

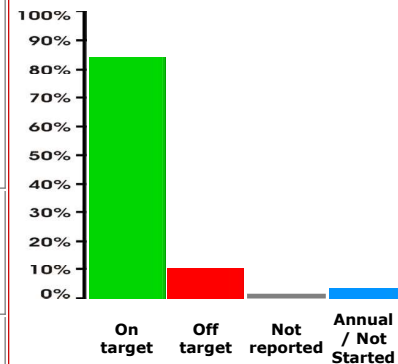
## Scrutiny measures & actions full monitoring report Corporate Performance & Resources scrutiny - Quarter 1 2023/24

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

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

		Total	On target	Off target	Not reported	Not available	Annual / Not started	% on target	Overall % on target
WBO2.Enabling our residents to live and age well (Live & Age Well)	Measures	4	3	1	0	0	0	75%	75%
WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)	Actions	12	12	0	0	N/A	0	100%	88%
	Measures	5	3	2	0	0	0	60%	
WBO4. Tackle poverty, help to prevent it, helping people into work, improving lives	Actions	1	1	0	0	N/A	0	100%	100%
WBO4.To further modernise and develop as a resilient and efficient Council (Our Council)	Actions	15	14	1	0	N/A	0	93%	86%
	Measures	7	5	2	0	0	0	71%	
5.Core Business Enablers	Actions	44	42	0	2	N/A	0	95%	83%
	Measures	25	15	6	0	0	4	60%	
<b>Overall Performance</b>	<b>Actions and Measures</b>	<b>113</b>	<b>95</b>	<b>12</b>	<b>2</b>	<b>0</b>	<b>4</b>	<b>84%</b>	

**Performance against Target**



***There are three measures without a target set which are not included in the above table, details of which can be seen on page 19***


**OFF TARGET**

<b>Theme: 5.Core Business Enablers</b>							
<b>Sub-theme: 5h - People Management</b>							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The number of working days lost to sickness absence per employee  PAM/001	Not applicable		Q1: <b>2.7</b>  End Of Year: <b>11.6</b>	Target: <b>2.2</b>  Result: <b>2.6</b>  Calculation: <b>17171÷6498.4</b>	Target: <b>4.4</b>	Target: <b>7.2</b>	Target: <b>10.2</b>
<b>Comment</b>	A slight improvement on last year's Q1 result and 0.4 FTE off target. High results in Children's Services (4.7), Adult social care(3.9), Waste and Environmental services(4.1)						
<b>Remedial Action</b>	The business partners provide data for the DMTs and SMTs, who analyse and develop action plans for improvement, ensuring compliance with the sickness policy and providing support and intervention when required such as OH advice and recommendations. Proactive work can be supported by the health and wellbeing team, as part of the action plan.						
<b>Service Head:</b> Paul R Thomas			<b>Performance status:</b> Off target				☹️


<b>Theme: 5.Core Business Enablers</b>							
<b>Sub-theme: 5j - Policy &amp; Performance</b>							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of complaints completed within statutory deadline  Comp/001	Not applicable		Q1: <b>57.7</b>  End Of Year: <b>52.7</b>	Target: <b>60.0</b>  Result: <b>49.7</b>  Calculation: <b>(294÷592) × 100</b>	Target: <b>60.0</b>	Target: <b>60.0</b>	Target: <b>60.0</b>
<b>Comment</b>	We have seen an ongoing quarter on quarter reduction in the percentage of complaints which are responded to within the statutory timescales since this performance measure was introduced in April 2022. However, we have also seen an ongoing, significant increase in the number of complaints being received and closed, with an increase of 53.8% (1,430) closed in 2022/2023 compared to 930 the previous year and this increase has continued in this quarter with 592 complaints closed (294 of which were within the timescales) compared to 281 closed (162 within the timescales) in the same period last year. In addition to the number of complaints being received, other factors which impact on the time taken to complete investigations include the increasing complexity of complaints and current service pressures resulting in capacity issues for officers. Key areas of concern are highlighted within the reports to Directors and the team continue to provide advice and guidance to support resolution.						
<b>Remedial Action</b>	Continue to monitor and try to stabilise the result before looking to improve performance						
<b>Service Head:</b> Jason Jones			<b>Performance status:</b> Off target				☹️


<b>Theme: 5.Core Business Enablers</b>							
<b>Sub-theme: 5k - Electoral Services &amp; Civil Registration</b>							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of births registered within the statutory timeframe of 42 days  CivilReg/001	Not applicable		Q1: <b>88</b>  End Of Year: <b>90</b>	Target: <b>98</b>  Result: <b>91</b>  Calculation: <b>(554÷611) × 100</b>	Target: <b>98</b>	Target: <b>98</b>	Target: <b>98</b>
<b>Comment</b>	We are working closely with maternity services to improve this and are pleased to see the improvement on last year's performance.						
<b>Remedial Action</b>	Information for parents has been updated and fresh supplies now going to maternity services on a regular basis. Additional appointments are being made available in Carmarthen to assist parents who live in Pembrokeshire but had babies in Glangwilli.						
<b>Service Head:</b> Amanda Edwards			<b>Performance status:</b> Off target				☹️

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of non-coronial deaths registered within the statutory timeframe of 5 days  CivilReg/002	Not applicable		Q1: <b>61.5</b>  End Of Year: <b>55.0</b>	Target: <b>65.0</b>  Result: <b>46.5</b>	Target: <b>65.0</b>	Target: <b>65.0</b>	Target: <b>65.0</b>


			Calculation: <b>(181÷389) × 100</b>		
<b>Comment</b>	This continues to be largely due to pressures on the NHS and the implementation of the Medical Examiner Service in England & Wales. Carmarthenshire is above the Welsh & England average.				
<b>Remedial Action</b>	We continue to offer appointments for the public within 24-48 hours once the correct documentation has been received. We have trained more casual staff to ensure capacity once the paperwork is available to us.				
<b>Service Head:</b> Amanda Edwards	<b>Performance status:</b> Off target				

**Theme: 5.Core Business Enablers**  
**Sub-theme: 5I - Estates & Asset Management**

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Percentage performance against target to generate capital receipts to support the capital program 2.1.2.12	Not applicable		Q1: <b>17.04</b>  End Of Year: <b>36.07</b>	Target: <b>10.00</b>  Result: <b>2.43</b>  Calculation: <b>(63000÷2588000) × 100</b>	Target: <b>35.00</b>	Target: <b>60.00</b>	Target: <b>100.00</b>
<b>Comment</b>	Sales to date have been slow over the first quarter however significant receipts will be realised by the end of the year and it is expected that the capital receipt target will be met.						
<b>Remedial Action</b>	To continue to be proactive in sales transactions to ensure that they progress to completion in a timely manner.						
<b>Service Head:</b> Jason Jones	<b>Performance status:</b> Off target						

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of non housing responsive repairs works completed within the target PropMaint/001	Not applicable		New measure	Target: <b>94.0</b>  Result: <b>89.8</b>  Calculation: <b>(1387÷1544) × 100</b>	Target: <b>94.0</b>	Target: <b>94.0</b>	Target: <b>94.0</b>
<b>Comment</b>	Q1 we received 1544 job & successfully completed 1387 (89.8%)						
<b>Remedial Action</b>	We will review the 157 jobs and look to improve.						
<b>Service Head:</b> Jason Jones (Env)	<b>Performance status:</b> Off target						

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

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Average time for processing new Housing/Council Tax Benefit claims 6.6.1.2	Not applicable		Q1: <b>20.57</b>  End Of Year: <b>18.46</b>	Target: <b>17.00</b>  Result: <b>17.29</b>  Calculation: <b>24123÷1395</b>	Target: <b>17.00</b>	Target: <b>17.00</b>	Target: <b>17.00</b>
<b>Comment</b>	The result is just under target at 0.29 of a day, and has improved from the q1 result for 22/23 at 20.57 days. The start of the year is particularly busy with increased telephone and mail contact from the public as a result of issuing 30,000 housing benefit and Council Tax reduction letters along with 89000 Council Tax demand notices. More staff are required to deal with customer enquiries, reducing the availability of staff for processing. This is coupled with the fact that the system is unavailable for processing for a couple of days to undertake annual billing and year end processes.						
<b>Remedial Action</b>	2 benefit assessors have completed training and have joined the processing teams on 1st May. Recruitment exercises are under way to recruit and train a further 3 benefit assessors. Whilst the result is off target it is well within the Processing time expected by DWP.						
<b>Service Head:</b> Helen Pugh	<b>Performance status:</b> Off target						

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

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of undisputed invoices which were paid in 30 days CFH/006	Not applicable		Q1: <b>96.8</b>  End Of Year: <b>95.6</b>	Target: <b>95.0</b>  Result: <b>94.7</b>	Target: <b>95.0</b>	Target: <b>95.0</b>	Target: <b>95.0</b>

			Calculation: <b>(66840 ÷ 70598) × 100</b>			
<b>Comment</b>	All areas below target to be notified.					
<b>Remedial Action</b>	Relevant officers to investigate and address issues.					
<b>Service Head:</b> Randal Hemingway	<b>Performance status:</b> Off target					

<b>Theme: WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)</b>							
<b>Sub-theme: WBO3d - Thematic Priority: Community Safety, Resilience and Cohesion</b>							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of e-learning training on Violence Against Women, Domestic Abuse, Sexual Violence (VAWDASV) completed by staff  CSGa/1	Not applicable		Q1: <b>69</b>  End Of Year: <b>69</b>	Target: <b>100</b>  Result: <b>66</b>  Calculation: <b>(5471 ÷ 8258.5) × 100</b>	Target: <b>100</b>	Target: <b>100</b>	Target: <b>100</b>
<b>Comment</b>	The total number of staff figure previously excluded Voluntary Aided Schools, but have now been included. The total number of training completions has always included Voluntary Aided Schools, therefore needed to be brought in line. This has brought the result down slightly for Q1, if we had continued to excluding them from the total staff figure, the Q1 result would have been 68%. This is still off target but fairly consistent with previous results.						
<b>Remedial Action</b>	We will continue to include Voluntary Aided Schools. Targeted provision for further uptake of mandatory training arranged.						
<b>Service Head:</b> Avril Bracey	<b>Performance status:</b> Off target						

<b>Theme: WBO4.To further modernise and develop as a resilient and efficient Council (Our Council)</b>							
<b>Sub-theme: WBO4e - Organisational Transformation - Workforce</b>							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of apprentices on formal recognised apprenticeship schemes per 1,000 employees (CV104)  PAM/044	Not applicable		Q1: <b>9.7</b>  End Of Year: <b>15.2</b>	Target: <b>9.0</b>  Result: <b>7.1</b>  Calculation: <b>(58 ÷ 8121) × 1000</b>	Target: <b>10.0</b>	Target: <b>11.0</b>	Target: <b>12.0</b>
<b>Comment</b>	Those who have completed the framework within the year have now been removed.						
<b>Remedial Action</b>	Looking to recruit new apprentices over the coming months.						
<b>Service Head:</b> Paul R Thomas	<b>Performance status:</b> Off target						

<b>ACTIONS - Theme: WBO4.To further modernise and develop as a resilient and efficient Council (Our Council)</b>							
<b>Sub-theme: WBO4e - Organisational Transformation - Workforce</b>							
<b>Action</b>	16358		<b>Target date</b>	04/12/2023 (original target 30/06/2023)			
<b>Action promised</b>	Work to position our recruitment competitively and work towards continuously improving recruitment levels across the organisation. Seeking to understand the steps needed to become the employer of choice in West Wales (CV103) Transformation Strategy - Create a strategy to attract, recruit and retain talent.						
<b>Comment</b>	research is complete. draft recruitment and retention strategy is under development.						
<b>Remedial Action</b>	continue with project						
<b>Service Head:</b> Paul R Thomas	<b>Performance status:</b> Off target						

<b>Theme: WBO4.To further modernise and develop as a resilient and efficient Council (Our Council)</b>							
<b>Sub-theme: WBO4g - Organisational Transformation - Customers &amp; Digital Transformation</b>							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of calls received at the Contact Centre  M&M/005	Not applicable		Q1: <b>64881</b>  End Of Year: <b>238297</b>	Target: <b>62500</b>  Result: <b>44950</b>	Target: <b>125000</b>	Target: <b>187500</b>	Target: <b>250000</b>
<b>Comment</b>	The 'Options' menu to our telephone lines that directs customers to parts of the organisation that they require has been extended to include Council Tax and Housing Benefit. This reduces the double handling of calls with the calls going directly to their call teams rather than being passed on through the contact centre. Added messaging on our telephone line has reduced the number of customers needing to speak with a member of staff.						
<b>Remedial Action</b>	The contact centre continues to deal with calls where customers need our support the most and enquiries through other media whilst improving the customer experience.						
<b>Service Head:</b> Deina Hockenhill	<b>Performance status:</b> Off target						

**ON TARGET ETC.**

<b>Theme: 5.Core Business Enablers</b>							
<b>Sub-theme: 5a - Information and Communication Technology (ICT)</b>							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of Freedom of Information Act request responded to in 20 working days 2.1.1.17	Not applicable		Q1: <b>95.96</b>  End Of Year: <b>94.59</b>	Target: <b>90.00</b>  Result: <b>94.40</b>  Calculation: <b>(219÷232) x 100</b>	Target: <b>90.00</b>	Target: <b>90.00</b>	Target: <b>90.00</b>
<b>Service Head:</b> Jason Jones			<b>Performance status:</b> On target				
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% use of the ICT Self Service helpdesk ICT/002	Not applicable		Q1: <b>59.7</b>  End Of Year: <b>65.8</b>	Target: <b>65.0</b>  Result: <b>65.2</b>  Calculation: <b>(1587÷2435) x 100</b>	Target: <b>66.0</b>	Target: <b>67.0</b>	Target: <b>68.0</b>
<b>Comment</b> calls logged with self service portal divided by total calls							
<b>Service Head:</b> Jason Jones			<b>Performance status:</b> On target				
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of employee laptops with 4GB of memory (RAM) or under ICT/009	Not applicable		Q1: <b>24</b>  End Of Year: <b>16</b>	Target: <b>15</b>  Result: <b>13</b>  Calculation: <b>(403÷3098) x 100</b>	Target: <b>14</b>	Target: <b>13</b>	Target: <b>12</b>
<b>Service Head:</b> Jason Jones			<b>Performance status:</b> On target				

<b>ACTIONS - Theme: 5.Core Business Enablers</b>		
<b>Sub-theme: 5a - Information and Communication Technology (ICT)</b>		
Action	Target date	
16313	31/03/2024	
<b>Action promised</b>	Implementation of a new Staff Desk Booking Cloud Solution including Sensor technology to facilitate Desk Management across our main council buildings and agile working spaces as part of continuing to embrace and promote agile working, hybrid meetings and new ways of working across the organisation. CV108	
<b>Comment</b>	The new Resource Management systems is in the process of being activated. Desk sensors and hosts that connect sensors to the system are being deployed. Back-end systems are also being configured. Further work is planned to complete the project by September and this includes : Activating ports that enable hosts to send data to system and training administrators of the system to analyse data. The system will then be launched corporately.	
<b>Service Head:</b> Paul R Thomas		<b>Performance status:</b> On target
16314	31/03/2024	
<b>Action promised</b>	Roll-out of a Corporate Electronic Signature Solution (DocuSign) as part of continuing to embrace and promote agile working, hybrid meetings and new ways of working across the organisation. CV108	
<b>Comment</b>	Electronic signature system (DocuSign) is deployed and in active use by the Authority. Services that currently use the system include :Legal Services, Corporate Property and Procurement. Further services where roll out is scheduled include : Economic Development, Housing and Public Protection. Visits are also planned to DMT` s in September to further promote the use of DocuSign and to identify next areas of the Authority that can deploy an e-signatures facility.	
<b>Service Head:</b> Paul R Thomas		<b>Performance status:</b> On target
16494	31/03/2024	
<b>Action promised</b>	We will fulfil our statutory obligation under the Data Protection Act and ensure we are up to date with revisions in law being introduced in the UK.	
<b>Comment</b>	The Data Protection and Digital Information (No. 2) Bill is now progressing to the report stage and information on the Bill is being continually monitored. Updates will be provided to the Corporate Information Governance Group.	
<b>Service Head:</b> Jason Jones		<b>Performance status:</b> On target
17092	31/03/2024	
<b>Action promised</b>	We will act as an enabler and vehicle for transforming the way services across the Council are delivered to customers by increasing opportunities for accessing council services via digital technologies. CV110	
The Citizen Access Portal for Revenues Services has now been launched. This was a 2 year project in development which 'soft' launched at the end of March 2023. This new portal is a 24/7 Self-Service Portal for Council Tax Residents to manage their Billing (electronic billing) initially for the Annual council tax Billing, with a view to extend to a wider set of revenues services such as Applying for Paperless, Manage their Direct		

<b>Comment</b>	Debits, Apply for Exemptions throughout this year ahead. This new Citizen Access Portal has full integration to the back-office iWorld Revenues & Benefits System which gives us the ability to automate and integrate functionality with the back-office which will massively help transform the back-office revenues services function and the range of services we can offer digitally via our HWB's, Contact Centre and On-Line via the council's Website and HWB My Account. With the Eisteddfod yr Urdd being hosted within Carmarthenshire at Llandovery in June 2023, we also developed Interactive Screens and Maps of our Towns across Carmarthenshire to help promote Carmarthenshire to visitors during the event.		
<b>Service Head:</b>	Jason Jones	<b>Performance status:</b>	On target
<b>Action</b>	17093	<b>Target date</b>	31/03/2024
<b>Action promised</b>	We will in line with our Digital Transformation Strategy 2021-2024, continue to engage, prioritise and implement department needs to allow them to deliver effective services. CV110		
<b>Comment</b>	This quarter the new Citizen Access Portal for Revenues Services has now been launched. This new Citizen Access Portal has full integration to the back-office iWorld Revenues & Benefits System which gives us the ability to automate and integrate functionality with the back-office which will massively help transform the back-office revenues services function and the range of services we can offer digitally via our HWB's, Contact Centre and On-Line via the council's Website and HWB My Account. We are also continuing with key Cloud Migration and replacement of Legacy Systems. Namely; (Social Care CareFirst to Eclipse) – we are 2 years into a 3 year project. Implementation of a new Online Web Recruitment System (Oleoo) with integration to the Zellis HR Payroll System - which is expected to launch this financial year. Implementation of a new Waste Management Systems (Alloy). All with a key objective of improving automation and integration and streamlining of back-office to allow service areas to deliver improved service delivery to their customers.		
<b>Service Head:</b>	Jason Jones	<b>Performance status:</b>	On target
<b>Action</b>	17101	<b>Target date</b>	31/03/2024
<b>Action promised</b>	We will provide responsive ICT support and expertise to all staff, elected members and schools at all times. To ensure they have a safe, secure, up-to-date and fit for purpose I.T. provision to carry out their work and duties effectively. CV110		
<b>Comment</b>	We continue to provide a ICT service including helpdesk to staff, members and schools. We have invested in improving our self service system which now logs over 70% of calls, allowing IT staff to add more value rather than answer the phones. We will look to adapt our support service to provide presence from key buildings such as County Hall. We continue to procure and rollout up to date laptops when required.		
<b>Service Head:</b>	Jason Jones	<b>Performance status:</b>	On target
<b>Action</b>	17102	<b>Target date</b>	31/03/2024
<b>Action promised</b>	We will ensure a robust approach to Cyber security and sustainable solutions are implemented for Information Governance.		
<b>Comment</b>	This year we have worked across the Council to raise awareness of cyber and the possible impacts a cyber event could have on services. Joint CMT/HOS away day held and feedback following this event to go back to CMT this week. Further sessions to be held with service areas to help them formalise business continuity plans.		
<b>Service Head:</b>	Jason Jones	<b>Performance status:</b>	On target

**ACTIONS - Theme: 5.Core Business Enablers**  
**Sub-theme: 5b - Marketing & Media including customer services**

<b>Action</b>	17288	<b>Target date</b>	31/03/2024
<b>Action promised</b>	To introduce the Corporate Customer charter		
<b>Comment</b>	This charter will be completed by the end of this financial year. First draft has been developed and will soon be sent out to all departments for comments and feedback.		
<b>Service Head:</b>	Wendy S Walters	<b>Performance status:</b>	On target

**ACTIONS - Theme: 5.Core Business Enablers**  
**Sub-theme: 5c - Legal**

<b>Action</b>	16399	<b>Target date</b>	31/03/2024
<b>Action promised</b>	We will monitor and implement changes to the Local Government Pension scheme as a consequence of legislation changes, including Sargeant/McCloud		
<b>Comment</b>	All changes received have been implemented		
<b>Service Head:</b>	Randal Hemingway	<b>Performance status:</b>	On target

**Theme: 5.Core Business Enablers**  
**Sub-theme: 5e - Finance**

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of council tax due for the financial year which was received by the authority CFH/007	97.15	96.17	Q1: <b>31.79</b>  End Of Year: <b>97.33</b>	Target: <b>31.00</b>  Result: <b>31.90</b>  Calculation: <b>(40939389.58 ÷ 128349284.73) x 100</b>	Target: <b>56.00</b>	Target: <b>84.00</b>	Target: <b>97.50</b>
<b>Service Head:</b>	Helen Pugh			<b>Performance status:</b> On target			

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of non-domestic rates due for the financial year which were received by the authority CFH/008	98.21	97.46	Q1: <b>36.64</b>  End Of Year: <b>97.97</b>	Target: <b>31.00</b>  Result: <b>33.88</b>  Calculation: <b>(15223993.75 ÷ 44935827.82) x 100</b>	Target: <b>56.00</b>	Target: <b>84.00</b>	Target: <b>97.50</b>
<b>Service Head:</b>	Helen Pugh			<b>Performance status:</b> On target			

<b>ACTIONS - Theme: 5.Core Business Enablers</b>			
<b>Sub-theme: 5e - Finance</b>			
<b>Action</b>	16400	<b>Target date</b>	31/03/2024
<b>Action promised</b>	We will undertake the closure and Audit of the Accounts within the appropriate timescales		
<b>Comment</b>	Draft statement of accounts produced in line with expected timescales, ahead of around half of Welsh LAs. approved by Audit Committee and currently with Audit Wales - nb however Audit delayed due to stretch Audit Wales resources		
<b>Service Head:</b>	Randal Hemingway	<b>Performance status:</b>	On target
<b>Action</b>	16401	<b>Target date</b>	31/03/2024
<b>Action promised</b>	We will ensure an unqualified audit of the final accounts		
<b>Comment</b>	draft statements completed and passed to Audit Wales		
<b>Service Head:</b>	Randal Hemingway	<b>Performance status:</b>	On target
<b>Action</b>	16402	<b>Target date</b>	31/03/2024
<b>Action promised</b>	Ensure the Council manages its budgets effectively and prudently		
<b>Comment</b>	22/23 significant dept overspend, offset by corp contingency and unplanned additional investment interest. £1.3m transferred to general balances. Plan to strengthen controls for 23/24 by addition of prior year unmet savings monitoring.		
<b>Service Head:</b>	Randal Hemingway	<b>Performance status:</b>	On target
<b>Action</b>	16403	<b>Target date</b>	31/03/2024
<b>Action promised</b>	We will continue to Develop Opportunities for collaboration with other Local Government Pension Schemes		
<b>Comment</b>	we continue to collaborate with other LGPS Funds		
<b>Service Head:</b>	Randal Hemingway	<b>Performance status:</b>	On target
<b>Action</b>	16404	<b>Target date</b>	31/03/2024
<b>Action promised</b>	To ensure timely closure of accounts for the Dyfed Pension Fund		
<b>Comment</b>	Pre-Audit Dyfed Pension Fund Statement of Accounts 2022-23 presented to Governance & Audit Committee on 14 July 2023		
<b>Service Head:</b>	Randal Hemingway	<b>Performance status:</b>	On target
<b>Action</b>	16443	<b>Target date</b>	31/03/2025
<b>Action promised</b>	Use of the Council's reserves to invest in the County and support future development		
<b>Comment</b>	statement of accounts includes new allocations to Pentre Awel/city Deal, Levelling up, Modernising Education and Kidwelly Town Hall. Explicitly included within report to Governance and Audit Committee		
<b>Service Head:</b>	Randal Hemingway	<b>Performance status:</b>	On target

<b>ACTIONS - Theme: 5.Core Business Enablers</b>			
<b>Sub-theme: 5f - Procurement</b>			
<b>Action</b>	16395	<b>Target date</b>	31/03/2024
<b>Action promised</b>	We will work with departments to deliver compliant tender exercises through the implementation of a category management approach		
<b>Comment</b>	<p>Construction and Waste</p> <p>In April, a new arrangement for the Collection, Treatment and Disposal of Hygiene Waste was established. The appointed contractor is a Carmarthenshire-based company which will treat and dispose of hygiene and clinical waste from residential, domiciliary care and other establishment premises in the County. The Contractor also collects the hygiene and clinical waste from these premises.</p> <p>During the last quarter the tender exercise for the Council's new Construction Professional Services Framework was held. The Framework will cater for the Council's requirements for property-related project management and full design team services, which will be provided by a range of consultants appointed to discipline-specific lots (e.g. Architectural, Mechanical, Electrical and Plumbing, Structural Engineering Services). The evaluation process is currently on-going with the Framework expected to be awarded in early September. A tender exercise was also held for the provision of sewage removal services, sewerage-related services and associated remedial works required for the delivery and operation of the Council's Property Maintenance, Highways and Flood Defence assets. The tender exercise closed in early July and the evaluation process now on-going. This new arrangement is also expected to be awarded in early September.</p> <p>3 call-offs from national frameworks were also undertaken for the supply of Food Waste Caddies, Kerbside Food Containers and Wheeled Bins for Garden Waste.</p> <p>Procurement Officers continue to support departmental officers with mini-competitions from two of the Council's Dynamic Purchasing System (DPS) arrangements. 37 mini-competitions were held under the DPS for the Supply and Installation of Stairlifts, Hoists and Lifts, whilst 2 mini-competitions were held under the DPS for CCTV Drainage Surveys.</p> <p>Work continues in conjunction with departmental officers to scope and prepare other up-coming tender exercises such as the new iterations of the Council's Minor Works Framework and the South West Wales Regional Contractors Framework, the Tyisha Redevelopment Scheme and various call-offs for waste/recycling products from national frameworks.</p> <p>Social Care Category</p> <p>A refresh of the Flying Start tender (£57,000) was tendered, evaluated and awarded to Clych Meithrin Mynyddgarreg for the for the Ysgol Y Castell, Kidwelly site.</p> <p>A refresh of the Domiciliary Care Framework (£11.3 million) was tendered, evaluated and awarded. A pre-tender event was held on 12th April 2023. 5 Service Areas, including a new Community Home Support Service were included. 8 Providers were appointed onto the Framework.</p> <p>A pre-tender event was held for the CICES Community Equipment Service and Maintenance (£900,000) tender, which was then published on 21st June 2023. Carmarthenshire is acting as the Central Purchasing Body for Pembrokeshire and Ceredigion.</p> <p>Welfare Benefits and Debt Advice Service was discussed with officers in Communities with an option of a possible pilot.</p> <p>Coroner Services, Supported Living, VAWDASV and Replacement Care in the pipeline for the Autumn. Localities Floating Support scheduled to be tendered in January 2024.</p> <p>Highways and Transport Category</p>		

	<p><b>Fleet:</b>  A further competition was run for Vehicle Mounted Platform Hoists (£240,000) from Yorkshire Purchasing Organisation (YPO) for this requirement. Awarded through GMP (YPO) to Euro Commercials on 14th June 2023.  Further Competition published to purchase 2 x 7.5 tonne Hotboxes (£200,000) from YPO. Received no responses and therefore it was decided to tender for this requirement ourselves. Open tender published 28th June 2023.  Further Competition published to purchase 40 Tipper Vans (£1.4 million) from YPO. Awaiting for suppliers to price.  Planning to direct award the Fuel Cards requirement through the CCS Framework.  No further information from the department in regards to the Maintenance Framework tender.  Scoping meetings held regarding the next stage of the Waste Vehicle Replacement project.</p> <p><b>Highways, Transport and Parks:</b>  Two Further Competitions were held from the Ash Die Back DPS with a total value of £17,550.  Quarry Products Framework (£19 million) was awarded in April 2023 to 6 suppliers. Pembrokeshire County Council named on the Framework.  Annual Bus tender from the DPS with 78 routes was awarded. Two ad hoc bus tenders were issued after the annual tender.  Annual Non PSV (Taxi) tender v1 from the DPS with 20 routes was awarded. A second tender has been published with 7 routes.  Tender preparation continued for the Bwcbus tender. Delayed due to awaiting on information from Welsh Government. Hope to publish in Autumn 23.  Tender preparation began for a new Traffic Enforcement System, planning to publish in August 23.  No further information from the Department regarding the Landscape Management Tender (£2.8 million), formally Grounds Maintenance.</p> <p><b>Corporate Services, ICT and FM category</b>  Corporate workwear evaluation took place, and we are currently waiting for the results of the self-declaration assessments before commencing the Standstill Process followed by award.  Wales Pension Partnership ITT is currently being worked on by consultants. Tender is due to go live in October 2023.  Welsh Government Local Authority Energy Plans contracts have been awarded and signed and the successful supplier is now in position and working to develop the energy plans.  Food procurement – The Welsh Public Sector collaborative Food Group (WPSCFG) Food Framework contract notice was published on the 29th June 2023 after extensive discussions with multiple Public Sector bodies in South, Mid and West Wales ensuring that the framework is accessible to all Participating Organisations, meeting their variable needs whilst being simple to use. The framework provides geographical and commodity lotting to encourage local bidders and local food and support the foundational economy of Wales. Future proofing the Framework has been critical to allow for new product development and/or product reformulation to meet varying requirements and changes to legislation and individual organisational policies. Caerphilly Council, the lead organisation, has incorporated robust contract and provider relationship management capable of capturing spend, savings and KPI data, with a consistent approach on usage trends that will assist the effective use of this framework and inform planning for future procurements. The Framework is scheduled to commence 1st December 2023 and will be let for an initial period of 3 years, with an option to extend for up to a further 1-year period (if required).  IT Structured Cabling and Related Works tender evaluation has been completed and we are currently waiting for the results of the self-declaration assessments before we can award the framework.  First Aid Training is currently at the scoping stage and the intention is to be published the invitation to tender in early August.  Office365 consultancy services contract. Discussions have taken place with category managers from BLOOM to see if this is an appropriate route to market. Lead Officers in the IT Services are currently looking at potential projects that could be used as a pilot to determine if we can use BLOOM or whether we would need to undertake an open competition. No officer update on this exercise.  Cleaning services for schools and corporate buildings tender is due to go live by the middle of July. Intention is to have the framework live in early September. There is an exception report that is due to go to CMT to extend the current arrangement to November 2023 to cover any delays or possible mobilisation periods.  OHMS replacement specification is finalised, and an expression of interest took place in April to identify which suppliers would be able to provide a solution for this requirement. Delay in the tender going live due to waiting for authorisation to proceed with the procurement exercise.  Local broadband fund – Llanarth and Cennen, on pause at the moment mainly due to the fact that we are still waiting on UK Gov to confirm that they will not contract to build in that area so that we can ensure subsidy compliance.  Saleable Goods (which relates to the sale of poolside products at CCC Leisure Centres to members of the public). Evaluation of the tender exercise has taken place and we are currently waiting for the results of the self-declaration assessment before making the award.  Lead Officer is currently working in partnership with Occupational Health to prepare an outline specification for Wellbeing Support Services for lawyers, and this will be shared with Procurement when an outline of the requirements has been developed. No officer update on this exercise.  Celtic Routes video and photography quotation exercise has taken place and we are currently waiting for the results of the self-declaration assessments before we can award the contracts.  STAR survey quotation exercise has taken place and we are currently waiting for the results of the self-declaration assessments before we can award the contracts.  Character landscape assessment quotation exercise is currently live with a deadline for submissions on 28/07/23.  Crazy golf scoping meeting undertaken, and the lead officer is currently drafting a specification.  Theatres planner diary system meeting held with the lead officers to discuss the route to market. This will be a CCS Gcloud 13 call off which is likely to be awarded by the end of July 2023.</p>		
<b>Comment</b>			
<b>Service Head:</b> Helen Pugh	<b>Performance status:</b> On target		
<b>Action</b>	16442	<b>Target date</b>	31/03/2024
<b>Action promised</b>	We will continue to develop our approach to spend analysis		
<b>Comment</b>	<p>In quarter 1 (April - June) of 2023/24, 3 further months of spend data were uploaded into Atamis. This included the final month of spend relating to March 2023 for the financial year 2022/23 and the first 2 months of the new financial year 2023/24.  With the full 3rd party supplier spend for 2022/23 on Atamis, the Spend Analysis Officer has been able to run the end of financial year reports. The various reports included:  Supplier Spend and Location  Category Sector Spend  Category Spend Comparison for the last 2 complete financial years  Top 50 Non-Carmarthenshire Suppliers  Supplier Analysis 2022/23  All the above reports were sent to the Principal Officers, Procurement Managers and the Head of Revenues and Financial Compliance.  Also, a number of supplier/category spend reports have been produced in response to requests from Procurement Officers and Council Lead Officers &amp; Budget Holders.  Further category classification of suppliers has continued with the first 2 months of spend data in 2023/24.  Work has continued with the 3rd Sector Organisation Spend on Atamis with several meetings having taken place in the last quarter to ensure that the data is kept accurate and up to date.  The Spend Analysis Officer has undertaken Power BI Training. This training involves presenting data into various data visualisation and interactive tools. Further training on this topic is planned for the Officer.</p>		
<b>Service Head:</b> Helen Pugh	<b>Performance status:</b> On target		

<b>Theme: 5.Core Business Enablers</b>							
<b>Sub-theme: 5g - Internal Audit</b>							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Actual achievement against Annual Audit Plan	Not applicable		Q1: 13	Target: 10	Target: 35	Target: 60	Target: 90



6.4.1.3		End Of Year: <b>83</b>	Result: <b>13</b>				
		Calculation: <b>(156÷1240) × 100</b>					
<b>Comment</b>		Audit Plan is on target.					
<b>Service Head:</b> Helen Pugh		<b>Performance status:</b> On target					
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of draft Internal Audit reports issued within 10 working days of the fieldwork completion date  IA/001	Not applicable		Q1: <b>100</b>  End Of Year: <b>87</b>	Target: <b>80</b>  Result: <b>100</b>  Calculation: <b>(1÷1) × 100</b>	Target: <b>80</b>	Target: <b>80</b>	Target: <b>80</b>
<b>Service Head:</b> Helen Pugh		<b>Performance status:</b> On target					
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of management responses received within 15 working days of the draft Internal Audit report being issued  IA/002	Not applicable		Q1: <b>100</b>  End Of Year: <b>38</b>	Target: <b>80</b>  Result: <b>100</b>  Calculation: <b>(1÷1) × 100</b>	Target: <b>80</b>	Target: <b>80</b>	Target: <b>80</b>
<b>Service Head:</b> Helen Pugh		<b>Performance status:</b> On target					
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of final reports issued within 10 working days of management responses being received  IA/003	Not applicable		Q1: <b>100</b>  End Of Year: <b>100</b>	Target: <b>80</b>  Result: <b>100</b>  Calculation: <b>(1÷1) × 100</b>	Target: <b>80</b>	Target: <b>80</b>	Target: <b>80</b>
<b>Service Head:</b> Helen Pugh		<b>Performance status:</b> On target					

<b>ACTIONS - Theme: 5.Core Business Enablers</b>			
<b>Sub-theme: 5h - People Management</b>			
Action	Target date		
16472	31/03/2024		
<b>Action promised</b>	Conduct an annual employee engagement survey.		
<b>Comment</b>	Our second annual survey was launched 8 June and is scheduled to close 14 July. the results will be analysed and benchmarked against last year`s findings as well as being used to identify areas that need further work.		
<b>Service Head:</b> Paul R Thomas		<b>Performance status:</b> On target	
16473	31/03/2024		
<b>Action promised</b>	Further improve internal communications by developing a new Internal Communications Strategy		
<b>Comment</b>	Draft Strategy is under development. Currently consulting with the Marketing & Media Team to ensure it is aligned with the Corporate Communications Strategy		
<b>Service Head:</b> Paul R Thomas		<b>Performance status:</b> On target	
16474	31/03/2024		
<b>Action promised</b>	Support services to ensure the management of all Health & Safety risks across the authority.		
<b>Comment</b>	This is an ongoing piece of work, the H&S team work with managers, to ensure risk are identified and assessed and arrangements are in place to manage the risks. Risk Assessments should be regularly reviewed, changes to working practices and equipment should be considered in the RAs.		
<b>Service Head:</b> Paul R Thomas		<b>Performance status:</b> On target	
16475	31/03/2024		
<b>Action promised</b>	Develop and implement a health & wellbeing plan and programme to support the health & wellbeing of all our staff as we move through the cost-of-living crisis.		
<b>Comment</b>	Health and Wellbeing will ensure their part In supporting employees along side colleagues in other departments with areas of expertise. The team promote the support available internally and externally through health fayres, internet and news articles providing advice and guidance.		
<b>Service Head:</b> Paul R Thomas		<b>Performance status:</b> On target	
16476	31/03/2024		
<b>Action promised</b>	Fully roll out new Digital Skills Framework.		

<b>Comment</b>	New Framework is in preparation and will be ready for publication in the autumn of 2023. Elements on the higher levels of the framework need confirming.		
<b>Service Head:</b> Paul R Thomas	<b>Performance status:</b> On target		
<b>Action</b>	16477	<b>Target date</b>	31/03/2024
<b>Action promised</b>	Introduce new competency framework aligned to our core values.		
<b>Comment</b>	The final version of the competency framework (including translations) is now complete. The trials for the use of the framework in recruitment are due to conclude by the end of July 2023		
<b>Service Head:</b> Paul R Thomas	<b>Performance status:</b> On target		
<b>Action</b>	16478	<b>Target date</b>	31/03/2024
<b>Action promised</b>	Review the end-to-end induction and on-boarding process including the launch of a new corporate induction.		
<b>Comment</b>	Current Induction programme is being reviewed with relevant departments with a view to relaunch in the Autumn.		
<b>Service Head:</b> Paul R Thomas	<b>Performance status:</b> On target		
<b>Action</b>	16479	<b>Target date</b>	31/03/2024
<b>Action promised</b>	Develop and implement a new Learning & Development Policy		
<b>Comment</b>	The policy has been drafted and is ready for consultation. A consultation plan has been developed and will be implemented over the next 3 months		
<b>Service Head:</b> Paul R Thomas	<b>Performance status:</b> On target		
<b>Action</b>	16480	<b>Target date</b>	31/03/2024
<b>Action promised</b>	Review current appraisal / supervision framework and ensure it is embedded in our management development programme and induction process.		
<b>Comment</b>	A report has been developed to identify the number of appraisals being recorded on ResourceLink. It can be seen from this report that appraisals are currently being under-reported. Work is underway on developing a methodology to improve the accuracy of the information so that work can be targeted to increase participation		
<b>Service Head:</b> Paul R Thomas	<b>Performance status:</b> On target		
<b>Action</b>	16481	<b>Target date</b>	31/03/2024
<b>Action promised</b>	Complete the implementation of new Staff Recruitment process and system.		
<b>Comment</b>	The new Oleo recruitment system configuration is nearing completion. Testing is underway and the system is being reconfigured and updated to meet our needs. It is anticipated that the system will be implemented on a phased basis from September onwards.		
<b>Service Head:</b> Paul R Thomas	<b>Performance status:</b> On target		
<b>Action</b>	16482	<b>Target date</b>	31/03/2024
<b>Action promised</b>	Ensure our Pay Policy for 2023 / 2024 and annual Equal Pay Audit comply with legislation and provide transparency around pay decisions. Separate Pay Policy for Teachers.		
<b>Comment</b>	Pay Policy 23/24 agreed by Full Council in March 2023 and published on Council website. EP audit for 22/23 currently being compiled.		
<b>Service Head:</b> Paul R Thomas	<b>Performance status:</b> On target		
<b>Action</b>	16483	<b>Target date</b>	31/03/2024
<b>Action promised</b>	Look at ways of improving the quality of our workforce equality data and continuously improve the quality of information gathered. (CV102)		
<b>Comment</b>	We have a dedicated Equality and Diversity Monitoring page on the intranet which explains why we collect this data. A reminder will go out to staff in a newsletter. We are looking at a more targeted campaign and comms to encourage completion by those employees where EO data is missing. However, provision of this data is entirely voluntary.		
<b>Service Head:</b> Paul R Thomas	<b>Performance status:</b> On target		
<b>Action</b>	17289	<b>Target date</b>	30/09/2024
<b>Action promised</b>	Further develop existing reward and recognition frameworks that value innovation and creativity		
<b>Service Head:</b> Paul R Thomas	<b>Performance status:</b> Action not reported		✘

**ACTIONS - Theme: 5.Core Business Enablers**  
**Sub-theme: 5i - Democratic Services**

<b>Action</b>	16484	<b>Target date</b>	31/03/2024
<b>Action promised</b>	Review of the public participation Strategy.		
<b>Comment</b>	CRWG at its meeting held on the 5th April 2023 considered the results of the public engagement exercise and whether there was a need to review the existing Public Participation Strategy. CRWG was of the opinion that the Strategy was fit for purpose and that there was no need to recommend any changes to Council		
<b>Service Head:</b> Linda Rees Jones	<b>Performance status:</b> On target		
<b>Action</b>	16532	<b>Target date</b>	31/03/2024
<b>Action promised</b>	Supporting a pre-decision scrutiny approach to policy development and decision making. CV 107		
<b>Comment</b>	The Authority moved to a pre-decision scrutiny approach in September 2022. The Cabinet Forward Plan is regularly updated and circulated to Cabinet and Scrutiny Chairs and Vice who now have the option to continually review and update their forward plans so that they can feed into any decision at an earlier stage. Democratic Officers are supporting members in this change. Report Authors are reminded that there should be no - non submission reports as the Scrutiny Cttees are entitled to feed in to Cabinet reports in advance.		
<b>Service Head:</b> Linda Rees Jones	<b>Performance status:</b> On target		
<b>Action</b>	16535	<b>Target date</b>	31/03/2024
<b>Action promised</b>	AUDIT WALES: Put in place arrangements for assessing the effectiveness and impact of overview and scrutiny.(CV107)		
<b>Comment</b>	The Scrutiny Chairs and Vice Chairs Forum have agreed a self evaluation questionnaire which will be circulated to all members w/c 11/09/2023. Once the results are known the Authority will commission the WLGA to facilitate a two part self evaluation workshop.		
<b>Service Head:</b> Linda Rees Jones	<b>Performance status:</b> On target		

<b>ACTIONS - Theme: 5.Core Business Enablers</b>			
<b>Sub-theme: 5j - Policy &amp; Performance</b>			
<b>Action</b>	15489	<b>Target date</b>	31/03/2024 (original target 31/03/2023)
<b>Action promised</b>	We will continue to support and monitor the implementation of the Integrated Impact Assessment requirement across the Council's decision-making processes to ensure compliance with a range of statutory duties including the new Socio-Economic Duty		
<b>Comment</b>	The Integrated Impact Assessment is hosted as a digital form on Firmstep and incorporates key pieces of legislation such as the Well-being of Future Generations Act, Socio-Economic Duty and the Environment Act. The Policy and Involvement Team has been advising colleagues from departments on current assessments and further policy areas which require an assessment will be identified from the Cabinet Forward Work programme. The IIA process will be live from September 2023.		
<b>Service Head:</b>	Jason Jones	<b>Performance status:</b>	On target
<b>Action</b>	16321	<b>Target date</b>	31/03/2024
<b>Action promised</b>	Keep regional partnership working under review, together with local government partners, to ensure they are efficient and work for Carmarthenshire as new Corporate Joint Committee arrangements are introduced. CV112		
<b>Comment</b>	We will take account of the WG review of partnership arrangements once published. mapping of governance arrangements for the Council Corporate Strategy to be undertaken which will link with external partnerships		
<b>Service Head:</b>	Jason Jones	<b>Performance status:</b>	On target
<b>Action</b>	16396	<b>Target date</b>	31/03/2024
<b>Action promised</b>	We will align the timescale for producing the Annual Governance Statement with the Statement of Accounts.		
<b>Comment</b>	The Annual Governance Statement process is embedded with the production of the Annual Governance Statement included as an Agenda Item that is discussed and progress is monitored through the Corporate Governance Group. The Annual Governance Statement for 2022/23 was reviewed and endorsed by the Governance and Audit Committee on 14th July 2023.		
<b>Service Head:</b>	Helen Pugh	<b>Performance status:</b>	On target
<b>Action</b>	16495	<b>Target date</b>	31/03/2024
<b>Action promised</b>	The Council should explore the options available to share performance information in a more transparent and easily accessible way. This extends to sharing with residents (where possible) how and why financial resources are spent and invested where they are. (From Residents Survey 2022)		
<b>Comment</b>	We will have to work closely with the Communications team and Financial Services to share performance information in a more transparent and easily accessible way.		
<b>Service Head:</b>	Jason Jones	<b>Performance status:</b>	On target
<b>Action</b>	16496	<b>Target date</b>	31/03/2024
<b>Action promised</b>	We will implement the Public Services Boards (PSBs) Well-being Plan (2023-28) developing a new delivery framework to ensure progress on the well-being objectives and steps		
<b>Comment</b>	During the PSB's annual event on 16 May, partners discussed how the PSB's well-being objectives could be progressed. Further consideration will be given to the next steps in term of the delivery of the Well-being Plan when the PSB next meets on 18 July.		
<b>Service Head:</b>	Jason Jones	<b>Performance status:</b>	On target

<b>Theme: 5.Core Business Enablers</b>							
<b>Sub-theme: 5k - Electoral Services &amp; Civil Registration</b>							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of Priority Service certificates (i.e. births and deaths) issued within 24 hours  CivilReg/004	Not applicable		Q1: <b>100.0</b>  End Of Year: <b>98.2</b>	Target: <b>100.0</b>  Result: <b>100.0</b>  Calculation: <b>(131÷131) × 100</b>	Target: <b>100.0</b>	Target: <b>100.0</b>	Target: <b>100.0</b>
<b>Comment</b>	These requests are built into working arrangements on a daily basis to ensure compliance with the national standard.						
<b>Service Head:</b>	Amanda Edwards			<b>Performance status:</b>	On target		

<b>ACTIONS - Theme: 5.Core Business Enablers</b>			
<b>Sub-theme: 5k - Electoral Services &amp; Civil Registration</b>			
<b>Action</b>	16453	<b>Target date</b>	31/03/2024
<b>Action promised</b>	To administer and work with our stakeholders in delivering the Civil Partnerships, Marriages and Deaths (Registration etc. Act 2019)		
<b>Comment</b>	Senior Registrars and the Civil Registration Manager continue to work with our stakeholders, highlight best practice in our district areas and meet on a regular basis.		
<b>Service Head:</b>	Amanda Edwards	<b>Performance status:</b>	On target
<b>Action</b>	16458	<b>Target date</b>	31/03/2024
<b>Action promised</b>	We will publish and maintain an accurate and legally compliant Electoral Register and maximise registration for target groups within the County.		
<b>Comment</b>	Preparations are underway to deliver the annual canvass which will commence in July 23.		
<b>Service Head:</b>	Amanda Edwards	<b>Performance status:</b>	On target

<b>ACTIONS - Theme: 5.Core Business Enablers</b>			
<b>Sub-theme: 5I - Estates &amp; Asset Management</b>			
<b>Action</b>	16352	<b>Target date</b>	31/03/2024
<b>Action promised</b>	A Rural Estate strategy will be prepared to support the efficient management of the estate and to maximise the opportunities available to support our corporate wellbeing objectives. (CV80)		
<b>Comment</b>	Some background work carried out.		
<b>Service Head:</b> Jason Jones		<b>Performance status:</b> On target	
<b>Action</b>	17290	<b>Target date</b>	31/03/2024
<b>Action promised</b>	A new Rural Estate Plan will be drafted over the next 12 months to highlight the extent and performance of the current portfolio, together with the key issues and future strategy of the Estate to enable the Council to maximise the opportunities available to support its well-being objectives		
<b>Service Head:</b> Jason Jones		<b>Performance status:</b> Action not reported	

<b>Theme: 5.Core Business Enablers</b>							
<b>Sub-theme: 5m - Risk Management</b>							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% Response to letters of claim - issuing acknowledgement letter to claimant / claimant's legal representative, and referral of claim to appropriate Insurer within 6 working days of receipt at the Risk Management Section. 6.4.2.3	Not applicable		Q1: <b>89</b>  End Of Year: <b>93</b>	Target: <b>95</b>  Result: <b>95</b>  Calculation: <b>(114÷120) × 100</b>	Target: <b>95</b>	Target: <b>95</b>	Target: <b>95</b>
<b>Comment</b>	This measure is constantly monitored						
<b>Service Head:</b> Helen Pugh			<b>Performance status:</b> On target				
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of motor vehicle incidents reported to Risk Management within 5 working days RM/001	Not applicable		Q1: <b>33</b>  End Of Year: <b>49</b>	Target: <b>40</b>  Result: <b>44</b>  Calculation: <b>(20÷45) × 100</b>	Target: <b>40</b>	Target: <b>40</b>	Target: <b>40</b>
<b>Comment</b>	2nd year of collating this data.						
<b>Remedial Action</b>	This PI is monitored by the Risk Officer & team.						
<b>Service Head:</b> Helen Pugh			<b>Performance status:</b> On target				
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of departmental reports returned to Risk Management within 15 days from request RM/002	Not applicable		Q1: <b>53</b>  End Of Year: <b>66</b>	Target: <b>50</b>  Result: <b>78</b>  Calculation: <b>(31÷40) × 100</b>	Target: <b>50</b>	Target: <b>50</b>	Target: <b>50</b>
<b>Comment</b>	2nd year of collating this data.						
<b>Remedial Action</b>	The Pi is monitored by the Risk officer						
<b>Service Head:</b> Helen Pugh			<b>Performance status:</b> On target				
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of motor claims reports provided by risk management within 7 working days RM/003	Not applicable		Q1: <b>100</b>  End Of Year: <b>100</b>	Target: <b>80</b>  Result: <b>100</b>  Calculation: <b>(45÷45) × 100</b>	Target: <b>80</b>	Target: <b>80</b>	Target: <b>80</b>
<b>Comment</b>	This is the 3rd year of collating this data and it has achieved the target.						
<b>Remedial Action</b>	This PI is monitored by the Risk Officer & team.						
<b>Service Head:</b> Helen Pugh			<b>Performance status:</b> On target				
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year

Measure Description	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of liability claims reports provided by risk management to insurers within 10 working days RM/004	Not applicable		Q1: <b>100</b>  End Of Year: <b>95</b>	Target: <b>80</b>  Result: <b>91</b>  Calculation: <b>(31÷34) × 100</b>	Target: <b>80</b>	Target: <b>80</b>	Target: <b>80</b>
<b>Comment</b>	2nd year of collating this data						
<b>Remedial Action</b>	This PI is monitored by the Risk Officer						
<b>Service Head:</b> Helen Pugh			<b>Performance status:</b> On target				

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

<b>Theme: WBO2.Enabling our residents to live and age well (Live &amp; Age Well)</b>							
<b>Sub-theme: WBO2a - Thematic Priority: Tackling Poverty</b>							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Average time for processing Housing/Council Tax Benefit notifications of changes of circumstances (days) 6.6.1.3	Not applicable		Q1: <b>4.56</b>  End Of Year: <b>3.62</b>	Target: <b>4.00</b>  Result: <b>3.55</b>  Calculation: <b>83104÷23388</b>	Target: <b>4.00</b>	Target: <b>4.00</b>	Target: <b>4.00</b>
<b>Remedial Action</b>							
<b>Service Head:</b> Helen Pugh			<b>Performance status:</b> On target				
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
% of recently calculated Housing/Council Tax Benefit claims that have been calculated accurately based on a sample check 6.6.1.9	Not applicable		Q1: <b>97.06</b>  End Of Year: <b>97.69</b>	Target: <b>92.50</b>  Result: <b>97.37</b>  Calculation: <b>(222÷228) × 100</b>	Target: <b>92.50</b>	Target: <b>93.00</b>	Target: <b>95.00</b>
<b>Service Head:</b> Helen Pugh							
<b>Performance status:</b> On target							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of individuals supported through Council employability schemes to earn a real living wage EconD/023	Not applicable		Q1: <b>35</b>  End Of Year: <b>204</b>	Target: <b>20</b>  Result: <b>31</b>	Target: <b>50</b>	Target: <b>70</b>	Target: <b>200</b>
<b>Service Head:</b> Jason Jones							
<b>Performance status:</b> On target							

<b>Theme: WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)</b>							
<b>Sub-theme: WBO3a - Thematic Priority: Economic Recovery and Growth</b>							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of weeks of training recruitment delivered to people through Community	Not applicable		Q1: <b>184</b>	Target: <b>807</b>	Target: <b>1614</b>	Target: <b>2421</b>	Target: <b>3229</b>

Benefits in the 21st Century School Programme, Housing and Regeneration Projects CP/001		End Of Year: <b>1628</b>	Result: <b>1091</b>				
<b>Comment</b>	This figure contains data on current 21st Century Schools projects (Ysgol Y Castell and Pembrey), Regeneration projects (YMCA Llanelli, Pentre Awel, Cross Hands Plot 3 and Spillman Street.						
<b>Service Head:</b> Helen Pugh			<b>Performance status:</b> On target				
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The number of jobs created through Community Benefits in our construction projects (21st Century School programme, housing & regeneration projects) CP/002	Not applicable		Q1: <b>12</b>  End Of Year: <b>43</b>	Target: <b>15</b>  Result: <b>20</b>	Target: <b>30</b>	Target: <b>45</b>	Target: <b>60</b>
<b>Comment</b>	This figure contains data on current 21st Century Schools projects (Ysgol Y Castell and Pembrey), Regeneration projects (YMCA Llanelli, Pentre Awel, Cross Hands Plot 3 and Spillman Street.						
<b>Service Head:</b> Helen Pugh			<b>Performance status:</b> On target				
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The number of STEM pupil engagements (Science, Technology, Engineering & Maths) through Community Benefits in our Construction Projects (21st Century School programme, Housing & Regen Projects) CP/003	Not applicable		Q1: <b>794</b>  End Of Year: <b>2360</b>	Target: <b>405</b>  Result: <b>1043</b>	Target: <b>810</b>	Target: <b>1215</b>	Target: <b>1622</b>
<b>Comment</b>	This figure contains data on current 21st Century Schools projects (Ysgol Y Castell and Pembrey), Regeneration projects (YMCA Llanelli, Pentre Awel, Cross Hands Plot 3 and Spillman Street.						
<b>Service Head:</b> Helen Pugh			<b>Performance status:</b> On target				

<b>ACTIONS - Theme: WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)</b>			
<b>Sub-theme: WBO3b - Thematic Priority: Decarbonisation &amp; Nature Emergency</b>			
<b>Action</b>	16491	<b>Target date</b>	31/03/2024
<b>Action promised</b>	Strategic Land Use Group – complete high-level review of CCC land holdings		
<b>Comment</b>	Review in progress. Regular meetings scheduled to conclude high level consideration of Authority`s land holdings by target date.		
<b>Service Head:</b> Jason Jones		<b>Performance status:</b> On target	

<b>ACTIONS - Theme: WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)</b>			
<b>Sub-theme: WBO3d - Thematic Priority: Community Safety, Resilience and Cohesion</b>			
<b>Action</b>	15493	<b>Target date</b>	31/03/2024 (original target 31/03/2023)
<b>Action promised</b>	We will ensure that we embed any relevant recommendations from the Equalities & Diversity (Black Asian Minority Ethnic) Task & Finish Group into the Council's Strategic Equality Plan.		
<b>Comment</b>	The Equalities & Diversity (Black Asian Minority Ethnic) Task & Finish Group was presented to Cabinet on 3 July 2023. All recommendations were approved unanimously. We will now consider the relevant recommendations as part of the Strategic Equality Plan review.		
<b>Service Head:</b> Jason Jones		<b>Performance status:</b> On target	
<b>Action</b>	16267	<b>Target date</b>	31/03/2024
<b>Action promised</b>	Increase the utilisation of school facilities for community use outside of teaching hours. (CV5)		
<b>Comment</b>	We continue to invest in schools to ensure that they can safely and effectively open to the community outside traditional school hours via the Welsh Government Opening Schools to the Community Grant. Our new school designs aspire to provide integrated community spaces to encourage use of its facilities outside traditional school hours.		
<b>Service Head:</b> Simon Davies		<b>Performance status:</b> On target	
<b>Action</b>	16305	<b>Target date</b>	31/03/2024
<b>Action promised</b>	To work with relevant groups to promote the council as an employer across all communities including within the Black, Asian and Minority Ethnic community. CV99		
<b>Comment</b>	Recruitment strategy to be reviewed alongside implementation of new recruitment system to include employer branding and promoting the Council as an employer across all communities.		
<b>Service Head:</b> Paul R Thomas		<b>Performance status:</b> On target	
<b>Action</b>	16306	<b>Target date</b>	31/03/2024
<b>Action promised</b>	Work with the Public Services Board to drive community engagement and good practice in relation to recruitment from Black, Asian and Minority Ethnic communities.CV100		
<b>Comment</b>	The Carmarthenshire Public Services Board held its Annual Event in May 2023 where members worked with Co-production Wales to identify key stakeholders to be involved in the delivery of the Well-being Plan. We will continue to work with Co-production Wales as part of the Dewi project to involve our seldom heard communities and also with CAVS, through the Community Resilient project.		
<b>Service Head:</b> Jason Jones		<b>Performance status:</b> On target	
<b>Action</b>	16307	<b>Target date</b>	31/03/2024

<b>Action promised</b>	To work with relevant external groups, to improve representation and signposting for Black, Asian and Minority Ethnic communities on the Council's website. CV101		
<b>Comment</b>	The Llanelli Multicultural Network are key to us in this action. The network has a thorough knowledge of the information which is needed by our Black, Asian and Minority Ethnic communities. We will be working closely with the network to build information and content for the Council's website and looking at the Languages in which the information is needed.		
<b>Service Head:</b>	Jason Jones	<b>Performance status:</b> On target	
<b>Action</b>	16308	<b>Target date</b>	31/03/2024
<b>Action promised</b>	Ensuring that Carmarthenshire County Council is a diverse and inclusive organisation. CV101		
<b>Comment</b>	In previous Strategic Equality Plans, we have had specific Equality Objectives in terms of our role as an employer and the importance of an inclusive workplace. As part of the revision work of the SEP for 2024-28, we will prepare an update Objective, which will link closely to the Workforce Strategy.		
<b>Service Head:</b>	Jason Jones	<b>Performance status:</b> On target	
<b>Action</b>	16309	<b>Target date</b>	31/03/2024
<b>Action promised</b>	Develop focused training for Members on areas relating specifically to equality, diversity, and equity, to be included within Code of Conduct training. CV106		
<b>Comment</b>	A report is being created for the Chair of the Democratic Services Committee to establish levels of participation in the relevant sessions as part of the Member Induction Programme. Future plans will be agreed at the DSC.		
<b>Service Head:</b>	Paul R Thomas	<b>Performance status:</b> On target	
<b>Action</b>	16310	<b>Target date</b>	31/03/2024
<b>Action promised</b>	Support the implementation of the Anti-Racist Wales Action Plan. CV87		
<b>Comment</b>	Welsh Government published an Anti-Racist Action Plan for Wales in June 2022. The vision is to eradicate Racism in Wales by 2030. The Plan includes key areas of work such as Education, Housing and Leadership. As part of our review of the Strategic Equality Plan, we will embed key actions into the work from 2024-28.		
<b>Service Head:</b>	Jason Jones	<b>Performance status:</b> On target	
<b>Action</b>	16311	<b>Target date</b>	30/03/2024
<b>Action promised</b>	Support campaigns to strengthen the rights of disabled people and tackle the inequalities they continue to face. CV88		
<b>Comment</b>	Unfortunately, the Carmarthenshire Disability Coalition for Action has been disbanded. This independent body has been a key advisor to the Council in terms of access and disability. We will now be working with CAVS to identify key stakeholders and groups to strengthen the Disability Partnership. This partnership is chaired by Cllr. Jane Tremlett. Following this work, we will look to develop a calendar of campaigns in order to strengthen the rights of disabled people.		
<b>Service Head:</b>	Jason Jones	<b>Performance status:</b> On target	
<b>Action</b>	16312	<b>Target date</b>	31/03/2024
<b>Action promised</b>	Support the publication of the Welsh Government LGBTQ+ Action Plan. CV89		
<b>Comment</b>	As part of the review of the Strategic Equality Plan, we will incorporate key actions from the Welsh Government LGBTQ+ action plan into our planning work. This will be discussed with the People Management Division to ensure workforce and workplace support and links to current policies and guidance.		
<b>Service Head:</b>	Jason Jones	<b>Performance status:</b> On target	
<b>Action</b>	16464	<b>Target date</b>	31/03/2024
<b>Action promised</b>	Review employment safeguarding framework and develop training programme for recruiting managers.		
<b>Comment</b>	Currently developing training program for new managers and sourcing specialist suppliers. Consultation with Departmental Safeguarding team to confirm content of program and course.		
<b>Service Head:</b>	Paul R Thomas	<b>Performance status:</b> On target	
<b>ACTIONS - Theme: WBO4. Tackle poverty, help to prevent it, helping people into work, improving lives</b>			
<b>Sub-theme: D - Improving the lives of those living in poverty</b>			
<b>Action</b>	16355	<b>Target date</b>	30/09/2023
<b>Action promised</b>	Continue to embrace and promote agile working, hybrid meetings and new ways of working across the organisation. (CV108)		
<b>Comment</b>	The Transformation Workplace Workstream has been set up and tasked with delivering a programme of work to rationalise, consolidate and modernise the workplace. One of the aims of the Workstream is to continue to support Council staff to work in a hybrid way. 13 hybrid meeting spaces have been installed in buildings across the county, and touchdown facilities are also available within each of our core buildings. A programme of work is also underway to automate a number of paper based processes which may previously have required staff to attend a fixed base e.g. through use of E-Signatures and hybrid mail initiatives. We also continue to make use of Staff News articles to communicate the work being undertaken to support hybrid working.		
<b>Service Head:</b>	Paul R Thomas	<b>Performance status:</b> On target	
<b>ACTIONS - Theme: WBO4.To further modernise and develop as a resilient and efficient Council (Our Council)</b>			
<b>Sub-theme: WBO4a - Organisational Transformation - Overarching</b>			
<b>Action</b>	16370	<b>Target date</b>	31/03/2024
<b>Action promised</b>	To develop a Council Transformation Strategy which will provide the strategic framework to support the implementation of a programme of transformation and change across the organisation. (CV111)		
<b>Comment</b>	The Transformation Strategy was approved by Cabinet in April 2023 and 8 Workstreams have been established to deliver the priorities encompassed within the Strategy. Progress updates are provided to the Transformation Board on a quarterly basis and 6 monthly updates will be provided to Cabinet.		
<b>Service Head:</b>	Paul R Thomas	<b>Performance status:</b> On target	

<b>Action</b>	16465	<b>Target date</b>	31/03/2024
<b>Action promised</b>	Develop and implement a Transformation Delivery Programme for 2023/24.		
<b>Comment</b>	Following on from the approval of the Council's first Transformation Strategy April, 8 Workstreams were established to deliver the key priorities and projects encompassed within the Strategy. These Workstreams meet on a monthly basis and progress updates are reported to Transformation Board on a quarterly basis.		
<b>Service Head:</b> Paul R Thomas		<b>Performance status:</b> On target	
<b>Action</b>	16466	<b>Target date</b>	31/03/2024
<b>Action promised</b>	Integrate Transformation activity within departments.		
<b>Comment</b>	A number of the projects included within the Transformation Programme are cross-cutting in nature, and therefore will impact on and/or require the input of the majority of services at some stage. The Transformation Team also attend DMT's to raise awareness of the Programme priorities and the role of departments/services in delivering on these priorities and projects. The agendas/action notes from Transformation Board are also communicated to Heads of Service. Members of staff also have the opportunity to submit ideas for future projects and/or spend time working with the Transformation Team as part of a development opportunity.		
<b>Service Head:</b> Paul R Thomas		<b>Performance status:</b> On target	
<b>Action</b>	16467	<b>Target date</b>	31/03/2024
<b>Action promised</b>	Develop learning and development initiatives to support the transformation programmes (linked to Leadership & Management pathways).		
<b>Comment</b>	Research has been undertaken into schemes used by other organisations and a model is currently being drafted for consultation		
<b>Service Head:</b> Paul R Thomas		<b>Performance status:</b> On target	
<b>Action</b>	16468	<b>Target date</b>	31/03/2024
<b>Action promised</b>	Raise awareness of the opportunities for staff to participate in, or lead on, Transformation related projects.		
<b>Comment</b>	The Transformation Programme intranet pages are used to communicate the opportunity for staff to suggest project ideas and also to spend time working with the Transformation Team to help deliver this project or to work on another corporate/service based project. 12 members of staff who are participating in the Council's Future Leaders Project are also undertaking transformation projects as part of their development programme. All participants in the Council's Graduate Trainee Programme are also offered the opportunity to spend a placement with the Transformation Team as part of the 2 year programme.		
<b>Service Head:</b> Paul R Thomas		<b>Performance status:</b> On target	

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

<b>Action</b>	16261	<b>Target date</b>	31/03/2024
<b>Action promised</b>	Consider and implement appropriate changes in line with Welsh Government Council Tax reform (CV97)		
<b>Comment</b>	Over the coming months we will be looking to further develop the council tax citizen access module. We will aim to further develop the module to include the development of automated forms making it easier for residents to claim the discounts and exemptions that they are entitled to. It will allow applicants to submit all the information online allowing for a more efficient process and also will allow for further system automation.		
<b>Service Head:</b> Helen Pugh		<b>Performance status:</b> On target	

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

<b>Action</b>	16357	<b>Target date</b>	31/03/2024
<b>Action promised</b>	Consider the short and long-term capacity of our workforce to deliver the current administration's vision. (CV105)		
<b>Comment</b>	We have been working with the LGA to provide workforce planning sessions to CMT, HOS and managers. Guidance and toolkits are being updated to assist DMTs to develop service specific workforce plans which will support the development and capacity of the workforce to deliver the Council's services and vision.		
<b>Service Head:</b> Paul R Thomas		<b>Performance status:</b> On target	
<b>Action</b>	16469	<b>Target date</b>	31/03/2024
<b>Action promised</b>	Improve opportunities for people to have a say via the development of an online employee participation platform.		
<b>Comment</b>	A proof of concept project within the People Management Division has been established that will test the proposed platform's discussion board functionality. Once this pilot has concluded a decision will be taken in relation to full implementation		
<b>Service Head:</b> Paul R Thomas		<b>Performance status:</b> On target	
<b>Action</b>	16470	<b>Target date</b>	31/03/2024
<b>Action promised</b>	Further develop a framework for the Council's Leadership and Management framework to support the workforce to transform and deliver.		
<b>Comment</b>	The new Leadership and Management Pathways are ready for launch, delivery of qualifications attached to the individual pathways is ready for publication on the L&D webpage and cohorts of candidates will be asked to apply during July.		
<b>Service Head:</b> Paul R Thomas		<b>Performance status:</b> On target	
<b>Action</b>	16471	<b>Target date</b>	31/03/2024
<b>Action promised</b>	Fully implement the new Learning Management System to support the provision of targeted Learning & Development interventions that support the strategic aims of the organisation while streamlining processes.		
<b>Comment</b>	<ol style="list-style-type: none"> <li>1. Contract / Agreement - 17 of the 22 LAs formally agreed to be named LAs in the proposed joint contract via All Wales HRD Network. Expression of interest to join from WLGA - update due July '23.</li> <li>2. Procurement - Blaenau Gwent CBC leading. Draft contract for Consortium LA comments pending GCloud13 award - update due July '23.</li> <li>3. All Wales Tenant - specification submitted for content and functionality - update due June '23.</li> <li>4. Prototype - User Acceptance Testing [UAT] environment / system build - ongoing.</li> <li>5. Test Group - L&amp;D Team - update due July '23.</li> <li>6. Content Build - Members Training [pending review] - update due July '23.</li> <li>7. WLGA Skills Fund - application submitted for 23-24 - update due July '23.</li> </ol>		



	8. Project Plan – Project Initiation Document [PID] – finalised for circulation – due June '23. 9. Zellis ResourceLink - Integrations Scoping completed - June '23. 10. CCC Project Management – contract funding to June '23 [Risk].		
<b>Service Head:</b> Paul R Thomas	<b>Performance status:</b> On target		
<b>Action</b>	17074	<b>Target date</b>	31/03/2024
<b>Action promised</b>	Implement Future Workforce Programme to encompass graduate, apprenticeship, and work experience opportunities, which are aligned to workforce planning priorities. (CV104)		
<b>Comment</b>	Currently reviewing our Career Pathways to encompass graduate, apprenticeship and work experience opportunities. Re-launched our work experience website in April and collaborated with departments over placements.		
<b>Service Head:</b> Paul R Thomas	<b>Performance status:</b> On target		

<b>Theme: WBO4.To further modernise and develop as a resilient and efficient Council (Our Council)</b>							
<b>Sub-theme: WBO4f - Organisational Transformation - Service Design &amp; Improvement</b>							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of Transactional Council Services available to the public online (CV110) ICT/003	Not applicable		Q1: <b>48</b>  End Of Year: <b>53</b>	Target: <b>54</b>  Result: <b>54</b>	Target: <b>54</b>	Target: <b>55</b>	Target: <b>56</b>
<b>Comment</b>	Citizen Access Portal for Revenues Services. A 2 year project in development which 'soft' launched at the end of March 2023 with Q1 2023/24 to facilitate the transition to a new on-line portal. This new portal is a 24/7 Self-Service Portal for Council Tax for our Residents to manage their eBilling for Council Tax, Apply for Paperless, Manager Direct Debits, Apply for Exemptions and will grow to a wider set of revenues and benefits services. This new Citizen Access portal with full integration to the back-office iWorld Revenues & Benefits System gives us the ability to offer far more on-line services, automation and integration functionality which will massively help transform the back-office revenues services and the range of services we can offer digitally via our HWB's, Contact Centre and On-Line via the council's Website.						
<b>Service Head:</b> Gareth Jones	<b>Performance status:</b> On target						

<b>ACTIONS - Theme: WBO4.To further modernise and develop as a resilient and efficient Council (Our Council)</b>							
<b>Sub-theme: WBO4f - Organisational Transformation - Service Design &amp; Improvement</b>							
<b>Action</b>	16334	<b>Target date</b>			31/03/2024		
<b>Action promised</b>	Develop solutions to communicate effectively with all staff including frontline staff and ensure corporate brand is consistent across all services reflecting the use of the intranet and readership of staff newsletters etc (CV103)						
<b>Comment</b>	In this quarter Marketing & Media have completed an upgrade to the homepage of the intranet – this has given us more functionality to make the 'latest news' more visible and inline with the corporate 'newsroom' site with the use of images. It has also given us the opportunity to be able to highlight more of the staff benefits available to staff which we weren't able to do before. Further work will continue to update the rest of the site in due course. Regular internal e-newsletters continue: <ul style="list-style-type: none"> <li>• Weekly staff e-newsletter</li> <li>• Fortnightly Members e-newsletter</li> <li>• Monthly People Managers e-newsletter</li> <li>• Quarterly update from the Chief Executive.</li> </ul> Preparation work is underway to transfer all internal e-newsletters to a new system which will provide us with more detailed analytics of who and how many are reading the newsletters and which articles are more popular. This data will give Marketing & Media a better insight of who and what staff/members are reading to enable us to build on this. The team will be working with all internal departments who are currently planning to send out internal e-newsletters to move across to the system. This will ensure consistency in branding and also to ensure there is no cross-over of information going out at the same time across the board. A priority for the Marketing & Media team following Covid is to re-instate staff roadshows particularly for front-line staff. The aim of this is to bring teams together across the authority such as Learning & Development, Health and Wellbeing, People Management (staff benefits/H&R) etc out to those key members of staff who are harder to reach with communication methods. Marketing & Media continue to attend regular Engagement meetings with relevant colleagues from each department to share and work together on upcoming engagement and communication issues/plans ie most recently the annual staff engagement survey.						
<b>Service Head:</b> Deina Hockenhill	<b>Performance status:</b> On target						

<b>Theme: WBO4.To further modernise and develop as a resilient and efficient Council (Our Council)</b>							
<b>Sub-theme: WBO4g - Organisational Transformation - Customers &amp; Digital Transformation</b>							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of user sessions to the County Council website M&M/001	Not applicable		Q1: <b>926838</b>  End Of Year: <b>3363214</b>	Target: <b>1000000</b>  Result: <b>1133556</b>	Target: <b>1700000</b>	Target: <b>2450000</b>	Target: <b>3400000</b>
<b>Service Head:</b> Deina Hockenhill	<b>Performance status:</b> On target						
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of residents requesting a face to face appointment at one of the three main town centre Hwbs (Carmarthen, Llanelli or Ammanford). M&M/004	Not applicable		Q1: <b>3530</b>  End Of Year: <b>12795</b>	Target: <b>2500</b>  Result: <b>3464</b>	Target: <b>5000</b>	Target: <b>7500</b>	Target: <b>10000</b>
<b>Service Head:</b> Deina Hockenhill	<b>Performance status:</b> On target						
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			

	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Average speed to answer calls to the Contact Centre. (minutes and seconds)	Not applicable		Q1: <b>7.39</b>	Target: <b>5.00</b>	Target: <b>5.00</b>	Target: <b>5.00</b>	Target: <b>5.00</b>
M&M/006			End Of Year: <b>6.32</b>	Result: <b>1.26</b>			
<b>Service Head:</b> Deina Hockenhull			<b>Performance status:</b> On target				
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of user sessions to the staff intranet	Not applicable		New measure	Target: <b>450000</b>	Target: <b>900000</b>	Target: <b>142500</b>	Target: <b>1900000</b>
M&M/008				Result: <b>461464</b>			
<b>Service Head:</b> Deina Hockenhull			<b>Performance status:</b> On target				

<b>ACTIONS - Theme: WBO4.To further modernise and develop as a resilient and efficient Council (Our Council)</b>			
<b>Sub-theme: WBO4g - Organisational Transformation - Customers &amp; Digital Transformation</b>			
Action	16336	Target date	31/03/2024
<b>Action promised</b>	We will advise and support services in making better use of technology. Working with and supporting web editors within services to improve web content to deliver smarter, efficient service processes, to deliver a better experience for customers. (CV110)		
<b>Comment</b>	<p>During the First quarter, we have been working with services to update their content and to digitalise some of their processes, to appeal to more customers as it is our customers preferred way in interacting and learning more about various council services. Housing and Markets updated their content and utilised digital forms for the public, that way simplifying the process for the customer and the service.</p> <p>We were tasked with designing web pages for SPF and are continuing to work with the service to update and add content, as the fund progresses.</p> <p>Work has also taken place to develop new areas where previously no content had been provided. The Forward Work plan (Contracts Register) was completed and all online, allowing the process/service more transparent.</p> <p>We also transferred the Advertising of the Directors post from being held on Solice to our own Webpages.</p> <p>Working closely with GovDelivery, all external contacts have now been transferred over to GovDelivery and the process of using the platform will start in July. This system will integrate with My Account better than DotDigital and should provide us with a more streamlined, customer focussed integrated email marketing solution allowing us to scrutinise the data so we can understand our digital communication engagement far better.</p> <p>A training programme will be developed to all authors of digital newsletters.</p> <p>The Intranet Upgrade was completed this quarter allowing us a lot more functionality within the website and allows us to become more Accessible with the addition of PDF web style pages. This style of webpage allows us to add PDF pages as HTML content. It also offers a new look and further work will continue with editors to update their content.</p> <p>We have been working with HR and the New software Oleo, which is to be launched in September, this new system is a simpler application process for the candidate and allows the recruiting manager more control of the recruitment process.</p> <p>The feedback and rate this page buttons on our website continually provide us with feedback from users. They allow us to be notified of potential failings in the user experience, we can then answer the customer and rectify the failing that has been flagged.</p>		
<b>Service Head:</b> Deina Hockenhull		<b>Performance status:</b> On target	
Action	16422	Target date	31/03/2024
<b>Action promised</b>	To develop a Corporate Communications Plan that will incorporate internal communications, engagement, digital, advertising, and customer services. This will fall in line with the brand guidelines.		
<b>Comment</b>	Work is currently being undertaken to research the type of plan we wish to create and engagement within the service is currently taking place to ensure all the team are included in the development. We hope to be able to discuss with departments in the autumn.		
<b>Service Head:</b> Deina Hockenhull		<b>Performance status:</b> On target	

**NO TARGET SET**

<b>Theme: 5.Core Business Enablers</b>							
<b>Sub-theme: 5h - People Management</b>							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of senior management posts filled by women. (CV98) 1.3.2.4	Not applicable		Q1: <b>23.8</b>  End Of Year: <b>25.6</b>	Target: <b>NO TARGET</b>  Result: <b>27.9</b>  Calculation: <b>(6÷21.5) × 100</b>	Target: <b>NO TARGET</b>	--	Target: <b>NO TARGET</b>
<b>Service Head:</b> Paul R Thomas			<b>Performance status:</b> N/A				
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of local authority employees declaring that they are disabled under the terms of the Equality Act 2010. (CV98) 1.3.4.5	Not applicable		Q1: <b>11.41</b>  End Of Year: <b>11.93</b>	Target: <b>NO TARGET</b>  Result: <b>12.31</b>  Calculation: <b>(1017÷8258.5) × 100</b>	Target: <b>NO TARGET</b>	--	Target: <b>NO TARGET</b>
<b>Service Head:</b> Paul R Thomas			<b>Performance status:</b> N/A				

<b>Theme: WBO3.Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Comm)</b>							
<b>Sub-theme: WBO3d - Thematic Priority: Community Safety, Resilience and Cohesion</b>							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of local authority employees from minority ethnic communities (CV98) 1.3.4.4	Not applicable		Q1: <b>0.84</b>  End Of Year: <b>0.86</b>	Target: <b>NO TARGET</b>  Result: <b>0.87</b>  Calculation: <b>(72÷8258.5) × 100</b>	Target: <b>NO TARGET</b>	--	Target: <b>NO TARGET</b>
<b>Service Head:</b> Paul R Thomas			<b>Performance status:</b> N/A				