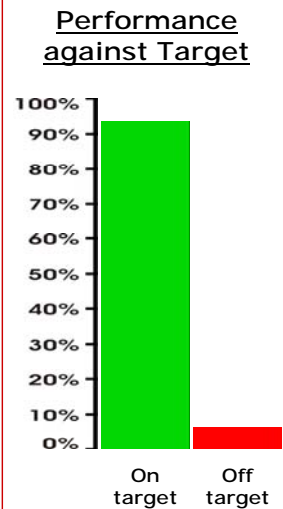# Regulatory Recommendations
(based on the Annual Improvement Report 2018/19)

		Total	On target	Off target	Not reported	Not available	Annual / Not started	% on target	Overall % on target
WAO/NAT: Speak my language: Overcoming language & communication barriers in public services (April 18)	Actions	1	1	0	0	N/A	0	100%	**100%**
WAO: Scrutiny: Fit for the Future? Review (June 18)	Actions	2	1	1	0	N/A	0	50%	**50%**
WAO/NAT: Strategic Commissioning of Accommodation Services for Adults with Learning Disabilities (May 18)	Actions	1	1	0	0	N/A	0	100%	**100%**
WAO/LOC: Evaluation of the Council's review of people performance management 2017 (April 18)	Actions	1	1	0	0	N/A	0	100%	**100%**
WAO/LOC: Audit Committee Effectiveness (July 18)	Actions	2	2	0	0	N/A	0	100%	**100%**
CSSIW/NAT: National Review of Domiciliary Care in Wales CCC (Sept 16)	Actions	2	2	0	0	N/A	0	100%	**100%**
WAO/LOC: Well-being of Future Generations: An examination of 'Start Well - Help children to live healthy lifestyles' (Feb 19)	Actions	9	9	0	0	N/A	0	100%	**100%**
WAO/LOC: Service User Perspective Review: Online Services (May 19)	Actions	2	2	0	0	N/A	0	100%	**100%**
WAO/LOC: Review of Risk									

Performance against Target

Management Arrangements (July 19)	Actions	6	6	0	0	N/A	0	100%	**100%**
WAO/NAT: Rural Community Asset Transfer (Nov 18)	Actions	2	2	0	0	N/A	0	100%	**100%**
WAO/NAT: Local Government Services to Rural Communities (Nov 18)	Actions	3	3	0	0	N/A	0	100%	**100%**
WAO/NAT: How Local Government Uses Data (Dec 18)	Actions	4	2	2	0	N/A	0	50%	**50%**
WAO/NAT: The Effectiveness of Local Planning Authorities in Wales (June 19)	Actions	4	4	0	0	N/A	0	100%	**100%**
CIW: Older People CIW Review (Aug 19)	Actions	9	9	0	0	N/A	0	100%	**100%**
Overall Performance	**Actions and Measures**	**48**	**45**	**3**	**0**	**0**	**0**	**94%**	

OFF TARGET

Objective: WAO/NAT: How Local Government Uses Data (Dec 18)
Outcome: Not defined

Action	14409	Target date	31/03/2020
Action promised	Upskill staff: LA's: to identify staff who have a role in analysing & managing data to remove duplication & free up resources to build & develop capacity in data usage; & to invest & support development of staff data analytical, mining & segmentation skills		
Comment	A review is currently underway to review the role of Corporate Policy and build capacity to undertake this type of function		
Remedial Action	A review is currently underway to review the role of Corporate Policy and build capacity to undertake this type of function		

Service Head: Noelwyn Daniel		Performance status: Off target	☹

Action	14410	Target date	31/03/2020
Action promised	Data-driven decision-making culture: LA's: to set data reporting standards to ensure minimum data standards underpin decision making; and to make more open data available		
Comment	Review currently underway to review the function of Corporate Policy and potentially build capacity to address this issues.		
Remedial Action	Review currently underway to review the function of Corporate Policy and potentially build capacity to address this issues.		

Service Head: Noelwyn Daniel		Performance status: Off target	☹

Objective: WAO:Scrutiny: Fit for the Future? Review (June 18)
Outcome: Not defined

Action	13629	Target date	31/12/2019
Action promised	Review the overview and scrutiny committee structure to ensure it is able to meet current and future challenges		
Comment	Work has been undertaken to identify which service areas and departments fall within the existing scrutiny arrangements, there are some overlaps but a tidy up exercise, requires more thought. With a new Chief Executive in post, priorities may change, and it is important for the new structure to reflect future proposals		
Remedial Action	A working document can be provided on request		

Service Head: Linda Rees Jones		Performance status: Off target	☹

ON TARGET ETC.

Objective: CIW: Older People CIW Review (Aug 19)
Outcome: Not defined

Action	14473	Target date	31/03/2020
Action promised	Ensure managers record oversight of work on the IT record management system		
Comment	This is a new action following CIW/HIW inspection. Whilst it was recognised that there was stringent management oversight this was not being recorded on the IT system. This will be rectified when we start using the new ECLIPSE system where there will be a managers comment section. In the meantime we have introduced a case discussion form on CARE FIRST which is being completed by managers and staff.		
Service Head: Neil Edwards		Performance status: On target	

Action	14474	Target date	31/03/2020
Action promised	Ensure qualitative performance information is gathered across the directorate and this provides opportunity for learning across the service		
Comment	Performances measures are collected and reported on a monthly basis to senior managers, ongoing work is to analyse and determine new measures for services and processes are being set up to collect data.		
Service Head: Neil Edwards		Performance status: On target	

Action	14475	Target date	31/03/2020
Action promised	Ensure personal outcomes recorded represent a personal narrative of what is important to people		
Comment	We are developing a Quality Assurance Framework which will incorporate a formal auditing process which will identify whether personal outcomes in service users assessments are in their own words. In addition to formal auditing, such issues will be considered as part of the supervision of social workers.		
Service Head: Neil Edwards		Performance status: On target	

Action	14476	Target date	31/03/2020
Action promised	Ensure a sufficient range of services to carers is available across the local authority		
Comment	New commissioning post appointed to - starting 1st Nov 19. The post will be responsible for identifying the need for services for carers.		
Service Head: Neil Edwards		Performance status: On target	

Action	14478	Target date	31/03/2020
Action promised	Ensure a consistent consideration of the right to formal advocacy		
Comment	New Commissioning Officer role will lead on linking with existing 3rd sector providers to develop arrangements for spot purchasing advocacy on a need led basis.		
Service Head: Neil Edwards		Performance status: On target	

Action	14479	Target date	31/03/2020
Action promised	Ensure there is equity of services across all areas of the county		
Comment	As a result of the CIW Inspection Report, it was agreed to review this via the Senior Management Team Meeting whereby officers consider their locality arrangements and the services available to ensure both equity and learning of good practice. This needs to be understood in context that each of the three localities are different and services are tailored to the population health needs of the locality. In addition, cluster funding can lead to differing initiatives taking place in the localities.		
Service Head: Neil Edwards		Performance status: On target	

Action	14480	Target date	31/03/2020
Action promised	Establish and embed preventative working across communities throughout the county		
Comment	The document "A Healthier Carmarthenshire" has a primary focus on prevention and early intervention building on the successful PEIPIL (Prevention, Early Intervention and Promoting Independent Living) strategy of 2015. We have emphasised through communications of the importance of preventative working allied to the Quadruple Aim and continue to work with third sector partners to achieve this. Initiatives such as Dementia Friends Communities and Carmarthenshire is Kind are continuing to extend across the county through the work of the CRT officers in concert with County Councillors.		
Service Head: Neil Edwards		Performance status: On target	

Action	14481	Target date	31/03/2020
Action promised	Continue to connect communities to services through engagement with people and partners to help prevent escalation of need		
	The Community Connection workshops led by Public Health Wales working with the various divisions of the department of		

Comment	communities under the framework of Transformation and "A Healthier Carmarthenshire" is demonstrating the commitment to fulfilling this action. Significant work is being undertaken by our range of officers from the fields of social prescribing, community connectors and community development. This work and range of service alternatives is influencing the Delta Well being IAA and additional Transformation-funded preventative services

Service Head: Neil Edwards	**Performance status:** On target	
Action	14482	**Target date** 31/03/2020
Action promised	The local authority should reassure itself people contacting Delta Information, Advice and Assistance (IAA) service are provided with appropriate information and advice	
Comment	This has been undertaken and has satisfied the primary requirement. However, in addition, a task and finish group was established in June to review the IAA service model partly in light of the projected "Transformation Fund" developments. This has continued on a regular place with participation from across adult health and social care. Feedback has been formally provided to the Director at the Departmental Management Team (DMT) meetings.	
Service Head: Neil Edwards	**Performance status:** On target	

Objective: CSSIW/NAT: National Review of Domiciliary Care in Wales CCC (Sept 16)			
Outcome: Not defined			
Action	13652	**Target date**	30/09/2019 (original target 31/12/2016)
Action promised	The Council will need to ensure that any potential future partnership arrangements in joint commissioning, whilst having potential benefits does not weaken or dilute current commissioning arrangements in the council. The Council will need be confident that any collaborative work will strengthen their commissioning arrangements &improve on outcomes		
Comment	Work is ongoing regarding strategic priorities and future commissioning arrangements.		
Service Head: Neil Edwards	**Performance status:** On target		
Action	13655	**Target date**	31/12/2019 (original target 31/12/2016)
Action promised	The establishment of an effective electronic database to support the operations of the commissioning function of the Council, this will ensure that appropriate records are maintained and are accessible by all relevant staff. This would enable a more effective and timely performance evaluation of individual service providers.		
Comment	This work will form part of the roll out plan for Eclipse.		
Service Head: Neil Edwards	**Performance status:** On target		

Objective: WAO/LOC: Audit Committee Effectiveness (July 18)
Outcome: Not defined

Action	13637	Target date	31/03/2019
Action promised	Ensure that all Audit Committee members have access to full versions of all internal audit and external regulatory and audit reports, and strengthen arrangements for tracking actions taken to address the recommendations they include		
Comment	Reports provided to Audit Committee are now thorough and include sufficient context and information. We are in the process of introducing Microsoft teams to our way of working, which will enable us to provide each member of Audit Committee with full access to our reports in a controlled manor		
Service Head: Helen Pugh		**Performance status:** On target	
Action	13638	**Target date**	01/06/2019
Action promised	Improve the information provided to Audit Committee by: ensuring that reports give enough context and background for committee members to understand the key risks and issues; ensuring that reports are more specific about what action the Audit Committee needs to take in order to discharge its core functions		
Comment	The Risk register is provided to the Audit Committee on a regular basis. we are introducing Microsoft Teams to our way of working which will enable us to provide each member of Audit Committee with full access to our reports, in a controlled manor.		
Service Head: Helen Pugh		**Performance status:** On target	

Objective: WAO/LOC: Evaluation of the Council's review of people performance management 2017 (April 18)			
Outcome: Not defined			
Action	13648	**Target date**	31/12/2019 (original target 31/03/2019)
Action promised	In line with recommendations of the Internal Audit Review of Declaration of Interests, Gifts and Hospitality 2017, the guidance on declarations of interest should be reviewed and, if appropriate, updated		
Comment	Since the Review, consideration has been given to best practice across Public Sector in Wales and as a result a new draft Employee Code of Conduct Guide and electronic Declaration of Interest Form have been developed for discussion and agreement by the Corporate Management Team.Going forward consideration will need to be given to how the process for declaring interests is publicised to staff.		
Service Head: Paul R Thomas	**Performance status:** On target		

Objective: WAO/LOC: Review of Risk Management Arrangements (July 19)
Outcome: Not defined

Action	14302	Target date	31/03/2020
Action promised	Procedures and Guidance: The Council should develop suitable procedures and guidance to underpin its risk management strategy to ensure that risk management is consistently embedded across the organisation.		
Comment	WAO recommendations reported to Audit Committee on 13th September 2019. Proposals to be set going forward.		
Service Head: Helen Pugh		**Performance status:** On target	

Action	14303	Target date	31/03/2020
Action promised	Risk Appetite: The Council should define its corporate risk appetite to ensure that it manages risks and opportunities effectively.		
Comment	Wales Audit Office recommendations reported to Audit Committee 13th September. Proposals to be set going forward.		
Service Head: Helen Pugh		**Performance status:** On target	

Action	14304	Target date	31/03/2020
Action promised	Performance Management: The Council should further align its risk management arrangements with its performance management arrangements.		
Comment	WAO recommendations to be discussed at future performance Management Meetings detailing a consistent approach across the Authority.		
Service Head: Helen Pugh		**Performance status:** On target	

Action	14305	Target date	31/03/2020
Action promised	Roles & Responsibilities: The Council should review and clarify the roles and responsibilities of: Managers, Staff, Risk Champions, The Risk Management Steering Group in its risk management arrangements		
Comment	Wales Audit Office Recommendations reported to Audit Committee 13th September 2019. To be discussed at Risk Management Steering Group.		
Service Head: Helen Pugh		**Performance status:** On target	

Action	14306	Target date	31/03/2020
Action promised	Risk Management System: The Council should: clarify system it is using to identify & capture risks to ensure consistency in approach across the organisation; & review the information recorded on risk registers throughout the organisation to ensure information is up to date, complete, & has enough detail to ensure risks can be appropriately managed		
Comment	Wales Audit Office Recommendations reported to Audit Committee. awaiting upgrade of the Risk Management System `JCAD`.		
Service Head: Helen Pugh		**Performance status:** On target	

Action	14307	Target date	31/03/2020
Action promised	The Council to Improve Effectiveness by: training staff; regularly seeking assurance on effectiveness of all aspects of its arrangements & acting on findings; & embedding process for identifying lessons learned & sharing good practice across organisation		
Comment	Wales Audit Office Recommendations reported to Audit Committee on 13th September 2019		
Service Head: Helen Pugh		**Performance status:** On target	

Objective: WAO/LOC: Service User Perspective Review: Online Services (May 19)
Outcome: Not defined

Action	14300	Target date	31/03/2020
Action promised	Service user involvement: The Council should develop a systematic approach to involving service users in the future design and development of its online/channel shifted services.		
Comment	We are in the early stages of implementing the approaches outlined below to involve our residents in the design and ongoing development of our online services. We have also submitted a task and finish project for consideration to the Regeneration and Policy Academi which would cover the following actions: • Identify a list of digital services that are ready to be tested • Plan quarterly user testing programme with different groups – staff, public, Communities first. Which style of user testing, location, analysis • Report on any exclusion issues / solutions. Communities First team, 50+, Digital Accessiblity Centre. • Identify technology that can be used to assist in ongoing user testing. Costs, skills needed, resources. Mystery shopper We will be carrying out ongoing mystery shopper exercises to look at the customer experience across all of our platforms. We will recruit a large group of users that are representative of the local demographic. This will remain an open recruitment process so that the group does not become biased and is reflective of our residents wants and needs. We are taking an integrated approach to understanding the interactions a customer has with the Council, from navigating the website, completing online forms to talking to our customer service team either over the phone, face-to-face or on Social media. They will be asked to complete a specific task on all of our available customer service channels, which include: • Customer service Hwb • Contact centre • Website • MyAccount • Social Media This will enable us to identify: • Inconsistency in outcome / information • Potential barriers to digital • Areas for improvements • Voice of the customer – tone, language. • Best practise They will be asked to rate each channel, and this will give us informed data on why people choose a particular platform. Internal User Testing All new processes/systems are fully tested by the department involved. Additional testing is also carried out by the web team and customer services on request. Future actions • All processes / systems are tested by web team / customer services • Staff from a different service carry out testing as they will behave in a similar way to a customer. They will not have an insight into the internal process and will be less likely to use Council jargon/abbreviations. Specific user groups In addition to the larger panel used for Mystery Shopper exercises, smaller groups of specific users will be recruited to test digital solutions aimed at them – e.g Tenants, Parents, Carers, Planning agents etc. In progress • Housing are testing the new MyAccount designs with tenants. They will feed this back to IT to implement any changes directly or through Firmstep. We anticipate the new MyAccount will be live by 2020. • Social Care are working with carers to improve content on the website and also look at the assessment process. This is now being undertaken as part of IAA by Delta Wellbeing. Future actions • Formally identify which groups need to be set up and why • Follow a similar recruitment process to Mystery Shopper User behaviour analytics (UBA) We are looking at digital solutions to help us understand user behaviour. User behavior analytics (UBA) is a method for collecting, combining, and analyzing quantitative and qualitative data to understand how users interact with our website, and why.

Google analytics already provides us with quantitative data but can't give us any of the 'whys'. We currently gather qualitative data through feedbacks and surveys and make ongoing improvements based in this information. Additional qualitative tools such as heat maps, conversion funnels, user recordings showing clicks/taps, scrolling and page interaction will give us a full picture of user behaviour and will help us to identify:

• Where people struggle or get confused and leave a page
• Content that people are interested in or ignoring completely
• The specific point where people abandon a task

It will also provide data on all of our current digital audience without impacting on their customer experience.

Service Head: Deina Hockenhull		Performance status: On target	
Action	14301	**Target date**	31/03/2020
Action promised	Service user satisfaction: The Council should develop ways to capture service user satisfaction data on its online services, so that it can continue to make improvements.		
Comment	Service user satisfaction: The Council should develop ways to capture service user satisfaction data on its online services, so that it can continue to make improvements. We are embedding methods of gathering Customer Satisfaction (CSAT) data into all digital projects so that we can gain a better understanding into areas for improvement and also identify best practise. On our website we have the following in place: • Star rating on every page with feedback form for 1- and 2-star ratings. • Feedback tab on every page which when it's submitted identifies the page the user was on and if they used site search what search terms they used. • Ask a question – useful for understanding gaps / improvement to content and gain a better understanding of the voice of the customer. Further improvements • Feedback form for 3 -5 stars so that we can also ask them to submit comments to identify best practise. Not mandatory field. • Reporting system on website CSAT data so that we can run monthly reports and disseminate information to departments so they can make ongoing improvements to their web content /digital processes. Currently it's a very time-consuming process for M&M to advise editors of issues / improvements. All e-forms have a CSAT survey and IT have recently developed a reporting system which can be filtered by rating, date and e-form. This will be monitored by M&M and fed back to the process owners to work with us and IT to review the process and make any necessary amends / submit an EOI. HwbBot / new MyAccount designs are currently under development and they also include CSAT survey and reporting. It's anticipated that they will both be launched early next year. We also receive emails from the complaints / compliments team and suggestions from Hwb and contact centre staff which are also used to drive continuous improvement in our digital solutions. This quarter we have made the following improvements based on customer feedback: • Improved fly tipping / dog fouling eform. Questions weren't clear and map wasn't easy to use on a mobile phone, some users find it easier to manually add an address. Residents can now choose either option whichever is their preference. All of the litter related forms need updating and developing as a full process with tailored confirmation messages. Suggested an EOI is submitted for this work. Will need to be prioritised by Environment ITSG for work to be scheduled. • Pupil Development Grant – parents are struggling to print the .pdf if they don't have access to a printer. Meeting the team involved to discuss digitising this process and submitting an EOI. Potential issue with receiving scanned receipts instead of originals, they will discuss this with audit / legal. • Site search – ongoing issues, working with IT to improve this. • New navigation being developed in Adobe XD so that a working prototype can be tested prior to implementation. • Moved the "Ask a question" and "Feedback" tab to the bottom of the page as it was in the way of content which often obscured links / important information. • Advised libraries of issues navigating / using their online system. • Advised HR of issues with their online application system timing out and problems saving job applications. • Advised consultation of issues with SNAP surveys and confusion with submit button being a tick and not text. • Added quick links to other customer accounts from the new MyAccount designs. Residents trying to log into Canfod Cartref and job applications from the link at the top of the site and getting confused when no account is found. Need to identify all other accounts and make sure they are easily accessible from within MyAccount and all use the single sign on approach. • Changed "email us" to display full email address as residents that don't have their main email address set up on their smart phone are having issues clicking on email links. • Added road closures as a top task on travel, roads and parking section as it wasn't easy to find. • Added map with directions on Park and Ride page. We also receive feedback on service delivery which we send on to the relevant teams. Data from star ratings, feedback and Ask a question are used to make continual updates to web content, this is sent directly to the relevant editor. We have recently had a number of positive comments on the A-Z of recycling, we are using a similar layout on other areas of the website to help surface relevant content using on-page filters. Attached report with CSAT data for eforms, we've only had access to the reporting system for a week so no changes have been actioned other than those outlined above but based on some of the comments, we will action/raise the following changes next quarter:

	• Add GDS styles to replace bootstrap styles so that our forms will follow a similar style and design to .gov.uk. Accessibility issues with bootstrap so will be prioritised as an action. • Review recycling permit application as recent changes to content have made the form slightly confusing at the beginning. Need to add information on what documents are required at the beginning of the form. Look at file size for upload section and see if it can be increased. As this form is part of a full process, will require input from IT to make necessary amends. • Date of birth field – change across all forms. • Parking permit renewals. Potentially could be part of MyAccount for ease of renewal and the eform should be linked from the website, we've had numerous requests for this but as the department don't want people to renew at the wrong time, they would prefer to send email. Need to discuss possibility that the eform could identify the customer from their permit details and prevent them from completing if it isn't time for renewal. This will need an EOI for the MyAccount work and to enable the form to be intelligent. Individual reports have been sent for the following: • Adult Social Care Referral eform to working group looking at this process. • Building control application– issues identified with timing out and fees section. • Housing repairs – to inform decisions on new system.
Service Head: Deina Hockenhull	**Performance status:** On target

Objective: WAO/LOC: Well-being of Future Generations: An examination of 'Start Well - Help children to live healthy lifestyles' (Feb 19)

Outcome: Not defined

Action	14122		Target date	31/03/2020
Action promised	We will develop a system to provide assurance at a corporate level that the Council is considering the five ways of working in the actions to deliver our Well-being Objectives.			
Comment	One of the key planned processes to ensure compliance with the act and the 5 Ways of Working will be the development of the Committee report coversheets and Integrated Impact Assessments that is underway.			
Service Head: Noelwyn Daniel		**Performance status:** On target		

Action	14124		Target date	31/03/2020
Action promised	To strengthen our approach to longer term working, we will review opportunities to expand the business planning timeframe ie. service plans to identify longer term(e.g. ten years) objectives and risks			
Comment	We will further review the opportunities to expand the business plan timeframe in the next years business and financial planning cycle.			
Service Head: Noelwyn Daniel		**Performance status:** On target		

Action	14291		Target date	31/03/2020
Action promised	Long-Term: Review what data is currently available and identify what additional information is needed to evidence progress towards achieving outcomes / impact in the longer term			
Comment	An initial web search has been undertaken to asceratin what data is being used by other agencies to measure the long term effect of actions on childhood obesity and wellness. Further investigation will be undertaken before the end of the year to allow discussion on what other data we could use when reviewing the Authority`s Well-being Objectives in the new year. We are continuing to use available data, such as the Sports Survey results, to inform projects such as a new project looking at what Sport and Leisure could do to support people in education to improve physical and mental wellbeing.			
Service Head: Gareth Morgans		**Performance status:** On target		

Action	14293		Target date	31/03/2020
Action promised	Long-term: Identify the key aspects that underpin a self-sustaining leisure offer			
Comment	We will increase the range of physical activity opportunities available for children, and target those at higher risk of inactivity' - a step the Council is taking to meet its well-being objectives - a number of Council wide initiatives have been identified in the annual business plan to deliver this aspiration. The business plan also identifies areas of the business where income generation has been improved in order to mitigate the effects of budget cuts and to help subsidise non-statutory and no-income generating services.			
Service Head: Ian Jones		**Performance status:** On target		

Action	14294		Target date	31/03/2020
Action promised	Long-term: Identify how to measure the social value of services provided by the step			
Comment	We aim to increase the range of physical activity opportunities available for children, and target those at higher risk of inactivity', as the key `step` the Council is taking to meet its well-being objectives. A number of initiatives are highlighted in our annual business plan are identified and regularly monitored in order to deliver on this aspiration.			
Service Head: Ian Jones		**Performance status:** On target		

Action	14295		Target date	31/03/2020
Action promised	Involvement: Undertake an Equality Impact Assessment on the step			
Comment	New Actif Communities team in place and planning work programme and EIA accordingly.			
Service Head: Ian Jones		**Performance status:** On target		

Action	14296		Target date	31/03/2020
Action promised	Involvement: Identify and address any gaps in the groups / forums of young people used for consultation and engagement to ensure they are fully inclusive			
Comment	The Participation Team are continuing to work with services, school and organisations to encourage young people from a wide range of backgrounds and circumstances to be involved in the Youth Council. Work has begun on looking at how we as a department are involving disabled young people and are identifying special interest groups that may not be included. Work with Secondary School Councils commenced in September, asking School Councils to elect representatives to ensure there is a link between all our secondary schools, Youth Council and wider representative structures.			
Service Head: Gareth Morgans		**Performance status:** On target		

Action	14297		Target date	31/03/2020
Action promised	Collaboration: Further engagement with schools to maximise the benefit of using school buildings for out of hours activities / community benefit			

Comment	All schemes considered as part of the Modernising Education Programme are designed to facilitate community use. The MEP team will work with other corporate departments, local members, community/town councils and all other relevant stakeholders to ensure that best use is made of school facilities.

Service Head: Gareth Morgans	**Performance status:** On target	
Action	14298	**Target date**	31/03/2020

Action promised	Corporate: Develop a system to provide assurance at a corporate level that the Council is considering the five ways of working in the actions to deliver the well-being objectives
Comment	Three very successful workshops held with key stakeholders - work has commenced to scope out a digital solution.

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

Objective: WAO/NAT: How Local Government Uses Data (Dec 18)			
Outcome: Not defined			
Action	14407	Target date	31/03/2020
Action promised	Data Culture: LA's need: to have a clear vision that treats data as a key resource; to establish corporate data standards & coding; to undertake an audit; & create a central integrated customer account as a gateway to services		
Comment	Currently reviewing the provision on Information Governance and assessing the best approach to corporate data. We have a single integrated customer account approach via our `My Account` project.		
Service Head: Noelwyn Daniel		Performance status: On target	
Action	14408	Target date	31/03/2020
Action promised	Data Protection Responsibilities: LA's: to provide refresher training to service managers to ensure they know when & what data they can & cannot share; & review/update data sharing protocols to support services to deliver their data sharing responsibilities		
Comment	Content on sharing personal data will be included in Data Protection sessions to be offered to service/third tier managers during the remainder of 2019/20 and continuing into 2020/21. All Information Sharing Protocols (ISPs) are produced within the WASPI framework and each ISP is reviewed via a regional WASPI Quality Assurance Panel. The task of reviewing existing ISPs, as well as looking at new protocols, is therefore part of the work of this panel and will be delivered on an ongoing basis.		
Service Head: Noelwyn Daniel		Performance status: On target	

Objective: WAO/NAT: Local Government Services to Rural Communities (Nov 18)
Outcome: Not defined

Action	14404	Target date	31/03/2020
Action promised	PSB public services partners respond more effectively to the challenges faced by rural communities		
Comment	The Council rural affairs report and recommendations has been presented to the September PSB meeting and will be further considered for partner contributions at the November meeting. PSB partners also keen to support the 10 rural towns initiative as it develops		

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

Action	14405	Target date	31/03/2020
Action promised	Councils provide a more effective response to the challenges faced by rural communities		
Comment	The Authority has secured funding to deliver a series of economic growth plans to held support the future growth and sustainability of rural communities. External consultants have been appointed to develop these plans in conjunction with local communities. This work will commence mid October at the launch of the 10 towns initiative		

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

Action	14406	Target date	31/03/2020
Action promised	Councils do more to develop community resilience and self-help		
Comment	Following approval and publication of the Council`s Moving Rural Carmarthenshire Forward Report and Recommendations in September 2019 the 10 rural towns programme was launched in October 2019. This programme will work with representatives across the identified towns to develop growth plans for those towns and surrounding communities. Community resilience and self-help will be a key consideration of those growth plans.		

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

Objective: WAO/NAT: Rural Community Asset Transfer (Nov 18)
Outcome: Not defined

Action	14402	Target date	31/03/2020
Action promised	Local Authorities monitor and publish CAT numbers and measure the social impact of CATs		
Comment	We were one of the first Authorities to adopt and implement Asset Transfer procedures back in 2013. We were subsequently part of a small team that developed a policy for Welsh Government. We provided some case studies from the numerous transfers we've co-ordinated and were somewhat disappointed not to receive a mention, especially as the examples of good approaches refer to Guidance on Council's website including online templates, a single point of contact for information etc, which is all available with Carmarthenshire. We've provided substantial financial assistance with maintenance and improvement grants in most instances and helped with business planning and funding through our Regeneration Community Bureau team. We've raised awareness of CAT through holding workshops and attending Town and Community Council meetings throughout the whole process. I believe our work and co-ordinated approach in this area had led to the significant number of transfers undertaken in recent years. In terms of our recreational facilities we've transferred 94 assets representing 82% of the portfolio with a further 13 assets nearing completion. From speaking to counterparts in other Authorities, some are still considering whether to transfer such assets. Due to the focus we've placed on CAT's as an Authority over the last 5 years we're left with a very limited amount of assets suitable for future transfer in comparison with others. PLEASE SEE ACTION 13301 FOR FURTHER DETAIL		
Service Head: Jason Jones		**Performance status:** On target	
Action	14403	Target date	31/03/2020
Action promised	Local Authorities: identify CAT's role; work with town and community councils; identify which assets are suitable to transfer; ensure their CAT policy is adequate & support community-based leadership		
Comment	We were one of the first Authorities to adopt and implement Asset Transfer procedures back in 2013. We were subsequently part of a small team that developed a policy for Welsh Government. We provided some case studies from the numerous transfers we've co-ordinated and were somewhat disappointed not to receive a mention, especially as the examples of good approaches refer to Guidance on Council's website including online templates, a single point of contact for information etc, which is all available with Carmarthenshire. We've provided substantial financial assistance with maintenance and improvement grants in most instances and helped with business planning and funding through our Regeneration Community Bureau team. We've raised awareness of CAT through holding workshops and attending Town and Community Council meetings throughout the whole process. I believe our work and co-ordinated approach in this area had led to the significant number of transfers undertaken in recent years. In terms of our recreational facilities we've transferred 94 assets representing 82% of the portfolio with a further 13 assets nearing completion. From speaking to counterparts in other Authorities, some are still considering whether to transfer such assets. Due to the focus we've placed on CAT's as an Authority over the last 5 years we're left with a very limited amount of assets suitable for future transfer in comparison with others. PLEASE SEE ACTION 13301 FOR FURTHER DETAIL		
Service Head: Jason Jones		**Performance status:** On target	

Objective: WAO/NAT: Speak my language: Overcoming language & communication barriers in public services (April 18)

Outcome: Not defined

Action	13721	Target date	30/09/2019 (original target 31/03/2019)
Action promised	Public bodies are required to ensure that people can access services they need. To take account of the requirements of 2010 Equality Act & other legislation, we recommend that public bodies regularly review accessibility of their services to people who do not speak English or Welsh as a main language including Deaf people who use sign language		
Comment	The staff guidance on 'Getting your Message Across' includes information on accessibility of information and practical guidance. Updating this guide will be a key action as part of the Strategic Equality Plan for 2020-2024. The Policy and Partnership Officer has met with colleagues in the Communities Department to look at BSL provision and support and information can be accessed through the Translation Unit on translation to Languages other than Welsh or English. We are however aware that there are informal arrangements in place within Departments, which need to be looked at as part of revising the Guide.		

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

Objective: WAO/NAT: Strategic Commissioning of Accommodation Services for Adults with Learning Disabilities (May 18)

Outcome: Not defined

Action	13724	Target date	31/12/2019 (original target 31/03/2019)
Action promised	Welsh Government requires local authorities to develop integrated commissioning options with Local Health Board services. The aim is to provide a joined-up and cost-effective approach to the commissioning of services but our review-highlighted weaknesses in current arrangements		
Comment	The RPB recognises that commissioning is a key priority work area. A number of integrated commissioning approaches are being progressed i.e. advocacy, pooled budgets for care home placements (older people).		

Service Head: Neil Edwards **Performance status:** On target

Objective: WAO/NAT: The Effectiveness of Local Planning Authorities in Wales (June 19)
Outcome: Not defined

Action	14469	Target date	31/03/2020
Action promised	Local Planning Authorities: test current engagement & involvement practices & consider full range of other options; use 'Place Plans' as a vehicle to engage & involve communities & citizens; and improve transparency & accountability		
Comment	This action needs to be sub-divided for future reporting. In terms of planning application process, all large development (10 or more houses for example) have a formal engagement process called PAC. This is set by WG and it is the applicant's responsibility. There is a further opportunity to engage when an application is formally submitted. The LPA generally notify this consultation stage via site notices. At this point in time therefore the LPA do not consider any further action is required regarding engagement practices. In terms of the LDP, the means of engagement is set out very early on and is consulted upon through the Delivery Agreement. The LPA keep under review whether those practices are working and will amend those references if necessary when the revised Delivery Agreement goes to WG during 2020. Following the adoption of LDP 2 the forward Planning Team will look at feasibility and interest. Explore potential guidance and the scope for community support at that time. Webcasting already undertaken – therefore this part of the action is complete Stakeholders are already allowed to speak - this part of the action is therefore complete Webcasting negates the need to move planning committee around. Varying the times would be problematic as the meets quite often last a whole day – therefore moving them to afternoon or evening would not be practical. This would need further investigation as to the benefits for change – further corporate and democratic discussion will therefore be needed (HR etc.).		
Service Head: Llinos Quelch		**Performance status:** On target	

Action	14470	Target date	31/03/2020
Action promised	Local Planning Authorities: review their building control fee regimes to ensure the levels set, better reflect the actual cost of providing these services and make the service self-funding; and improve capacity by working regionally		
Comment	Review of BC fees occurred here in 2015. They are re-considered every year and are currently considered to be accurate. The LA is presently reviewing areas of BC where we could and should charge. Recognise however that there are certain areas cannot charge. Recognise that across Wales there are specialism gaps – Carmarthenshire are therefore already working with other LPAs. In terms of Built Heritage we provide assistance to BBNPA. We have a temporary SLA with Powys in relation to Ecology input (in place November 2019). We undertake the majority of work in relation to Minerals planning applications and monitoring of mineral sites to 9 LAs. We are currently discussing regionally what the issue to include in an SDP might be. We meet regionally to commission evidence work for LDPs and have a number currently commissioned. Need to explore as part of regional work that is on-going any opportunities for joint SPGs. Discussions re LDPs would need to be part of Review 3. Half those in SW Region already significantly progressed with LDP 2 with no option due to drop dead date to change tact at this point in time. Much would depend on the progress and membership of any emerging SDP and the subsequent scope of any LDP lites in such SDP areas.		
Service Head: Llinos Quelch		**Performance status:** On target	

Action	14471	Target date	31/03/2020
Action promised	Local Planning Authorities improve the effectiveness of planning committees by: reviewing their scheme of delegation to ensure planning committees are focussed on the most important strategic issues; revising reporting templates; and enforcing the local planning authorities' standards of conduct for meetings		
Comment	Officers are currently looking at the Council's Protocol – i.e. what needs to go to Committee etc. The Committee Report template was reviewed and changed this year and put in place July 2019. Members have been briefed prior to bringing the new template in. But the IIA will result in further changes in 2020. This is already picked up and reported as part of the APR annually. Officers take back cases that go to appeal and discuss with Committee Members. Officers would speak to legal (Monitoring Officer) if such decisions became an issue. No further action needed therefore at present. Keep monitoring annually as part of APR.		
Service Head: Llinos Quelch		**Performance status:** On target	

Action	14472	Target date	31/03/2020
Action promised	Local Planning Authorities: set a clear ambitious vision that shows how planning contributes to improving wellbeing; provide planning committee members with regular & appropriate wellbeing training & support; set appropriate measures for planning system & impact of their planning decisions on wellbeing; & annually publish these performance measures		
Comment	In terms of setting a vision and appropriate measures and their monitoring the LA consider that this is something that should be agreed nationally or regionally. The LA will therefore bring this matter up with Chief Planning Officers through the Planning Officers Society Wales and discuss a way forward. It may be as part of that process beneficial to meet with the Well-being Commissioner. Officers to discuss with Corporate Policy team a suitable session for Committee Members (and possibly wider) regarding the well-being act and planning		
Service Head: Llinos Quelch		**Performance status:** On target	

Objective: WAO:Scrutiny: Fit for the Future? Review (June 18)
Outcome: Not defined

Action	13634	Target date	01/09/2019
Action promised	Put in place arrangements for assessing the effectiveness and impact of overview and scrutiny		
Comment	The Chairs and Vice-Chairs of Scrutiny agreed a Self-Assessment questionnaire at its meeting held on the 6th September. Questionnaire has been agreed and translated and will be circulated to members shortly.		
Service Head: Linda Rees Jones	**Performance status:** On target		