community Councils through Forum meetings, consultation and an information newsletter		
Comment	November meeting held of the regular liaison forum and follow on meeting in December to consider the Council budget. Newsletter continues to be prepared and circulated as appropriate. Liaison with One Voice Wales on-going to further develop working arrangements.		
Service Head: Wendy S Walters		Performance status: On target	
Action	13311	Target date	31/03/2019
Action promised	We will work with Public Services Board partners to develop our approach to engagement and participation with children and young people ensuring their voice is listened to as part of public service development		
Comment	Discussions with Manager and Head Of Service have taken place, recommended that we create and implement a new Children and Young Peoples Participation Strategy due to the previous Strategy 2015-12018 adopted by full council has now expired. The new Strategy will succinctly bring together the key drivers, identifies the benefits, and will set out clear priorities to take this commitment forward, however should the strategy be an Education and Childrens Services Department or Corporate, or PBS document? A meeting with Corporate Policy and Partnership has been arranged for week of 14.1.19 to decide on the best approach to develop our approach to engage and encourage the participation of children and young people ensuring their voice is listened to as part of public service development - process for review etc.		
Service Head: Aeron Rees		Performance status: On target	
Action	13312	Target date	31/03/2019
Action promised	We will implement and monitor the actions/commitments contained in the Strategic Equality Plan		
Comment	The Strategic Equality Plan includes six Strategic Equality Objectives. A specific action plan has been prepared to progress these objectives; however, there is a need to link in closer to the Council's Well-being Objectives and the way that they contribute to the National Goals of More Equal and Cohesive Communities. This will be achieved during the revision of the SEP in 2019 in readiness for publication by April 2020. The actions are monitored closely through the Strategic Equality Plan Annual Report.		
Service Head: Wendy S Walters		Performance status: On target	
Action	13313	Target date	31/03/2022
Action promised	We will ensure that the views of the Council are communicated to the Boundary Commission for the Parliamentary Boundary Review and ensure that any information required is provided within statutory timeframes.		
Comment	Awaiting the final report on the Boundary Review - due Spring 2019		
Service Head: Wendy S Walters		Performance status: On target	
Action	13314	Target date	31/03/2019
Action promised	We will launch the new online customer appointments service for our Registrars Service		
Comment	Out for general use plus funeral directors are using online booking system whilst with bereaved families. Need to promote it once we know there are no teething problems		
Service Head: Wendy S Walters		Performance status: On target	
Action	13315	Target date	31/03/2019
Action promised	We will work closely with departments to prioritise and help services engage with the right people, at the right time and develop and deliver a Marketing and Media forward work programme		
Comment	The marketing and media forward work programme is developed in conjunction with the executive boards' moving forward in Carmarthenshire: the next 5 years plan. To date we have communicated elements of more than 50% of the actions. These are communicated in conjunction with the relevant services. The communication can vary from developing digital content for the website, a press release, a launch event or general awareness. We are also currently filming the Mini Executive Board and aim to start using this footage to enable us to promote the work of the authority to a wider audience.		
Service Head: Wendy S Walters		Performance status: On target	

Theme: 15. Building a Better Council and Making Better Use of Resources

Sub-theme: B3. Making a difference

Measure Description	2017/18 Comparative Data			2018/19 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of households have Internet access in Carmarthenshire ICT/006	Not applicable		End Of Year: 83	--	--	--	Target: 85 Result: 86
Comment	According to the 2017/18 National Survey for Wales, 86% of households in Carmarthenshire have internet access. This is an improvement on the previous survey which took place in 2016/17 with a result of 83%. When compared to other authorities in Wales we have moved up from 15th to 9th position.						
Service Head: Noelwyn Daniel				Performance status: On target			

ACTIONS - Theme: 15. Building a Better Council and Making Better Use of Resources

Sub-theme: B3. Making a difference

Action	12449	Target date	30/09/2018 (original target 31/03/2018)
Action promised	We will review the Council's policy on the disposal of surplus property and ensure its alignment to regeneration priorities		
Comment	Revised Policy approved by EB 19/11/18		
Service Head: Wendy S Walters		Performance status: On target	
Action	13316	Target date	30/06/2018
Action promised	We will publish the New Corporate Strategy by the 30th June 2018		
Comment	We published the New Corporate Strategy by the 30th June. It consolidated together the previous Corporate Strategy, Our Improvement Plan, Well being Objectives and the Executive Boards 5 year Plan -Moving Forward in Carmarthenshire. All the actions and targets outlined in the strategy will be monitored quarterly via the in house developed Performance Information Monitoring System -PIMS. The Wales Audit Office has issued a certificate of compliance to confirm that it meets the obligations of the Local Government Measure 2009 in respect of Improvement Planning.		
Service Head: Wendy S Walters		Performance status: On target	
Action	13318	Target date	31/08/2019 (original target 30/09/2019)
Action promised	We aim to encourage both Members and Officers to go paperless for Democratic Meetings		
Comment	On target to achieve Council decision to be paperless from 2nd September 2019. Update report including Mod.gov training programme, IT assessment of needs questionnaire and guidance for members on ipad/mod.gov app use to be considered by PEB and Democratic Services Committee in January 2019.		
Service Head: Linda Rees Jones		Performance status: On target	

ACTIONS - Theme: 15. Building a Better Council and Making Better Use of Resources**Sub-theme: B4. Making sure we achieve what we set out to do**

Action	12452	Target date	31/03/2020
Action promised	We will act as an enabler and vehicle for transforming the way services across the Council are delivered to customers by increasing opportunities for accessing council services via digital technologies.		
Comment	The My Account has now been in place for over 6 months. To date we have over 11,000 citizens signed up with 1,250 having linked to their Council Tax Account and 420 linked to their Housing Rent Account. Phase 2 of the My Account is in development (expected Q1 19/20). This will enhance on the current system with an improved user friendly design along with enhanced functionality - eStatements for Housing Rent Tenants. 9000 currently sent out quarterly by post to all tenants and will now allow tenants to view current and past statements online via their My Account. We are also enabling Appointment Bookings facilities that could be used corporately and linked into the CRM (Customer Services System) and the Citizen My Account. The School Meals 'Cashless' and 'Online Payments' project is still rolling out to remaining Primaries (20+ primaries have currently moved to the on-line payments facility for parents) with the remaining primary schools to be phased in over the next 12 months.		
Service Head:	Noelwyn Daniel	Performance status:	On target
Action	13319	Target date	31/03/2019
Action promised	We will further develop the Council's Corporate Performance Management arrangements e.g. Business Plans to meet the expectations of WbFG Act and Performance Information Monitoring System(PIMS) Dashboards		
Comment	Service business plans identify how they support the Councils Well being Objectives and how they support the 5 Ways of Working required by the Well being of Future Generations Act. Draft Departmental business plans accompanied draft budgets to Scrutiny. We are also monitoring the steps we are taking to make progress with our Well-being Objectives through quarterly monitoring reports on our action plans and targets		
Service Head:	Wendy S Walters	Performance status:	On target
Action	13320	Target date	31/03/2019
Action promised	We will publish the first Carmarthenshire Well-being Plan on behalf of the Public Services Board (PSB) and ensure partnership arrangements are fit for purpose to support delivery of the plan		
Comment	Carmarthenshire PSBs first Well-being Plan was approved on the 2 May 2018. A new partnership structure has also been approved with a series of Delivery Groups established to take forward progress on the Plan objectives.		
Service Head:	Wendy S Walters	Performance status:	On target
Action	13321	Target date	31/03/2021
Action promised	We will continue to develop strong links between Service Asset Management Plans and the Corporate Asset Management Plan		
Comment	Discussions are ongoing with services on various aspect of their portfolios.		
Service Head:	Jonathan Fearn	Performance status:	On target
Action	13322	Target date	31/03/2021
Action promised	We will collect more information on the condition of our buildings to assist with developing more strategic future maintenance plans		
Comment	Top-tier realignment of the Property Maintenance Section has been implemented with the inclusion of a Condition and Compliance Team. Condition surveys have been prepared for Parc Howard and Abergwili Museums as well as a range of other buildings and a more comprehensive programme will be established once the team is in place. Initial discussions held in relation to Welsh Government Schools condition survey standard. Initial consultation undertaken in relation to mobile capture tool for non-housing surveys. Bespoke database has been developed for housing condition surveys in accordance with WHQS and CHS requirements.		
Service Head:	Jonathan Fearn	Performance status:	On target
Action	13323	Target date	31/03/2019
Action promised	We will support implementation of the new integrated impact assessment approach in line with the requirements of the Well-being of Future Generations (Wales) Act and other statutory duties		
Comment	A draft Integrated Assessment has been prepared, alongside detailed guidance notes for report authors. The Assessment includes questions in relation to the Well-being of Future Generations Act, Equality Act, Welsh Language Measure, UN Convention on the Rights of the Child, the Environment Act and Privacy statements. The Policy & Partnership Team are currently undertaking draft assessments on key policy areas in order to attain feedback and insight on local use.		
Service Head:	Wendy S Walters	Performance status:	On target
Action	13325	Target date	31/03/2019
Action promised	We will implement any improvements identified in the November 2017 TIC Scrutiny review		
Comment	2 x DSO & 1 x ADSO posts which were put on hold pending TIC review have now been filled and staff commenced in post December 2018. Centre for Public Scrutiny training proposal for Scrutiny Members and DSOs agreed by C&V Scrutiny.		
Service Head:	Linda Rees Jones	Performance status:	On target

Action	13326	Target date	31/03/2020
Action promised	We will ensure the maximum use of Community Benefits in all procurements where such benefit can be realised and report those benefits on all contracts over £1m		
Comment	<p>Monitoring of Community Benefits is on-going. Through the Procurement Shared Service with Pembrokeshire extra support has been provided by their Community Benefits officer to report and monitor CCC's CHS schemes, 21st Century Schools and Civils Projects. Regular meetings are under way with Alun Griffiths contractor on the Cross Hands East ELR road phase 2 scheme to maximise the benefits being delivered.</p> <p>Community Benefits clauses were included as a scored CORE criteria in the Regional Civil's Construction Framework and the Procurement Team worked with the Regional Community Benefits working group to evaluate the submissions and feed into the wider Tender Quality evaluation. The Framework is due to be awarded in January.</p> <p>Internal Audit are undertaking a review of the approach to Community Benefits and CPU are supporting them.</p>		
Service Head: Helen Pugh	Performance status: On target		

Theme: 15. Building a Better Council and Making Better Use of Resources
Sub-theme: B5. Valuing our people; engaging, leading and supporting

Measure Description	2017/18 Comparative Data			2018/19 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of laptops used in the council ICT/004	Not applicable		Q3: 50 End Of Year: 53	Target: 54 Result: 58	Target: 55 Result: 63	Target: 56 Result: 65 Calculation: (2171 ÷ 3335) × 100	Target: 57

Comment % Laptops out of total devices

Service Head: Noelwyn Daniel **Performance status:** On target

Measure Description	2017/18 Comparative Data			2018/19 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	9.7	10.1	Q3: 7.2 End Of Year: 10.1	Target: 2.0 Result: 2.2	Target: 4.0 Result: 4.2	Target: 6.8 Result: 6.7 Calculation: 40891.7 ÷ 6077.2	Target: 9.6

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

ACTIONS - Theme: 15. Building a Better Council and Making Better Use of Resources**Sub-theme: B5. Valuing our people; engaging, leading and supporting**

Action	12458	Target date	31/12/2018 (original target 31/07/2018)
Action promised	We will develop a Strategic Workforce Plan for the Council		
Comment	HR Business Partners have been working with Departmental Management Teams to provide comprehensive workforce data to assist with business and workforce planning. A Toolkit for Managers has previously been developed and briefing sessions for managers have been provided. The People Strategy Group Board is identifying the priorities and work has begun to develop an action plan to address any gaps.		
Service Head: Paul R Thomas		Performance status: On target	
Action	13327	Target date	31/03/2019
Action promised	We will work with the People Strategy Group to further develop the capacity and capability of leadership and individuals to deliver the New Corporate Strategy.		
Service Head: Paul R Thomas		Performance status: Action not reported	
Action	13328	Target date	31/03/2019
Action promised	We will review and reshape the Council's appraisal processes		
Service Head: Paul R Thomas		Performance status: Action not reported	
Action	13329	Target date	31/03/2019
Action promised	We will undertake an assessment against the Investors in People standard using trained reviewers		
Comment	6 new Assessors were trained in the 6th Generation Standard for Investors in People & successfully qualified under internal reviews against the Standard. They formed an integral part of the Councils re-accreditation process working along side the IIP Lead Assessor. The Council received its re-accreditation under the new standard and awarded the Silver Standard in June 2018. IIP reviewers will now contribute to the on-going development and delivery of the Councils People Strategy supporting the work streams Lead, Engage & Support.		
Service Head: Paul R Thomas		Performance status: On target	
Action	13330	Target date	31/03/2019
Action promised	We will develop a Leadership & Management Development Framework that identifies and develops the fundamental skills of our Leaders & Managers		
Service Head: Paul R Thomas		Performance status: Action not reported	
Action	13331	Target date	31/03/2019
Action promised	We will ensure the end user has the appropriate IT device/devices to deliver their service effectively.		
Comment	As the measure show we are continuing to rollout Windows 10 laptops to replace aging kit for our customers. We have successfully rollout 300 android devices for dom care users and in the last stages of testing the use of Android phones for corporate users.		
Service Head: Noelwyn Daniel		Performance status: On target	
Action	13332	Target date	31/03/2019
Action promised	We will roll out training linked to the National Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015		
Service Head: Paul R Thomas		Performance status: Action not reported	
Action	13333	Target date	31/03/2019
Action promised	We will ensure the Council fully supports staff to maintain a healthy work-life balance and, where necessary, ensure the careful management of staff sickness absences in the interest of the staff and the provision of services		
Comment	Wellbeing is promoted via the Wellbeing Coordinators, working with DMT and management teams to develop actions plans for improving health, proactive and preventative actions and education to raise awareness on key health topics. Support provided via health champions to run events and campaigns aimed at improving activity and healthy lifestyles.		
Service Head: Paul R Thomas		Performance status: On target	

Theme: 15. Building a Better Council and Making Better Use of Resources

Sub-theme: B6. Managing risks, performance and finance

Measure Description	2017/18 Comparative Data			2018/19 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	97.71	97.47	Q3: 84.92 End Of Year: 97.57	Target: 31.00	Target: 56.00	Target: 84.00 Result: 85.35 Calculation: (81556629.21 ÷ 95558133.38) × 100	Target: 97.60
Service Head: Helen Pugh			Performance status: On target				

ACTIONS - Theme: 15. Building a Better Council and Making Better Use of Resources**Sub-theme: B6. Managing risks, performance and finance**

Action	12387	Target date	31/03/2019 (original target 31/07/2016)
Action promised	Develop a new Risk Management Strategy - Approval required from Audit Committee		
Comment	Risk Management Strategy approved by Audit Committee 28/09/2018		
Service Head:	Helen Pugh	Performance status:	On target
Action	12473	Target date	31/03/2019 (original target 31/03/2018)
Action promised	We will deliver, via ICT, automation and integration of internal working processes and procedures to release efficiencies.		
Comment	Further Digital Transformation Steering Group approved projects for 18/19 have been developed and/or started development. As for Cloud Migration projects, Gladstone (Leisure) Cloud Migration has completed successfully with CBL (Choice Based Lettings - Housing) - CIVICA and Domiciliary Care system - CM currently being implemented (expected April Q4 18/19). Other specific projects / processes being developed including WWYT 'What Wastes Your Time' TIC Review and processes that have been prioritised from this work-stream; namely 'Chris Moore's Exception Report' processes which has started development. The new Accident and Incident system has been developed and expected to launch after Christmas - Q4 January 2019 along with the new Occupational Health Referral processes which will allow for greater integration into our back-office corporate document management system (Information@Work).		
Service Head:	Noelwyn Daniel	Performance status:	On target
Action	13334	Target date	31/03/2019
Action promised	We will ensure the Council responds to all cyber-security requirements to enable internal resilience of systems for staff and continuity of external service provision for residents (ensuring sustainable solutions are implemented for Information Governance)		
Comment	Tender for new Anti Virus solution has been completed and we have purchased Panda AV. This will be standardized across the schools and corporate environment offering enhanced cyber protection. It is also cloud managed which ensures the latest updates are immediately pushed out to all clients.		
Service Head:	Noelwyn Daniel	Performance status:	On target
Action	13335	Target date	31/03/2019
Action promised	We will ensure that risks relating to all premises owned or occupied by the Council are suitably and sufficiently identified and managed.		
Comment	Top-tier realignment of the Property Maintenance Section has been implemented with the inclusion of a Condition and Compliance Team. A review of current Fire Risk Assessments for sheltered complexes and blocks of flats has been undertaken and a more comprehensive programme will be established once the team is in place.		
Service Head:	Jonathan Fearn	Performance status:	On target
Action	13336	Target date	31/03/2019
Action promised	We will further strengthen financial planning arrangements by developing explicit links between the Medium Term Financial Plan and the Council's corporate planning processes		
Comment	The Council's New Corporate Strategy was available at Members budget seminars. We also consulted on the support for these Objectives when consulting on the budget.		
Service Head:	Wendy S Walters	Performance status:	On target
Action	13337	Target date	31/03/2021
Action promised	Managing and making best use of the Council's property and assets with a focus on rationalising office accommodation and sharing with other partners as well as facilitating community ownership of assets for community benefit		
Comment	The refurbishment of Building 4 St David's Park is complete and staff have been relocated from B4. The temporary relocation of staff from 3 Spilman Street to B2 St David's Park has also been completed, to allow the refurbishment of 3 Spilman Street for agile working purposes. Asset transfer of community based assets continues to be encouraged via the Asset Transfer Team, involving representatives across the relevant departments.		
Service Head:	Jonathan Fearn	Performance status:	On target
Action	13338	Target date	31/03/2019
Action promised	We will further strengthen financial planning arrangements by ensuring that savings delivery timescales are robust and reviewing timescales as part of the budget setting process.		
Comment	Savings proposals reviewed by Head of Service and Director for potential risk areas. Consideration given in particular to Adult social care where there is possible risk of demographic growth / demand management		
Service Head:	Randal Hemingway	Performance status:	On target
Action	13339	Target date	31/03/2019 (original target 31/03/2019)

Action promised	We will continue the development and implementation of GeoDiscover and will continue to roll it out across the Council, together with the full use of the Gazetteer		
Comment	Ongoing work to maintain Geodiscoverer and keep it up to date. Geodiscoverer online for all internal staff to use. Continuously updating layers and supporting staff with any queries or guidance.		
Service Head: Wendy S Walters	Performance status: On target		
Action	13340	Target date	31/03/2020
Action promised	We will work with departments to implement the Category Management plans		
Comment	<p>Highways & Transport - The Category plan has still not been formally signed off by the department but we are progressing some of the opportunities identified. There have been a few further competition exercises undertaken under the Dynamic Purchasing System set up for the provision of Bus and Taxi Services but these have not as yet resulted in any efficiency savings. Taxi Services is to be undertaken in January and due to increased competition in this area we are hopeful that efficiency savings will be more forthcoming here. The Aboricultural Treeworks tender has now been awarded with estimated efficiency savings of around £25k per annum. The Fleet Management section have also adopted the shared service framework for Bulk Fuel with estimated savings of around £26k per annum. A tender exercise is currently live for Quarry products which will ensure compliance in this previously non-compliant spend area. Herbicidal Products is also currently live. We are currently determining our specification and strategy for a joint tender exercise with Pembrokeshire covering our Tyre requirements.</p> <p>Building Maintenance & Facilities Management - The evaluation for minor works is nearing completion. The Refit tender was awarded in November. This will provide energy conservation measures to various buildings including LED lighting, BEMS, boiler optimisation/replacement as well as other options. We're continuing to look at the current status of washroom services throughout the Authority with the aim of tendering this in the future.</p> <p>Corporate Services - A collaborative exercise is currently underway with Learning & Development to set up a Health & Social Care Qualification Procurement Framework for the Authority and partner local authorities (Pembrokeshire and Ceredigion local authorities). The Authority (as lead partner) are seeking to set up a Dynamic Purchasing System where a framework of providers will deliver qualifying training to staff employed in adult and children's social care services across the West Wales region. The aim is to have the new arrangement in place by May 2019.</p> <p>Further discussions have taken place with ICT regarding the opportunities identified in the category plan and exercises are underway to renew the Authority's mobile phone contract and broadband service. A number ICT procurements have been planned for the next 6 months and these include retendering the ICT hardware (PC's, Laptops and Printers) contract, undertaking a tender exercise for the supply of audio visual equipment (to cover corporate and schools) and establishing a contract for a schools phone system (to include maintenance).</p> <p>Construction & Waste The South West Wales Regional Civil Engineering Contractors Framework procurement exercise is drawing to a close; the standstill period expired on 2nd January 2019. The framework which comprises of 15 Lots and a total anticipated value of £300m will commence on 9th January 2019. A contractor event will be held in the next few months. Work has commenced on the next South West Wales Regional Contractors Framework for the new framework to be in place by February 2020. A PIN will be placed imminently and a supplier event will be organised in the next few months. The annual financial assessments for the existing framework have been undertaken. The contract notice for the South West Wales Regional Professional Services Framework will be placed in the next few months. A supplier event will be held imminently A Spend review for Waste Management is continuing – questionnaires have been analysed and an initial position for the category has been produced with further work to be undertaken to identify opportunities and tender requirements. Llanelli Wellness Village – procurement exercises being undertaken for the Wellness Village i.e. Ground Investigation.</p> <p>Social Care Adult Social Care - there has been a delay with the start of Category Management for ASC in Carmarthenshire – this is believed to be due to lack of resources within the Department. A Category Plan Review was conducted with PCC in July 2018 and actions recorded accordingly. A further meeting has been planned for 6th February 2019. Children's Service's –Following a meeting with the HOS on 13th July 2018, the Category Manager has attended two CSMT meetings chaired by the HOS for Carmarthenshire. In addition, has met with Business Managers to discuss and complete the Questionnaire. Spend data will be addressed following the completion of all Questionnaires. No action required on CS Category Plan for Pembs CC – at this stage.</p>		
Service Head: Helen Pugh	Performance status: On target		
Action	13341	Target date	31/03/2019
Action promised	We will use of the Council's reserves to invest in the County and support future development.		
Comment	This can be evidenced by the additions to the major development fund to cover the y4 shortfall and the new City Deal reserve set up by the S151 officer, approved by the audit committee.		
Service Head: Randal Hemingway	Performance status: On target		
Action	13342	Target date	31/03/2019
Action promised	We will ensure the Council manages its budgets effectively and prudently		
Comment	Whilst there is currently an overspend position, regular monitoring is showing an improved position. In addition, management has been		

further strengthen by inclusion of savings monitoring in scrutiny reports

Service Head: Randal Hemingway	Performance status: On target		
Action	13343	Target date	30/06/2018
Action promised	We will undertake the Closure and Audit of the Accounts within the appropriate timescales		
Comment	Audit completed within timescales with unqualified certificates issue by WAO for Council and Pension Fund accounts.		
Service Head: Randal Hemingway	Performance status: On target		

ACTIONS - Theme: 15. Building a Better Council and Making Better Use of Resources**Sub-theme: B7. Good transparency and accountability**

Action	13344	Target date	31/10/2018
Action promised	We will publish a detailed Annual Report on 2017/18 Well-being Objectives		
Comment	The Annual Report for 2017/18 was presented to County Council on the 10th October. It examined our progress on our 15 Well-being Objectives. It was then published by the 31st October.		
Service Head: Wendy S Walters		Performance status: On target	
Action	13345	Target date	30/09/2019
Action promised	We will review the Audit Manual		
Comment	Manual currently being reviewed.		
Service Head: Helen Pugh		Performance status: On target	
Action	13346	Target date	30/09/2018
Action promised	We will ensure an unqualified audit on the 2016/17 final accounts		
Comment	This was achieved.		
Service Head: Randal Hemingway		Performance status: On target	

ACTIONS - Theme: 3. Continue to improve learner attainment for all**Sub-theme: C. An excellent school in the right place**

Action	13131	Target date	31/03/2019
Action promised	We will continue to improve the condition, suitability and ICT resources within schools and ensure that all newly built schools have the latest digital technologies and infrastructures in place to deliver 21st century education.		
Comment	ICT provision at Ysgol Penrhos new build completed May 2018. Parc y Tywyn refurb completed July 2018. Pontyberem refurb on target, completing January 2019. Llangadog refurb/extension on track for Phase 1 March 2019. Zimbra to Hwb email system migration delayed to November 2018 due to Welsh Government issues with outgoing provider. Schools TIC Initiatives (Printing, Phone Systems & Lines/Calls) continuing to make efficiency savings. LiDW2/PSBA Upgrade - 41 schools complete, 3 awaiting BT. 10mbps to 100mbps regrading - awaiting date from PSBA. Cloud hosting of Schools Web Filtering proceeding as planned. Awaiting implementation kickoff meeting with PSBA.		
Service Head: Noelwyn Daniel		Performance status: On target	

Theme: 5. Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of
Sub-theme: C. Improving the lives of those living in poverty

Measure Description	2017/18 Comparative Data			2018/19 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: 22.60 End Of Year: 22.77	Target: 26.00 Result: 22.78	Target: 26.00 Result: 22.26	Target: 24.00 Result: 22.91 Calculation: 103678 ÷ 4525	Target: 21.00

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

Measure Description	2017/18 Comparative Data			2018/19 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: 6.42 End Of Year: 5.27	Target: 7.00 Result: 4.82	Target: 7.00 Result: 5.19	Target: 7.00 Result: 5.28 Calculation: 389650 ÷ 73779	Target: 5.50

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

Measure Description	2017/18 Comparative Data			2018/19 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: 96.84 End Of Year: 96.72	Target: 94.00 Result: 93.55	Target: 94.00 Result: 94.37	Target: 94.00 Result: 94.21 Calculation: (228 ÷ 242) × 100	Target: 96.00

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

ACTIONS - Theme: 5. Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of
Sub-theme: C. Improving the lives of those living in poverty

Action	12560	Target date	31/03/2019 (original target 31/03/2018)
Action promised	We will extend the Hwb model developed in Llanelli to Ammanford and Carmarthen, making front line support services more accessible to residents		
Comment	The Hwb in Quay Street, Ammanford was opened on 10th December 2018 bringing the service to the Town Centre. Location for a Hwb in Carmarthen to be agreed by March 2019		
Service Head: Wendy S Walters	Performance status: On target		
Action	13151	Target date	31/03/2019
Action promised	We will develop a pilot project in the Tyisha ward to develop ways of addressing poverty in the area.		
Comment	Initial community engagement and prioritisation work undertaken with report due to be presented to Steering Group in January 2019. In the process of appointing consultants to develop the masterplan for the community going forward. Due to be prepared by May 2019.		
Service Head: Wendy S Walters	Performance status: On target		
Action	13152	Target date	31/03/2019
Action promised	We will work with the third sector and other stakeholders to develop the range of support services provided in the County across a number of service areas as well as further developing volunteering opportunities within the County.		
Comment	We continue our work with 3rd sector through the role of the Economic Development Community Bureau.		
Service Head: Wendy S Walters	Performance status: On target		
Action	13156	Target date	31/12/2018
Action promised	We will deliver our Toy and Hamper Appeal to those children and families identified to us as requiring some support		
Comment	Project completed. Review meetings arranged.		
Service Head: Andi Morgan	Performance status: On target		
Action	13157	Target date	31/03/2019
Action promised	We will ensure the Council provides support to current benefit claimants migrating to Universal Credit from March 2018 onwards.		
Comment	The provision of technical/specialist advice and support to the DWP's Universal Credit delivery service is now an established process within the Benefits Section. The personal Budgeting Support Service is now embedded within the section and the officer is proactively providing face to face personal budgeting and financial support to customers identified as requiring financial assistance. She develops personal budgeting support plans for individual clients based on the findings of the financial vulnerability assessment she has conducted. she works collaboratively with advice and support providers across Carmarthenshire to ensure that effective referrals are made to partner organisations.		
Service Head: Helen Pugh	Performance status: On target		
Action	13158	Target date	31/03/2021
Action promised	We will continue to ensure that all staff are treated fairly and with respect whilst working towards introducing the Welsh Living Wage for those staff on lower pay bands.		
Comment	The County Council was pleased to announce in March 2018 that it would pay the equivalent of the Foundation Living Wage (a voluntary living wage level) to its staff via a pay supplement which will be reviewed as part of the Pay Policy every year. This impacts the lowest paid staff who will receive the equivalent of £8.75 per hour (April 2018) which is higher than the National Living Wage (statutory requirement) of £7.83 (April 2018).		
Service Head: Paul R Thomas	Performance status: On target		

ACTIONS - Theme: 6. Create more jobs and growth throughout the county
Sub-theme: B. Locally, by delivering the Transformational Strategy Area Plans targeting urban, coastal and rural

Action	13170	Target date	31/03/2020
Action promised	We will deliver phase 2 of the development of Glanamman Workshops to provide improved workshop availability.		
Comment	Asbestos surveys and existing data collated. Final brief has now been received and options report being developed to inform what can be delivered against the budget in order to inform the design process that will enable works to allow design works to progress with the view of works commencing on site during 19/20		
Service Head: Jonathan Fearn	Performance status: On target		

ACTIONS - Theme: 6. Create more jobs and growth throughout the county
Sub-theme: C. By identifying and addressing the issues facing rural communities

Action	13173	Target date	31/03/2019
Action promised	We will establish a Task Group to consider the issues effecting the rural communities in Carmarthenshire and identify actions the Council, in partnership with other public bodies and organisations, can take to address those issues.		
Comment	Working Group continues to meet on a regular basis with contributions from partners and key stakeholders still being received. February 2019 meeting will focus on education, childcare, third sector and co-operatives. Report due to be prepared by April 2019.		
Service Head: Wendy S Walters	Performance status: On target		

ACTIONS - Theme: 6. Create more jobs and growth throughout the county
Sub-theme: E. Developing Carmarthenshire as a dynamic economy

Action	13179	Target date	31/03/2019
Action promised	Work with partners to address issues in terms of superfast broadband access and mobile phone signal across the County and in particular in rural areas.		
Comment	Work being undertaken by colleagues in IT to support the Swansea Bay City Deal Digital Infrastructure Project. Awaiting further guidance from Welsh Government on roll-out of Superfast 2 programme		
Service Head: Wendy S Walters	Performance status: On target		