

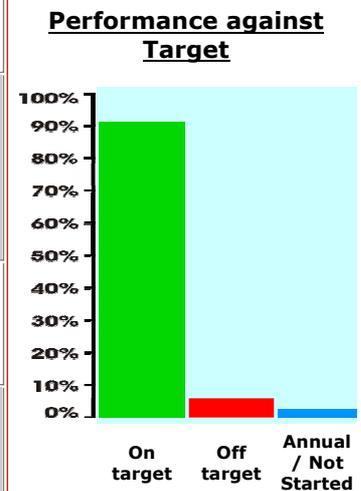
PIMS Performance Report



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

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

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



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

OFF TARGET

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

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

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

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

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

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ON TARGET ETC.

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

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

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

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

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

ACTIONS - Theme: WB013.Better Governance and use of Resources **Sub-theme: B1 - Integrity and Values**

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

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

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

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

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

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

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

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

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

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

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

ACTIONS - Theme: WBO13. Better Governance and use of Resources Sub-theme: B7 - Good transparency and accountability

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

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

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

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

Theme: WBO4.Tackle poverty, help to prevent it, helping people into work, improving the lives of those livi							
Sub-theme: D - Improving the lives of those living in poverty							
Measure Description	2020/21 Comparative Data			2021/22 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Average time for processing new Housing/Council Tax Benefit claims 6.6.1.2	Not applicable		Q2: 11.83 End Of Year: 11.57	Target: 17.00 Result: 16.32	Target: 17.00 Result: 16.20 Calculation: 49604 ÷ 3062	Target: 17.00	Target: 17.00
Service Head: Helen Pugh				Performance status: On target			

Measure Description	2020/21 Comparative Data			2021/22 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of recently calculated Housing/Council Tax Benefit claims that have been calculated accurately based on a sample check 6.6.1.9	Not applicable		Q2: 96.24 End Of Year: 96.92	Target: 92.50 Result: 96.34	Target: 92.50 Result: 97.22 Calculation: (210 ÷ 216) × 100	Target: 93.00	Target: 95.00
Service Head: Helen Pugh				Performance status: On target			

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ACTIONS - Theme: WBO4. Tackle poverty, help to prevent it, helping people into work, improving the lives of those living in poverty			
Sub-theme: D - Improving the lives of those living in poverty			
Action	14006	Target date	31/03/2022 (original target 31/03/2020)
Action promised	We will work with the third sector and other stakeholders to develop the range of support services provided in the County across a number of service areas as well as further developing volunteering opportunities within the County		
Comment	The Consultant has issued a draft report on the Review of CAVs and will present findings to the Trustees in early November. The Consultant will then work with CAVs in the developmental phase with new initiatives.		
Service Head: Jason Jones		Performance status: On target	
Action	15056	Target date	31/03/2022
Action promised	We will contribute to tackling poverty within Carmarthenshire by supporting families to claim all the financial support they are entitled to.		
Comment	The teams in the Revenue Services Unit are pro-active in identifying and ensuring that customers they deal with are claiming all the financial support they are entitled to. Our Benefit Application form is designed to ensure claimants are able to claim the other devolved benefits eg free school meals. We work closely with other sections to ensure this in addition to having a pro-active approach to Discretionary housing payments and work closely with the Housing teams, the Valich, and Housing Associations on this. We work closely with the Hwb teams giving them the technical advice they need for their role in dealing with customers face to face. We are active members of the Welsh Government Regional Advice Network, and through processing self isolation payments are also able to identify when people should be claiming other benefits. Our recovery team and Enforcement agents are able to identify those who are vulnerable and provide the necessary advice and referrals.		
Service Head: Helen Pugh		Performance status: On target	

ACTIONS - Theme: WBO5. Create more jobs and growth throughout the county			
Sub-theme: A - Regionally, by coordinating and delivering the Swansea Bay City Deal - Pentre Awel			
Action	14943	Target date	31/03/2022
Action promised	We will continue to provide significant procurement support and advice to the Swansea Bay City Region Carmarthenshire led projects		
Comment	The Tender to appoint a Principal Contractor for Pentre Awel Zone 1 was awarded at the end of Quarter 1 via Lot 6 of the Southwest Wales Regional Contractors Framework to Bouygues. The project is valued in the region of £66 million and is the largest construction procurement delivered in Carmarthenshire. Discussions are on-going with the Digital Programme Manager for Swansea Bay City Deal for support on procurement exercises to deliver for the City Deal Digital programme.		
Service Head: Helen Pugh		Performance status: On target	

ACTIONS - Theme: WBO5. Create more jobs and growth throughout the county			
Sub-theme: B- Locally, by delivering the Transformational Strategy Area Plans targeting urban, coastal, rural.			
Action	13170	Target date	31/03/2023 (original target 31/03/2020)
Action promised	We will deliver phase 2 of the development of Glanam Workshops to provide improved workshop availability.		
Comment	Some delays due to unforeseen works but still targeted completion in January 2022		
Service Head: Stephen G Pilliner		Performance status: On target	

ACTIONS - Theme: WBO5. Create more jobs and growth throughout the county			
Sub-theme: C-Developing the rural economy with a focus on the 10 Towns Initiative			
Action	14717	Target date	31/03/2022 (original target 31/03/2021)
Action promised	We will monitor progress with the recommendations of the Moving Rural Carmarthenshire Forward report through the Rural Affairs Advisory Panel and consider any new issues as they arise.		
Comment	Advisory Panel membership now confirmed and first meeting to be scheduled during November/early December. Monitoring of progress against recommendations will be taken forward through the Panel.		
Service Head: Noelwyn Daniel		Performance status: On target	

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ACTIONS - Theme: WBO5. Create more jobs and growth throughout the county			
Sub-theme: D-Strengthen the foundational economy and community resilience.			
Action	14947	Target date	31/03/2022
Action promised	We will continue to support the early engagement of Local Businesses and have due regard to the effect of our procurement on the local economy		
Comment	<p>Supplier engagement has continued with online meetings due to Covid-19 pandemic and suppliers have been very receptive to this change. We have continued to work closely with Business Wales to adapt our processes for Tender support and engagement and this has ensured a coordinated approach.</p> <p>During this quarter (July -Sept 2021) Suppliers were met with virtually on a "first point of contact & procurement link to local business" basis which provides procurement advice & guidance on promoting their goods & services to Carmarthenshire County Council. In excess of 25 suppliers were met with in this way during this quarter.</p> <p>The transition from a "meet & greet" type session to a "virtual" meeting is now showing signs of becoming a popular & effective means of meeting with suppliers and providers. Due to Covid-19 we are continuing to adapting our ways of working & are now involved in organising Virtual Procurement Surgery Sessions & Webinars to replace & further enhance procurement support available. We are currently focussing on offering a programme of virtual meetings, sessions, workshops & webinars to local suppliers which will be rolled out over the next few months. These will be via Microsoft Teams.</p> <p>Further procurement support is now offered to suppliers & provider as we are working in conjunction with Business Wales to organise "Live Tender Workshops". The aim of the Workshops initiative managed by CCC Procurement & delivered by Business Wales Tender Advisers is to pro-actively engage with suppliers who require this level of assistance with submitting their tenders via the electronic tender portal, Bravo.</p> <p>The type of Supplier Engagement Initiative held during this period for example was a Virtual Early Market Engagement Event for the Supported Accommodation (16-25yr olds) Services whereby 24 providers attended. This session was organised and run by CCC Procurement Team. Following an initial overview of the service requirements, the session was divided into 2 workshops with facilitators ensuring consistency of questions to providers at both workshops. The ideas discussed & information gained via these workshops proved invaluable as it assisted the Lead Officers in building a specification suitable for the delivery of this service provision.</p> <p>A further example of supplier engagement during this period is an early market engagement by means of a questionnaire via a SNAP Survey which was forwarded to suitable providers in relation to Support to victims of Domestic Violence & Abuse tender. We are currently awaiting replies/responses to these questionnaires.</p> <p>An early market engagement event was also arranged (but unfortunately cancelled last minute due to Covid illness) for the Partnership for Statutory Qualifications. 11 Providers had registered for this event. This will be re-arranged as soon as possible. We have worked with colleagues in Economic Development over the summer, providing information on a forthcoming tender for servicing and remedial works for Mechanical and Electrical equipment worth an anticipated £12million, due in 2022 and another tender for Cleaning Materials, Workwear and PPE Products due to be advertised this autumn worth approximately £2million. The intention of this early engagement was to target SME's in the County to inform them in advance of these tendering opportunities which they might be interested in tendering for and the support available to bid. This engagement will also inform the Council of any potential barriers there maybe for suppliers to tender which we could factor into our lotting strategy and overall procurement approach.</p>		
Service Head: Helen Pugh		Performance status: On target	

ACTIONS - Theme: WBO5. Create more jobs and growth throughout the county			
Sub-theme: G - Supporting local and digital economic growth			
Action	14892	Target date	31/03/2023
Action promised	Work with partners to address issues in terms of superfast broadband access and mobile phone signal across the County and in particular in rural areas.		
Comment	<p>Significant Commercial Investment in Gigabit fibre build secured and ongoing at Cross Hands, Llangennech, Burry Port, Llanelli, and Carmarthen.</p> <p>Superfast Cymru 2 Investment Secured to connect 3300 of Carmarthenshire`s worst served rural premises. Fibre builds currently ongoing, due to complete September 2022.</p> <p>4 new Mobile masts currently being planned for some of Carmarthenshire`s most rural areas as part of the mobile industries new Shared Rural Network Investment. These new masts will be shared by multiple operators.</p> <p>Up to 10 Gigabit Voucher Scheme Community Projects currently ongoing and at various stages across the County. Support being provided by Regeneration staff.</p> <p>24 Public Sector Sites being upgraded to full fibre to improve provision of and access to public services. These fibre spines being built to public sector assets will significantly enhance connectivity options for premises in and around those public sector assets.</p> <p>Web presence on Carmarthenshire`s website significantly enhanced to provide clear and accessible advice, guidance and support for citizens and businesses in obtaining better connectivity.</p> <p>Officers playing a leading role as part of Welsh Governments Digital Infrastructure Barrier Busting Group to facilitate and encourage investment in Digital Connectivity across Wales.</p>		
Service Head: Jason Jones		Performance status: On target	

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