Cyngor Sir Gâr Carmarthenshire County Council

October 2017

Annual Report 2016/17

For a 'Quick start' short summary to this document see our Summary

To monitor the delivery of this plan - www.carmarthenshire.gov.uk

Cyngor Sir Gâr Carmarthenshire County Council

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Welcome from the Leader of the Council

In May of this year, Carmarthenshire's voters went to the polls and elected a new council to serve for the next five years. The outcome of the election gave my own group, Plaid Cymru a stronger representation on the council and, in turn, a greater number of places on the Executive Board. However, we continue to work in coalition with the Independent Group. The two groups have similar values and aspirations and collectively we recognise how important it is to self-assess and evaluate our performance and governance as a Council.

The Annual Report is directly aligned to the *Integrated Community Strategy* that we have agreed with our partners. It's very important, therefore that we deliver our side of the agreement for the five *outcomes* and 30 *goals* that we signed up to. This report outlines the Council's progress over the last 12 months.

The Wales Audit Office has consistently recognised that we are *"fair and balanced"* in the way that we report on our performance. The good news is reported side by side with the inconvenient news, although I'd like to think that there is not much of it. *We remain committed to making this Council the most open and transparent Council in Wales thus enabling us to make continuous improvement*. The Constitutional Review Working Group's action plan to develop and improve the Council's governance and accountability arrangements will continue to be delivered.

From the outset my priority as a Leader has been the regenerating the local economy. I want us to create jobs that will keep young people in the county so that they can fulfil their potential. We have strengthened the *Outcome - Carmarthenshire has a stronger and more prosperous economy*.

Despite severe budget reductions we have achieved much and plan to achieve more. We will continue to consult widely on budget reduction proposals and make sure we listen to the people of Carmarthenshire, the people that we serve. We will strive to make better use of resources, build a better council and make sure that the Council's core values are firmly embedded in everything we do.

The financial challenge of living in uncertain times seems never ending, but with that uncertainty, opportunities present themselves and we will face the challenges and deliver the best outcomes for social, economic, environmental and cultural well-being of the people of Carmarthenshire.

We welcome constructive comments on our strategies and services. Feedback from customers and service users is essential in identifying opportunities for improvement and we hope that if you have any comments or suggestions that you believe would help that you will share them with us. Please contact us at:

Listening to You, Carmarthenshire County Council, County Hall,
Carmarthen SA31 1JP or email at ListeningToYou@carmarthenshire.gov.uk

Cllr Emlyn Dole
Leader

Mark James CBE
Chief Executive

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This report will look at all the promises made above, in turn, and, try to judge where we are, look at the available evidence in customer satisfaction, regulatory findings or performance data, outline progress made in the past year and identify if anyone is better off.

Introduction

Purpose:

This Annual Report is produced by the Council because we believe we should provide comprehensive and balanced information to the public about our services, so that they can see how we are performing and the challenges we are facing. The Council has set an ambition to be recognised as the most open and transparent Council in Wales.

In addition, by law under the **Local Government (Wales) Measure 2009** we must publish an Annual Report on past performance by the end of October each year and we have a legal duty to improve where we can. Local Government, throughout the UK, is currently experiencing severe budgetary constraints. There is increasing demand and expectation, yet less resources are available. Under these conditions, we need to work even more efficiently and effectively, to maintain services and improve where we can, delivering 'more (or even the same) for less'.

Working with Partners:

As a Council we are not alone in working to improve the lives of Carmarthenshire's citizens. We agreed a single **Integrated Community Strategy (ICS)** with our partners in Carmarthenshire in July 2011. This annual report shows our progress as an individual public body against the partnership plan we agreed. It shows how we are delivering our side of the bargain. It uses the same structure of Outcomes and Goals set out in the partnership plan.

Corporate Strategy

Our **Corporate Strategy 2015 - 2020** sets out the Council's strategic priorities and aspirations and how we will support the delivery of the Integrated Community Strategy outcomes and goals for the next five years.

Equality and Diversity

Strategic Equality Plans (SEPs) are important documents that set out how public bodies will consider the needs of groups with protected characteristics, as outlined in the Equality Act 2010. This is intended to ensure that all individuals receive just and equitable treatment in respect of service delivery and strategy/policy formulation. Carmarthenshire County Council's SEP includes three key themes which look at our role as an employer, a service provider and a community leader. Under those three themes are six strategic objectives. A detailed **Action Plan** has been prepared to demonstrate how we will meet those Objectives.

During the year, our work with external protected groups has continued to grow and our partnership with other public sector bodies and community groups has strengthened through Equality Carmarthenshire. Our Regional Community Cohesion Coordinator has continued to support key areas of work such as the Syria Sir Gâr resettlement programme and has promoted training opportunities in partnership with Victim Support & National Hate Crime Service.

Welsh Language

During 2016/17 the focus of the work has been on introducing the **Welsh Language Standards** within the Council. A detailed action plan has been prepared in order to ensure implementation and this will form the basis of our Annual Report for 2016/17, to be submitted to the Welsh Language Commissioner.

Communication and promotion has been a key element in raising awareness of the Standards amongst staff. A suite of guidance notes have been prepared for staff and we have taken part in a series of roadshows for staff. The implementation of the Standards has provided a good opportunity for us to look at our current situation with regard to compliance and in setting priorities for the future.

During the year, we have published a Policy on the Internal Use of the Welsh Language, which details the opportunities for staff to use the Welsh language in the workplace alongside the Welsh learning and improvement provision. We have also prepared and published a **Strategy to promote the Welsh language** in partnership with the County's Strategic Welsh Language Forum.

Self-Assessment and Prioritising Improvement

To assess performance and to identify improvement priorities, we draw on evidence from a reasonable, balanced and rounded range of sources.

Through bringing together this broad range of information and viewpoints, we are able to examine evidence to decide what matters most and where our effort needs to be concentrated.

We identified the following Key Improvement Objective Priorities (KIOP) for 2016/17:-

Outcome	KIOP for 2016/17
Making Better Use of Resources	*Deliver value for money in providing council services and directing our resources to the top priority front-line services on which many local people depend - taking account of central government budget cuts and their impact*
Building a Better Council	*Continue to improve Governance, decision making, openness and transparency and keep under review by the Constitutional Review Working Group*
Health	*Promoting Independence and Well Being for Older People*
	Increase the availability of rented and affordable homes to support the needs of local people by implementing our affordable homes delivery plan
Learning	*Improve Learner Attainment*
	To further reduce young people Not in Education, Employment or Training
Environment	*Improving the highway infrastructure network to support further economic development and connectivity*
Economy	*Tackle Poverty*
	Creating jobs and growth throughout the County

Key overall performance news

Citizens' Verdict

National Survey for Wales

Carmarthenshire was the first Council in Wales to include the results of this survey when it first started and has continued to do so ever since. The Council has been identified for having notable practice in its willingness to publish a wide range of evidence when assessing its performance.

From 2016/17 onwards, the National Survey replaced the 2012-15 National Survey, the Welsh Health Survey, Active Adults Survey, Arts in Wales Survey and the Welsh Outdoor Recreation Survey. The results published are based on over 10,000 interviews carried out across Wales between April 2016 and March 2017. Over 600 were interviewed in Carmarthenshire.

The first release of results was on the 29th June and more results will become available throughout the year. As at 30th June, there were 30 results that are broken down by local authority area (see Appendix A) and some of these are reported where relevant to a goal. There are two question topic areas that are directly attributable to the Council. The Local Authority Question Segment and the Local Democracy Questions. See table below.

There are 22 Councils in Wales and the ranking table below shows:-

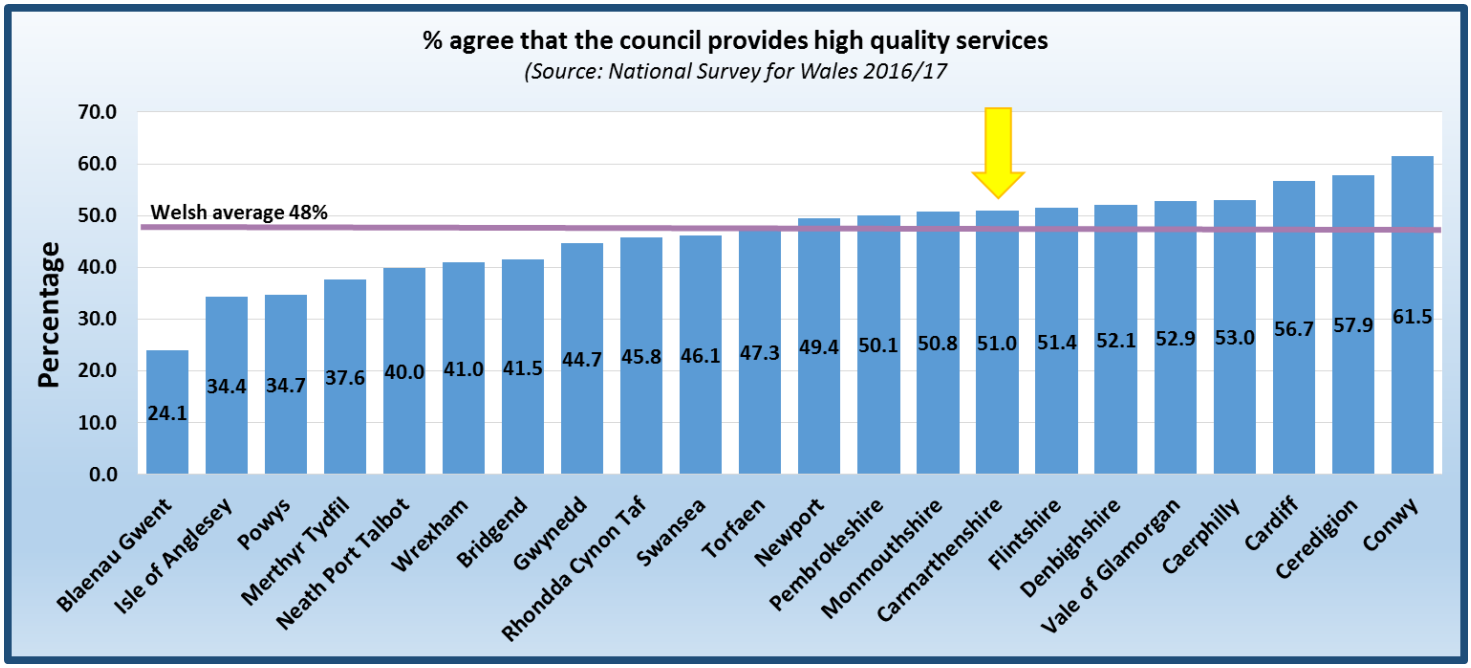
- Carmarthenshire's results relative to other Councils results and if available our previous position and result.
- it also shows the best and worse results in the range

Table to show how Carmarthenshire's National Survey for Wales results compare:-

Questions asked in the 2016/17 National Survey for Wales and available at Local Authority level	Has our result improved from 2014/15 to 2016/17			22nd	21st	20th	19th	18th	17th	16th	15th	14th	13th	12th	11th	10th	9th	8th	7th	6th	5th	4th	3rd	2nd	1st
	2014/15 survey result	2016/17 survey result	Improved ↑ Standstill ↔ Declined ↓	Worst results											Best Results										
				Arrows start from our 2014/15 position											to our 2016/17 position										
Whether agree council provides high quality services	58	**51**	↓	24																					61
Whether agree council lets people know how it is performing	42	**35**	↓	21																					48
Whether agree council does all it can to improve the area	37	**36**	↓	24																					53
Whether feel can influence decisions affecting the area	21	**19**	↓	12																					28
Whether contacted councillor in the last year	15	**16**	↑	10																					24
Of those that had contacted their councillor - Whether understand what councillor does	63	**48**	↓	40																					77
Of those that had contacted their councillor - Whether councillor works closely with local community	59	**44**	↓	37																					72

Does the authority provide high quality services?

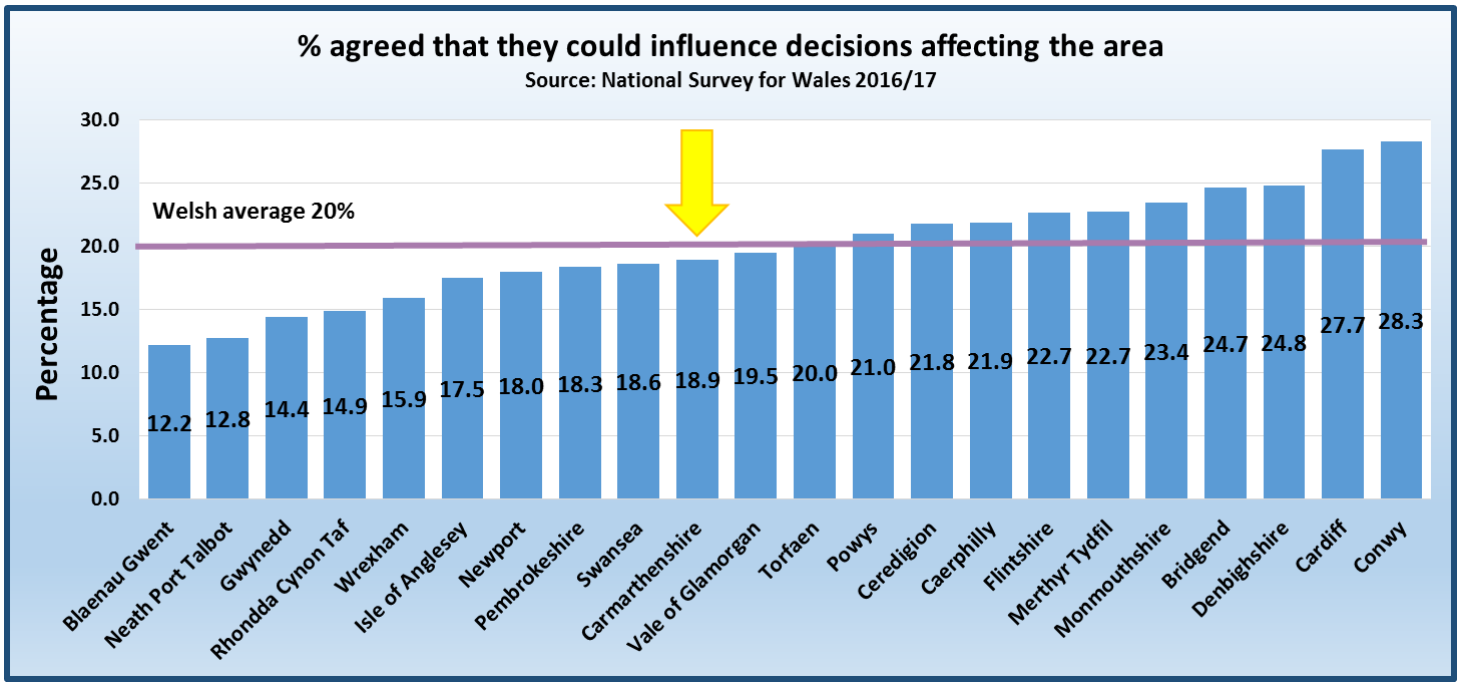
When this question was last asked in 2014/15 the result was 58% (better than the Welsh Average of 53%) and for 2016/17 it has fallen to 51% (still better than the Welsh Average of 48%). In an era of cutbacks on public spending the Welsh average result over the last two years has fallen by 5% and Carmarthenshire's by 7%. This question is one of the new measures in the all Wales Public Accountability Measures set for local government in 2017/18. The Council improved 63% of these National Measures two years ago and 67% last year.



Can you influence local decisions affecting the area?

This is identified in the Welsh Government as a Wellbeing of Future Generations indicator. It also featured in the WLGA Peer report on Governance.

The best result in Wales was 28.3% and the Welsh Average 20%, Carmarthenshire's result was 19%. Two years ago the result was 21%.



Regulators Verdict

Regulators provide an important independent assessment of Councils and their stewardship of public funds

The Wales Audit Office report on the Council for 2016/17 concluded that :-

'the Council is meeting its statutory requirements in relation to continuous improvement '

Wales Audit Office - Annual Improvement Report: 2016-17 **– Published June 2017**

Positive conclusions found:-

- ✓ *A generally effective approach for determining and delivering significant service changes…*
- ✓ *Sound savings planning arrangements, which support financial resilience*
- ✓ *We have taken steps to address the proposals for improvement on corporate governance matters*
- ✓ *Made progress on all the improvement proposals for People Management*
- ✓ *Improved links between Corporate and Service Asset Management*
- ✓ *Significant progress in the ICT service*
- ✓ *Positive changes to improvement planning*

Most of these ✓conclusions had some 'but's' however these were minor matters.

How we Measure up

When we published the Corporate Strategy 2015 - 2020 we set out the following outcome measures to judge our progress. For year two (2016/17) we have achieved the following:-

Theme	Outcome Measures	Progress
Making Better Use of Resources	Improved public satisfaction levels with the services provided by the Council	✘
	Reduction in organisational 'running costs'	✓
	Increased on line activity to address public queries and transactions	✓
Building a Better Council	Increasing public communication, consultation and engagement	✓
	Improved staff satisfaction levels (IiP March '17 Survey)	Baseline 85%
	Reduced staff sickness absence levels	✘
Healthier	Reduction in adult and children's social services referrals	X
	Increased availability of rented and affordable homes	✓
	Increased use of leisure facilities	✓
Learning	Improved educational attainment	✓
	Improved school attendance rates (primary schools)	✘
	Improved school attendance rates (secondary schools)	✓
	Reduced number of young people Not in Education, Employment or Training	✓
	Improved condition of schools	✓
Safe	Appropriate support provided to children, young people and families	✓
	Reduction in road casualties	↔
	Reduction in total recorded crime	✘
	Reduction in anti-social behaviour	✘
Environment	Increased rates of recycling	✓
	Improved digital access	✓
	Improved transport links	✓
	Increased use of renewable energy	✓
Economy	Increased employment	✓
	Reduction in working age population in receipt of out of work benefits	✓
	Increased economic activity and productivity	✓

There is also a **National suite of measures** that all councils in Wales have to collect.

There are two main ways of measuring improvement:-

- Year on year improvement
- How we compare with other Authorities in Wales

Year on year improvement

During 2016/17, **65%** of our measures improved while **31%** have declined and **4%** remained the same; this builds on the improvement achieved in 2015/16 and still remains encouraging in the current climate of reduced budgets. The table below shows year on year results:

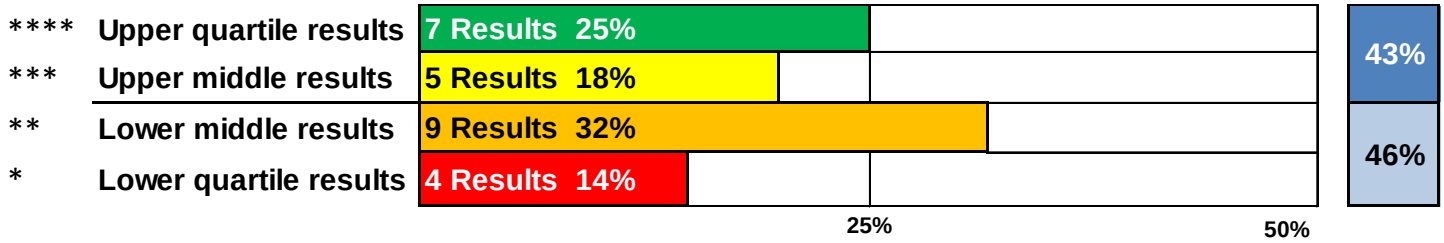
Year	Improved	Constant	Declined	Net Improvement (Improved - Declined)
2016/17	**65% (17 measures)#**	**4% (1 measure)#**	**31% (8 measures)#**	**34%#**
2015/16	57.5% (23 measures)	17.5% (7 measures)	25% (10 measures)	32.5%
2014/15	56% (24 measures)	14% (6 measures)	30% (13 measures)	26%
2013/14	59% (26 measures)	11% (5 measures)	30% (13 measures)	29%

The % Improvement for Carmarthenshire in the above table differs slightly to the figures in the Local Government Data Unit bulletin published on 13th September 2017. This is due to the inclusion of social care results in the above table, which have not been included by the Data Unit as they will be officially published by Welsh Government during October.

How we compare with other Authorities in Wales

An established way of comparing results is to look at the proportion of indicators that an authority has in the upper quarter of results, the lower quarter and above and below the median result.

The table below shows how our results compare with other Councils in Wales in 2016/17 but this is currently without the three social services measures and therefore does not add to 100%, this will be updated when the results and quartiles are officially published by Welsh Government during October, 2017



Currently for 2016/17, **43%** of our measures are in the upper two quartiles, this is down on the 62.5% in the upper two quartiles for 2015/16.

A **list of all the measures** in the above tables showing the results and how they have improved, declined or whether they have remained the same is included in **Appendix B.** This also shows how we compare with other Authorities in Wales.

Appendix C gives detailed information on each measure with an explanation of performance.

Well-being of Future Generations Act (Wales) 2015

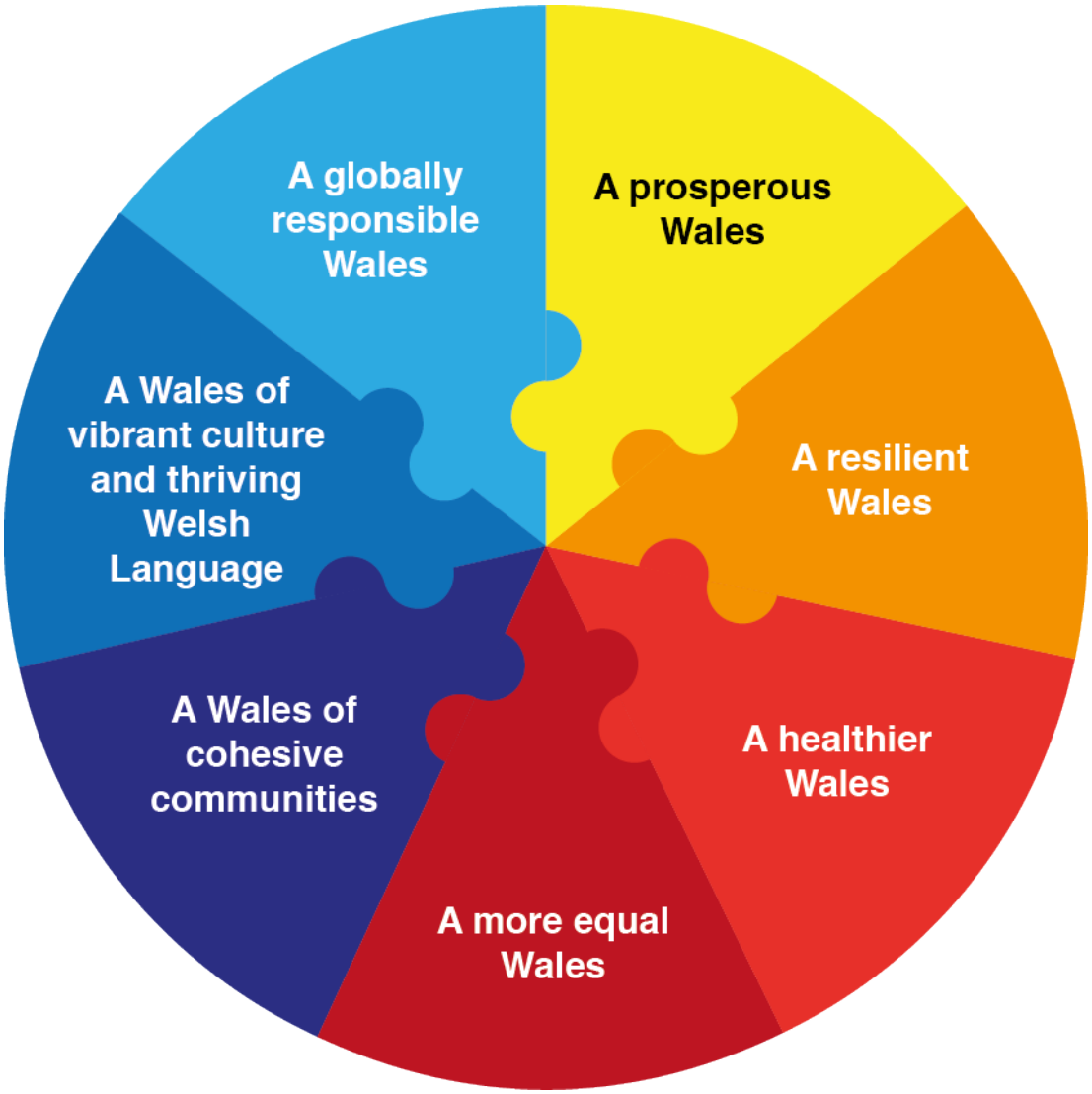
This is a new Act introduced by the Welsh Government which will change aspects of how we work. The general purpose of the Act, is to ensure that the governance arrangements of public bodies for improving the well-being of Wales, take the needs of future generations into account. The Act is designed to improve the economic, social and environmental well-being of Wales, in accordance with sustainable development principles. The new law states that:-

a) We must carry out sustainable development, improving the economic, social, environmental and cultural well-being of Wales. The sustainable development principle is ***'... the public body must act in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.'***

b) We must demonstrate **5 ways of working:**

1. Long term,
2. integrated,
3. involving,
4. collaborative
5. preventative

c) We must work towards achieving all of the 7 national well-being goals in the Act. Together they provide a shared vision for public bodies to work towards.



Progress made during 2016/17:-

	As a public body under the Act we must :-	Progress during 2016/17 :-
1	Set and publish well-being objectives by 31st March 2017	We identified after consultation, involvement, analysis and review a set of 13 Well-being objectives by 31st March 2017. This also involved a Joint Scrutiny meeting of all 5 Scrutiny's on the 15th February to scrutinise the objectives. Post May 2017 elections, another Well-being objective (Promoting the Welsh Language and Culture) was added and the Councils Well-being objectives were reconfirmed.
2	Take all reasonable steps to achieve those objectives	~~A~~ Detailed action plan and targets were set to meet these objectives and will be monitored throughout 2017/18
3	Publish a statement about well-being objectives	We included a statement about well-being objectives in the well-being objectives document we published.
4	Publish an annual report on progress	We will publish a full Annual Report on the progress on our Well-being Objectives for 2017/18 after the year end
5	Publish our response to any recommendation made by the Future Generations Commissioner for Wales.	We will comply with this when it occurs.

Outcome A: Making Better Use of Resources…

The Council is facing a period of significant and continued budget cuts and it is more important than ever to ensure that we are making the best use of resources. We will ensure that the organisation is working as efficiently as possible in order to protect and maintain front line services where possible. However, it may not be possible for us to continue doing some of the things we have done in the past and we will work with our communities and stakeholders to find new ways of addressing need where appropriate.

Our aim is to **'Deliver Transformational Technology to Improve Council Service Delivery'** and we have ensured an online transactional service was implemented as part of the Green Garden Waste Service launched in March 2017.

With more of our services being accessed online we have launched a new garden waste collection service and this can be easily applied for directly on line at www.carmarthenshire.gov.wales/Garden-waste.

Those who sign up to the scheme will be provided with a 240 litre wheeled bin which will be emptied fortnightly between April and November.
If you pay in full the annual cost (£48) when you sign up you will receive a 15% discount and pay £40.80 or you can pay in instalments by Direct Debit, this will cost a total of £48.

Compost bins are also available to buy for only £12, including delivery and can be ordered directly online.

Goals:

A1 - Improve the management of finances and procurement
A2 - Improve the management of property
A3 - Improve services by the use of Information Computer Technology

Our 2016/17 Key Improvement Objective Priority (KIOP):

Delivering value for money in providing council services and directing our resources to the top priority front-line services on which many local people depend - taking account of central government budget cuts and their impact.

Progress at a glance:

Outcome Measures (as set out in Corporate Strategy)	Progress
Improved public satisfaction levels with the services provided by the Council	✘
Reduction in organisational 'running costs'	✓
Increased on line activity to address public queries and transactions	✓

Our Performance & Results for 2016/17:

Goal: A1 Improve the management of finances and procurement

Our Review and Evaluation for 2016/17

We have published our Well Being Objectives incorporating Key Improvement Objective Priorities and we have detailed how as a public body we will ensure that resources are allocated annually to meet Our Well-being Objectives. Our arrangements for managing resources to deliver our objectives have served us well in the past:

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'The Council has a good track record in delivering annual budgets against the planned actions it approved. The Councils financial management and Control arrangements are fit for purpose and effectively managed.'
(Wales Audit Office Corporate Assessment January 2016 Para 37)

We have been working to improve how we can make explicit links between our financial, strategic and business planning. Budget reports are now linked to performance data and Business Plans for 2017/18 were timetabled to go to Scrutiny Committee Meetings along with the Budget Consultation. Improving these links was a Proposal for Improvement in Wales Audit Office's Corporate Assessment.

However, the ever challenging *financial climate* and the tightening of the Public Sector spending continued to be one of the main focus for 2016-17 and the Council is concerned to minimise the impact upon service delivery whilst making savings.

During 2016 the Wales Audit Office undertook a Review on Savings Planning. The Review focused on answering the following question:

Do the Councils Financial Savings Planning arrangements support financial resilience?

The Review concluded that *'Whilst the Council has sound savings planning arrangements, which support future financial resilience, some lack of transparency in financial reporting remains' (March 2016)*

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How did we perform during 2016/17?

- ✓ Closure and Audit of the Authorities Accounts were successfully achieved by the respective dates with the Accounts being closed within budget.
- ✓ We have further improved financial reporting by providing sufficient information on reserves and a clear audit trail for decisions regarding reserves. Details of all reserves held are contained within the Medium Term Financial Plan approved by Full Council in February 2017.

yrhwb thehub

- ✓ We have introduced new self-service payment facilities at The Hub in Llanelli town centre, a key customer service location. This has provided customers with the means to make any payment due at the main point of contact without the need to call at the Llanelli cask desk

The Procurement Fitness Check (KPMG, 2013) highlighted and recommended a category management approach, utilising procurement expertise within departments. This requires increased capacity of the Corporate Procurement Unit and appropriate spend analysis tools which have been planned for 2017/18.

! Collection Rate for Non Domestic rates is very slightly down on the previous year but this was anticipated due to the withdrawal of the Wales Retail Relief Scheme by Welsh Government resulting in a significant number of small businesses having high rate liability although the target for 20/16/17:

% of Non-Domestic rates collected for 2016/17

Target for 2016/17	Actual % collected
97.50%	98.20% (Declined by 0.20% against the 2015/16 figure)
This continues to be above the Welsh average for 2016/17 of 97.76% but we have moved from 3rd highest collection rate in Wales to 9th.	

✓ Collection Rate for Council Tax has been calculated in accordance with amended guidance issued to all their customers by the software supplier Northgate (which provides 50% of all UK Authorities with Revenues and Benefits software). The results show the 2016/17 target has been achieved.

% of Council Tax collected for 2016/17

Target for 2016/17	Actual % collected
97.00%	97.05% (Improved by 0.42% against the 2015/16 figure although amended calculation)
Despite meeting our target, this result is below the Welsh average of 97.36% and is ranked 17th out of the 22 authorities.	

✓ We are ensuring the maximum use of Community Benefits in all procurements where such benefit can be realised. An annual Carmarthenshire Homes Standard (CHS) Community Benefits Measurement Tool reporting Community Benefits achieved through the programme has been returned to Welsh Government. For the 3 contractors awarded work for this duration a combined £1.80 Welsh Local Multiplier was calculated for every £1 spent on the £2 million spend through this programme of work.

Llywodraeth Cymru
Welsh Government

Community benefits –Delivering maximum value for the Welsh pound

✓ The Transform, Innovate and Change (TIC) have helped support over 33 projects and have helped identify nearly £11.5m of savings since the TIC programme was launched back in 2012.

✓ Implementation of electronic submission of invoices on a bulk basis for Castell Howell Food supplier for school meals is fully complete with an electronic file now being received to pay their invoices.

! Further work is required for submission of bulk invoices from energy providers similar to Castell Howell the food supplier, this is due to a change of energy suppliers.

✓ By ensuring that costs incurred and benefits gained through criminal activities are returned to the council by means of the Proceeds of Crime Act and financial investigations.

We have always strived to deliver value for money is providing Council Services and over the last few years further government budget reductions have made us identify this as one of the Key Improvement Objective Priorities (KIOPs) of the Council.

KEY IMPROVEMENT OBJECTIVE PRIORITY (KIOP)

Deliver value for money in providing council services and directing our resources to the top priority front-line services on which many local people depend - taking account of central government budget cuts and their impact

We made £12.9 Million Savings in 2016/17 whilst directing more resources to front line services, despite the pressures on Council budgets as a whole

In its Annual Improvement Report 2016-17 (June 2017) the Wales Audit Office concluded that :-

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'The Council complied with its responsibilities relating to financial reporting and use of resources although there remains scope for improvement in some areas'

Examples of 2016/17 Efficiencies

Income and Charging : £850K Savings

- Increase in debt collection as a result of additional resources for legal and debtors teams via an 'invest to save bid'.

Procurement : £532k Savings

- IT consumables/photocopiers in schools - £50k
- Supply cover in schools NPS New Directions agency savings - £52k
- MHLD Accomodation efficiencies £430k

Standby : £98k Savings

- Changes to standby arrangements in Environment Department £86k and Housing HRA (£12k)

Back Office at Parc Dewi Sant : £40k Savings

- Staff reductions linked to severence following process reviews

Key Measures of Success	2015/16	2016/17	Progress
Efficiencies			
Annual Efficiency Savings	£12.6M	£12.9M	Improved
Rationalise buildings to reduce costs and release assets for disposal to generate capital receipts – to reinvest in new or existing buildings *(2.1.2.12)*	£1,268,589 Capital receipts	£2,358,776	Improved
Maximising our own income			
The % of Council Tax collected *(CFH/007)*	96.63%	96.66%	Improved
Despite showing a slight improvement, this result is below the Welsh average of 97.36% and is ranked 17th out of the 22 authorities			
Minimising Council Tax Increases			
Band D Council Tax (Council element only excluding precepts)	£1,117.67 (charge for 16/17) a 3.85% increase	£1,145.61 (charge for 17/18) a 2.5% increase	Our % increase is well below the Welsh average of 3.04% and below the average charge of £1,161.65
Maintaining Front Line Service Performance			
Performance as measured by the performance indicators that all Councils in Wales use	57.5%	65%#	65% Improved 31% Declined 4% remained the Same
#This is slightly different to figures published by Local Government Data Unit on 13th September 2017 as they did not include the Social Care results which will be published by Welsh Government in October 2017, but we have our figures and can measure year on year improvement.			

Efficiencies Achieved	
2011/12	£10.8M
2012/13	£9.1 M
2013/14	£6.7M
2014/15	£11.9M
2015/16	£12.6M
2016/17	£12.9M

Why these measures are important

It is important to monitor the impact of the savings being made on overall performance especially at this time when all authorities across Wales have suffered financial pressures as a result of the recession. We have collected revenues via disposals of buildings and by collecting Council tax and these measures are important to us to monitor on a quarterly basis whether we are on target and if not, we can find out why.

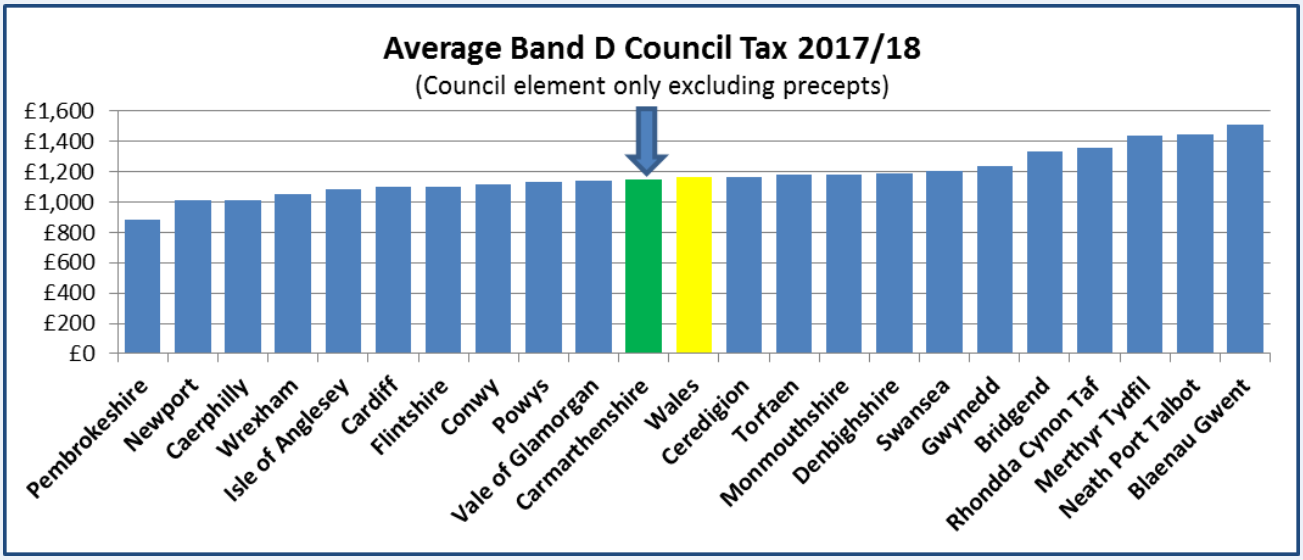
In the Annual Audit Letter 19th December 2016, Wales Audit Office stated that '*the Council, in collaboration with partners and despite increasing pressure on budgets, is continuing to improve performance across its priority areas and has complied with the Local Government Measure 2009*'.

Factors that influence this

The financial position faced by local authorities has had a consistent theme over recent years, with the level of resources available to public services seeing significant reductions, which means that we have less money to invest in services now than we have in the past. Over the last five years we have had to manage reductions in service budgets of £53m, whilst at the same time the pressures on the budget have been increasing in terms of demand and expectations.

Further financial pressures are likely to arise from such things as rising energy costs, an increasing number of older people needing services from us, offices, school buildings and highways that require significant investment, and this in addition to the current uncertainty in the economic outlook as the UK embarks on the process of leaving the European Union.

How we compare to others



(Source: StatsWales.gov.uk)

The above graph shows that our Average Band D Council Tax charge of £1,145.61 for 2017/18 is just below the Welsh Average of £1,161.65, this is an increase of 2.5% in Carmarthenshire (joint 3rd lowest increase) compared with an average increase of 3.04%.

What has been going on so far

Budget 2017-20 Consultation:

In meeting the financial challenges, many savings are being made through internal efficiencies. It is however recognised that some savings proposals will potentially have an impact on service delivery. In response, we identified proposals for making savings and a consultation exercise was undertaken to elicit views on levels of agreement, possible impacts and ways the impacts could be minimised.

A mixed methods approach to ascertaining views on the 2017-20 budget took place during the period from 21 November 2016 to 8 January 2017. There were 15 proposals (with a total value of £12.9 million) considered by the Council in making its budget for 2017-20.

A series of departmental seminars for all County Councillors took place. Proposals were considered in detail and feedback sought. Alongside Councillor engagement, public consultation took place via:

- Surveys – Electronic via the Councils Online Consultation portal (I-Local)/Sampling Copies of the budget consultation were distributed to households across Carmarthenshire using a stratified random sample/Hard Copies were promoted through customer service centres, libraries and high footfall areas.
- Stakeholder Events - Organisations, representatives and residents could off comments and ask questions.
- Insight session which involved Year 12 and 13 Students from Ysgol Dyfryn Amman, Ysgol Gyfun Emlyn, Ysgol Bro Dinefwr, QE High, Maes Y Gwendraeth and Ysgol Gyfun y Strade.
- Responses from Hywel Dda University Health Board, Carmarthen Town Council, St Clears Town Council and a Carmarthenshire Resident.

In addition the consultation was publicised through relevant equality groups including Equality Carmarthenshire and the Carmarthenshire Disability Coalition for Action.

Of the 15 proposals:

- 11 were supported
- 3 were not supported
- 1 no clear consensus

In making savings, we are concerned to minimise the impact upon service delivery

Transformation, Innovation and Change (TIC):

The 'Transform, Innovate and Change' programme was established in response to the severest of financial challenges, set against a backdrop of rising public expectations, increasing service demands and 'getting better at what we do for less'. The programme aims to support the delivery of the Council's Corporate Strategy by *'Improving its use and management of resources to deliver more efficient and effective services'*. The focus of the programme is on supporting cultural and behavioural change by thinking differently, acting differently and therefore delivering differently (i.e. not because 'we have always done it this way') The natural and intended consequence of delivering against these principles is eliminating waste and doing more with less.

One of our principal objectives for 2016/17 was to:

'Maintain a balanced work programme to ensure that TIC can support and promote longer term, sustainable change and improvement, whilst also recognising the need to focus on meeting the financial challenges in the short/medium term'

The TIC team helped support 17 projects and reviews over the course of the last year, some of which were new projects while others were on-going projects from previous years. In total the TIC programme has helped identify and or are in the process of delivering over £11 million of savings.

Current projects

Project	£
Agile Working	£2.5m
Procurement	£2.5m
Fleet Management	£1.4m
Income and Charging	£850k
Standby	£400k
SEN/LAC	£280k
Libraries Procurement	£90k
Current Projects Total	£8M

Completed projects

Project	£
3rd Sector Project	£1.0m
Mail Printing	£655k
ASC	£666k
Housing Voids	£444k
Photocopying	£300k
Housing Options	£145k
Planning	£90k
Property Maintenance	£23k
Back Office at Parc Dewi Sant	£40k
Subscriptions	£12k
Current Projects Total	£11.5M

One of the key principles that has underpinned the delivery of the TIC programme was the need to develop a more sustainable approach to the financial challenges facing the Council. The council has demonstrated its willingness to invest in services or initiatives if it can clearly demonstrate that it will deliver additional financial benefits in the medium to long term.

For example an '*Invest to Save*' proposal initiated by the Income and Charging Review has resulted in funding of £250k being invested in additional resources for both debtors and over legal services functions with the aim of increasing the level and pace of debt recovery. As a direct impact of this additional staffing resource, the authority was able to recover debt of £850k and secure over £1m of additional debt in 2016/17.

A number of TIC projects are also demonstrating that it is possible to deliver improvements to the quality and effectiveness of services, while also making those services more efficient. This in turn allows services to maintain or even improve service delivery standards, but still release cashable savings or manage the impact of additional demands being placed on those services.

During 2016/17 we delivered 7 out of our 8 KIOP commitments

Last Year's Commitments	✗✓	Progress Comment
We aim to increase the % of Council Tax collected from 96.63% to 97% *(CFH/007)*	✓	We achieved an in year Council Tax Collection Rate of 97.05% which has improved by 0.42% against the 2015/16 figure although amended calculation. We continue to be below the Welsh average of 97.36% and ranked 17th out of the 22 authorities
We will continue rationalising buildings to reduce costs and release assets for disposal to fund capital improvements by achieving 100% performance against the target to generate non-housing capital receipts of £2,620,000 *(2.1.2.12)*	✗	We have generated £2,358,776 non housing capital receipts during 2016/17 which equates to 90.03%. The shortfall is due to a fairly significant transaction relating to the former Myrddin Day Centre in Carmarthen where the possibility of a larger strategic development is now being considered.
We will improve financial reporting by developing clearer links between financial and service performance including developing joint financial and performance reports to Members. *(11987)*	✓	We have timetabled Budget Monitoring Reports to the same meetings as the performance reports. Budget monitoring reports are now linked to the performance dashboard and the Business Plans were presented to Scrutiny Committees at the same time as they consider the budget consultation.
We will improve financial reporting by monitoring and reporting on individual savings targets to ensure that areas of over and under achievement are explicitly identified enabling effective challenge, remedial action and sharing of good practice. *(11974)*	✓	The Savings proposals are monitored bi-monthly in line with the budget monitoring cycle. Monitoring results are reported to the Corporate Management Team and Executive Portfolio holders.
We will improve financial reporting by providing sufficient information on reserves and a clear audit trail for decisions regarding reserves. *(11975)*	✓	Draft Reserves Strategy has been prepared based upon end of year position and this will be reported to a future meeting of the Executive Board. Details of all reserves held are contained within the Medium Term Financial Plan approved by Full Council in February 2017.
We will improve financial reporting by Liaising with Members to ensure financial information is appropriate to their needs. *(11976)* *(Proposal for Improvement Action)*	✓	A new budget monitoring format has been trialled and this has now been implemented for Executive Board and Scrutiny Committees.
We will continue to implement a balanced work programme to ensure that the 'Transform, Innovate and Change' (TIC) programme can support and promote longer term, sustainable change and improvement, whilst also recognising the need to focus on meeting the financial challenges in the short term/medium term. *(11977)*	✓	The team has supported a range of Corporate and Service based projects during the course of the year and has delivered the programme of work as set out in the TIC programme business plan for 2016/17. The team has also achieved its objective of achieving a more balanced work programme by placing a greater emphasis on supporting more service improvement projects.
We will ensure the maximum use of Community Benefits in all procurements where such benefit can be realised and report those benefits on all contracts over £1m. *(11978)*	✓	Numerous evaluations of tender submissions and more emphasis has been given to monitoring Community Benefits targets being delivered and reported. An annual Carmarthenshire Homes Standard (CHS) Community Benefits Measurement Tool reporting Community Benefits achieved through the programme has been returned to Welsh Government. For the 3 contractors awarded work for this duration a combined £1.80 Welsh Local Multiplier was calculated for every £1 spent on the £2 million spend through this programme of work.

Is anyone better off?

The Transform, Innovate and Change (TIC) team were asked to support a systems thinking review of Learning disabilities, Mental Health Community Inclusion Services which are a diverse range of day services within the Communities Department. A team of 25 staff carried out the "Check" phase over a period of 6 days consulting with service users, parents and carers, advocates, staff and other colleagues**.**

6 DAYS

40 PEOPLE

300 + QUESTIONNAIRES

'ONE TEAM'

From the feedback that, whilst in general service users, parents and carers valued and liked the services they were fragmented and tended to work in pockets without a clear vision embedded in the services as a whole. The team formulated a new Promise and our Purpose: '*Supporting adults to grow, develop and feel safe, belonging to their Community!*' Their new operating principles committed to being:

- ✓ person centred
- ✓ one service/one team
- ✓ positive
- ✓ consistent
- ✓ focused on outcomes and people
- ✓ honest and trusting
- ✓ open to change

The team agreed their value steps were to promote, engage and build relationships inside and outside the service, engage with others to predict future demand and evolve their services as well as understand what matters and agree a way forward. The team also agreed they would keep checking that they're on the right track and do something about it if they're not, make the most of what they've got and try new things and build on what works.

The team identified some quick wins to be implemented immediately to create one point of access, a minimum standard for referral paperwork, 1 page profiles, review all forms, timetabling/activities and switch off personal care forms.

The service set up a project group to oversee 4 work-streams to drive improvements in service development, communication, workforce and performance management.

Other sources of information Budget Digest budget-digest Statement of Accounts statement of accounts

Goal: A2 Improve the management of property

There are three strands that relate to this Goal:-

1. **Community management and ownership of buildings and land assets** which empowers local communities, puts local organisations in control, encourages pride of place, enhances the local environment and raises local people's aspirations, facilitating community ownership of assets for community benefit.

2. Making the best use of the Council's property and assets with a focus on rationalising office accommodation and sharing with other partners

3. **Managing** the Council's property portfolios and taking a strategic commercial view to ensure the portfolio is managed to meet the Council's economic development and other needs

How did we perform during 2016/17?

- ✓ Achieved 100% occupation of the Council`s Rural Estate holdings with a steady turnover of tenants and increased rental income, with demand for bare land in particular. There will be an opportunity to review agreements that expire during the year where a number will be re-let and surplus property sold as part of the Council's Disposal Programme to generate capital receipts.

- ✓ Office accommodation reductions continued with Crown Precinct, Pibwrlwyd and Ty'r Nant vacated. An agile working area opened in Ty Elwyn, Llanelli with the agenda gathering pace across the Authority in conjunction with work undertaken in partnership with Vodafone.

- ✓ Completed building surveys and updated floor plans for all schools.

- ✓ The occupancy level of the Council's industrial property is extremely high (up to around 98%), and the portfolio typically accommodates around 2,000 jobs. A number of larger, more difficult to let units have been let this year. The streamline application process, with the use of easy-in, easy-out lease agreements, minimises void periods, and allows flexibility for businesses.

- ✓ The Council is also actively pursuing a policy of Community Asset Transfer. To support this process the Council has established an Asset Transfer Team which has representatives from different service areas and is focused on supporting community / town councils and community groups such as sports groups through the asset transfer process.

- ✗ The amount of capital receipts generated during 2016/17 is just over £2.3m compared to a target of £2.6m in our capital program (90%). This target included a fairly significant transaction relating to the former Myrddin Day Centre in Carmarthen, where the possibility of a larger strategic development opportunity is now being considered. This has resulted in the shortfall of the capital receipts realised but there is full confidence that the 2017/18 target will be achieved and will cover the 2016/17 shortfall. Some £7.5m of disposals have been identified for the next 3 years. *(2.1.2.12)*

- ✓ The Council's Markets have continued to play a key role in Carmarthenshire's "Town Centre Economy". Occupancy levels have remained high in our Indoor Markets at Llanelli and Carmarthen and our Casual Markets have either held ground or improved. Llanelli Market has successfully undergone a substantial upgrade of its Mechanical and Electrical Services to bring the building up to current standards. A new Lettings Policy has been introduced which now has a greater emphasis on customer preferences by engagement with shoppers and other stakeholders. Llanelli Market has been granted a Dementia Friendly Status, the first Market to given the status in the UK.

- ✓ We have assisted with increasing the council's housing stock by acquiring 29 privately owned houses at a cost of just under £2.7m.

- ✓ The wraps have come off two new high-potential strategic business and employment sites in Carmarthenshire. Phase one of the Cross Hands East strategic employment site is 22 acres of prime development space set out over nine plots with potential for major employment. The development site is being marketed to the private sector, particularly those in the field of advanced manufacturing, financial/professional, creative agri-technology and environmental services, with opportunities to build high quality commercial premises right next to the A48/M4 road network. The £14.5million strategic employment site was funded by Carmarthenshire County Council, Welsh Government and European Regional Development Fund. The Council is contributing a further £1million to encourage development at the Cross Hands East site in the form of property development grants.

How do we know we made a difference? / Is anyone better off?

The Council has bought seven properties in Llanelli Town Centre as part of its 'Opportunity Street' project.
More than half of the properties in the town centre's main shopping streets, including Stepney Street and Vaughan Street, are owned by private landlords who lease out the buildings and set their own rents.

It means that the Council now has more control over the buildings, and the aim is to bring them back into use with a mixed retail and residential offer.

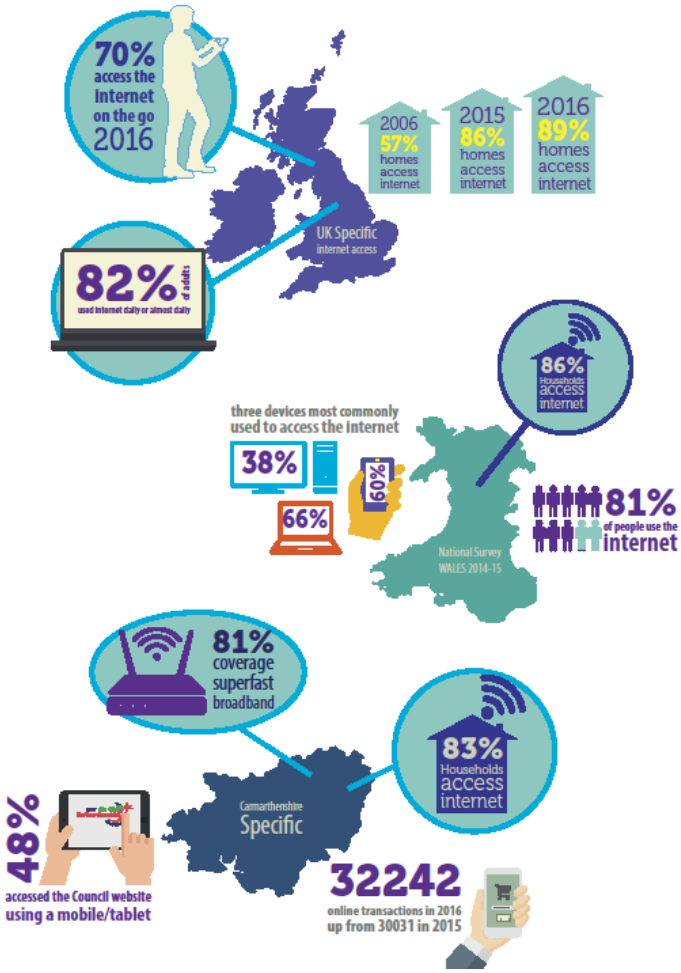
It also means that the council is able to set the rent at an affordable level.

The Council secured money through the Welsh Government's ***Vibrant and Viable Places fund*** to bolster the Council's own funds in order to purchase the buildings and refurbish them using local contractors.

Goal: A3 Improve services by the use of Information Computer Technology (ICT)

ICT dominates so much of what we do in life these days and it is having an impact increasingly on public services too.

According to the 2016/17 National Survey for Wales **83% of households** in Carmarthenshire have **internet access**, this has increased from 76% in 2014/15 when the survey was last conducted.
(Based on an all Wales sample size of 10,450)
The Council is determined to embrace the digital revolution and to ensure that we are in a position to take full advantage of the major changes brought about by new technology. Our new Digital Transformation Strategy 2017-20 sets out how the Council, with its ambitious approach, will seek to transform the way we deliver our services to the residents of Carmarthenshire. We continue to face some tough challenges ahead against a backdrop of on-going austerity and it is essential we maximise the use of the very latest digital innovations to ensure Council services are financially sustainable into the future. The Strategy recognises that digital technology has the potential to transform the County and the lives of residents.



How did we perform during 2016/17?

- ✓ We currently have a situation where all pupils in Carmarthenshire have a HWB login and can begin to take advantage of the many benefits. Uptake in schools is regarded as good with Carmarthenshire consistently in the top 5 authorities in Wales for usage.

Hwb - Towards a digital future

A dynamic new digital learning platform has been launched, which provides a space for teachers and educators to share and access a range of digital tools and resources which will support the learning of all 3 to 19 year olds in Wales.

Hwb, Wales' bilingual virtual learning environment, will also provide learners and teachers with the opportunity to create and share their own resources and work collaboratively

- ✓ The Council's technology has been rationalised and simplified and we have been investing in the latest technology to ensure a long term sustainable technical infrastructure and software solutions, together with improved wifi provision for staff and citizens.

- ✓ There has been an increase of 49% in visits to our website

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How do we know we made a difference? / Is anyone better off?

- Our ICT Services have received positive feedback at a management level regarding customer care and support which is provided across all services. The service is proactive in accessing training and keeping abreast of new skills and technology and this provides the Council with skilled technical staff.
- Several service areas including Human Resources, Building Regulations and Health & Safety have been reviewed for the agile working programme and ICT have ensured that the appropriate devices such as laptops, iPads and the necessary software such as Skype for Business are available.

- A Digilab initiative was launched in Carmarthen aimed at helping local businesses. The Council ran the event which demonstrated new digital resources for businesses, in line with the Digital High Street 2020 Report's findings.
  The Digilab featured:
  - Free digital and business development resources for business and the "Digital Health Check".
  - Demonstration and hands on activity with new digital equipment and software.
  - Links to business support resources and networking opportunities.

  The event was facilitated by Carmarthenshire's Digital Coordinator and Superfast Broadband Wales.

Visitors to Ammanford were given the chance to access the internet for free on their mobile phones.

Cutting edge Wi-Fi has been installed in Ammanford town centre by Antur Teifi in collaboration with the Council.

Digital technology and shopper behaviour is changing the nature of town centres with digital technology playing a greater part in the way we shop, do business and spend our leisure time. Six out of ten people (61 per cent) in the UK now use a mobile device to access the internet.

Residents, local businesses and visitors can use Wi-Fi to access emails, social media and the internet. Users can carry out business, stay informed and keep in touch with one another. iLocal (http://ilocal.carmarthenshire.gov.wales) can be used to find local amenities and services, and Discover Carmarthenshire (http://www.discovercarmarthenshire.com) highlights events and leisure activities across the county.

Outcome B: Building a Better Council…

The Council has always worked towards building a better Carmarthenshire and has a proven track record of delivery. The introduction of the Well-being of Future Generations Act (Wales) 2015, will build on this. The Act seeks to ensure that we take the needs of future generations into account in everything we do and is designed to improve the economic, social and environmental well-being of Wales.

Twenty former County Councillors retired at the election in June 2017 and they were recognised for their work at an event held in Ffwrnes Theatre the week before polling day.

Between them they have notched up close to 300 years of serving their communities as county councillors. One was a leader, two were deputy leaders, five were former executive board members and five were chairs of council.

Goals:

B1- Openness, trust, honesty, integrity
B2 - Putting customers first
B3 - Listening and delivering on promises
B4 - Working in partnership
B5 - Valuing our staff
B6 - Ensuring equality of opportunity
B7 - Improving our services

Our 2016/17 Key Improvement Objective Priority (KIOP):

We will review governance, decision making, openness & transparency

Progress at a glance:

Outcome Measures (as set out in Corporate Strategy)	Progress
Increasing public communication, consultation and engagement	✓
Improved staff satisfaction levels (IiP March '17 Survey)	**Baseline 85%**
Reduced staff sickness absence levels	✘

Core Values

We are making every effort to secure a more efficient, ethical, transparent and accountable local government that supports and enhances public participation and democracy.

In building a better Carmarthenshire it is important that our actions are built upon a foundation of core values and principles that act as a guide for our initiative and enterprise:-

Customers First – we put the needs of our citizens at the heart of everything that we do

Listening – we listen to learn, understand and improve now and in the future

Excellence – we constantly strive for excellence, delivering the highest quality possible every time by being creative, adopting innovative ways of working and taking measured risks

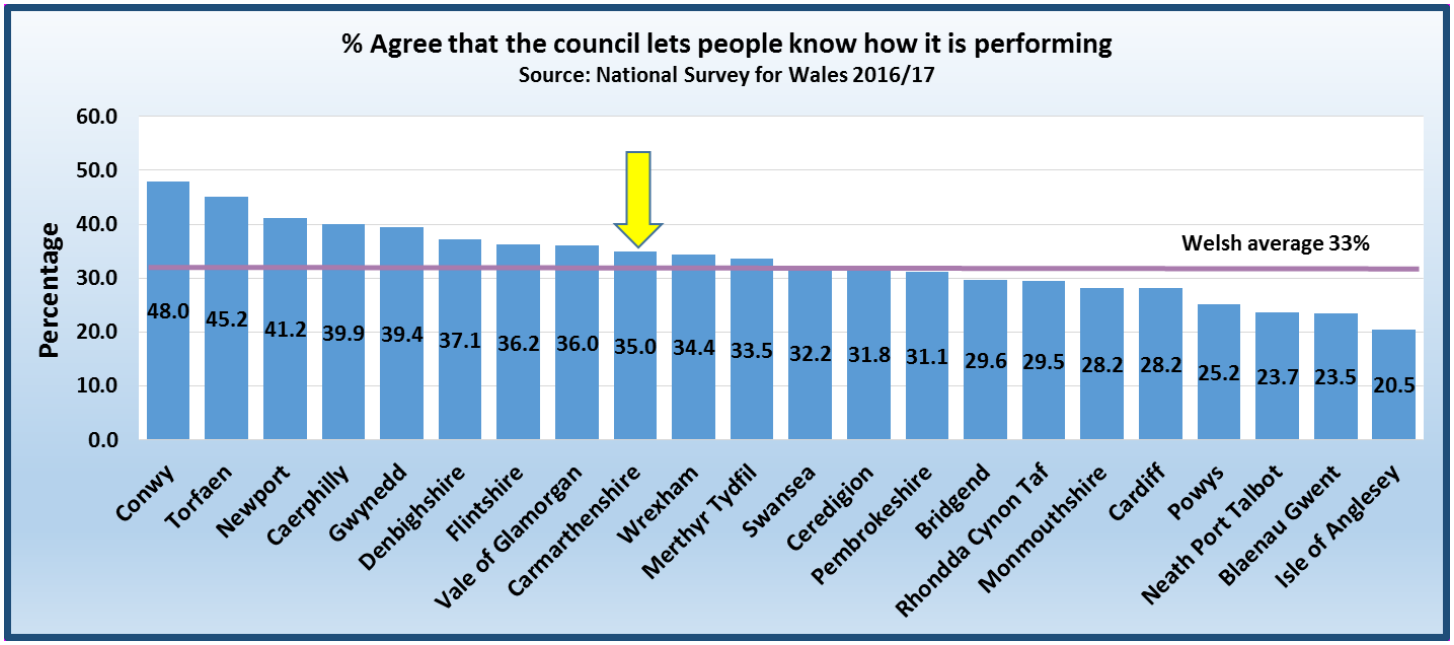
Integrity – we act with integrity and do the right things at all times

Taking Responsibility – we all take personal ownership and accountability for our action

B1 - Openness, trust, honesty and integrity

The Council has set an ambition to be recognised as the most open and transparent Council in Wales. Local government is run for the public good and should ensure openness and accountability in their activities.

According to the 2016/17 National Survey for Wales, **35%** of citizens in Carmarthenshire say that *the council is good at letting people know how it is performing* – (38% disagreed), the best result was 48%. This has declined since the last survey in 2014/15 where 42% agreed, we are now ranked **9th** highest result in Wales compared to 7th highest in 2014/15.



For 2016/17:

WALES AUDIT OFFICE
SWYDDFA ARCHWILIO CYMRU

- ✓ In the **Annual Improvement Report** conducted by the Wales Audit Office for 16/17 it was found that:-

  "The Council has begun to establish a more prescribed approach to councillor training and has planned a full induction programme to take place after the May 2017 local government elections."

- ✓ The Council's Constitutional Review Working Group (CRWG) reviewed the content on the Council's website in respect of public questions, to improve the information provided to the public. The CRWG felt it was clear, that when a matter of public interest was included on a Scrutiny agenda, the public were fully aware of how to participate and submit questions for inclusion on the agenda.

- ✓ We have continued to webcast Council meetings during the year.

- ✓ The Annual Report on the Council's performance for 15/16 and an Improvement Plan for 2016/17 were published in July 2016 and both documents received Certificates of Compliance from the Wales Audit Office. In addition, an update on the first year of the Corporate Strategy was produced as a Summary to give the public a better understanding.

- ✓ We have responded to nearly 95% of Freedom of Information Act (FOIA) requests within the 20 day deadline.

KEY IMPROVEMENT OBJECTIVE PRIORITY (KIOP)
We will review governance, decision making, openness & transparency

During 2016/17 we delivered 7 out of our 9 KIOP commitments

Last Year's Commitments	✗✓	Progress Comment
We will ensure all Committees have an up to date Forward Work Programme and have Regular reviews. *(12001)* *Wales Audit Office – Corporate Assessment Proposal for Improvement*	✓	All Committees had Forward Work Programmes, and these are being regularly reviewed
We will publish a Register of Delegated Decisions *(12002)* *Wales Audit Office – Corporate Assessment Proposal for Improvement*	✓	significant executive decisions by officers would be published, although it was highly unlikely that there would be any, as practice in Carmarthenshire
We will ensure that relevant Member Development Plans are in place which will identify learning needs to assist with the Councillor function. *(12003)* *Wales Audit Office – Corporate Assessment Proposal for Improvement*	✓	Group Leaders/Deputies have been provided with templates to encourage them to conduct annual Personal Development reviews with their members, to discuss any individual learning needs.
We will review the remit of Audit Committee to make sure it is delivering what is expected of it.*(12004)* *Wales Audit Office – Corporate Assessment Proposal for Improvement*	✓	Members considered the current remit of Audit against the Constitution and CIPFA guidance. It was agreed that Audit delivered what was expected and that it would continue to developing its remit
We will conduct a sample survey of members to see if there has been an improvement in the information they receive on works or developments being made in their wards. (In particular, as a result of members feedback received in KIOP workshops).*(12005)*	✗	Whilst Departments were alerted to the need to improve the provision of information to members about developments in their area, currently a random survey of members to establish whether there had in fact been an improvement, has not been undertaken. However, a random survey will be undertaken during 17/18
We will produce a *Made Simple Guide* to the Constitution for both members and the public *(12006)*	✗	The Made Simple Guide will be drafted after it is known whether County Council May AGM accepts the amendments
We will continue to review any opportunity to improve the openness and transparency of the Council via the Constitutional Review Working Group and implement any agreed recommendations made by the group who will continue to meet annually *(12007)*	✓	Any proposals for amendments to the Constitution recommended by the Constitutional Review Working Group are to be reported to County Council for approval at its AGM on the 24th May 2017, as well as amendments to the Constitution required by new statutory requirements.
We will incorporate into the Constitution any new provisions which are within the Local Government Wales Act via the Constitutional Review Working Group *(12008)*	✓	The Welsh Government`s proposals for reform have changed and new legislation is awaited.
We will reflect any requirements of the Well-being of Future Generations Act into the Council process *(12009)*	✓	The Policy and Resources Scrutiny Committee is the statutory Committee for scrutinising the work of the Public Service Board.

B2 - Putting customers first

The challenging budget reductions and the availability of new technology have prompted changes to the way we deal with customers, the pressure has been on to innovate, collaborate and save. The following achievements throughout the year have all been focused on delivering a better service at a better cost.

How did we perform during 2016/17?

✓ To meet the requirements of the Well-being of Future Generations Act:-

- Ranking tables that identified the County's performance compared to other Councils in Wales were produced for the new Public Service Board.
- Members training on the requirements of the Act commenced and was introduced with a simple 'ABC' guide.
- To identify the Councils Well-being Objectives a workshop was held with members to identify 'what things in life matter most to them'. Residents were also surveyed and a draft set of Well-being Objectives were again tested with a further resident survey.
- To make sure our draft Well-being Objectives were fully supported by members the Councils first 'Joint Scrutiny meeting was held to examine our draft Well-being Objectives
- Our 13 Well-being Objectives were published by the statutory deadline of 31st March 2017. Post Local Government elections in May, one more objective (Promoting the Welsh Language and Culture) was added, and the set reconfirmed.

✓ To encourage customers to take up services online, we have held digital workshops to discuss with services how they can take advantage of systems such as 'My account' for use by their customers.

✓ Promotion of the Council's 15 year Regeneration Plan has continued throughout the year with a number of press releases, the programme has been publicised widely on social media, advertised in the local press and published on the newsroom and website.

✓ Further awareness raising of the Do It Online campaign, to encourage more people to interact via the website, has continued over the year, with regular social media posts directing people to online services, including animated/video explainers. When responding to social media enquiries, people have been directed to online services. At the end of any relevant news releases, reference is made to online services with quick links.

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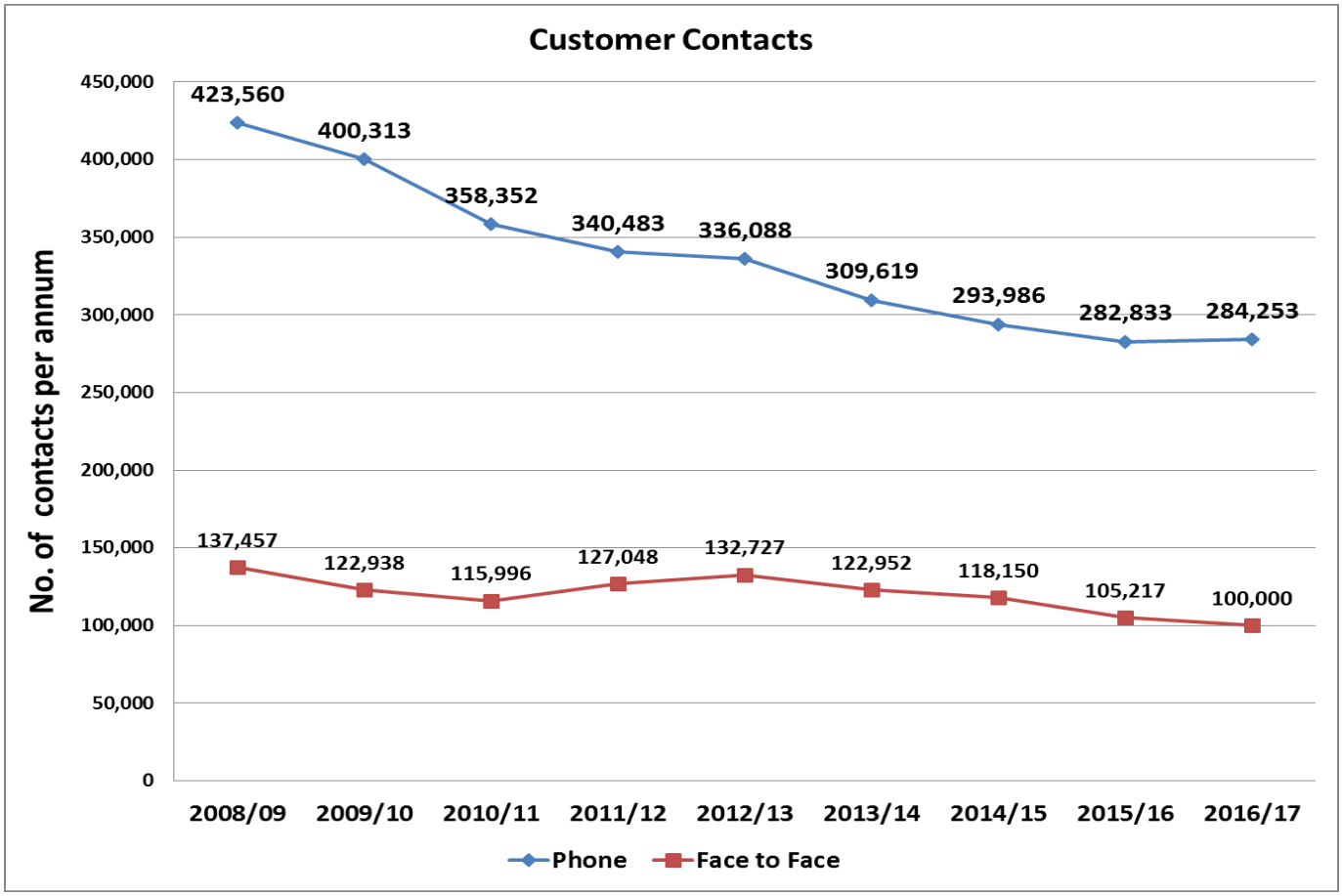
How do we know we made a difference? / Is anyone better off?



! Over recent years telephone contacts by customers has been steadily decreasing. This year however, there has been an increase in telephone contacts due to the Refuse Recycling route rationalisation towards the end of 2016 and also the contact centre are now dealing with school admissions calls. The face to face stats are an estimate only. We are currently in the process of implementing a new IT system for appointments and will be able to obtain accurate customer volumes figures at a later date.

B3 - Listening and delivering on promises

Our budget consultation work has been identified as best practice in Wales and we continue to build on this. Citizens were urged to have their say on decisions which affect their future in the budget consultation. A number of proposals for change were put forward for discussion. They included suggestions from a range of areas including day care services, leisure, street cleaning, special educational needs, music service, school meals and educational psychology., We also undertook Our Well-being Assessment consultation which had over 2,500 responses from Carmarthenshire residents.

The Council's consultation and engagement approach has continued during the year. iLocal is now the default location for all Council consultation exercises. Through the consultation website, the Council is able to hear what citizens have to say on any and all matters of interest. The Council is firmly committed to an open and conversational decision making process. We also gather views and service-specific feedback through various groups, including Carmarthenshire's Citizens' Panel, Youth Council and 50+ Forum.

How did we perform during 2016/17?

✓ We have supported the implementation of the consultation and engagement approach for the three counties well-being assessment, as required by the Public Services Board. A consultation and engagement framework was developed, agreed and implemented on a regional basis. The framework outlined a common approach to engaging with the public, and a large scale joint survey was developed and implemented by partners across the region with a total 3 county response of over 6,500.

! Some development and the drafting of a Consultation and Engagement Strategy has been done. However, it has been decided that the further development that is required needs greater input from Public Service Board (PSB) partners, to ensure their needs are met. This change of approach means the work will be taken forward to 17/18.

✓ Improving voter registration levels is a continuing aim and we engage with our local communities to promote the message of how important it is to "Have your Say". We are currently working on a project to see which areas have low levels of registration/voting so that we can concentrate our efforts in these areas.

How do we know we made a difference? / Is anyone better off?

In the National Survey for Wales Study 2016/17 the statement *"I can influence decisions affecting my local area"* Carmarthenshire is ranked 13th with a result of 19%, a decline from the previous result of 21% and ranked 9th

How our results rank with the other 22 Councils in Wales:-

National Survey for Wales 2016/17

"I can influence decisions affecting my local area"

	Worst results in Wales																					Best results in Wales
Results ranking	22	21	20	19	18	17	16	15	14	13	12	11	10	9	8	7	6	5	4	3	2	1
2016/17										**19%**												28%

Our result for 2014/15: Was 21%

B4 - Working in partnership

Our Review and Evaluation for 2016/17

The Council has a long, well-established and robust approach to partnership working that is improving outcomes for its citizens. The partnership with Hywel Dda University Health Board (HDUHB) is particularly strong, collaboration has become 'mainstreamed' into the working relationship between the two organisations with a number of joint posts in place.

How did we perform during 2016/17?

- ✓ The new Public Services Board (PSB) partnership structure has been established with new multi-agency group meetings - `Fair and Safe Communities`, `Prosperous and Resilient Communities` and `Healthy Families and Communities` - to take forward partnership working to address key areas. The PSB`s engagement website is live - The Carmarthenshire We Want.

- ✓ The Council's new Digital Transformation Strategy includes the key priorities of:-
  - Digital collaboration - which will seek to give 'innovative digital solutions that will enable increased collaboration and facilitate organisations to work seamlessly together'
  - Digital Communities & Business – which will 'enable residents and businesses in the County to use digital technology to enhance their lives'

- ✓ As part of the Well-being of Future Generation Act (Wales) 2015, we have supported the development of the Carmarthenshire Well-being Assessment 2016, working in partnership with colleagues within the Council as well as colleagues from Ceredigion, Pembrokeshire and other Public Service Board Partners:-
  - o A Consultation and Engagement report was produced for all 3 local councils and following the consultation each council produced their own Well-being Assessment Plan which was then distributed for consultation with the public.
  - o The Carmarthenshire Well-being Assessment 2016 has now been approved and provides an overview of the nature and state of well-being in Carmarthenshire. It explores positive and negative influences of well-being and highlights potential trigger points or areas for concern.

Bwrdd Gwasanaethau Cyhoeddus
SIR GÂR • CARMARTHENSHIRE
Public Services Board

How do we know we made a difference? / Is anyone better off?

THE ROYAL BRITISH LEGION

A meeting to discuss setting up a new Carmarthen branch of the Royal British Legion has taken place with representatives of Carmarthen Town Council, The Royal British Legion and Armed Forces communities. Becoming a member can be extremely rewarding from forming a committee, receiving relevant training, to taking an active role in fundraising activities and Remembrance. The Council's armed forces champion Cllr David Jenkins said: "The Royal British Legion are keen to re-establish here in Carmarthen. As the council's armed forces champion I'm keen to work with the Royal British Legion and will do all I can to help." The legion has 175 branches and more than 10,000 members across Wales.

B5 - Valuing our staff

We have helped employees stay well at work – physically, mentally and facilitated employees to return to work from ill health, through advice and guidance. We support a culture where staff are healthy and safe whilst in work and support the management of risks in the workplace through our Health & Safety policies.

In the Annual Improvement Report conducted by the Wales Audit Office for 16/17 it was found that:-

"The Council is identifying how to improve the quality and effectiveness of the Council's appraisal process."

How did we perform during 2016/17?

! One of our Wales Audit Office (WAO) Corporate Assessment Proposals for Improvement was around the need to ensure all staff have an individual performance appraisal. An online appraisal review has been developed and is available on MY View – ResourceLink. This is currently being piloted in Communities Department and will be supported with management information. Once evaluated the scheme will be further developed and extended to all departments.

× There has been a slight increase in sickness absence levels from 10.1 days during 16/17 to 10.8 days this year, this is above the Welsh average of 10.3 days, we have also moved from 7th to 14th highest sickness figures across Authorities in Wales ***(CHR/002)***. However, we continue to focus on supporting our staff as well as ensuring robust sickness absence management. We have also developed a number of Health and Well-being initiatives for example:-

- A new e-learning module was designed to aid all employees in understanding mental ill health. The aim of the e-learning module is to; enhance existing management and observational skills around mental health in the workplace; increase understanding of mental health issues and enable appropriate help earlier
- Through our commitment to ensuring a safe workplace and safeguarding the health and wellbeing of employees and the development of a workplace culture in which there is zero tolerance for violence and abuse - our Domestic Abuse policy outlines the role of the Council in supporting employees.

✓ Further to a full re-assessment this year, the Council has been re-awarded the Welsh Government Platinum Corporate Health Standard, which is reserved for exemplar employers demonstrating business excellence and taking full account of their corporate social responsibility. We are still the only Council in Wales to have achieved this Standard.

✓ We have developed an overarching behaviour statement aligned to our newly developed core values to ensure employees and managers appreciate and understand the Equality Duty and how it relates to their role in our organisation. The development of the on-line corporate welcome module has included a series of videos of staff describing what the Core Values mean to them. This will also provide a useful tool for publicising the values and what they mean.

✓ The vast majority of an organisation's success or improvement comes when the right people with the right skills are deployed in the right place and workforce planning is about helping achieve this. The development of the Workforce Planning toolkit for Managers is helping to support their workforce planning activities. A range of People Management data now available for managers and workforce profiles are in the process of being finalised. Managers will then be supported to interpret the data and plan accordingly.

✓ A programme of Welsh language development for Council employees has been developed. The Croeso i`r Gymraeg programme was introduced to support staff to achieve Level 1 Welsh language.

How do we know we made a difference? / Is anyone better off?

A new staff intranet has been launched successfully along with a weekly staff email bulletin and quarterly staff road shows in various locations to keep staff informed of relevant developments within the council. The annual managers' conference took place in October 2016 with excellent feedback. An engaged workforce will assist the Council in delivering the scale of change that is needed

According to the Investor in People survey of March 2017, 85% of staff said their *job was interesting and uses my skills and capabilities.*
(403 responses)

BUDDSODDWR MEWN POBL
INVESTOR IN PEOPLE

The Department of Communities surveyed their staff, 622 responded (37% of total staff) and 88% indicated overall job satisfaction.

The Council is striving to develop modern working practices that help staff to deliver their work in the heart of our community, whilst at the same time allowing staff to balance work and life demands. We know that work performance is better if staff are able to have flexibility in their working arrangements, and the Council wants to support this. With this aim A New Agile Working Policy for the Council has been approved which aims to:- 'support our staff in adopting working practices with maximum flexibility and minimum constraints in to order to optimise our performance in the delivery of quality and cost effective services'

Also supporting this the Councils new Digital Transformation Strategy includes the key priority of:- Digital workforce – Carmarthenshire will aim to support its staff in adopting working practices with maximum flexibility and minimum, constraints in order to optimise their performance in the delivery of quality and cost effective services

B6 - Ensuring equality of opportunity

Our Review and Evaluation for 2016/17

Our commitment to Equality and Diversity:-

- We are committed to treating our staff, and the people of Carmarthenshire fairly.
- We will make sure that we do not discriminate against people because of their age, disability, ethnic origin, nationality, religion, belief or non-belief, social class, gender, sexual orientation, gender reassignment, marital or civil partnership status, responsibility for dependents or for any other unfair reason.
- We are committed to ensuring the delivery of excellent public services to everyone living, working, studying and visiting Carmarthenshire.

The Strategic Equality Plan outlines the continued commitment of Carmarthenshire County Council to creating an environment of true equality and diversity across the county.

Promoting the Welsh language in our county has continued during the year. The publication of our Promotion Strategy, which was developed in partnership with the Council and the County Strategic Welsh Language Forum, as part of the Welsh Language Standards, has set a clear direction and challenge for the next few years. We have ensured that this Strategy builds upon the work accomplished following the 2011 Census results, while considering policy developments on a national level. The work of introducing the Welsh Language Standards has been positive.

During the year the Welsh Language Commissioner's Office undertook a series of quality assurance exercises which included visiting reception areas, websites, social media and holding a sample of telephone calls. It found that the Council performed well in these exercises, specifically when looking at our corporate website and use of social media which both achieved 100% compliance.

How did we perform during 2016/17?

- ✓ Customer appointments are now well established across all 3 Customer Service Centre`s for some services areas. This progress means that the public are able to book their own appointments online without the need to telephone. As more services become available online, promotion of the appointment system will be further communicated.

- ✓ We have continued to work with sectors of our community in particular the young people and Persons in Charge of Residential/Nursing Homes, to raise awareness of the importance of registering to vote.

- ✓ The Community Cohesion Co-ordinator for the Council facilitates the implementation of the Welsh Government's Community Cohesion National Delivery Plan with a focus on Carmarthenshire and general work across the region. This year a number of initiatives have been undertaken :-
    - Two Hate Crime Awareness Sessions were delivered in Carmarthenshire
    - A presentation on Community Cohesion at the WI / Soroptimists - Raising Awareness of Modern Slavery Conference held at Dyfed Powys Police HQ.
    - Syrian Refugees were welcomed under the Syrian resettlement Programme, (SRP). The plan is to welcome 60 families to Carmarthenshire over a five year period.

- ✓ We have a variety of opportunities for staff to learn and improve Welsh language skills in place and these will continue to be developed in partnership with the National Centre for Welsh for Adults.

How do we know we made a difference? / Is anyone better off?

New Welsh Language Mentors
10 of the Council's leisure Department officers have received an introduction to a Mentoring course. As the 10 are already Language Leaders in their workplace, they were eager to learn more about how to support their colleagues who are learning Welsh in formal lessons, or informally. These officers will now be able to provide better support for learners in the workplace. So, if you are learning Welsh, there are 10 new mentors working out of libraries, leisure centres, theatres and museums in Llanelli, Carmarthen and Ammanford who could help you along the way to learning Welsh.

A Felinfoel school has been recognized for its work in supporting Fair Trade.

Ysgol y Felin has become one of the first schools in the Llanelli area to gain the prestigious Fair Trade Achiever Award which in Wales is marked by the Fair Trade flag.

The flag was raised at a ceremony during the school assembly attended by Carmarthenshire County Council former Executive Board Member for Education and Children's Services Cllr Gareth Jones and Acting Director of Education and Children's Services Gareth Morgans.

Cllr Jones said: *"I'd like to congratulate Ysgol y Felin on achieving this award. Fair Trade ensures that we respect producers and our planet. Producers are provided a fair price for their products and the FT premium ensures that farmers can set up schools for their children; provide local health services or loans to develop new businesses in their communities.*

"Wales was the first Fair Trade Country in the world. Carmarthenshire agreed to support the Fair Trade movement and gained FT status as a county eight years ago."

Children across Carmarthenshire are being promised that their rights will be honoured and considered in decision making - Children's Rights Promise. Senior councillors and officers have signed a pledge that will ensure the council meets minimum standards when making decisions that affect the lives of children and young people. It also means that decisions will be scrutinised by trained young people on an annual basis. The pledge included establishing a new Participation and Children's Rights team, a growing Carmarthenshire Youth Council and more opportunities for young people to be involved in the decision making processes both locally and nationally.

The UNCRC 1989 (United Nations Convention on the Rights of the Child) sets out the wider rights of children and young people

The Council is now a member of the Stonewall's Education Champions programme. This programme provides bespoke support and guidance to Carmarthenshire's schools to help them tackle homophobia, biphobia and transphobia (HBT) and also provide support to LGBT young people in our community. Joining the Education Champions programme helps demonstrate the Council's commitment to preventing and tackling HBT bullying in schools.

Equality Carmarthenshire: working with the community to promote fairness

The Council works in partnership as part of' 'Equality Carmarthenshire' which is also backed by the police, fire, health service and Coleg Sir Gar. We collaborate with organisations, voluntary groups and individuals who work across the protected characteristics as outlined in the Equality Act 2010, such as disabled people, the LGB&T community; Black, Asian and Minority Ethnic, and religious groups. Equality Carmarthenshire wants to influence the way public services are delivered and to spread a positive message that we are all equally valued and we all have a part to play in our community:-

- We want Carmarthenshire to be a safe community for all - built on the values of **#respect** and **#equality.**
- We believe Carmarthenshire has a proud tradition of welcoming people from diverse backgrounds.
- We celebrate and value the contribution that every member of our community makes.
- We support the campaign to say we have: **#MwyYnGyffredin #MoreInCommon**

Sir Gâr **Cyfartal**
Equality Carmarthenshire

B7 - Improving our services

Our Review and Evaluation for 2016/17

The Annual Improvement Report conducted by the Wales Audit Office for 16/17 found that:-

- the Council has a generally effective approach for determining and delivering significant service changes,
- the Council continues to establish an environment and culture to encourage and enable significant service change**;**
- the Council has set out clear guidelines for the governance of service change,
- the Council is strengthening its arrangements to capture information on the impact of service change
- the Council has well developed processes in place to seek the views of stakeholders, including councillors and citizens, regarding proposed service changes

The Council's Information and Technology (ICT) service has produced a new Digital Transformation Strategy 2017-2020. This Strategy embodies its Vision for Carmarthenshire of "A Digitally enabled Carmarthenshire". There are 4 key priority areas and the priority significant to this theme is '**Digital Customer Services'** which seeks to:-

- Provide high quality user friendly services and information online to resident
- Provide real-time 24/7 digital access to services that are bilingual and customer friendly
- Provide increased communication channels of choice through social media

How did we perform during 2016/17?

✓ The Council has been investing in the latest technology to ensure a long term sustainable technical infrastructure and software solutions, together with improved wifi provision for staff and citizens. To date 104 sites in Carmarthenshire have been configured for staff wifi access along with all primary and secondary schools.

✗ The National Survey for Wales 2016/17 asks the question *'does the Local Authority provide high quality services?'* ***(PAM/002).***

- During 2016/17, **51%** of citizen's agreed that we provide high quality services - **8th in Wales**
- During 2014/15, 58% of citizen's agreed that we provide high quality services - 6th in Wales
- During 2013/14, 53% of citizen's agreed that we provide high quality services - 15th in Wales
- 7% point decline and lost two positions between 2016/17 and the previous available result of 2014/15.

How do we know we made a difference? / Is anyone better off?

Improving on-line information and access to on-line Registrars services **-**. An online booking system for appointments will be rolled out in summer 2017 to allow members of the public to make certain bookings independently of the Registrars services.

If you're waiting for a bus in one of a number of shelters around the county you may have noticed new advertising messages going up. The messages, which promote that you're welcome to contact Carmarthenshire County Council in Welsh in a number of ways, whether you're learning the language or are a fluent Welsh speaker, can be seen at many bus stops around the county.

The adverts feature on shelters in University of Wales Trinity Saint David, Ammanford, Llandovery, Garnant, Kidwelly and Llanfihangel a'r Arth.

Carmarthenshire County Council's executive board member responsible for the Welsh language, Cllr Mair Stephens said: *"It's important that residents in the county can feel happy to approach the council through the medium of Welsh and in whichever format, from phoning and emailing to on-line, our staff will be happy to respond in your chosen language."*

Outcome C: People in Carmarthenshire are healthier …

Our way of life is changing. People are living longer with a higher quality of life but our care needs are becoming more complex. The challenge now facing us is to prevent ill-health in the first place.

Goals: (as agreed in the Integrated Community Strategy with partners)

C1 - Ensuring each child has the best start in life
C2 - Preventing ill health and encourage healthy and active living
C3 - Improving the Emotional, Mental Health and Well-being of all people in the County
C4 - Reducing inequities in health
C5 - Improving housing conditions and reduce homelessness
C6 - Increasing access to health and social care for all people including vulnerable groups
C7 - Reducing drug and alcohol misuse

Our 2016/17 Key Improvement Objective Priorities (KIOPs):

- **Promoting Independence and Well Being for Older People**
- **We shall increase the availability of rented and affordable homes to support the needs of local people by implementing our affordable homes delivery plan**

We will promote Information Advice and Assistance service to the provide information to those who need it.

Progress at a glance:

Outcome Measures (as set out in Corporate Strategy)	Progress
Reduction in referrals to adult and children's social services	✗
Increased availability of rented and affordable homes	✓
Increased use of leisure facilities	✓

Social Service and Well-being (Wales) Act

In a nutshell the Act:-

- Puts people at the centre of their care and empowers them to maximise their own well-being
- Shifts the focus to prevention by encouraging people to use their own, family and community resources
- Encourages partnership working and collaboration between organisations that provide care and support

The Act identifies six standards for promoting and improving the well-being:

Standards 1- Helping people achieve the well-being outcomes they want.

Standards 2 - Working with people and partners to protect and promote physical, mental and emotional wellbeing.

Standards 3 - Safeguarding people from abuse, neglect or harm.

Standards 4 - Helping people to learn, develop and participate in society.

Standards 5 - Helping people maintain healthy domestic, family and personal relationships.

Standards 6 - Helping people achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs

Over the last year we have been preparing for the implementation of the Social Services and Wellbeing Act, raising awareness amongst staff and partners and realigning our services to respond to the new requirements. This has been challenging for us with a demand for services increasing in some areas against a climate of financial austerity. However the Act has provided us with the opportunity to develop services which promote wellbeing and independence and build on people's strengths and abilities which can significantly improve outcomes for those who use our services. In our evaluation by the CSSIW for the last year they note that we have made.

> *"Good progress on the implementation of the Social Services and Well-Being (Wales) Act (SSWBA), and has placed significant importance and investment on ensuring new ways of working are understood by staff and partner agencies and embedded into practice. A project board is in place with a clear action plan aligned to the SSWBA, and key milestones have been and continue to be achieved."*

A Population Assessment was undertaken to provide a high level strategic analysis of care and support needs of citizens and support needs of carers across West Wales. It assesses the extent to which those needs are currently being met and identifies where further improvement and development is required to ensure that individuals get the right support and are able to live fulfilled lives.

The Assessment has been undertaken to meet new requirements under Part 2 of the Social Services and Wellbeing (Wales) Act 2014. Section 14A of the Act requires that local authorities (LAs) and Local Health Boards (LHBs) jointly carry out an assessment of the needs for care and support, and the support needs of carers, in the LA's area. These assessments must then be combined into a single report for the LHB footprint before being signed off by each of the LAs and the LHB.

Our Performance & Results for 2016/17:

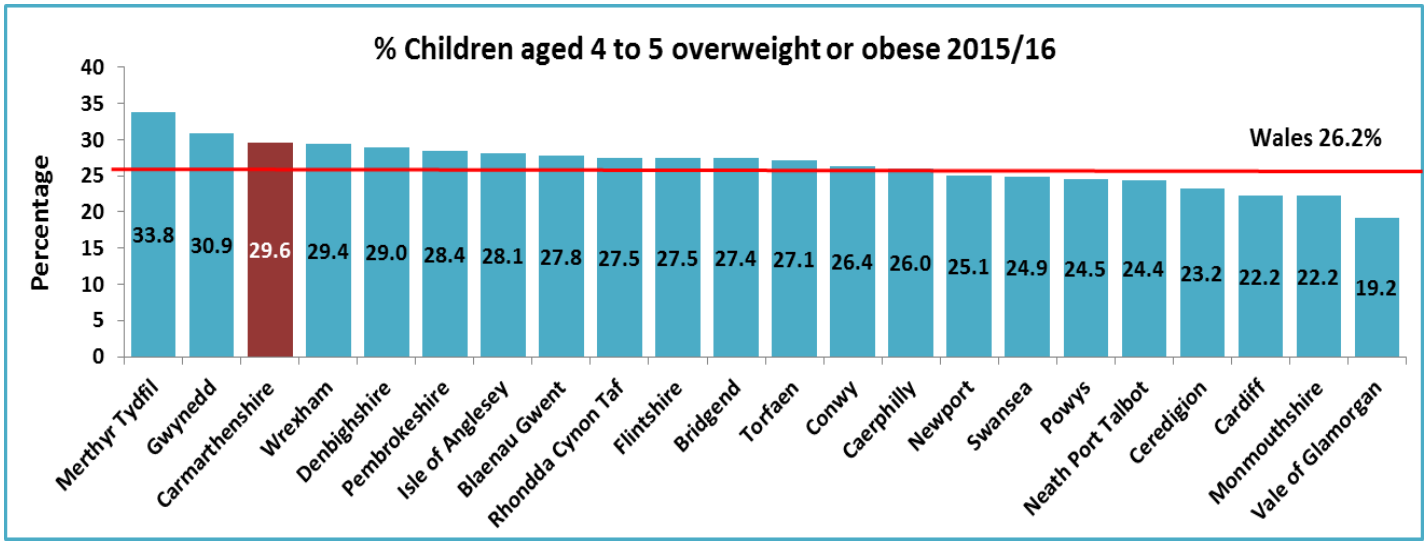
Goal: C1 Ensuring each child has the best start in life:

Our Review and Evaluation for 2016/17

Giving every child the best start in life is crucial to reducing health inequalities across the life course. The foundations for virtually every aspect of human development – physical, intellectual and emotional – are laid in early childhood. What happens during these early years (starting in the womb) has lifelong effects on many aspects of health and well-being– from obesity, heart disease and mental health, to educational achievement and economic status. To have an impact on health inequalities we need to address the social gradient in children's access to positive early experiences. Later interventions, although important, are considerably less effective where good early foundations are lacking.

Public Health Wales (PHW) NHS Trust published its data on the 2015/16 Child Measurement Programme (CMP) for Wales which contains findings of the programme of child measurements carried out with children attending reception class in schools in Wales.

- 92.9% of eligible children participated in the programme in Carmarthenshire with 93.3% in Wales.
- The **% overweight or obese** in Carmarthenshire has reduced slight from **30.7%** in 2014/15 to **29.6%** in 2015/16 and continue to be the **3rd highest in Wales** and well above the Welsh average of 26.2%.
- The proportion of children who are **obese** has also reduced slightly from **13.6%** in 2014/15 to **12.9%** in 2015/16
- Obesity in childhood often persists into adult life, leading to related health problems like type 2 diabetes, liver disease, higher rates of heart disease, and some cancers



The **Flying Start** early years programme is a key component of the Welsh Government's *Tackling Poverty* agenda which aims to support families with children aged 0-3 who live in some of the most disadvantaged areas in the county, providing a range of intensive prevention services to improve children's language, cognitive, social, emotional, and physical health and development which we are able to provide through:

- An enhanced health visiting service
- Free part-time high quality childcare for 2-3 year olds
- Parenting support (including parenting programmes and basic skills)
- Support for Speech, Language and communication

In Carmarthenshire there are 24 Flying Start Settings in 17 areas (Betws, Richmond Park, Lakefield, Bigyn, Llwynhendy, Felinfoel, Carway, Morfa, Trimsaran, Pwll, Pembrey, Carmarthen Town North, Glanamman, Garnant, Bury Port, Pantyffynnon and Dafen).

Childcare provision in Carmarthenshire is delivered in partnership with private, voluntary and statutory sectors, and has continued to develop. During 2016/17 we have continued to support and maintain a total of **242** registered providers of child care provision (with a total of **4,165** registered places). This is slightly lower than in 2015/16 of 246 registered providers and 4,365 places and is largely due to a decrease in registered sessional care settings operating under 4 hours.

The new Child and Family Unit (CFU) **systemic model** of practice within Pod's has been introduced progressively, with all four childcare teams now using the model but at different stages of development which has enabled a gradual shift in practice rather than sudden change. Two educational psychologists provide clinical consultation to the childcare teams as part of the model, and Family Support workers and Unit Co-ordinators are now in post in all teams. A programme of developmental sessions has been put in place to support implementation of the approach. Staff across the four teams have attended training (March 2017) about the principles of systemic practice provided by morning Lane Associates from whom the model originates.

How did we perform during 2016/17?

ⓘ *Also see goal **G5 Tackling poverty and its impact on the local economy***

	Flying Start Key Measures	2015/16 Result	2016/17 Target	2016/17 Result	Comment
✓	% attendance at the free Flying Start Child Care placement *(9.1.8.1)*	78.9%	77%	**78.9%**	**On Target**
✗	number of children living outside of the Flying Start area who are able to access the Flying Start service through referral for outreach *(9.1.8.2)*	17	23	**15**	**Off Target & Declined**
The target of 23 for Outreach services is set by Welsh Government and is a wider part of the service and not statutory. Priorities were set by reviewing the risks within the service and as a result were only able to take in a limited amount of new referrals for outreach					
✓	% of high need families living in a Flying Start area receiving at least a monthly contact from the Flying Start Health Visiting Service *(9.1.8.3)*	96%	93%	**96%**	**On Target**
✗	% of families with additional social welfare needs linked to poverty, living in a Flying Start area receiving time specified interventions from the wider Flying Start Team *(9.1.8.6)*	96%	95%	**90%**	**Off Target & Declined**
Disappointed not to have reached the target but it does reflect the staffing issues we have had across the programme, due to sickness, losing a post and maternity.					
✓	% of unauthorised absence at the free Flying Start Child Care settings *(9.1.8.8)*	New for 16/17	6.00%	**4.07%**	**On Target**
✗	% of children in Flying Start areas reaching, exceeding or within one age band of their development milestone at age 2 years, (assessed within 23-25 month) *(9.1.8.9)*	New for 16/17	85.00%	**84.90%**	**Off Target**
This is slightly off target, and would have required one additional child to have reached their development milestone to have reached the required target. Assessments of children to date have received support from Flying Start together with children within the new Flying Start areas during 2016/17. Further analysis of these assessments needs to be done to ascertain if there is a difference between the children					
✗	% of children in Flying Start areas reaching, exceeding or within one age band of their development milestone at age 3 years, (assessed within 35-37 month) *(9.1.9.0)*	New for 16/17	90.00	87.13%	**Off Target**
A disappointing result and would have required an additional 9 children to have reached their development milestone to have met the required target. Further analysis of these assessments needs to be done to ascertain if there is a difference between the children receiving support from Flying Start in the long term and the children who are newly eligible.					

We have provided free swimming for almost 19,000 children (u16) at our swimming pools during weekends and in school holidays during 2016/17, this is an increase on the 16,000 in the previous year. This programme is linked to the Welsh Learn to swim pathway, Aqua passport. *(3.4.2.2)*

- ✓ We have increased the % of children who can swim 25m aged 11 from 63.6% to 66.4% Provision of school swim lessons has grown by 4% engaging over 3,700 children with non-school lessons increasing by 10% engaging over 2,200 people. *(3.4.2.1)*
- ✓ Delivering sector-leading initiatives for the early years, such as the 'Actif Storytime' programme which is delivered across more than 100 settings in the community including Meithrins', libraries and family centres. This has resulted in 1,642 sessions being run, engaging 21,460 attendances!
- ✓ Distributed over £83k of Sport Wales' Community Chest fund to over 71 community clubs in the county to help develop grass roots sport.
- ✓ Provision of school swim lessons grown by 4% engaging over 3700 children and by 10% for non-school lessons engaging over 2,200 people.
- ✓ Junior Parkrun set up in Carmarthen by our Active Young People Officers, sustained by community volunteers and attended by an average of 40 people per week.
- ✓ 'Young Ambassadors' for sport are in place in all secondary schools (a total of 36 Silver YA's) and 79% of primary schools (a total of 233 Bronze YA's), becoming leaders of the future by inspiring their fellow pupils to get active. Carmarthenshire has engaged in a sector-leading development of this by introducing 'Bronze Plus' Ambassadors at Yr 7 (a total of 40 B+ YA's) to retain Bronze YA's and develop their leadership skills as they move from primary to secondary schools. There is also a team of 1 Platinum and 6 Gold YA's to co-ordinate the county network.
- ✓ The Moneywise Educational Scheme is an incentive aiming at improving financial literacy skills in young people.

How do we know we made a difference? / Is anyone better off?

You said	We did
You wanted us to provide more welsh speaking registered childminders within the County.	We have increased the number of welsh speaking registered childminders from 29 to 55 and increased the number of welsh medium childcare places available within the county from 160 places to 295 places. We will continue to recruit, support and train new welsh speaking childminders in targeted areas of current unmet need.

- ❖ **1832** children are able to benefit from Flying Start early intervention programme across 17 geographical areas in the county, delivering an integrated multi-agency approach.
- ❖ Splash Programme introduced to the Aquatics pathway engaging children from 4 months as a pre-requisite to the Learn to Swim scheme. Over 240 children are now attending the scheme.
- ❖ The roll out and approach of initiatives for the early years is seen as sector leading across Wales, including the recent expansion of the approach to meithrins, libraries, etc. (111 facilities) which is currently unprecedented elsewhere in Wales.

The Young Ambassador programme aims to empower and inspire young people to become leaders through sport. The programme builds young people's confidence and leadership skills as they develop into young leaders becoming role models to their fellow pupils by promoting the values of sport and healthy lifestyles within the school and community setting. They do this by organising lunchtime or afterschool sport sessions and they also help run sport sessions within the community.

The young ambassador pathway starts with Bronze Young ambassadors who are primary school age through to Platinum young ambassadors who are years 11 and 12 in Secondary school. Emily Janas, who is year 6 pupil at Ysgol Pum Heol has been a Bronze Young Ambassador for 1 years. When she became a bronze ambassador her mentor Hayley Lewis, Actif Young People officer said, '*she was quite quiet when I met her during the initial Bronze Young Ambassador training, but since becoming a YA I have seen such a difference especially in her confidence and she is now very vocal when delivering sessions and has become an outstanding young leader and role mode in Ysgol Pum Heoll*'

Goal: C2 Preventing ill health and encourage healthy and active living

We aim to provide a range of health and well-being related facilities, activities and programmes, all aimed at getting, more people, more active more often in order to improve the health and well-being of our residents. We want Carmarthenshire to be a place that is the most active and healthy in the UK, where every person is an active participant at a 'Community Club' or 'Leisure / Cultural Facility' and where every child is hooked on Leisure / Cultural activity for life.

How did we perform during 2016/17?

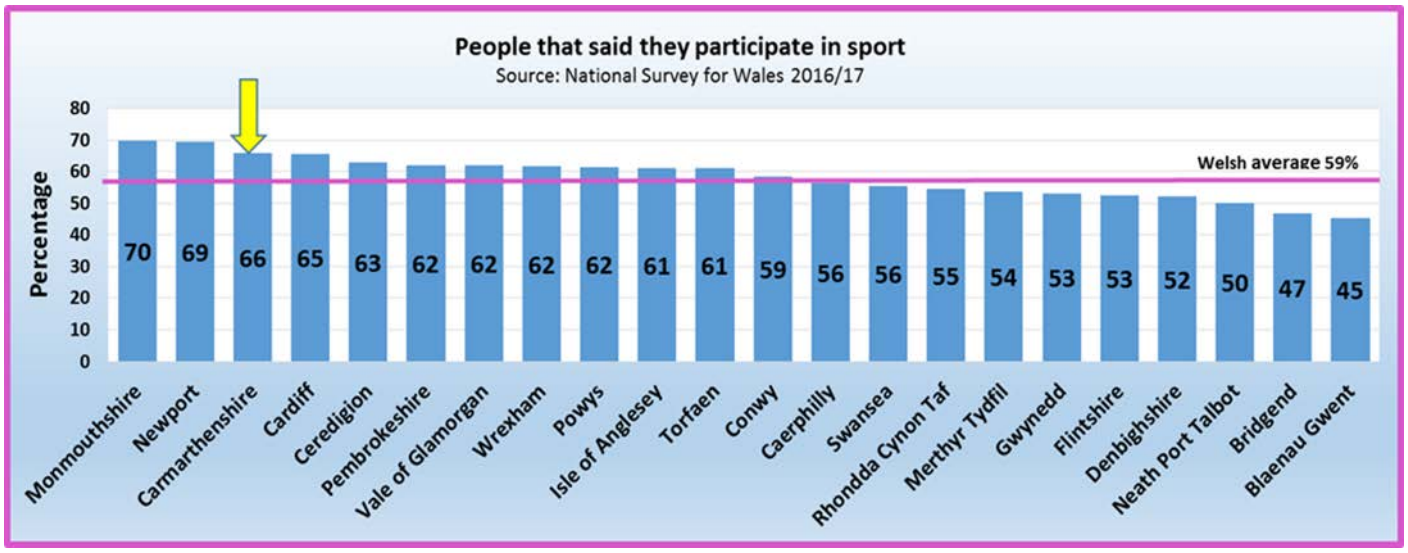
- ✓ The number of GP referrals for the exercise programme during 2016/17 has increased from 1,129 referrals to 1,235 ***(3.4.2.5)***
- ✓ We increased the number of % of people referred to the National Exercise Referral scheme that attend the 1st session of the programme from 49.7% to 58.1% ***(3.4.2.6)*** with 50.2% completing the 16 week programme ***(3.4.2.7)***
- ✓ The number of visits to local authority sport and leisure centres during the year where the visitor will be participating in physical activity, per 1,000 population has increased from 6,905 to 8,289 = 1,384 increase of 20%, this equates to 1.5 million visitors (a 17.5% increase). This is just under the Welsh average of 8,387 and have moved from 20th to 12th position for 2016/17 when compared to all Authorities in Wales. ***(LCS/002b)***
- ✓ We have further developed plans for a new Llanelli Leisure Centre linked to wellness village and life sciences hub ***(12045)***
- ✓ Senior Parkrun set up in Llanelli by Sport & Leisure, sustained by community volunteers and attended by an average of 120 people per week
- ✓ We have inspected **100%** of high risk premises for food hygiene, animal health and trading standards inspections. ***(PPN/001i)***
- ✓ We have maintained the high percentage of food establishments which are broadly compliant with food hygiene standards at 97.5% which is above the Welsh average of 95.16% and we have the 5th best result in Wales. ***(PPN/009)***

- ✓ Preventing ill health, by means of market surveillance and sampling of food / feed supplied within the authority to ensure legal compliance in terms of claims, additives, colouring and composition.

How do we know we made a difference? / Is anyone better off?

The National Exercise Referral scheme is a scheme which allows health professionals to refer patients aged 16 and over, who have a wide range of health conditions.
Active Sport and Leisure team receive around 1,200 referrals a year for all sorts of reasons from heart disease, respiratory disease, falls prevention, weight management, cancer rehabilitation and mental health who are then supported through a 16 week activity programme to bring about life changing health improvements.
Mr X was referred to us by the Practice Nurse in Penygroes Surgery back in July 2016. He had suffered a stroke which affected his lower limbs. Balance was a concern for him as he was unsteady on his feet. His goals were to improve leg strength, balance and be able to walk further without using his sticks. He came in to our outreach session in Llandybie with 2 sticks and had to have chair support throughout the session, with plenty of seated alternatives.
One year later, he has come on better than what even he expected. He is still attending the session in Llandybie but doesn't need the support as much. He now only uses 1 stick and even leaves it by the door and walks in without using it throughout the session. He is now using the gym as well where the focus is leg strength and he has noticed a difference in his balance. His balance is much better than what it was and he seems to be improve day by day.

Recently published results from the 2016/17 National Survey for Wales shows that **66%** of people in Carmarthenshire said they participate in sport. This is the **3rd highest** in Wales and above the Welsh average of 59%.



Goal: C3 Improving the Emotional, Mental Health & Well-being of all people in the County

The Mental Health (Wales) Measure has introduced important changes in mental health services, placing new legal duties on local authorities and local health boards regarding assessment and treatment of those who are experiencing poor mental health; and improving access to independent mental health advocacy. The future vision for mental health services is a shift away from the idea of mental illness to one of mental well-being and this is being responded to by the development of primary mental health services, early intervention, innovative day opportunities and the adoption of a recovery model.

The Mental Health, Learning Disability and Safeguarding Service is striving to deliver an approach that supports and enables people to remain in control of their lives, and where possible in control of the solutions that best meet their aspirations and what matters to them. The aim is to focus on people's strengths and abilities, and support them by using family, friendship and community networks alongside services. This culture change is at the heart of the Social Services and Wellbeing Act (2014) which emphasises community models of care and support. The Act requires us to focus on accessible services, information, advice and support, prevention and maximising the potential of the community as a resource. Person centred planning is at the heart of this legislation and real engagement with those who use our services is paramount.

Gwasanaeth Gwybodaeth i Deuluoedd
Sir Gaerfyrddin
Family Information Service
Carmarthenshire

Family Information Services (FIS) enables families, professionals and other agencies access to a broad range of information about what services and support is available within the county. FIS have been meeting with personnel from 'Dewis' to work towards migrating to the Dewis database. FIS website has been updated and is now easier to navigate. 'FIS Champions' have been introduced who will take responsibility for ensuring information is accurate and up-to-date, regularly reviewing the content of their pages and to support improvement of information both for families and professionals.

How did we perform during 2016/17?

As part of the Mid & West Wales Collaborative Children`s Services Programme Board we have been reviewing how we provide **Information, Advice & Assistance** (IAA) and access to our services for children and families. Following a review by Institute of Public Care (IPC) we have a regional action plan for implementation. We have met with the new Information, Advice & Assistance Manager to `map out` all our `front door` access and the IAA Transformation Board meetings have commenced.

✓ The number of users to the **Family Information Services** website has increased by 35% and the number of page views has increased by 37% during 2016/17.

Year	Number of sessions	Number of Users	Page views	New visitors
2016-17	20,137	13,897	57,714	67.7%

- Between April 2016 – March 2017 there have been 1,870 online Childcare searches
- We have 945 twitter followers

✓ The Central Referral Team (**CRT**) works well in providing a single point of contact for anyone who has concerns over a child's welfare, ensuring a consistent approach to decision-making. The team works closely with FIS, signposting families (where appropriate) to preventive services to ensure they get the level of intervention they need thus avoiding unnecessary statutory involvement.

- ✓ In 2016 we established a Practice and Policy Board which is overseeing implementation of the SSWBA. Senior officers from mental health, learning disability and safeguarding are represented on this group. We have agreed a common assessment for adult social care and piloted this within learning disability.
- ✓ We are implementing the preventive agenda within the mental health and learning disability teams, since April 2016 e.g. the Community Mental Health Team has responded to 30 "wellbeing "referrals.
- ✓ European Social Fund has been secured to support posts and progress the **Cynydd** projects for those who are at risk of becoming NEET and **Cam Nesa** or those who are NEET. Out of the seven referrals received since November six of these now have an established educational pathway.
- ✓ LLyn llech Owain is a joint venture with our parks department offering activities such as maintaining the parks. During 2016 they also had the opportunity to work with the council's leisure department.
- ✓ Opportunities Street which is joint venture with our regeneration colleagues has been enhanced over the last year. It is an outlet for selling crafts made by individuals accessing our services. The shop had several successful Christmas fayres selling a variety of goods at these events.
- ✓ Raising awareness of safeguarding has been a priority during 2016. We have continued to offer training to partner organisations as part of the Social Care Workforce Development Programme (SCDWP) as well as planning and delivering joint training on Adult Protection Support Orders in conjunction with Dyfed Powys Police. Significant numbers of Staff in the division have also attended Domestic Violence and Prevent training.
- ✓ Carmarthenshire Young Carers summer programme 2016 – The Arts development Department has enabled Arts Care Gofal Celf (ACGC) to continue supporting young carers in another successful year of activities.

How do we know we made a difference? / Is anyone better off?

In June 2016 the Ffwrnes worked in partnership with, Arts Council Wales and Canoe Theatre Company on a production specifically created and based on the challenges which accompany people with dementia and their families and support networks. Working with Alzheimer's Wales and Sir Gar the Ffwrnes hosted a Dementia Awareness Day which provided people with dementia, their families and voluntary support workers an opportunity to see the performance and take part in a Singing for the Brain workshop plus many more related activities. A similar event is currently being planned for 2017/18.

"I am very happy with the support Mum now receives. She is communicating better, her mental health has improved as well as her social life. The staff are relaxed and the home environment is fun. Brilliant!"

A family member in relation to a supported living project

Goal: C4 Reducing inequities in health

Our Review and Evaluation for 2016/17

Overall we have worked hard to reduce inequities in health by delivering services which help maintain and support people's independence. We are aware we need to provide services to support people and have developed *"Carmarthenshire's Vision for Sustainable Services for Older People for the next Decade."* This sets out how we will meet the challenges of a growing older population with a shrinking budget. We know that although there is much work still to be done, we are making progress.

"The Council has shown in their plans and strategies, a clear understanding of the issues they will face in the future if they are to support older people to live independently. These are based on an ageing population, people living longer and an increase in conditions prevalent in older people.

Wales Audit Office, Supporting the Independence of Older People, Oct 2015.

Supporting the growing numbers of older people to maintain dignity and independence in their later years was a Key Improvement Objective Priority (KIOP) for 2016/17

KEY IMPROVEMENT OBJECTIVE PRIORITY (KIOP)
Promoting Independence and Well Being for Older People

The County has an integrated Community Health & Social Care Service 'infrastructure'. This model aligns with national and local policy direction with reference to delivering Integrated Health and Social Care. The case for integrated care is reinforced by the need to develop whole-system working across health and social care to address the complex needs associated with age related co-morbidity and frailty (including dementia). A key focus of our business plan, therefore, is to develop an integrated system of care which focuses on the promotion of wellbeing and the maintenance of independence for our adult population while supporting the long term care needs and safeguarding of the more frail and vulnerable.

The Community Resource Teams consist of Community Nursing Services, Occupational Therapy, Physiotherapy and Social Work practitioners who work as a multidisciplinary team to support the assessment and care planning for individuals requiring support.

To manage the health and wellbeing of the population of Carmarthenshire's Localities and maintain the independence of our older adult population for as long as possible, integrated community services provide a wide range of services and interventions across the three 'offer' areas outlined in Carmarthenshire County Council's 'Delivering Sustainable Services for Older People in Carmarthenshire' document.

These broadly fall into three tiers:

Tier One: Services and Interventions that promote independence, wellbeing, community engagement and social inclusion, such as information, advice and assistance, signposting people to community services.

Tier Two: These services provide targeted intervention for individuals to regain previous level of independence and wellbeing following acute episode or injury and can also support avoidance of hospital admission. These services work closely with Tier 1 services to ensure ongoing health and wellbeing support from their own community

Tier Three: Provision of service at this level focuses on supporting individuals who have long term and specialist care needs. Services in this tier will liaise with services in tier 2 to ensure that, at times of injury or acute episodes of illness that people regain their previous level of independence.

Key Measure of Success

Key Measures of Success	2015/16		2016/17	
	Actual	Welsh Average	Actual	Progress
The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 years and over *(SCA/001)*	4.69 (87 clients aged 18+)	4.87	2.30 (43 Clients aged 75+)	Please note: The result is different to 2015/16 as the new Social Care Act guidance states that the numerator should only include adults aged 75+

Why these key measures are important

A delayed transfer of care ***(SCA/001)*** is where patients are ready to return home from hospital or transfer to another form of care but is prevented from doing so for a number of reasons. This can have detrimental impact on their health and wellbeing. Long term delays can significantly impact on the individual's ability to return to being independent and can have a negative impact on their mental wellbeing.

A multi-disciplinary team is working in the two general hospitals in Carmarthenshire to improve the links between the community and acute sector. They are developing models that assist to avoid admission and reduce lengths of stay in hospital, improving the wellbeing of older people for whom hospital admission can have negative consequences.

A Rapid Response domiciliary care service has been established to respond immediately to prevent hospital admissions, support people to stay in their own home and to facilitate early hospital discharges.

During 2016/17 we delivered 11 out of our 11 KIOP commitments

Last Year's Commitments	✓×	Progress Comment
The % percentage of adults who completed a period of reablement and have a reduced package of care and support 6 months later *(SCA/20a) New measure – baseline to be established during 16/17*	✓	38.89% This is a new performance measure implemented by the Welsh Government in relation to the Health & Social Care Wellbeing Act (6th April 2016). As this is a new reporting measurers we are currently in the process of amending our systems and designing reports that will enable us to report and capture the data.
The % percentage of adults who completed a period of reablement and have a no package of care and support 6 months later *(SCA/20b) New measure – baseline to be established during 16/17*	✓	59.34% This is a new performance measure implemented by the Welsh Government in relation to the Health & Social Care Wellbeing Act (6th April 2016). As this is a new reporting measurers we are currently in the process of amending our systems and designing reports that will enable us to report and capture the data.
Average length of time older people (aged 65 or over) are supported in residential care homes reduce *(SCA/21) New measure – baseline to be established during 16/17*	✓	989 This is a new performance measure implemented by the Welsh Government in relation to the Health & Social Care Wellbeing Act (6th April 2016). As this is a new reporting measurers we are currently in the process of amending our systems and designing reports that will

		enable us to report and capture the data.
The rate per 1,000 population 75+ who are affected by delayed transfers of care for social care reasons *(SCA/001 2016/17 Target Rate 2.40 – result 2.30 (43 clients)*	✓	2.30 We have introduced a new process which concentrates on identifying medically fit and functionally stable patients at an earlier stage by working in conjunction with the Discharge Liaison Nurses to ensure accurate information is received on each individual. Which has shown an improvement and maintained our target. Please note: The result is different to 2015/16 as the new Social Care Act guidance states that the numerator should only include adults aged 75+
The average number of calendar days taken to deliver a Disabled Facilities Grant *(PSR/002) 2015/16 Result - 232 days) 2016/17 Target 220 days.*	✓	167 days during 2016/17 which is better than the Welsh average of 225 days and is the 4th best result in Wales
The average number of calendar days between initial contact for an adaptation and receipt of Occupational Therapist assessment across all forms of Tenure *(7.3.1.10) 2015/16 – 98 days. 2016/17 Target 91 days*	✓	68 days during 2016/17
We will develop a robust and efficient Information Advice & Assistance service. *(12050)*	✓	Over the last year significant work has taken place to develop a robust IAA service. This has included moving the Careline team from Llandeilo to Eastgate to be co-located within the CRT team, up-skilling all Careline agents to deliver an IAA service, developing a multi-disciplinary team for the first point of access which includes social work, therapists, nursing and community resilience officers. The service is now fully operational and forming the single point of access for all adult social care enquiries.
We will manage the risks associated with outstanding reviews and Deprivation of Liberty Safeguards applications. *(12051)*	✓	A plan has been developed and agreed with Senior Managers to ensure a collaborative approach to managing the risks associated with DoLS.
We will conduct a population assessment at locality level to inform population needs assessment and service planning in line with the new Social Care Act. *(12052)*	✓	A regional group was established to progress the population assessment defined in themes. This report has now been completed with Carmarthenshire contributing at all levels and leading on the regional older adults report.
We will modernise our workforce to support implementation of the duties under the Social Services Well-Being Act and the objectives outlined in 'Carmarthenshire's Vision for Sustainable Services for Older People for the Next Decade' and the Health Board's Integrated Medium Term Plan. *(12053)*	✓	Service realignment and a full training programme has been delivered across the service to ensure that we are in line with legislative and policy directive.
We will take forward the Delivery Plan for Ageing Well in Wales and ensure we link to other Council plans and with other relevant partners. *(12054)*	✓	An annual report has been produced to show Council performance for the period 2015-16. Work to ensure business plans continue to reflect Ageing Well Plan priorities is at an advanced stage, and Ageing Well has been mainstreamed as one of the Council`s Wellbeing Objectives.

Is anyone better off?

Following implementation of the Social Services and Well-being Wales Act, Local Authorities are required to collect qualitative information about people who use their Social Care Services via an annual questionnaire. The number of responses to the survey for adult services was 626.

This is a 43% response rate. We consider this to be a really high, example of the responses are,

- 81% feel that they live in a home that best supports their well-being.
- Only 3% felt that their home did not support their well-being.
- 49% felt that they were part of a community.
- 18% stated that they did not feel part of the community.
- 73% stated they felt safe from any kind of abuse, physical harm or from falling both inside and outside their home.
- 72% of people stated they thought they had the right information or advice when needing it.
- 85% were able to communicate in their preferred language

Carers receiving a care and support plan, in total 30 questionnaires were dispatched. The number of responses to the survey is 28. This is a 93% response rate.

- 43% of respondents felt that they were part of a community.
- 75% of people felt happy with the support from friends and family.
- 82% of respondents stated they felt safe from any kind of abuse, physical harm or from falling both inside and outside their home.
- 71% of people felt that they have been actively involved in decisions about how my care and support was provided.
- 89% of respondents were able to communicate in their preferred language.
- 86% of people felt they were treated with dignity and respect.
- 70% were happy with the support they had received

"I am happy with the carers, they take me for coffee, for meals and to church"

A Service user describing what matters to them

Goal: C5 Improving housing conditions and reducing homelessness

We have delivered the programme to improve Council housing stock and continue to increase access to more rented and affordable homes to support the needs of local people.

The council housing stock in Carmarthenshire will have a **£50m upgrade** over the next five years.

We have agreed to invest a further £50m in our housing stock, building on the £200m already invested. Along with an agreement of a further £36m investment to meet our commitment of delivering over 1,000 homes in the next five years. This investment will help meet housing need, reduce homelessness, improve tenants' health, and secure construction jobs and skills.

In order to do this, we have agreed a rent increase in line with the Welsh Government guidelines.

Executive board member for resources Cllr David Jenkins said: *"This reflects our 30 year business plan, the CHS+ and our Affordable Homes Strategy.*

"Over the next five years we expect to spend £50m in continuing to upgrade our housing stock. The budget also provides £36m to support our Affordable Homes Strategy which we launched last year to increase the supply of affordable homes. The proposed rent increase is in line with Welsh Government guidance."

Executive board member for housing Cllr Linda Evans said after the meeting: *"I welcome the decision of the full council which allows for continuing improvement of our housing stock and helping to make more affordable homes available."*

KEY IMPROVEMENT OBJECTIVE PRIORITY (KIOP)

We shall increase the availability of rented and affordable homes to support the needs of local people by implementing our affordable homes delivery plan

Our assessment of need told us that to meet the highest housing need we would have to provide at least 2,000 additional affordable homes by 2020, an average of 400 every year.

We have recently published our five year vision Affordable Homes Delivery Plan to increase the supply of affordable homes in Carmarthenshire. The purpose of this plan is to explain how we will deliver over **1,000** additional affordable homes over the next five years, with a total investment exceeding **£60m**. We will also explain how we can nearly double the number of additional homes by developing delivery options for new build schemes.

- Increase rented accommodation
- Increase number of affordable homes
- Building new homes
- Bring empty homes back to use

Key Measures of Success	2015/16 Result	2016/17 Target	2016/17 Result	Progress
Additional affordable homes in the County *(7.3.2.24)*	185	160	173	**Improved**

Why this is important

Good quality, affordable homes are the bed rock of healthy and sustainable communities. We know that in many places and for many people these homes are just not available. As a consequence in July 2015 we published Our Commitment to Affordable Homes. This plan will go some way towards rectifying this unacceptable situation.

While the focus will be on rented homes, we also recognise our communities' ambitions and aspirations. Hence we will also enable and deliver low cost home ownership where it is appropriate to do so.

The development of our affordable homes plan reflected an extensive consultation exercise with the public and partner organisations which ran until the end of May 2015. There were almost 800 responses these have shaped the priority areas of the plan which are outlined below:

"The Council is rising to the huge challenge it faces in attempting to bridge the gap between the demand for affordable homes and the number of homes currently being provided."

Extract from Wales Audit Office Annual Improvement Report 2015-16'' published March 2016

How we plan to achieve the KIOP this year

You said	We did
That there was a need for smaller type homes, mainly for rent and for local people. You wanted us to maximise use of existing homes, especially bringing empty homes back into use.	**We have developed an affordable homes plan which addresses these issues and sets out how we will deliver over 1,000 additional affordable homes over the next 5 years with a total investment exceeding £60m.**

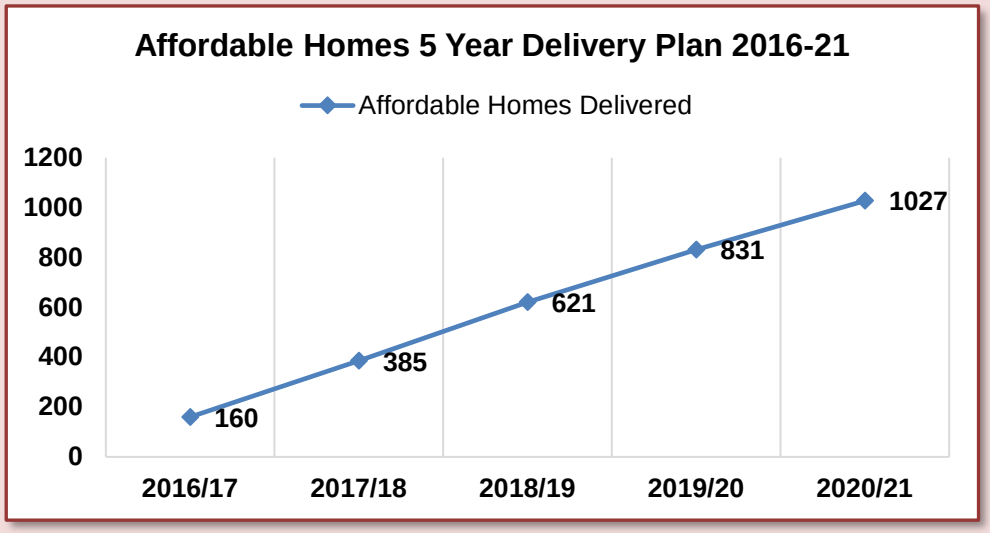
The Affordable Homes Delivery Plan sets out our five year vision to increase the supply of Affordable Homes in Carmarthenshire based on the following principles:

- Targeting help where the need is highest, in both urban and rural areas, by delivering more affordable homes for rent
- Being more flexible - whether by bringing wasted homes back into use, buying existing homes or building new ones.
- Doing whatever it takes by developing innovative and creative ways to deliver more
- Using our resources in the best possible way to ensure as many new homes as possible
- Using the expertise, skills and resources of those we work with

The table below shows our Affordable housing delivery over the next five years

Affordable Homes Delivery	Est. No. of homes	Funding source	HRA investment (£millions)	Total investment (£millions)
Managing homes in the private sector (including the Social lettings Agency)	242	HRA	1.1	1.1
Bringing empty houses back into homes	280	WG "Houses into Homes" fund/HRA	4.0	5.6
Buy existing homes in private sector	187	HRA	20.2	20.2
Housing Association development- committed schemes	59	SHG		0.5[2]
Housing Association development- future priorities Rural Areas Regeneration initiatives Unallocated Grant	 6 43 77	SHG	0.1	 1.0 5.3 10.3
Council New Build and Land Acquisition New Build: Ammanford & Amman Valley, Llanelli & District Land Acquisition Carmarthen & the West Carmarthenshire Rural & Market Towns	45	HRA	5.6	5.6
Developers contribution to homes in the area[3]	88	Private Finance		11.0
Total	1027*		£31.0	£60.6

**Although the needs assessment undertaken indicates that we need to provide 2,000 affordable homes over 5 years to meet the highest housing need which is an average of 400 homes per year. We have set an ambitious target of delivering 1027 over the same period which is a substantial increase on the average number of affordable homes that we have been able to deliver in the past (70 per annum). We will increase this figure to 200 per annum over the next 5 years and are continually looking for new sources of funding to be able to deliver as many affordable homes from existing resources as we possibly can.*



During 2016/17 we delivered 3 out of our 3 KIOP commitments

Last Year's Commitments		Progress Comment
We shall commission a research in order to improve our understanding of housing need in rural areas *(12058)*	✓	CBA Associates were commissioned in October 2016 to carry out the rural housing needs surveys over the next few years. The commission was the result of a formal tendering Process.
The number of affordable homes delivered as part of the affordable homes plan 2016-21*(7.3.2.24) 2015/16 Baseline 185 - 2016/17 Target 160*	✓	We have delivered 173 additional affordable homes during 2016/17 as part of the affordable homes plan
The number of additional affordable housing units provided during the year as a percentage of all additional housing units provided during the year *(PLA/006b) 2015/16 Baseline 8%- 2016/17 Target 30%*	✓	The 2016/17 result has exceeded target at 34% and just below the Welsh average of 35% This measure is based on data collected from the previous financial year of 2015/16. There has been a large increase in the number of affordable housing units provided during 15/16 and a reduction in the total number of units provided during that year and therefore shows a substantial percentage increase on the previous year.

How do we know we made a difference? / Is anyone better off?

A couple have moved into a two-bedroom bungalow in Carmarthenshire. The retired farmers wanted a home that was on one-level to better suit their needs, and because there were no homes available in Carmarthenshire County Council's housing stock in their area of choice, the bungalow was purchased under the Affordable Homes Commitment.

"They gave us a variety of options in the area, but nothing was really suitable. We wanted to live near our daughter, and because we can't manage the stairs anymore, we wanted to live in a bungalow,"

"As soon as we saw it, we knew we wanted it and said yes straight away. The view over the estuary is fantastic and it's nice and quiet. We're very happy."

Goal: C6 Improve access to health and social care for all people including vulnerable groups

We support people to stay independent, and to maintain choice and control over their lives. To do this, it is important that everyone has access to the information and advice they need to make the right choices for them.

Some people need extra care or support to lead an active life and do the everyday things that many of us take for granted. Our aim is to support you to maintain a good quality of life, or help you find other people who might be able to help

We are encouraging individuals to play a greater part in their communities by encouraging the use of spice time credits, whereby a person who helps out in their community is rewarded for their time. We have also developed our Information, Advice and Assistance Service which provides support for individuals with care and support needs, or carers who require information or advice about the services available to them both within the local authority and in the community. To support this service we are also developing the DEWIS web service, which will enable individuals to access details of all the community based services available to them within their area. We also have dedicated Community Resilience Officers who work for the local authority whose sole role is to help people identify services in a person's community that can meet their needs. We also working closely with our health colleagues, for example with initiatives such as a Foodwise programme to help people to understand about healthy eating, and an expert patient programme to train people who are diabetic about how to monitor their symptoms

The Moneywise financial literacy project is taught in local schools, teaching the basics of financial literacy and money management. The programme has so far been taken up by 69 schools.

Time Credits are a time base currency that supports the building of communities. Hours donated by the community since the beginning of the Spice partnership with Carmarthenshire Housing Services have finally tipped over the 45,000 mark to an incredible 45,895 hours of skills and experiences given by Carmarthenshire tenants and residents through the time based currency of Time Credits.

Our Review and Evaluation for 2016/17

The Institute of Public Care (IPC) undertook a review of our children's disability services. As a result of the findings standard tools were developed designed to support the trial of a Resource Allocation System (RAS) which will provide a fair and transparent means of allocating services to families with a personalised approach. This approach will be piloted with a view of rolling it out across services later in 2017/18.

We submitted a proposal to the Regional collaborative Board for the extension of specialist provision on the Garreglwyd site for children and young people with autistic spectrum disorder (ASD) which will be considered as part of the ASD specific funding next year. We have been extending provision this year with the additional space we have available since the education provision moved out to Ysgol Bro Dinefwr. A Service Level Agreement has been developed and key stakeholders from Education, children's services and the Health Board are meeting in May/June to agree future priorities for the service. Positive feedback was received by CSSIW who inspected the service during August 2016:

"The service was very flexible in responding to the staffing needs of the Young People. Staff were able to communicate in a variety of ways, which helped them to understand the Young people's needs and choices'.

Supporting young people into education, training and employment

The Cynnydd (European Social Fund) project is up and running, working with Education supporting vulnerable young people into employment, education and training, and identifying disabled children who may be a risk of becoming NEET. Work is also underway to review our direct service provision within the Community Inclusion division. This will be an opportunity to ensure services are modernised and focused on the needs of vulnerable young people.

The Transition Team is an established team who work with disabled children and young people aged between 16 & 25 and jointly managed by children and adult services. Using person centred planning processes the team aims to ensure that the transition from children to adults is as seamless as possible. The team aims to ensure that wherever possible disabled young people have the same opportunities as all young people within the community.

- ✗ Scoping of the Transition and Disability strategy along with IPC review of disability services is well underway. Taking into account the requirements of the Social Services and Well-being Act and forthcoming Additional learning needs reforms. A project plan is being developed to take this forward.

- ✓ We have developed a new Information Advice & Assistance service during 2017/18. Our new information advice and assessment team gives a single number 24 hours a day for social care advice and assistance and coupled with the decision to create a dedicated out of hours social work service working across children's and adults will give us the best possible chance to get people the right help at the right time. This will be an extension of the social work day services covering the County, including hospitals at weekends. I am confident that we are at the forefront of developments in this area in Wales

- ✓ A number of joint projects are also underway following successful bids to the Intermediate Care Fund.

- ✓ A review of day service and respite provision has been undertaken this year which is driving a future model of service. This has been led by those who use services and front line staff whose energy, commitment and appetite for change has been impressive.

- ✗ Overall our performance during 2016/17 is demonstrates improvement, but we acknowledge that remedial action is required in relation to DoLs and reviews in particular.

- ✗ Overall we are making good progress and whilst there are areas which need attention the building blocks are in place to enable us to continuously improve and achieve the business objectives set for 2017-2020.

How do we know we made a difference? / Is anyone better off?

Wales' only integrated all-ability netball team is going from strength to strength.

Ser y Byd Netball Team started training in 2010 during PE sessions or lunch breaks at Ysgol Heol Goffa, Llanelli, with only seven players.

Head coach said over the years pupils' interest had grown and they had moved on to allocated sessions at Llanelli Leisure Centre every Friday with the group growing to 21 members.

They have joined with clients and staff at Coleshill adult training centre to form a joint club of unisex members.

Carmarthenshire County Council's executive board member for education and children's services, Cllr Gareth Jones, said: *"The netball club is a tremendous success with their members looking forward to attending sessions, meeting old and new friends, and working together as part of a team.*

"The integration with Coleshill Centre users is inspirational and the next step must be for mainstream schools to have an involvement."

Goal: C7 Reducing drug and alcohol misuse

Our Review and Evaluation for 2016/17

A review of Substance Misuse Services identified a risk that young people can fall through the net between children and adult services. The review recommended specialist adult services 'reach in' to become involved prior to a young person's 18th birthday. We will continue to work together regularly to plan for those children with the most complex needs. The **Substance Misuse team and Integrated Family Support Team (IFST)** continue to work closely together, meeting regularly to allocate case work. A restructure proposal has been developed to realign the team which will add greater capacity and maintain links between other children's services teams.

How did we perform during 2016/17?

- ✓ This year we have evaluated the services delivered by the Integrated Family Support and Substance Misuse Teams. The two teams continue to work closely together having regular meetings to allocate case work. It has been determined that there is no value in currently integrating the two services.
- ✓ A restructure proposal has been developed to realign the Substance Misuse Team which will add greater capacity for case work and will maintain the links between the teams and other children`s services teams.
- ✓ Training relating to Alcohol Related Brain Damage (ARBD) was commissioned and delivered across the department for staff to meet this growing challenge. ARBD recently supporting an individual back into the community following an intensive community based programme.
- ✓ Substance Misuse Team work closely with the Derwen Newydd project that provides a supported environment for people wanting assistance to remain abstinent. We sit on the allocation panel and attend steering groups and have recently identified the need to expand the project through provision of a downstairs bedroom to accommodate complex cases.
- ✓ Substance Misuse Team continue to be managing weekly partnership meetings looking at swift allocation of cases between Social Work, Hywel Dda, and Tier 2 providers.
- ✓ Continue to assess people for specialist Tier 4 placements, whilst looking at least restrictive community options in the first instance.
- ✓ Attend MARAC on behalf of Substance Misuse Services and respond to vulnerable individuals who require support due to Domestic Abuse and Substance Misuse.
- ✓ The service has been recognised as a model of best practice being finalists in the Social Care Accolades and BASW Cymru team awards.

How do we know we made a difference? / Is anyone better off?

Carmarthenshire Substance Misuse Team and Tywi, Teifi, Taf (3Ts) social work team were both given certificates for exceptional practice and achievement for their service users/carers in the Social Work Team category.

Executive board member for health and social care, Cllr Jane Tremlett said:

"These awards promote the positive aspects of our profession, great social work practice and supportive organisations. What an achievement for Carmarthenshire County Council's social care team, we had commendations in every category and it just goes to show their dedication and commitment. We are extremely proud of the team we have in Carmarthenshire."

Someone who has received a service from the substance misuse team said:

"thank you very much for all you have done for me, especially getting me into rehab and giving me the chance to be a better person and parent, I could not do it without you"

Outcome D - People in Carmarthenshire fulfil their learning potential...

We all want our children and young people to have the best possible start in life by supporting them to gain the skills and knowledge they need to lead happy, healthy, fulfilling lives. We want to improve outcomes for all ages through lifelong learning.

The Director, Gareth Morgans, set a challenge for pupils in Years 7-9 from our secondary settings asking them to create works of art on the theme 'Your local area and/or Carmarthenshire' to enhance our offices. Department staff and primary schools voted on their favourite picture and the THREE GARETHS judging panel (Cllr. Gareth Jones, Gareth Morgans and Gareth H. Davies, artist) assisted.

The picture to the left, from Canolfan Y Gors, was one of the winning entries.

Goals: (as agreed in the Integrated Community Strategy with partners)

D1 - Providing the best opportunities for lifelong learning & development for all
D2 - Improving skills and training to increase employment opportunities for all
D3 - Supporting parents & families to develop their children's learning
D4 - Developing an Inclusive Society
D5 - Increasing the provision of childcare, education and training through the medium of Welsh

Our 2016/17 Key Improvement Objective Priorities (KIOPs):

- **Improving Learner Attainment**
- **To further reduce young people Not in Education, Employment or Training**

Progress at a glance:

Outcome Measures (as set out in Corporate Strategy)	Progress
Improved educational attainment	✓
Improved school attendance rates	Primary ✗ Secondary ✓
Reduced number of young people Not in Education, Employment or Training	✓
Improved building condition of schools	✓

Our Performance for 16/17:

Goal: D1 Providing the best opportunities for lifelong learning & development for all

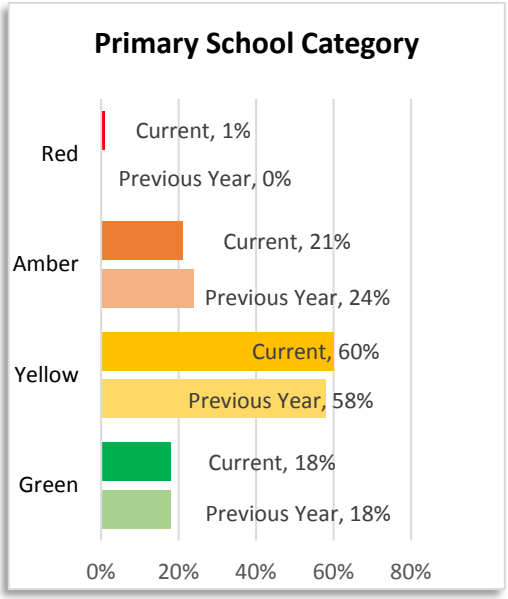
Our Review and Evaluation 2016/17

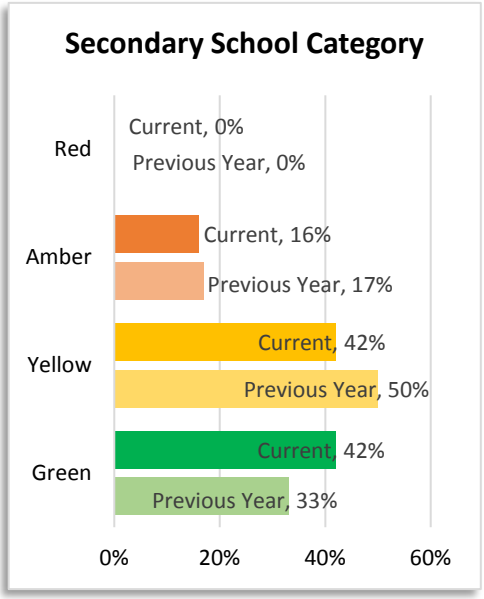
For the third year in succession our school pupils achieved their best ever examination results at GCSE, achieving 65.1% against the key Level 2 Inclusive indicator (at least 5 number GCSE passes at grade A* to C including mathematics and language) with the outcomes of national literacy and numeracy tests at other key stages of education improving and comparing favourably with other authorities. This was the fifth consecutive year that improvement has been secured in the key examination results indicators. School attendance rates improved once more and are now significantly better than they were a few years ago.

We were the first Welsh local authority to have its children's services inspected by the CSSIW under the new inspection framework aligned to the expectations of the Social Services and Wellbeing (Wales) Act 2014 and received a very good judgement, with only a few relatively straightforward recommendations to address.

Our Modernising Education Programme continued apace, with major school development projects completed at Ysgol Bro Dinefwr, Ysgol Maes y Gwendraeth, Ysgol Carreg Hirfaen, and Bryngwyn School, with thousands of children benefiting.

Welsh Government School Categorisation:
The system's main purpose is to identify which schools are in most need of support. The system is a co-constructed system between regional education consortia and Welsh Government and uses 4 colour category's to denote levels of support required, from **Green** – highly effective schools; to **Red** – schools in need of greatest support.





- ✓ At 79%, well over three quarters of our schools (Primary + Secondary) are now in a **Green or Yellow category**, 2% points higher than 2015-16.
- ✓ The proportion of Secondary **Green schools** in Carmarthenshire has increased by 9% points as compared to 2015-2016.
- ✗ One Primary school, Ysgol y Fro, has slipped into the red category for 2016.*(12074)*

During academic year 2015/16 **Estyn** inspected **15 Carmarthenshire Schools** (12 primary, 2 secondary and 1 Pupil Referral Unit). Of the 15 schools inspected; 2 schools were judged as having sector leading practice; 3 schools were judged as being good schools; 2 schools were placed in follow up category– LA Monitoring; 6 schools have been placed in follow up category Estyn Monitoring and 2 schools placed in follow up category Significant Improvement. Noted area's for improvement were that around half of the schools inspected need to focus on; further improve attainment to support higher judgements of 'standards' and further improve Leadership and Improving Quality.

The Council saw improving learner attainment as a KIOP for 2016/17, as it is crucial to the development of education within the county. At a Members seminar in April 2016, Members identified this as a top priority closely linked to regeneration. Members wanted to ensure that investment continued to further develop our educational needs.

KEY IMPROVEMENT OBJECTIVE PRIORITY (KIOP)
We will improve Learner Attainment

Authority achieves best ever learner attainment for 3rd year in a row

Education continues to be one of the highest priorities for the Council, equipping our young people with the skills and qualifications which will enable them to secure well paid jobs for their future. We want Carmarthenshire to be a community where children are safe and nurtured and learners are able to achieve their full educational potential. We continue to achieve improvement in the measures below.

Key Measure of Success	Academic Year 2013/14	Academic Year 2014/15	Academic Year 2015/16		
	Results	Result	Target	Result	Progress
% of pupils age 15 achieving Level 2 threshold including GCSE A*-C in English or Welsh and mathematics (L2i) *(EDU/017)*	58.7%	61.1%	61.6%	65.1%	Improved

PLEASE NOTE: Our 2015/16 Academic Year result is the same as the Welsh Government publication which is based on school Year 11 cohort and includes children educated other than at school (EOTAS) which is not truly comparable with the previous year. This differs to the Local Government Data Unit publication of data on 13th September 2017 based on the 'pupils aged 15 at the start of the school year' cohort and excludes children educated other than at school (EOTAS) or Independent schools which can be compared with the previous year. Carmarthenshire's result based on the Local Government Data Unit publication is 64.5% and still shows an improvement.

- ✓ Our result for 2015/16 (academic year) is a 4 percentage point improvement on the previous year's result and demonstrates our greatest success to date with this key indicator.
- ✓ This result is above the Welsh average of 60.3% and was the 6th highest in Wales.

Why this is important

% of year 11 pupils (age 15/16) achieving Level 2 threshold including GCSE A*-C in English or Welsh and Mathematics is regarded as the key measure of achievement at the end of compulsory education. The result has continued to improve year on year for the last 5 years

In addition to this key measure we also judge ourselves by the following...

Performance Measures	Academic Year 12/13	Academic Year 13/14	Academic Year 14/15	Academic Year 15/16	2015/16 Welsh Average	Comments
Year 2 (end of Foundation Phase / Infants) - % of pupils achieving the Foundation Phase Indicator (achieving language, maths and personal development) *(5.0.2.9)*	81.6	84.1	86.8	85.9	87.0	Declined result compared to previous academic year, result below the Welsh average. Results have been analysed and additional support provided for AY 2016/17.
Year 6 (End of Key Stage 2 / Junior) - % KS2 pupils achieving Core Subject Indicator (Year 6 pupils expected performance in English or Welsh first language, maths and science) *(EDU/003)*	85.4	87.4	88.2	89.0	89.0	Improved result compared to the previous academic year. The core subject indicator at KS2 continues to improve and is at its highest ever level, now above the Welsh average.
Year 9 (End of Key Stage 3 / 3rd Year Secondary) - % achieving Core Subject Indicator (expected performance in English or Welsh first language, maths and science) *(EDU/004)*	77.1	84.5	85.1	86.3	86.1	Improved result compared to the previous academic year. Results at KS3 continues to improve, above Welsh average and are at their highest point.

Year 11 (End of Key Stage 4 / Secondary) - % of pupils achieving 5 or more GCSE's grade A*-C or vocational equivalent (L2) *(5.0.2.2)*	78.0	84.7	87.0	89.2	84.0	Improved result compared to previous academic year, and above the Welsh average and is our best ever result.
Year 13 (A-level) - % of 17 year olds who enter a volume equivalent to 2 A Levels and who achieve the Level 3 threshold (2 A Levels Grades A-E) *(5.0.2.3)*	97.3	98.6	98.1	99.5	98.0	Improved result compared to previous academic year and the best result in Wales
Eligible for Free School Meals						
Year 11 (End of Key Stage 4 / Secondary) % of pupils **eligible for Free School Meals** who achieved the Level 2 threshold including a GCSE grade A*-C in English or Welsh first language and mathematics *(5.0.3.1)*	29.3	28.9	33.7	41.5	35.6	Improved result compared to previous academic year, and above the Welsh Average.

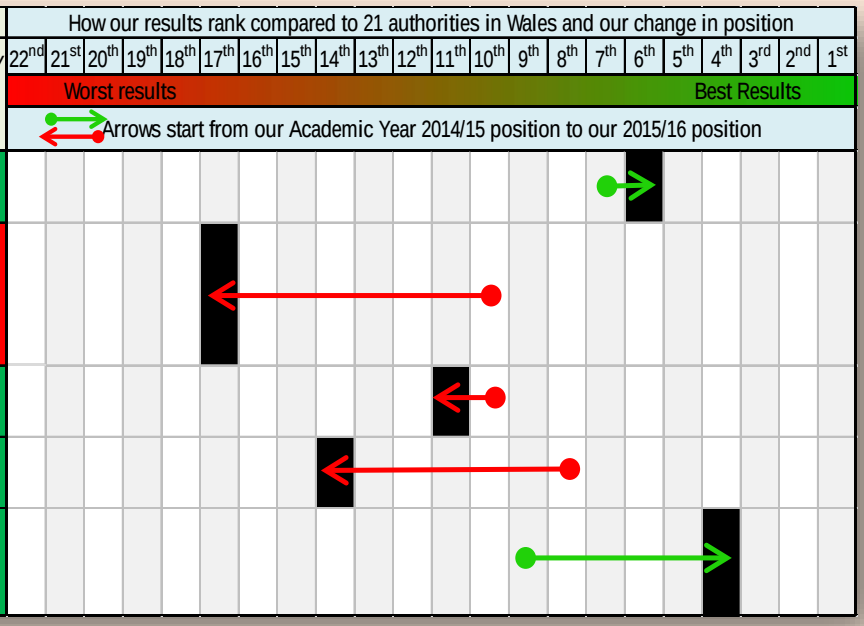
✓ Successfully improved the performance of pupils **eligible for Free School Meals (eFSM)** across all Key Stages, with attainment in Key Stage 4 for the 'L2i' continuing to improve significantly and outperform the Wales average. This success reflects the impact of work undertaken in partnership focusing directly on higher achievement for this vulnerable group. *(12078)*

How do we compare with others

Whilst we have improved our results significantly over the last four years it is important not to be complacent. There are 22 Councils in Wales and Carmarthenshire's progress can be compared as follows:-

The table below compares results of key measures across Wales.

Measures	Our 2015/16 AY result and change		How our results rank compared to 21 authorities in Wales and our change in position
			22nd 21st 20th 19th 18th 17th 16th 15th 14th 13th 12th 11th 10th 9th 8th 7th 6th 5th 4th 3rd 2nd 1st
			Worst results — Best Results
			Arrows start from our Academic Year 2014/15 position to our 2015/16 position
% Achieved the Level 2 inclusive threshold (EDU/017)	65.1	↑ 4.0	
% of pupils achieving the Foundation Phase Indicator (Year 2 achieving language, maths and personal development) (5.0.2.9)	85.9	↓ 0.9	
% Pupils achieving Key Stage2 Teacher Assessment (EDU/003)	89.0	↑ 0.8	
% Pupils achieving Key Stage3 Teacher Assessment (EDU/004)	86.3	↑ 1.2	
% of pupils achieving 5 or more GCSE's grade A*-C or vocational equivalent (5.0.2.2)	89.2	↑ 2.2	



Our relative Welsh ranking has improved for the Secondary indicators, Level 2 (5.0.2.2) and Level 2 inclusive.

Despite continuing our upward trend in results for the Key Stage 2 and Key Stage 3 Indicators, our relevant Welsh ranking has declined. The upward 'jump' for each of these indicators was not as pronounced as in previous years.

Our result and Welsh ranking has declined for the Foundation Phase Indicator. The School Improvement Team have analysed performance data to highlight the specific areas in need of additional support. This has provided a defined agenda for development.

During 2016/17 we delivered 19 out of our 23 KIOP commitments

Last Year's Commitments	✓ ✗	Progress Comment
Continue to deliver our Modernising Education Programme / 21st Century Schools Plan		
We will conclude the Dinefwr Secondary Schools Transformation Strategy by completing school modernisation investment at Ysgol Maes y Gwendraeth, to complement the significant investments at Ysgol Bro Dinefwr and Ysgol Dyffryn Aman which were completed in 2015, bringing to a conclusion the major reorganisation of secondary school provision in the region and an investment totalling £69 million in value. *(12069)*	✓	**All construction schemes have been completed and all buildings are occupied** with a total grant of £57.3 million claimed in full in 2015/16. The official opening of Ysgol Dyffryn Amman took place in December 2015 with Ysgol Bro Dinefwr officially opening in October 2016 and Ysgol Maes Y Gwendraeth in November 2016.
We will invest around £19 million in major school construction and modernisation projects at Coedcae, Seaside, Trimsaran, Llangadog and Parc y Tywyn. *(12070)*	✓	During 2016/17 a total of **£19 million** (including a £10.2m Welsh Government grant) was spent on major school construction and modernisation projects at Coedcae, Seaside, Trimsaran, Llangadog and Parc y Tywyn.
We will increase the number of surplus places removed as the result of Carmarthenshire's Modernising Education Programme *(4.3.1.7)* 2015/16 Result – 394 / 2016/17 Target 141	✓	A total of **141 surplus places** were removed during 2016/17 based on 2 school closures and 1 new build with slightly reduced capacity.
We will increase the % of **schools graded** as **"Good"** (*Category A*) or "**Satisfactory**" (*Category B*) for school building condition.*(4.3.1.8)* 2015/16 Result – 55% / 2016/17 Target 56%	✓	57% of schools are currently graded as **"Good"** or "**Satisfactory**" for school building condition with three Secondary school building's grades having improved; Dyffryn Aman and Bro Dinefwr due to construction projects being completed and Strade due to completion of a refurbishment project.
Improving School Attendance - Making every day count		
We will increase the % of **pupil attendance** in primary schools *(EDU/016a)* Academic Year 2014/15 – 95.2% / 2015/16 AY Target 95.4%	✗	**Primary school attendance** declined during 2015/16 academic year at 94.8% moving us from 5th to 13th position in Wales. Analysis shows that 0.1% increase in absence was due to pupil illness and a 0.3% increase in agreed family holiday.
We will reduce the % of **authorised absence** in primary schools *(4.1.2.3)* Academic Year 2014/15 – 4.0 / 2015/16 AY Target – 3.9%	✗	**Authorised absence** in primary schools increased during 2015/16 academic year to 4.4% with 0.1% due to pupil illness and a 0.3% increase in agreed family holiday.
We will increase the % of **pupil attendance** in secondary schools *(EDU/016b)* Academic Year 2014/15 – 94.2% / 2015/16 AY Target – 94.4%	✓	**Attendance at secondary schools** continues to improve at 94.5% during 2015/16 academic year moving us from 9th to 8th position in Wales.
We will reduce the % of **authorised absence** in secondary schools *(4.1.2.2)* Academic Year 2014/15 – 5.1% / 2015/15 AY Target – 5.0%	✓	**Authorised absence in secondary schools** has reduced further to 4.9% during 2015/16 academic year.
Teacher Assessments and Examinations		
We will increase the % of pupils age 15 achieving **Level 2 threshold** including GCSE A*-C in English or Welsh and mathematics *(EDU/017)* Academic Year 2014/15 – 61.1% / 2015/16 AY Target 61.6%	✓	We have exceeded our target with 65.1% of pupils achieving the **Level 2 threshold** during 2015/16 academic year. This is a strong improvement of 4 percentage points on the previous year.
We will increase the % of pupils achieving the **Foundation Phase** Indicator (Year 2 achieving language, maths and personal development) *(5.0.2.9)* Academic Year 2014/15 – 86.8% / 2015/16 AY Target 87.3%	✗	The % of pupils achieving the **Foundation Phase** indicator during 2015/16 academic year is off target at 85.9% and has declined by 0.9 percentage points compared to the previous year. The School Improvement Team have analysed performance data to highlight the specific areas in need of additional support. This has provided a defined agenda for development.
We will take forward the recommendations of the Foundation Phase report *(12071)*	✓	Priority areas for development continue to be supported well through focussed training, research and bespoke support designed to meet the individual needs of the school.

We will increase the % KS2 pupils achieving Core Subject Indicator (Year 6 pupils expected performance in English or Welsh first language, maths and science) *(EDU/003)* Academic Year 2014/15 – 88.2% / 2015/16 AY Target 88.7%	✓	During 2015/16 academic year 89% of KS2 pupils achieved Core subject indicator which represents the Local Authority's best result to date and continues our ongoing upward trend. Unfortunately we have moved from 10th to 11th position in Wales
We will increase the % KS3 pupils achieving Core Subject Indicator (Year 9 pupils expected performance in English or Welsh first language, maths and science) *(EDU/004)* Academic Year 2014/15 – 85.1% / 2015/16 AY Target 85.6%	✓	During 2015/16 academic year 86.3% of KS3 pupils achieved Core subject indicator which again represents the Local Authority's best result to date and continues our ongoing upward trend. Unfortunately others have improved by more and we have moved from 8th to 14th position in Wales.
We will increase the % of pupils achieving 5 or more GCSE's grade A*-C or vocational equivalent *(5.0.2.2)* Academic Year 2014/15 – 87.0% / 2015/16 AY Target – 87.5%	✓	89.2% of pupils achieving 5 or more GCSE's grade A*-C or vocational equivalent during 2015/16 academic year. Increased challenge and monitoring of performance in schools resulted in the best results ever for the Local Authority.
% of pupils eligible for Free School Meals who achieved the Level 2 threshold including a GCSE grade A*-C in English or Welsh first language and mathematics *(5.0.3.1)* Academic Year 2014/15 – 33.7% / 2015/16 AY Target 34.2%	✓	% of pupils eligible for Free School Meals who achieved the Level 2 threshold including a GCSE grade A*-C in English or Welsh first language and mathematics has exceeded our target during 2015/16 academic year at 41.5% and shows a good improvement.
We will enhance outcomes for More Able and Talented (MAT) pupils.*(12072)*	✓	An on-going focus on securing and raising achievement for MAT learners has been undertaken throughout the year. Outcomes for Key Stage 4 key performance indicators showed their highest results to date.
We will increase the % of pupils achieving the Level 3 threshold (2 A Levels grade A-E) *(5.0.2.3)* Academic Year 2014/15 – 98.1% / 2015/16 AY Target – 98.6%	✓	The number of pupils achieving the Level 3 threshold (2 A Levels grade A-E) had improved further during 2015/16 academic year at 99.5% and is the best result in Wales.
Implementing a consistent regional support, challenge and intervention framework		
We will work to improve the quality of leadership and its impact on improving outcomes across the consortium *(12073)*	✓	We have undertaken a review of each school`s 'quality and impact of leadership' through annual ERW Core Visits. School leaders (including governors) across the workforce continue to receive support, guidance and development opportunities in support of enhanced practice and outcomes.
We will improve the proportion of schools with a Green or Yellow categorisation in the National School Categorisation System *(12074)*	✓	At 79%, well over three quarters of our schools (Primary + Secondary) are now in a Green or Yellow category, 2% points higher than 2015-16.
Improving outcomes of Estyn School Inspections		
We will increase the % of Good or Better Outcomes in Estyn Judgments *(12075)*	✓	The % of Overall Outcomes in Estyn Judgements has increased to 91% from 50%. The total number of schools inspected with published reports in 2016-17 = 11 (10 primary / 1 secondary).
Reducing fixed term exclusions		
We will minimise the % of school days lost due to fixed-term exclusions in Primary Schools *(EDU/010a)* Academic Year 2014/15 – 0.015% / 2015/16 AY Target 0.013%	✓	0.013% of school days were lost in Primary Schools due to fixed-term exclusions during 2015/16 academic year. This is an improvement on the previous year and equates to 284 days compared to 334 days the previous year.
We will minimise the % of school days lost due to fixed-term exclusions in Secondary Schools *(EDU/010b)* Academic Year 2014/15 – 0.039% / 2015/16 AY Target 0.0.37%	✗	0.046% (837.5 days) of school days were lost in Secondary Schools due to fixed-term exclusions during 2015/16 academic year. This is an increase of 115.5 days from the previous year. The pattern varies from school to school with four schools reducing their number of exclusion days while the others increased a little, but one school had increased by 60%.
Developing values and skills for lifelong learning		
We will deliver literacy, numeracy and English for speakers of other languages (ESOL) courses for Carmarthenshire residents and in-comers to the County *(12076)*	✓	Delivery of these courses for the 2015-2016 year have been completed. A full and continuing programme of literacy, numeracy and ESOL classes were offered at centres in Llanelli, Ammanford and Carmarthen for 2016-17 and enrolments in these classes has been good.

How did we perform during 2016/17?

Last Year's Commitments:

- ✓ We increased the % of 15/16 year olds achieving the **Core Subject Indicator** at **KS4** (those pupils achieving at least grade C in GCSE English or Welsh, Mathematics and Science in combination) to **62.34%**, above the target of 58.7% and improving on the previous year's result of 58.22% *(5.0.2.6)*
- ✓ We increased the **average point score** for pupils aged 15 at the preceding 31 August to **596.0%**, above the target of 581.0% and improving on the previous year's result of 580.3%. This was the Authority's best ever result and the best in Wales. *(EDU/011)*
- ✓ We have increased the number of people using **Public Library Services** during the year per 1,000 population from 7,203 to **7,646**. This is mainly due to increased school and young person engagement and steady improvements in the use of online digital resources provided by the library service. ***(LCL/001b)*** 98,104 Carmarthenshire residents are library member. Of the 22 Authorities, we have the second highest number of library users in Wales with Cardiff having the highest.
- ✓ 'Every Child a Library Member' (ECALM) initiative (Library services and schools working in partnership) to provide a 'Library experience' for young children in Year 4. (Participation from 1268 children from 30 schools).
- ✓ Bookstart (Dechrau Da) – a free bilingual book pack is given to every child in order to encourage a lifelong love of reading when they enrol at any of the three of the Carmarthenshire Regional Libraries. The Reading Agency which supports the Summer Reading Challenge that encourages children to read six library books, collecting stickers and other rewards with over 379 children from Carmarthenshire Libraries involved during the summer of 2016.
- ✓ Oriel Myrddin is operating a Young Artists Club (YACS) for 8-11 year olds and a fortnightly 'ArtLab Club' for young people aged 12-15 (with concessions for low income families).
- ✓ 1300 School pupils visited Carmarthenshire Museums, with schools loan boxes made available to a further 2500 pupils.
- ✓ The Reading Agency which supports the Summer Reading Challenge that encourages children to read six library books, collecting stickers and other rewards with over 379 children from Carmarthenshire Libraries involved during the summer of 2016.
- ✓ We continued to hold all schools and **ERW** to account for further improving standards and outcomes for learners, intervening in schools where performance is not satisfactory. We undertook Core Visits for evaluation of school performance outcomes and undertaking of National Categorisation and review Teaching and Learning provision. The LA Scrutiny Panel has continued its valuable work through inviting a range of schools across all phases to present an overview of their progress, success and areas of concern to the Panel. The ongoing monitoring and scrutiny of our `Schools Causing Concern' has continued to be challenged and supported. *(12077)*
- ✓ We completed and published the **Carmarthenshire 11-19 Curriculum** in partnership with schools and other providers, incorporating national policy developments, in line with the development strategy Palmantu'r Ffordd/Paving the Way. *(12079)*
- ✓ We completed all the actions as detailed in the **Modernising Education Programme** for 2016/17 in relation to Construction Projects, School Organisation Proposals, Business Cases, Data returns, School Capacity, Catchment areas and Estate management *(12080)*

The official opening of Ysgol Dyffryn Amman took place in December 2015 with Ysgol Bro Dinefwr (pictured) officially opening in October 2016 and Ysgol Maes Y Gwendraeth in November 2016

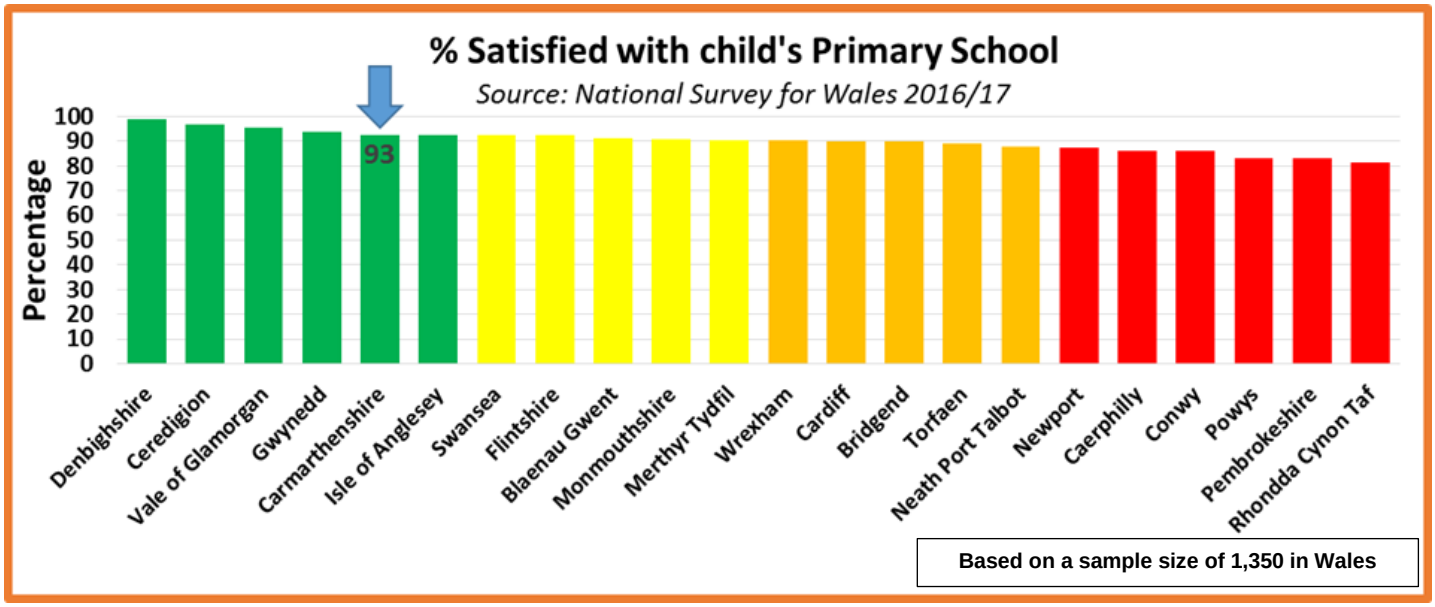
Please see 'Continue to deliver our Modernising Education Programme / 21st Century Schools Plan' section of KIOP Commitments above for additional details.

How do we know we made a difference? / Is anyone better off?

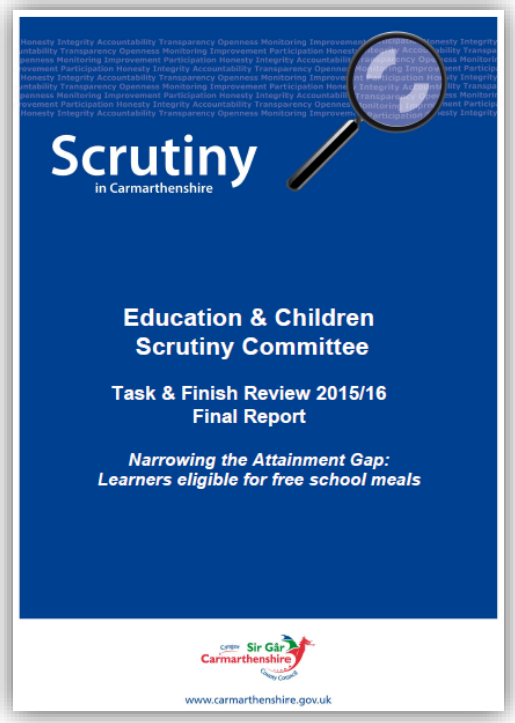
Statistics from Stats Wales shows that 37.4% of working age adults in Carmarthenshire have qualifications at NQF level 4+ in 2015 (33.6% in 2015). This shows a steady improvement on our 2005 figure of 22.8% and we are now equal the Welsh average.

The percentage of working age adults with no qualifications in Carmarthenshire has reduced again to 9.7% in 2016 from 11.1% in 2015. This continues the trend for improvement on the 2008 figure of 16.1%

Recently published results from the 2016/17 National Survey for Wales shows that **93%** of residents in Carmarthenshire were satisfied with their child's **Primary School**. This is the **5th best** result in Wales.



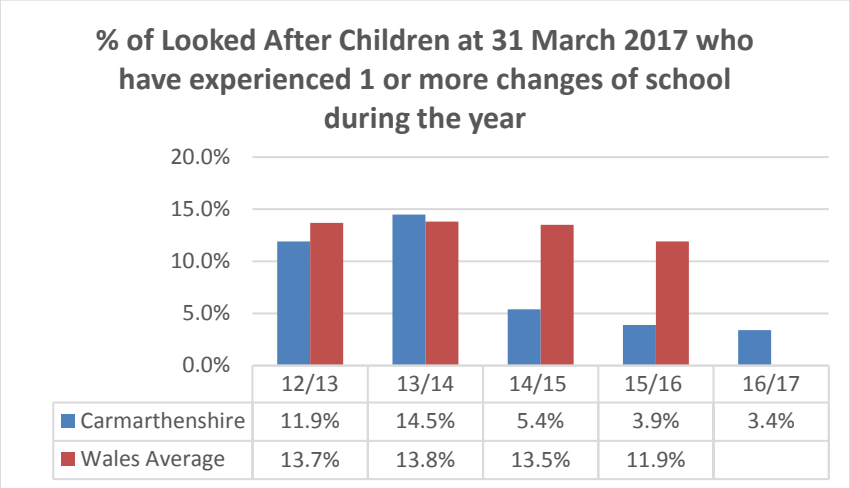
The Authority has worked collaboratively through a Task and Finish Review in support of 'Narrowing the Attainment Gap for Learners **eligible for free school meals**.' This extensive piece of work produced an informative and practical document for use as a valuable resource across our schools. Its key messages include:



- Carmarthenshire schools place much emphasis on raising standards and achievement for eFSM learners through a range of early interventions and enhanced curriculum opportunities. This work has secured enriched experiences and improved outcomes.
- Our schools are able to evidence numerous elements of 'good practice initiatives' (as presented to the Task and Finish Group) which are effective in reducing the impact of poverty on eFSM learners' engagement and potential.
- Analyses of performance data over time demonstrates that standards continue to rise at the end of all key stages for e-FSM learners.
- Effective school leadership and working in partnership are central to tackling this issue in a sustainable manner.

Improved Results for Looked After Children

We have continued to perform well in maintaining looked after children within the same school (2nd in Wales during 2015/16) which has enabled good education outcomes. Corporate Parenting Services continues to support schools and utilise the Pupil Deprivation Grant for looked after children to provide additional resources and training.



	12/13	13/14	14/15	15/16	16/17
Carmarthenshire	11.9%	14.5%	5.4%	3.9%	3.4%
Wales Average	13.7%	13.8%	13.5%	11.9%	

- ✓ 56.6% of children in receipt of 'care and support' achieved the core subject indicator at Key Stage 2 *(SCC/29a)*
- ✓ 18.0% of children in receipt of care and support achieved the core subject indicator at Key Stage 4 *(SCC29b)*
- ✓ **All Pupils in local authority care**, (who were aged 15 as at the preceding 31 August) left compulsory education, training or work based learning with an approved external qualification.

School Attendance and exclusions: See Goal *D3 - Supporting parents and families to develop their children's learning*

Goal: D2 Improving skills and training to increase employment opportunities for all

In December 2013 the Council adopted the Swansea Bay City Region Economic Development Strategy 2013–2030. In the strategy, **improving skills and training to increase employment opportunities for all** is seen as essential to develop a thriving and sustainable knowledge economy with high value-added employment which will necessitate substantial improvements in our skills levels, such that local people can offer the skills and expertise that knowledge-intensive businesses require.

Our Review and Evaluation 2016/17

Curriculum Enrichment

We have continued to provide a range of Curriculum enrichment experiences which have included the following examples:

Participation in **reading and writing competitions** such as; the Welsh Book Council Quiz 2015-16, where Ysgol Llannon won in the National Round for years 3 and 4; a new KS3 Book Quiz, with Ysgol y Strade winning; Bookslam 2015-16, a Welsh Books Council reading competition, with Ysgol Glanyferri and Johnstown CP teams qualifying for the National Round; and Twenty 'More Able and Talented' KS3 pupils participating in our termly Sgwad Sgwennu Cymraeg' (Welsh Writing Squad).

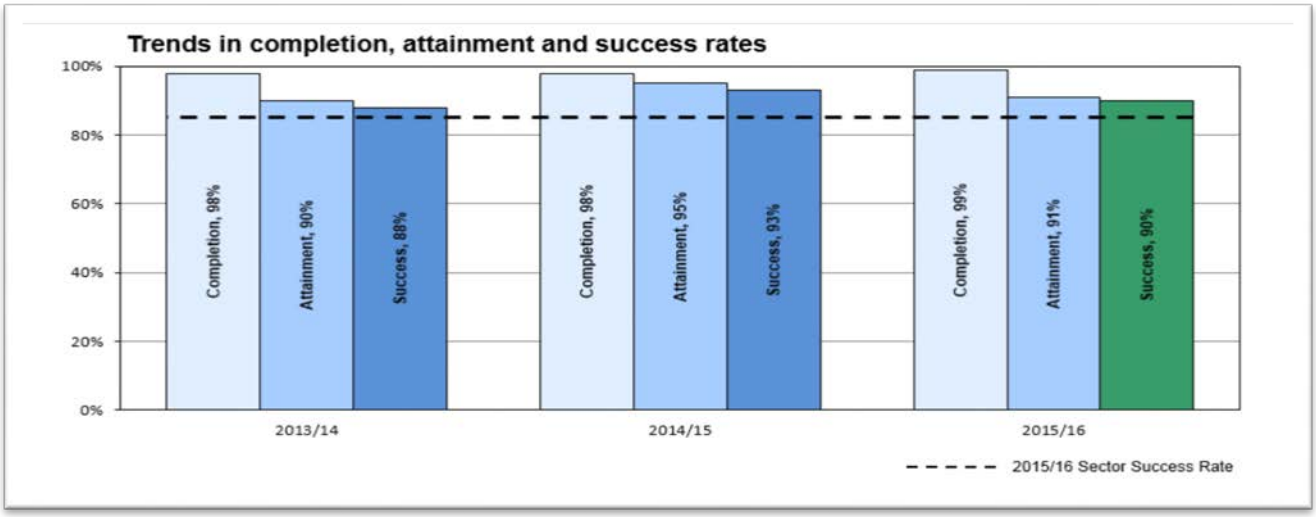
The **Welsh Heritage Schools** Initiative invites schools across Wales to undertake heritage projects and to submit them for this nationwide heritage competition and this year was another successful year for schools in Carmarthenshire with six winning submissions.

This year the **Scarlets partnership** focused on e-books and the five Carmarthenshire **Digital Pioneer schools** looked at a different aspect of the Scarlets experience such as match day and the environmental impact of the stadium.

Carmarthenshire has been a **Fair Trade** county for nearly seven years. Ninety schools are registered on the Fair Trade scheme with 20 schools having worked their way through the full programme and gained the Fair Trade flag.

Adult Community Learning (ACL)

There was a slight decrease in the overall Success rates in our ACL results. There was as a 1% point rise in the number completing courses while the Attainment rate decreased by 4% points. This follows 5 continuous years of continuous improvement.



Completion: of all the learning activities which started, how many were completed (the learner was still there at the end of the course)?
Attainment: of the learning activities which were completed, how many resulted in the learner achieving the qualification they were aiming for?
Success: this combines completion and attainment into a single overall measure: of all learning activities that were started, how many were successfully completed and achieved?

How did we perform during 2016/17?

Last Year's Commitments:

- ✓ The identified elements of the **Youth Engagement and Progression Framework** have been delivered in-county. Vulnerability Assessment Profile (VAP) meetings are now taking place on a termly basis in all Carmarthenshire Secondary Schools. These meetings identify young people at risk of becoming NEET and enable extra support to be provided for them, in some cases via the Cynnydd European Social Fund bid. *(12086)*
- ✓ The work of the Carmarthenshire **Adult Community Learning** Group continued during the 2016-2017 year, informed by the recently published strategic guidance from Welsh Government and Estyn as to the role of these bodies in the work of the ACL sector in the future. *(12087)*
- ✓ The **Carmarthenshire Curriculum 11-19 review** has been completed and approved by the Council. The review identified a unique shared vision for the 11-19 Curriculum in-county that has been developed in close partnership with schools and Coleg Sir Gar. The action plan linked to this review identifies how the local curriculum will evolve to meet the needs of learners, employers and communities. *(12088)*
- ✓ In collaboration with Pembrokeshire CC, Pembrokeshire College and Coleg Sir Gar, a varied programme of activities has been delivered to support **able and talented** young people in Year 12 wishing to progress to the most competitive universities. *(12089)*

Other Key Successes:

- ✓ Music Services – Successful school proms season, culminating in success for the Senior Girls' Choir in the Music for Youth Festival, meriting a performance in the Royal Albert Hall in London, and winning the Cor Cymru choral competition, thus representing Wales in The Eurovision Choir competition in Latvia.
- ✓ Welsh for Adults – Have secured a 2 year contract to deliver Community Education Welsh and have recently tendered successfully to get on the Welsh in the Workplace national framework.
- ✓ The Duke of Edinburgh Award in Carmarthenshire continued to be the highest performing in Wales for the period:
  - Award Completions: Bronze – 450; Silver – 85; Gold – 67 - Total: 602
  - New starts: Bronze – 763; Silver – 133; Gold – 87 - Total: 983.

It's very important to improve skills and training in order to increase the employment opportunities for young people. This was identified as a KIOP for 2016/17.

KEY IMPROVEMENT OBJECTIVE PRIORITY (KIOP)
We will further reduce young people Not in Education, Employment or Training

40% reduction in Year 11 leavers becoming NEET

There was an imperative for the County to renew efforts to reduce the number of young people who become NEET. This work was supported by curriculum review initiatives being developed by the Department for Education and Children and a range of work-related education programmes being delivered by the Regeneration Team. Additionally, activities delivered via the regional Cynnydd European Social Fund project assisted young people in progressing to further education, training and employment during the Post 16 education phase.

Key Measure of Success	Academic Year 2013/14	Academic Year 2014/15	Academic Year 2015/16		
	Result	Result	Target	Result	Progress
% of Year 11 leavers Not in Education, Employment or Training (NEET's) *(5.1.0.1)*	3.4% (69 / 2016)	3.5% (69 / 1962)	3.0%	2.1% (40/1892)	Improved
% of Year 13 leavers Not in Education, Employment or Training (NEET's) *(5.1.0.2)*	6.0% (46 / 767)	2.8% (21 / 761)	2.6%	2.0% (14/702)	Improved

Partnership work by schools, youth support service staff and external agencies including Careers Wales to deliver the Youth Engagement and Progression Framework in Carmarthenshire has resulted in the reduction in the number and percentage of young people becoming NEET. While this is a positive outcome overall, the reduced capacity within Careers Wales to follow up the destinations of young people has resulted in an increase in the number of young people whose status is unknown, 1.59% (30 pupils) compared to 0.05% (10 pupils) the previous year.
It is likely that some of this cohort are NEET and further shared working via the Supporting Engagement into Education Employment and Training (SEET) group is taking place to follow up young people not taking part in education, training or employment.

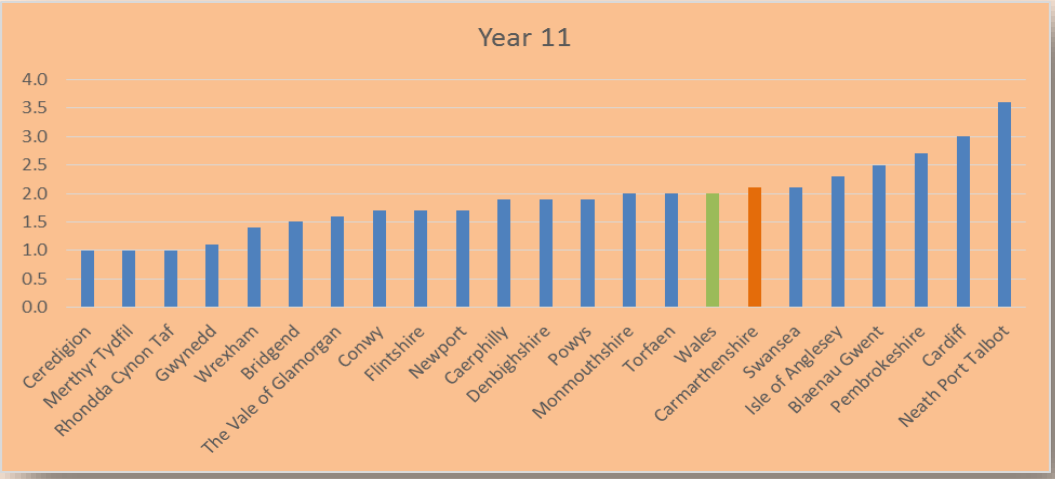
Why this is important?

The Welsh Government's Youth Engagement and Progression Framework focuses on reducing the number of young people aged 11 to 25 who are not engaged in education, employment or training (NEET) in Wales.

Reducing the number of young people becoming NEET on leaving year 11 is thus essential to maximise the life opportunities for this cohort. Ensuring that as many young people as possible are able to progress to school 6th forms, FE Colleges, training provision or work helps ensure that learners at statutory school leaving age do not experience the effects of poverty and can contribute to their communities and the wider economy. Ensuring participation in employment, education and training post 16 also reduces the wider costs to society caused by reliance on benefits and the personal and public costs of offending.

How do we compare with others?

- **Year 11 -** Carmarthenshire now ranks 16/22 LA's in Wales but only 0.1% above the All-Wales average of 2.0%. While there are a range of local circumstances that have contributed to our own performance, we will need to look into why many of the other LA's are showing very significant decreases in the numbers for this KPI and ask WG colleagues for assistance.



- **Year 13** - On completion of Year 13, our performance ranks 3rd equal of 22 LA's, was better than the Wales average of 3.1% and an improvement on our 2016 performance of 2.8%.

During 2016/17 we delivered 9 out of our 9 KIOP commitments

Last Year's Commitments	✓ ✗	Progress Comment
We will reduce the % of Year 11 leavers Not in Education, Employment or Training (NEETs) *(5.1.0.1)* *2014/15 Academic Year – 3.5% / 2015/16 AY Target 3.0%*	✓	There were 2.1% (40 pupils out of 1892) of Year 11 leavers Not in Education, Employment or Training (NEETs) for 2015/16 academic year. This is an improvement on the previous year of 3.5% (69 out of 1962)
We will reduce the % of Year 13 leavers Not in Education, Employment or Training (NEETs) *(5.1.0.2)* *2014/15 Academic Year – 2.8% / 2015/16 AY Target 2.6%*	✓	There were 2.0% (14 pupils out of 702) of Year 13 leavers Not in Education, Employment or Training (NEETs) for 2015/16 academic year. This is an improvement on the previous year of 2.8% (21 out of 761).
We will fully implement the Vulnerability Assessment Profile in all Secondary Schools for Years 7-11 to ensure early identification of all young people who may become NEET. *(12081)*	✓	The Vulnerability Assessment Profile is now being used in all secondary school settings. Data from the profile is being used to identify young people who can benefit from targeted support via the Cynnydd European Social Fund project
We will update and expand the Carmarthenshire Provision map and hosting of a web-based resource highlighting this information via the Un Sir Gar hub. *(12082)*	✓	The Carmarthenshire Provision map was successfully updated and circulated to relevant providers via the Un Sir Gar hub.
We will implement the Carmarthenshire Cynnydd European Social Fund (ESF) Project elements to reduce the number of young people who become NEET.*(12083)*	✓	The Cynnydd Project is now fully operational, with delivery elements being undertaken by Carmarthenshire County Council (CCC) project staff, procured projects and at Coleg Sir Gar. To date the CCC elements of the project have worked with approximately 100 young people
We will support the development of the regional Cam Nesa European Social Fund (ESF) project to deliver employability skills for 16-25's who are currently NEET. *(12084)*	✓	All Carmarthenshire project related paperwork has been completed and submitted by Pembrokeshire as part of the regional bid to the fund. The bid is now awaiting a decision from the Welsh European Funding Office (WEFO) which has been put on hold due to the restrictions on public bodies due to the 'pre-election period'.
We shall support care leavers where possible to ensure that they are in education, training or employment at 12 months after leaving care *(SCC/34a) New measure – baseline to be established during 16/17*	✓	We supported 56.3% of all care leavers to ensure that they were in education, training or employment 12 months after leaving care. *We will use this result as our baseline to establish targets for improvement going forward.*
We shall support care leavers where possible to ensure that they are in education, training or employment at 24 months after leaving care *(SCC/34b) New measure – baseline to be established during 16/17*	✓	We supported 50.0% of all care leavers to ensure that they were in education, training or employment 24 months after leaving care. *We will use this result as our baseline to establish targets for improvement going forward.*
We will ensure a new Vulnerable Young Peoples panel be put in place to co-ordinate support for vulnerable young people in Key Stage 4. *(12085)*	✓	A new Vulnerable Young Peoples panel has now been established and is meeting bi-monthly.

Is anyone better off?

The **Next Step** team are increasingly providing a range of training and support for care leavers helping to reduce the number of NEET. We currently have 40 care leavers in further education, 13 in full-time employment, 13 on training schemes and 4 in Higher Education.

- ✓ 56.3% of those who became care leavers during 2015/16 remain in education, training or employment 12 months after leaving care (i.e. 9 out of 16 young people).

- ✓ Half (50%) of those who became care leavers during 2014/15 remain in education, training or employment at 24 months after leaving care (i.e. 10 out of 20 young people).
- ✓ 30+ young people are now accessing 'When I am ready' arrangements and remaining with their foster carers post 18 if appropriate.

COLEG SIR GAR TASTER EVENT INSPIRES YOUNG PEOPLE TO APPLY FOR COURSES

Youth Support Service (YSS) staff involved in the delivery of the Youth Engagement and Progression Framework worked with colleagues at Coleg Sir Gar by targeting and referring on Year 11 pupils, who were undecided about what they wanted to do in terms of options at 16, leaving school.

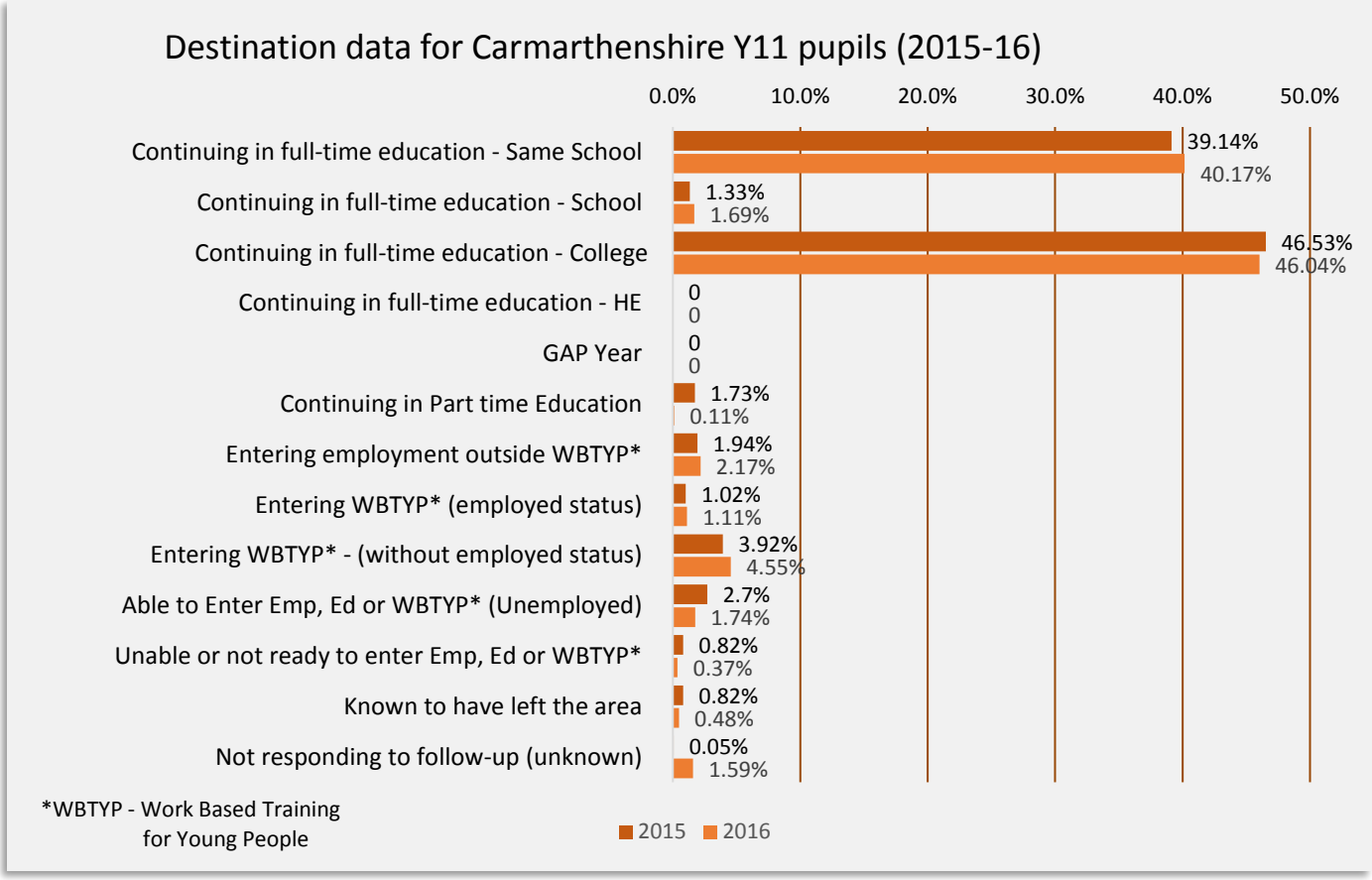
11 young people attended a Taster Week in the February Half Term. All of the 11 young people went on to apply for courses, and also added to their applications after engaging with the week's taster event.

How do we know we made a difference? / Is anyone better off?

- ✓ We have increased the number of logins to the Hwb platform suite, including Office 365, by 57% (770,132 logins compared to 490,761 the previous year)

What happened to school leavers from 2015/16?

96% of year 11 pupils (from Academic Year 2015-16) went on to further education, employment or work based training. There was a slight 1% point increase, compared to the previous year, in the number continuing in full-time education and a 1% point increase in the number entering employment or work based training.



LAUNCH OF NEW CONSTRUCTION CENTRE OF EXCELLENCE

The wraps have come off the next phase of Llanelli's new Vocational Village.
A construction skills centre of excellence, built on the site of Bryngwyn School, is the latest element of the scheme to be officially launched.
Development will soon begin to create a specialist catering training facility at St John Lloyd Catholic School, a music technology facility at Coedcae School; a performing arts and media facility at Ysgol Y Strade and a caring and child care facility at Glan Y Môr School.
The vocational village is being delivered through Carmarthenshire County Council's Modernising Education Programme, with part funding through the Welsh Government's 21st Century Schools initiative.
Pupils will be able to attend any of the five elements that make up the village, regardless of which school they attend, creating a person-centred approach to vocational learning.
The first tranche of pupils have already had some lessons at the £900,000 construction centre at Bryngwyn, which will be the hub of the village.

STUDENTS' 'BIG BANG' IN SCIENCE AND ENGINEERING

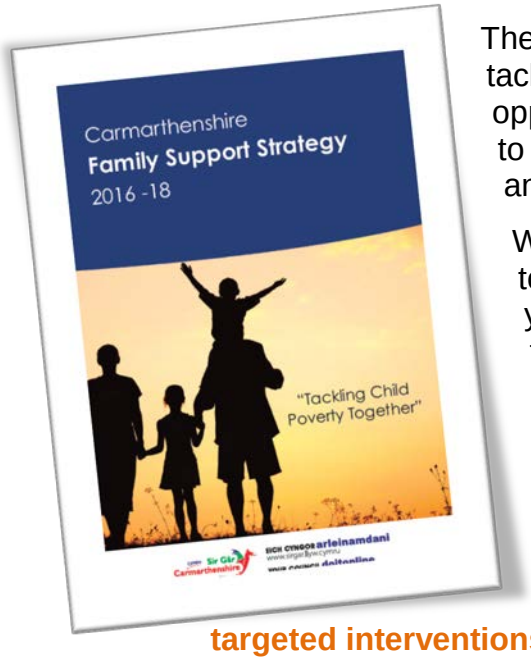
Students from QE High School are making a 'big bang' in the world of science and engineering.
Staff from the council's Property Design team have been working with Year 12 pupils on their Science, Technology, Engineering and Mathematics (STEM) projects.
It is part of the Engineering Education Scheme Wales (EESW) which encourages sixth form students to study engineering courses in further or higher education.
The students work with local companies and organisations and are given research and development briefs related to real industrial problems.
QE High students were asked 'to create an educational environment fit for the 21st century in Wales, where it will meet the needs of the community and provide the best learning provision for the area'.

The brief was developed by the Property Design team to reflect the objectives of the 21st Century Schools and Education Programme.
Officers worked closely with the students on two projects – one to investigate methods of chlorine removal for pools and the other was to design a new sustainable science classroom.
The project investigating methods of chlorine removal for pools won the Best Chemical Solution category and was shortlisted for Best Water Solution category in The Big Bang Fair (South Wales) 2016.

Goal: D3 Supporting parents & families to develop their children's learning

The Authority remains committed to **supporting family life** where children and young people continue to reside within their own families and communities whenever it is safe to do so, through providing a range of early intervention and preventative services, thus minimising the need for statutory intervention.

Our Review and Evaluation 2016/17



The **Family Support Strategy** highlights our commitment to tackling the impact of child poverty and addressing its effect on opportunities and educational outcomes. It sets out our approach to the delivery and development of services for children, families and young people.

We are responsible for delivering a major programme of change to all the services we provide and commission for children, young people and families. This change is designed to ensure that we identify the most vulnerable families and intervene early providing preventative support.

This strategy is closely aligned with the Carmarthenshire Family Support and Prevention Strategy 2016 which describes the services available to families who have complex needs and need statutory intervention.

Once again we have supported families through a range of **targeted interventions** though the Flying Start, Families First, Integrated Family Support Services and other programmes, sustaining families and reducing the potential impact of disadvantage on public services.

Please see Goal: C1 Ensuring each child has the best start in life & Health Theme

Childcare provision in Carmarthenshire is delivered in partnership with private, voluntary and statutory sectors, and has continued to develop. As at March 2017 we have:

- **113** registered child minders (with **735** places)
- **35** registered full day nurseries (with **1,314** places)
- **42** registered out of school clubs (with **1,161** places)
- **52** registered sessional care placements (with **955** places) includes Flying Start settings
- **242 Total providers,** with **4,165** registered places

How did we perform during 2016/17?

Last Year's Commitments:

✓ **Secondary school attendance** has continued to improve: increasing from 94.2 to 94.5 this year; placing Carmarthenshire 8th in Wales. Primary Attendance has dropped a little from 95.0 to 94.8 placing us 13th in Wales. The main cause being authorised absences and illness. There is an action plan in place to address this. *(12090)*

Please also see KIOP: - We will improve learner attainment commitments, under Improving School Attendance - Making every day count, above.

× We were unable to secure funding from Welsh Government in order to run a pilot for the 'Holiday Hunger' programme due to the available funding being fully allocated within two weeks of receiving notification. We have already secured funding for the forthcoming year to implement the School Holiday Enrichment (Holiday Hunger) Programme (SHEP), supporting families and children during school vacations to cook healthy meals, particularly aimed at eFSM. *(12091)*

- ✓ The **Education Welfare Service** continued to deliver a range of programmes for families particularly engaging with more hard to reach, vulnerable families. The Family Learning Signature (FLS) continues to be supported through some schools in Llanelli, with families engaging in their child`s learning. There was positive feedback from families reporting that they feel more able to support their child`s attendance. *(12092)*

How do we know we made a difference? / Is anyone better off?

FAMILY LEARNING STORY WORKSHOP AT YSGOL BRYN TEG

A collection of parents and grand-parents with their children from the Foundation phase classes took part in the Gruffalo storysack course-where they made a Gruffalo Story sack, had a free book and made literacy games, puppets etc. They were fun and interactive sessions linked to the book. It even included fruit tasting and tasks to carry on at home. Julie Thomas from CCC basic skills organized and ran the course.

'*We had a great response from the families and they even came back in to present their story in an assembly which the foundation phase pupils enjoyed'*, stated Mrs Austin, nursery teacher and community link.

'We aim to build on this excellent partnership working, and will be running courses every term to welcome families into the school as it fosters the very best for the pupils learning through working together as a team. We see the positive effects on the relationships created and the impact this has on the education of the pupils is significant', Mr Geraint Jones, Headteacher.
Adult quotes from the course include:
'I loved it! Spending time with my children doing activities and recording the story to take home was fab. Would recommend it to everyone," Said Sarah B.
"Really enjoyed, nice that it was practical and meeting parents and other families. The social side was the best." (A grandmother of a year 1 pupil)
"I could only make a few but the lady taking it was lovely, I had loads of ideas to help my child", stated Katie a mum of a child in year 1.

Goal: D4 Developing an Inclusive Society

The Authority ensures that all children of compulsory school age receive education that is appropriate to their age, abilities and any additional educational needs, and promotes high standards in the provision of education and the welfare of children.

Our Review and Evaluation for 2016/17

Carmarthenshire School-based Counselling Service (SBCS)
Carmarthenshire has commissioned 'Area 43' to manage and provide a professionally accredited school–based counselling service to its young people from year 6 to age 18. Pupil use of the service has continued to be good and almost all the children and young people report that their confidence has improved as a result of the counselling sessions that, they were less worried, felt more supported and were more able to cope with issues they were facing.

Carmarthenshire Minority Ethnic Achievement Service (MEAS)
This year we have seen only a small rise in our English/Welsh as an Additional Language (EAL/WAL) population. We currently have in excess of 1200 EAL learners on our register and

support 400+ A-C Stage learners in 40 schools throughout Carmarthenshire. This year we have been able to increase our support in Welsh medium schools.
The MEAS team currently consists of 4 EAL Specialist Teachers, 2 Polish Bilingual TAs and 3 Arabic Bilingual TAs who work with refugee children and their families.

Carmarthenshire Traveller Achievement Service
This year the service has been able to support 6 secondary schools and 7 primary schools. We currently have 171 children on our register, not all of whom are currently receiving support. There has been an overall improvement with attendance from Traveller children over the past year. This has impacted slightly on improving their attainment levels in primary schools.

Supporting Additional Learning Needs (ALN)

Supporting schools with ALN Reform
Person-centred coaches have supported schools to familiarise themselves and use person-centred tools. Useful resources for schools such as One Page Profiles and Individual Development Plan pro forma have been developed.

Behaviour Support Services
Work on remodelling of the Behaviour Support Services continued this year following on from last year's consultative and evaluative work around looking at what works, what needs development and what needs to change.

Canolfan Cothi and Garreglwyd
Canolfan Cothi opened as the new Secondary specialist ALN autism provision as part of the newly built Ysgol Bro Dinefwr. During the past year, pupils previously located at Garreglwyd successfully transferred to the Canolfan Cothi Centre which has facilities to support up to 30 secondary aged pupils on the autism spectrum.
Garreglwyd Residential Autism Provision remains in its current location in the Gwendraeth Valley. Two secondary aged pupils with autism who were previously in out-of-county specialist residential provision have returned to Garreglwyd during the year, considerably reducing out of county costs. Planning discussions for further expansion of this provision are in place.

Youth Support Service
The Youth Support Service has been involved in the delivery of the Enhanced Case Management (ECM)Test over the last 2 years; it is an approach to the supervision of young people who have offended, supported by the Youth Justice Board and Welsh Government. The approach based on the 'Trauma Recovery Model' has been evaluated by Cordis Bright. In Carmarthenshire (being one of 3 Youth Offending Teams involved across Wales) we have worked with the largest number of young people (11 young people) during the test.

How did we perform during 2016/17?

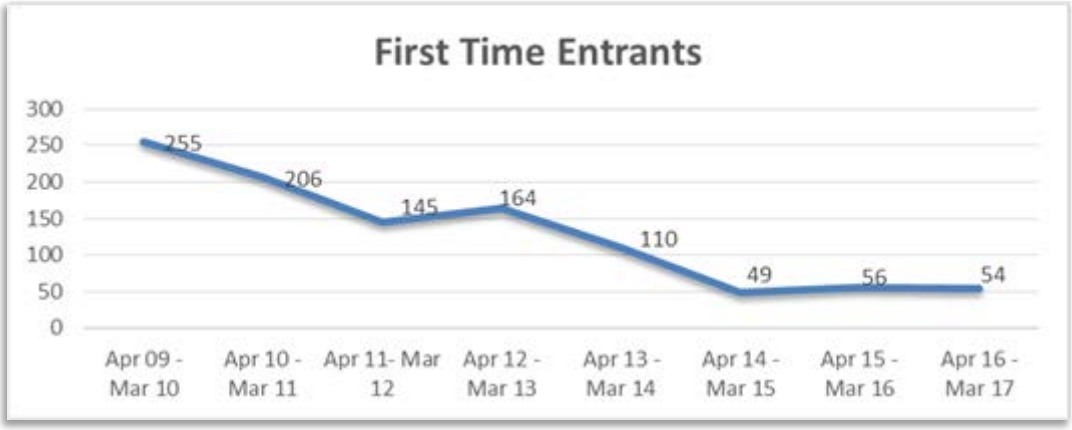
Last Year's Commitments:

- ✗ **Three** Carmarthenshire pupils **left compulsory education without a qualification last year (LENQ)**. This is the first time any pupil has left without a qualification for four years. All three pupils were targeted for additional interventions via the Vulnerability Assessment Profile and received additional support from their School, Educational Welfare and Childcare teams. However, due to case sensitive situations, the three pupils did not achieve a pass in an externally recognised qualification. All three young people are currently being supported by the Youth Support Service. We have moved from joint top to 14th in Wales for this measure for 2016/17. *(EDU/002i)*
- ✓ All **Looked After Children**, educated by the Local Authority who left compulsory education achieved an approved external qualification. Corporate Parenting Team support and the role of the Looked After Children Education Co-ordinator continues to support schools in ensuring children leave with an approved qualification. *(EDU/002ii)*

- ✓ There was one permanent exclusion from a Secondary school maintained by the local Authority in Academic Year 2015/16. An **offer of full time appropriate education** provision was made to the pupil on the day of exclusion. *(EDU/009a)*
- ✓ We increased the % of final statements of special educational need issued within 26 weeks including exceptions from to 34.8% to 43.9%, a result above the target of 40.0%. Despite an improvement, we remain in the bottom quartile and have moved from 20th to 21st position in Wales. *(EDU/015a)*
- ✗ The % of final statements of special educational need issued within statutory 26 weeks (excluding designated exceptions) fell from 80.0% to 71.4%. There were 10 delays in issuing final statements due to non-attendance at Education Psychology appointments. All were cases that presented with complex social and economic dynamics/issues. The Education and Child Psychologist kept the Additional Learning Needs Service informed of the challenges of some of these cases and it was agreed that the quality of the process was more important than reaching the target so that the best outcome for the child was achieved. For 2016/17 we have the worst result in Wales. *(EDU/015b)*
- ✓ 56.7% of children receiving care and support achieved the core subject indicator at Key Stage 2*(SCC/29a)*
- ✓ 18.0% of children receiving care and support achieved the core subject indicator at Key Stage 4 *(SCC/29b)*
- ✓ Steady progress is being made on the safeguarding school health checks. As part of the checks both recruitment and the **Prevent** duty is considered. A recent school survey had an 80% return from Primary schools and provided good evidence to show there was a good take up of the Prevent learning module. Arrangements have been made to offer WRAP (Workshop to Raise Awareness about PREVENT) training to all head teachers and designated staff, this will ensure that all schools have undertaken the mandatory training. *(12094)*
- ✓ A review of behaviour management services was completed with outcomes including:
  - Staff remodelling at Canolfan y Gors/Day Centre in readiness for September 2017;
  - Behaviour and Wellbeing Manager`s post agreed and out for recruitment in readiness for September;
  - Running a development session with school representatives in regard to how the service needs to develop/ respond to emerging needs and trends in behaviour. *(12095)*
- ✓ Officially launched the **Children's Rights Promise**, with Participation Officers promoting the Promise during relevant meetings and training days**.** *(12185)*

How do we know we made a difference? / Is anyone better off?

- ✓ Re-offending rates have declined by 2.5 percentage points, 37.1% compared to 39.6% the previous year, below the Welsh average of 43.6%. This is very positive progress given the nature of the more complex needs of the small group of young people who go on to re-offend."
- ✓ Youth Support Service have continued to maintain the downward trend in young people entering the criminal justice system (first time entrants)"



At the inaugural **Welsh Professional Teaching Awards** held in City Hall Cardiff recently, **Susan Treacy of Ysgol Dyffryn Taf**, Whitland, won the award for supporting teachers and learners and **Susan Quirk of Ysgol Glan-y-Môr**, Burry Port was the runner up for promoting collaboration in order to improve learning opportunities award.

STAR PUPILS RECOGNISED FOR THEIR DEDICATION

Two star Carmarthen pupils have been thrust into the limelight for their commitment and dedication both in and out of school.

Luke Richards and Britany Day of Rhydygors School are celebrating after winning top awards at Radio Carmarthenshire's Young Achiever Awards 2016.

Luke took the Outstanding Secondary Progress Award for turning his life around despite being diagnosed with Autism.

Britany, aged 15 and suffers with symptomatic residual dysplasia of her right hip, walked away with the Young Carers Award for caring for her family and younger siblings.

In 2014 Luke was refusing to go to school, engage in any school work and was generally not engaging in life at home or in school. Two years on and after a lot of hard work and catching up the 16-year-old rarely misses a day, engages in school discussion, and takes a real interest in his future. Prior to Britany becoming a residential pupil in September she would leave school each day to go home and cook a meal for the whole family, wash their clothes and get her younger brother ready for school each morning. She still continues her caring role from a Friday to a Monday.

Goal: D5 Increasing the provision of childcare, education and training through the medium of Welsh

Our Review and Evaluation for 2016/17

We continue to increase the provision of:

- **Childcare** we continue to improve year on year on the number of Welsh speaking childminders, full day care, sessional care and out of school care that is provided within the County.
- **Education** we have increased the number of **Welsh Medium** places in primary schools by 238 and secondary schools by 923.
- **Training** following the national restructuring of Welsh for Adults courses in Wales, we have secured a 2 year contract to deliver Community Education Welsh and have recently tendered successfully to get on the Welsh in the Workplace national framework, to deliver training in workplaces throughout the County.

The **Welsh in Education Strategic Plan 2017-2020** has been reviewed during the last 12 months in line with the most recent Welsh Government guidance, issued in September 2016. This will allow us to further promote and increase bilingual education in the County.

How did we perform during 2016/17?

Childcare

We have increased the number of **Welsh** childcare services which are provided within the County (last year's figures shown in brackets):-

- ✓ 113 registered childminders with **55** (53) of these registered as Welsh speaking **childminders** with **295** (283) Welsh medium child care places out of a total of 735
- ✓ 35 registered full day care with **17** (16) of these registered as Welsh speaking **full day care** with 630 (524) Welsh medium child care places out of a total of 1,314
- ✓ **98%** (83%) (51 Welsh / 52 in total) of **sessional care** is registered as Welsh speaking with **935** (981) Welsh medium child care places out of a total of 955
- ✓ **57%** (53%) (24 Welsh / 42 in total) of **out of school care** is registered as Welsh speaking with **653** (636) Welsh medium places out of a total of 1,161

Education

Welsh is taught as a subject to every pupil up to the end of Year 11 in accordance with the requirements of the National Curriculum.

- × The % of pupils to receive a **teacher assessment in Welsh** (first language) at the end of **Key Stage 2** fell from 51.9% to 50.5% *(EDU/006i)*
- × The % of pupils to receive a **teacher assessment in Welsh** (first language) at the end of **Key Stage 3** fell from 43.2% to 42.2%, we continue to have the 4th highest result in Wales. *(EDU/0006ii)*

  Further support and challenge for Teacher Assessment in Welsh has been carried out locally in partnership with national arrangements via the Regional Consortia. The LA continues to support schools in these processes through workshops and leadership seminars.

- ✓ The **Welsh 2nd Language Charter** has been published and is being implemented in schools. The Welsh Government are now leading on the **Welsh Medium Secondary school Charter**, in collaboration with Carmarthenshire LA and will be published in due course. *(12096)*
- ✓ We continued to advance all objectives of the **Welsh in Education Strategic Plan** (WESP) which are on target. *(12098)*
- ✓ The County Council determined on 13th July 2016 to implement a statutory procedures to **change the language category of Ysgol Bro Myrddin** from bilingual (2A) to Welsh medium (WM) which was implemented on 1st September 2016 for the 2016-17 Academic Year. *(12097)*

Ysgol Bro Myrddin is the first Welsh Medium category Secondary school in Carmarthenshire. The table below provides an overview of the language categories within both primary and secondary schools within the County.

School Language Category	Number of Primary schools	Number of Secondary schools
Welsh Medium	57	1
Bilingual (2A)	-	2
Bilingual (2B)	-	2
Dual Stream (DS)	11	-
Transitional School (TR)	2	-
English medium with significant use of Welsh (EW)	4	3
English Medium (EM)	24	4

SEN Provision

Further work has been undertaken by the LA and ERW to ensure that all schools have access to high quality SEN resources and documentation through the medium of Welsh.

- ✓ Welsh version of ChATT Sir Gar (Speech, Language & Communication Assessment and Intervention Tool) fully established in all Primary Schools. Secondary Welsh medium provision has been strengthened by the extension of facilities and provision at Canolfan yr Eithin. Nantgaredig Welsh medium Primary Language Bases are well established.
- ✓ Newly appointed Advisory Teacher for Speech Language and Communication Needs (SLCN) is a fluent Welsh speaker ensuring that SLCN Observations and assessments can continue to be delivered effectively through the medium of Welsh. The language outreach team continue to offer support to Primary schools and preschool settings through the medium of welsh.

Training

- ✓ We recruited 400 learners on **Welsh for Adults** courses, doubling the target set us by the National Centre for Learning Welsh and improving on last year's figure of 292. Courses will continue till July 2017.

How do we know we made a difference? / Is anyone better off?

FIRST IN COUNTY TO WIN NEW LANGUAGE CHARTER AWARD

A Welsh medium primary school in Llanelli has become the first in the county to win a new language charter award. Ysgol Gymraeg Brynsierfel in Llwynhendy has been given a Codi Caerau Sir Gâr Bronze Award for the progress the school and its pupils have made in promoting the use of incidental Welsh. The Language Charter aims to help bring about an increase in the social use of Welsh by children by inspiring them to use the language in all aspects of their lives. The Charter asks for all members of the school community – the school council, pupils, the workforce, parents, governors and the wider community – to contribute. Each school sets its own challenging but achievable vision.

Outcome E: People who live, work and visit Carmarthenshire are safe and feel safer…

Carmarthenshire remains one of the safest areas in the UK. However, we must not become complacent and we need to continue to work together with partners to address problems identified by local communities.

To help improve road safety the Llanelli Scarlets backed the Carmarthenshire County Council-led campaign to tackle drink driving at Christmas.

Hooker Ken Owens and outside half Rhys Patchell joined Carmarthenshire County Council Leader Cllr Emlyn Dole to launch the seasonal campaign at Parc y Scarlets.

Goals: (as agreed in the Integrated Community Strategy with partners)

E1 - Maintaining and striving to reduce further the levels of crime that are amongst the lowest in England and Wales
E2 - Improving the confidence of local communities that we are tackling the issues that matter most to them and impacting on crime levels
E3 - Reducing anti-social behaviour by working in partnership to tackle local problems
E4 - Reduce the incidences of alcohol-related violence
E5 - Safeguarding all people from abuse, victimisation, neglect & exploitation
E6 - Reducing speeding and the number of road traffic accidents

Progress at a glance:

Outcome Measures (as set out in Corporate Strategy)	Progress
Appropriate support provided to children, young people and families as required	✓
Reduction in road casualties	↔
Reduction in total recorded crime	✘
Reduction in anti-social behaviour	✘

Goal: E1 Maintaining and striving to reduce further the levels of crime that are amongst the lowest in England and Wales

There was a 5.7% increase in total recorded crime since the same period last year. However, the continued drive to accurately record crime is still making any comparisons over time difficult. The increases seen are most likely due to administrative and process changes rather than changes in offending behaviour

Total recorded crime in Carmarthenshire during the year *(5.1.1.2)*	2015/16	2016/17	
	8,160	8,624	Increased by 5.7% (+ 464 crimes) ↑

The most prevalent crime type recorded is the Violence against the Person (VAP) category, which accounts for 31% of all crime in Carmarthenshire. Improvements in recording processes have attributed to these increases and 41 of the 42 forces in England and Wales have seen a rise in such crime. (ONS Data). The most commonly committed types of crime in Carmarthenshire are as follows:-

Carmarthenshire	Fiscal year 2015/16	Fiscal year 2016/17	Crimes Change	% Change	Increase/ Decrease
Arson and Criminal Damage	1511	1519	8	**0.5%**	↑
Domestic Burglary	316	322	6	**1.9%**	↑
Burglary Non dwellings	257	223	-34	**-13.2%**	↓
Drug Offences	952	698	-254	**-26.7%**	↓
Miscellaneous crimes against society	158	198	40	**25.3%**	↑
Possession of weapons	42	64	22	**52.4%**	↑
Public Order Offences	275	305	30	**10.9%**	↑
Robbery	9	31	22	**244.4%**	↑
Sexual Offences	333	349	15	**4.5%**	↑
Theft	1757	1760	3	**0.2%**	↑
Vehicle Crime	309	444	135	**43.7%**	↑
Violent Crime	2241	2711	471	**21.0%**	↑
Total	8160*	8624	464	**5.7%**	↑

* Please note that the 2015/16 result has changed from the original published result of 8126 to 8160 - notified in April 2017. Also 16/17 figure will be subject to change.

Source - Dyfed–Powys Police Unitary authority performance summary – March 2017

How did we perform during 2016/17?

- ✓ An action plan for the 'White Ribbon Campaign,' which deals with men working to stop violence against women, has been developed with other community safety partners.
- ✓ A number of crime prevention initiatives have been delivered throughout the year to protect vulnerable premises and victims of crime.
- ✓ Training has been provided to PCSOs who now:-
  - Visit victims of crime and give a wide range of crime prevention advice
  - Provide new leaflets and signposting to other support services.

- ✓ Work continues to be developed between the Council's Trading Standards officers and the police to protect vulnerable people by raising awareness of current scams, with PCSOs proactively engaging with vulnerable residents.
- ✓ The close partnership working between the Council and the Police has resulted in targeted crime prevention work, with patrols in certain areas and the strengthening of security for vulnerable residents' properties. This includes new crime prevention kits to protect victims of domestic abuse which are to be introduced shortly.
- ✓ A number of domestic abuse projects were funded with partners working closely with local service providers. These included a programme to support families affected by adolescent to parent abuse, resources purchased to deliver an eight week preventative programme in secondary schools about domestic abuse, healthy relationships, sexting and sexual exploitation and specialist training to staff and volunteers to enable them to represent someone in court.
- ✓ No cold calling zones are designed to deter cold calling at the doorstep and in particular to protect vulnerable and elderly residents from scams, deception, fraud and theft. Working in collaboration with Dyfed Powys Police, Mid and West Wales Fire and Rescue Service and CCC Housing Services the service has set up 53 no cold calling zones (NCCZ's) and established the first no cold calling village in Carmarthenshire at Cilycwm.

How do we know we made a difference? / Is anyone better off?

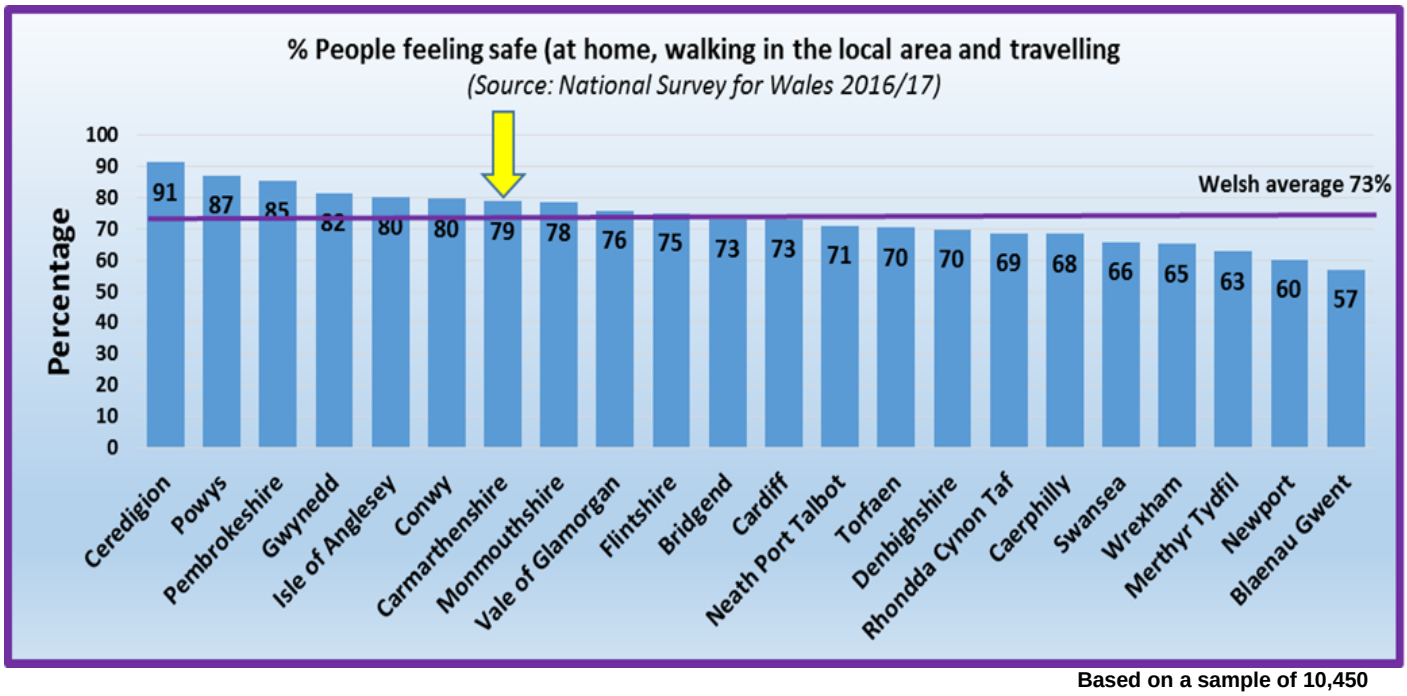
The Holiday Watch Scheme is a pioneering holiday security equipment loan scheme established by Dyfed-Powys Police's Neighbourhood Development Team with the support of the Carmarthenshire 'Fair and Safe Communities' group, formerly the Community Safety Partnership. Since the Scheme started the kits have been used in over 800 homes. Following a successful pilot in Llanelli, over 100 kits are now available across the county.
The boxes have become a great reassurance tool and are also now offered to people who have been burgled, as well as to prevent a burglary.
PC Dave White of the Neighbourhood Development Team said: "There are a range of benefits including cutting crime rates, keeping away opportunist thieves, making vulnerable homes more secure while people are away on holiday, and reassuring the public."

Goal: E2 Improving the confidence of local communities that we are tackling the issues that matter most to them and impacting on crime levels

Our Review and Evaluation for 2016/17

A National Report by the Auditor General for Wales on Community Safety in Wales was published in October 2016. It had mixed findings at a national level we are now contributing to a review by Welsh Government which aims to provide a response to the report and to provide effective leadership to the public services in Wales that support the delivery of safer communities.

According to the 2016/17 National Survey for Wales, **79%** of people in Carmarthenshire felt safe at home, walking and travelling in the local area, this is the **7th highest in Wales.**



Based on a sample of 10,450

How did we perform during 2016/17?

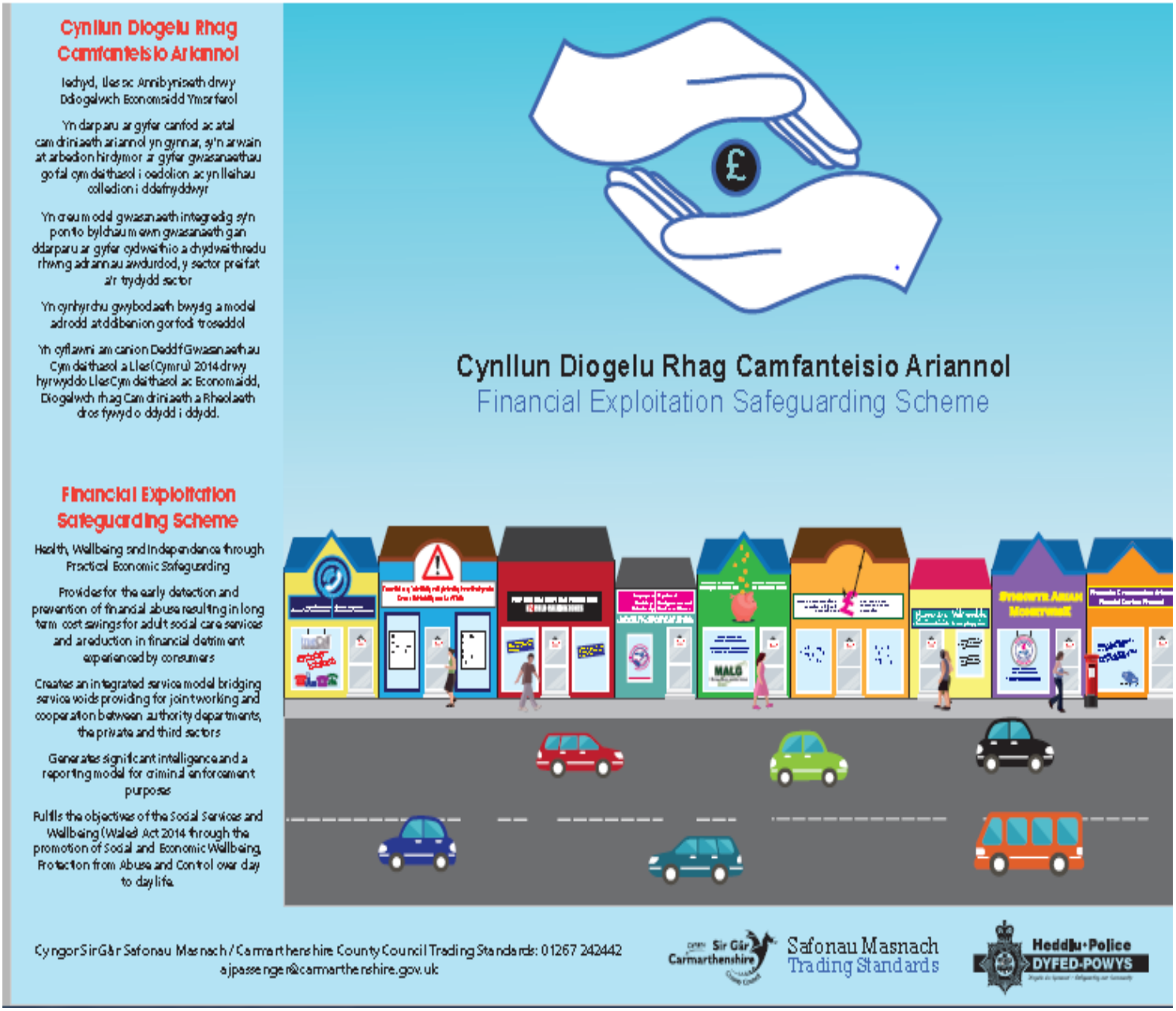
! The average number of calendar days taken to repair all street lamp failures during the year has improved from 5.44 days in 2015/16 to 4.26 days for 16/17. Although the result is slightly short of the target of 4 days it is a good result. ***(THS/009)***

✓ The Council's action plan for the implementation of the 'Prevent Duty' to give due regard to the need to prevent people from being drawn into terrorism, has been developed and was discussed with partners at the **CONTEST** (the name of the United Kingdom's counter-terrorism strategy) Board meeting in January 2016. The Prevent action plans of other partners have been shared among Board members to ensure a level of consistency as appropriate. The Council's action plan is awaiting approval through the relevant Council process following the elections.

✓ We continue to engage with local communities and publicise the partnership working which is helping to reduce crime and disorder, with information in the Carmarthenshire News and the use of social media to give information on key local crime issues and crime prevention messages. Some of the areas there has been a focus on are scams, road safety, domestic abuse and violent crime.

✓ Neighbourhood policing teams have continued to promote a range of ways of engaging with local communities. This includes the Community Messaging System which aims to increase the take up of this engagement tool for reporting incidents and notification of local policing issues and crime prevention measures. The mobile police van is accessing local communities throughout the county to increase engagement with residents.

How do we know we made a difference? / Is anyone better off?



The work of Carmarthenshire Trading Standards to support the wellbeing of vulnerable people has been recognised with a national public health award. A poster illustrating the team's innovative Financial Exploitation Safeguarding Scheme (FESS) won the top award at the Wales Public Health Conference earlier this month.

FESS works not only to prevent fraud and identify victims but also protects them from further exploitation by putting a range of measures in place from social care and housing teams. The poster is part of a package of materials used to communicate key messages with vulnerable groups.

Goal: E3 Reducing anti-social behaviour by working in partnership to tackle local problems

Anti-social behaviour (ASB) has slightly increased over the year.

The number of Anti-social behaviour (ASB) incidents in Carmarthenshire during the year *(5.1.1.3)*	2015/16	**2016/17**	
	6,443	**6,780**	**Increased by 5.2% + 337 crimes**

Anti-social behaviour in Carmarthenshire, as the rest of Dyfed-Powys, very much follows a seasonal pattern - recorded volumes are higher in the summer and lower in the winter. The Council, Police and other partners work very closely in dealing with reported ASB in order to tackle concerns effectively.

How did we perform during 2016/17?

- ✓ Initial consideration has been given to adopting a common Risk Assessment process for anti-social behaviour incidents locally, so that the level of risk is identified and appropriate action taken. The process will be taken forward as part of regional working during 2017/18.

- ✓ Partner organisations have continued to monitor incidents of ASB and worked in partnership to tackle and resolve local issues. A number of ongoing incidents have been referred to problem-solving groups and case conferences to tackle particular hotspot areas or serious and ongoing problems involving individuals. Council departments, including Housing, Youth Support Service and Environmental Health have provided valuable information to assist the problem solving process and are responsible for resolving many cases using their own relevant legislation.

- ✓ The ASB recording system has been developed to enable information sharing with multiple partners, and Council staff are receiving training on the system in order for this to progress.

How do we know we made a difference? / Is anyone better off?

School pupils have been sworn in as Deputy Sheriffs at Ammanford Library by local police, a scheme funded by the Fair and Safe Communities group.

The Library has had pupils from three schools - Ysgol Bro Banw, Ysgol Betws and Ysgol Parcyrhun - visit as part of National Crime Month working in partnership with the police.

The youngsters were sworn in as Deputy Sheriffs by their local Police team, given baseball hats, had their thumbprints made into key-rings, tried on various items and sat in the police car.

Deputy Sheriffs are local school children who look after their school and each other. They are encouraged to take an active interest in looking after their school premises reporting incidents to adults who can take the necessary action.

Goal: E4 Reduce the incidences of alcohol-related violence

Figures for the incidences of alcohol-related violence are as follows:-

	2014/15	2015/16	2016/17	
Total alcohol-related violence in Carmarthenshire	631	630	629	Alcohol related crime levels have remained stable during the year and partnership working continues to tackle the problem

How did we perform during 2016/17?

- ✓ The Paul's Pledge campaign (see below) has continued to raise awareness of the dangers and consequences of alcohol, violence and the impact it can have on individuals and their families. Paul Pugh has continued, with support from the police and Council's community safety team, to work hard to campaign against alcohol-fuelled violence by touring around schools, colleges, youth groups and sports clubs in Carmarthenshire. Paul received a special Commendation award for his campaign work from Chief Constable Mark Collins, at an event to mark the 10th Anniversary of the attack in Ammanford.

- ✓ We have ensured that work continued with licensed premises, off licenses and other partners to tackle problems in communities and domestic settings at night, relating to alcohol and drug related crime and anti-social behaviour.

How do we know we made a difference? / Is anyone better off?

As part of the campaign, Paul filmed a 15-minute documentary, which starts with the 999 call made to emergency services after the attack.

The footage, whilst dramatically capturing the scene, does not clearly show the attack, and has been released by the Carmarthenshire 'Fair and Safe Communities' group and Dyfed Powys Police at Paul's wish, and is being shown in schools, colleges and youth clubs across Carmarthenshire as part of his campaign. Cllr Pam Palmer, Chair of the 'Fair and Safe Communities' group, said: "Paul continues to be incredibly brave, and it is testament to his strong character that he is using his ordeal to help others. His message is simple – walk away, think twice. No-one should go through what Paul and his family have endured. We should all take this opportunity to make the pledge never to condone violence and aggression."

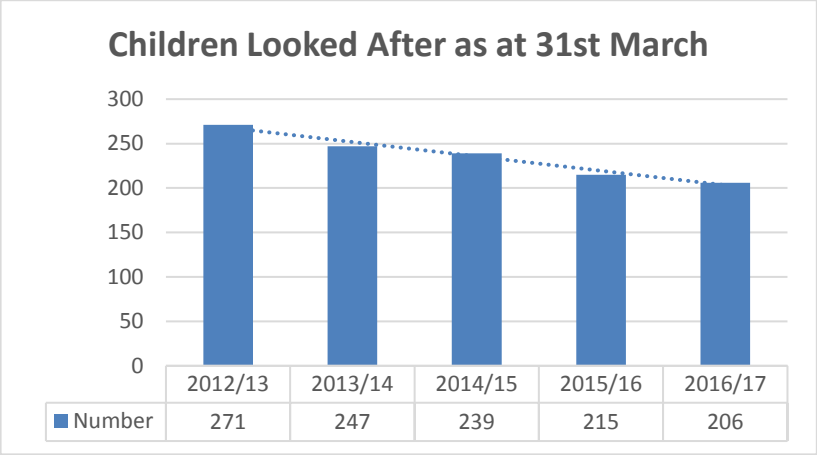
Goal: E5 Safeguarding all people from abuse, victimisation, neglect & exploitation

Safeguarding people from harm, abuse and neglect is our highest priority as a Council

Mid and West Wales Safeguarding Board's new website, launched 14th November 2016, developed by the regional safeguarding boards for children and adults, Child & Youth Safeguarding; Unifying the Region (CYSUR) and Collaborative Working & Maintaining Partnership for Adult Safeguarding (CWMPAS).
www.cysur.wales and www.cwmpas.wales

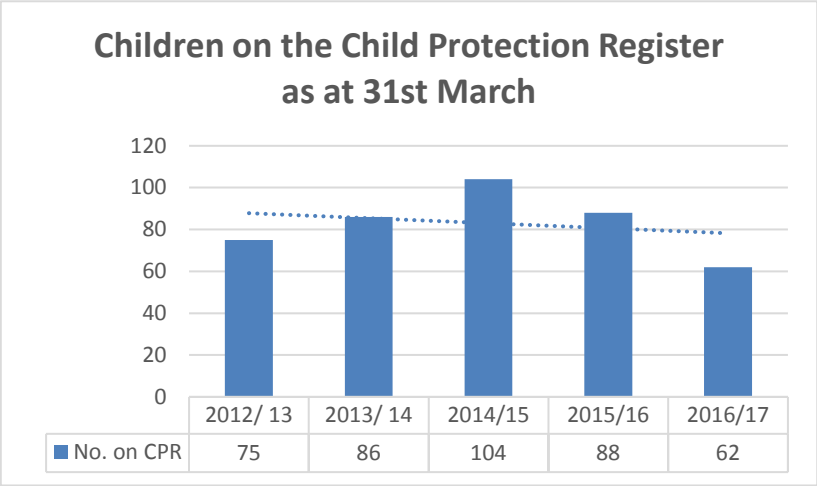
Safeguarding Children

Our Review and Evaluation for 2016/17



We have continued to see reductions in the number of looked after children over the last five years from 271 during 2012/13 to **206 at the end of March 2017** (13% decrease; 10% since 2015/16).

Refocusing the work of front-line social work teams, and an increased emphasis upon preventative work has helped achieve this. The accommodation panel has had a big impact in preventing young people coming into care by providing additional support and alternative plans put into place. The '**Signs of Safety**' model of practice has been implemented since June 2016, and we have seen a significant decline in the number of children on the child protection register (still living with their Family with a safeguarding plan in place).



During 2016/17 our key focus has been on:

- Reviewing our assessments and improving the quality of care plans; and ensuring Sexual exploitation Risk Assessments (SERAF's) and Missing Persons Risk Assessments are completed as required.
- Implementing the Signs of Safety model, and new arrangements in respect of our leaving care services in accordance with Social Services Well-being Act (SSWBA) and 'when I am ready' arrangements;
- Improving placement stability
- Consolidating the Mid & West Wales regional Adoption service

We developed a new assessment form structured around the 5 elements of assessment within the SSWBA incorporating a plan for Care & Support which is person-centred, promotes well-being and is outcome-focused. Additional training has been provided to social workers on the completion of assessments, and developmental sessions held to enable workers to build on their ability to write outcome focused care plans.

The Independent Reviewing Service (IRO) has also re-developed consultation documents and processes that ensure the service is more child and outcome focused.

Mid & West Wales Adoption Service (MWAS) continues to play an active role in the National Adoption Service (NAS) contributing to both national and regional service developments. Staffing changes in one of the local authorities provided an opportunity this year to adjust the structure of MWAS. We have begun to see an increase in the number of children requiring adoptive placements, which reflects the national trend, and means MWAS will be prioritising the recruitment, assessment and approval of adopters, alongside adoption support.

During 2016/17:

- 50 'should be placed' for adoption decisions made
- 31 Placement Orders Granted
- 23 children were Placed for Adoption
- 24 Adoption Orders granted

How did we perform during 2016/17?

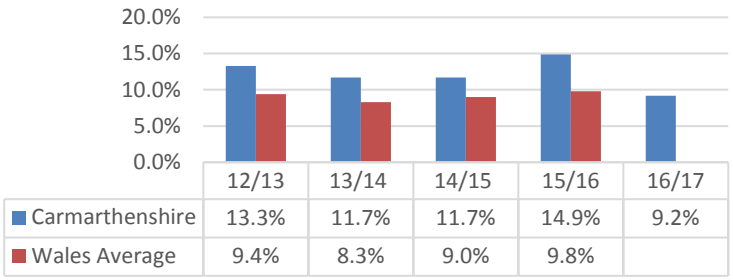
	Safeguarding Children Key Measures	15/16 result	16/17 result	Comment
✓	% of looked after children who have experienced one or more change of school, during a period or periods of being looked after, which were not due to transitional arrangements *(SCC/32)*	3.9%	3.4%	Improvement
	% of looked after children with three or more placement moves *(SCC/33)*		11.17%	New Measure from 2016/17
	% assessments completed for children within statutory timescales *(SCC/24)*		82.9%	New Measure from 2016/17
	% of children supported to remain living within their family *(SCC/25)*		79.7%	New Measure from 2016/17
	% of looked after children returned home from care during the year *(SCC/26)*		24.6%	New Measure from 2016/17
	% of re-registrations of children on the Child Protection Register (CPR) *(SCC/27)*		10.4%	New Measure from 2016/17
	The average length of time for all children who were on the Child Protection Register during the year *(SCC/28)*		275 days	New Measure from 2016/17
	% of children seen by a registered dentist within 3 months of becoming looked after *(SCC/30)*		71.4%	New Measure from 2016/17
	% of children looked after at 31 March who were registered with a GP within 10 working days of the start of their placement *(SCC/31)*		94.0%	New Measure from 2016/17

CSSIW inspection (July 2016) recognised our commitment to supporting children to remain living within their family:

> *"We found a local authority committed to supporting children and families to stay together whenever it was safe to do so. Their approach to delivering family support services underpinned this commitment".*
>
> *CSSIW Inspection of Carmarthenshire Children's Services - September 2016*

How do we know we made a difference? / Is anyone better off?

✓ 2016/17 has seen an improvement in the stability of looked after children with a reduction in children who have had 3 or more placement moves during the year.



	12/13	13/14	14/15	15/16	16/17
Carmarthenshire	13.3%	11.7%	11.7%	14.9%	9.2%
Wales Average	9.4%	8.3%	9.0%	9.8%	

✓ The **Signs of Safety** approach has simplified and enhanced the direct work undertaken with families. Families are clearer on what is happening and feedback has been positive as families find it more engaging and participative and focuses on the family plans and involvement of the child at the centre of the concern.

The **Next Step** (leaving care) team are increasingly providing a range of training and support for care leavers helping to reduce the number of NEET (not in Education, Employment or Training). Currently we have –

- 40 care leavers in further education,
- 13 in full-time employment,
- 13 on training schemes, and
- 4 in Higher Education.
- 30+ young people are now accessing 'When I am ready' arrangements and remaining with their foster carers post 18 if appropriate.

✓ None of our looked after children or 'care leavers' ended up in Bed and Breakfast during 2016/17. We are continuing to work with partners to improve accommodation options, and housing support for all vulnerable young people (aged 16-25).

The Corporate Parenting Strategy – *"If this were my child"* – emphasises the need for everyone across the council to work collaboratively in order to meet the needs of looked after children and care leavers. The Corporate Parenting Panel oversees the targets set to ensure we are doing all that a responsible parent would do.

✓ We are ensuring councillors are equipped in their corporate parenting role. Training has been delivered, and a commitment to undertaking training on an annual basis.

✓ As workers are becoming more familiar with the new Social Care Well-being Act, and following training and development, audits of assessments have shown an improvement in quality with a better focus on outcomes and engagement of children and families.

✓ We have reviewed the protocols in place to ensure relevant **Sexual exploitation Risk Assessments** (SERAF) and missing person Risk assessments are completed within Carmarthenshire, and regionally by CYSUR. In Carmarthenshire we decided that additional assessments will take place before the SERAF and Missing Persons Risk Assessment is completed in order to better inform the decision making.

✗ 88% of current foster carers have received a review during 2016/17. Although we have continued to progress in ensuring reviews are undertaken in a timely manner unfortunately we were unable to meet our target of 100% reviews being completed within timescales. We aim to improve upon this next year.

Safeguarding Adults

The Council continues to prioritise Adult Safeguarding and helps to support adults with learning disabilities, mental health and people with drug and alcohol problems. It also safeguards vulnerable adults and people who lack mental capacity in care homes and hospitals. During the year we have invested in a new structure for this service to improve response times and ensure that we have the capacity to prevent the abuse of vulnerable people. This has been a successful programme of change, with improved response times which enables us to be confident that the most vulnerable people in the community are safer than ever.

Mid and West Wales Safeguarding Board's new website has launched its new website, , developed by the regional safeguarding boards for children and adults, In order to discharge The Mid and West Wales Safeguarding Board's objectives effectively, one Board has been developed for Children and one for Adults. The new Adult website is called CWMPAS: Collaborative Working & Maintaining Partnership for Adult Safeguarding,

The Boards Objectives are:

- To **PROTECT** adults within Mid & West Wales who:

  have a need for care and support, and are experiencing or are at risk of abuse or neglect and

- To **PREVENT** those adults within Mid & West Wales from becoming at risk of abuse or neglect

The purpose of the Website is:

- To provide an information-sharing hub accessible to members of the public and professional agencies across the whole region – encompassing Pembrokeshire, Carmarthenshire, Ceredigion and Powys.
- To support the safeguarding boards' vision of professional agencies working together to promote safety and wellbeing.

The launch coincided with National Safeguarding Week which was promoting and raising awareness with the message that 'safeguarding is everyone's business'.

Rebecca Evans, Minister for Social Services and Public Health, said: "We want to make sure that children and adults in Wales are protected from abuse or neglect and that those around them know how to recognise the signs and dangers. Through the Social Services and Well-being (Wales) Act 2014 we have introduced an effective partnership approach to safeguarding.

"The website, which has been developed by the regional board, will help share information and expertise on safeguarding issues and ensure the safety of vulnerable children and adults in Mid and West Wales."

Our evaluation by the CSSIW for last year said:

> *"Carmarthenshire has strong carer representations on the Carers Partnership board and the Regional Strategic carer's board, they have a strong voice and hold the local authority to account in ensuring that carer's needs are effectively met. These groups have been instrumental in raising issues about shortfalls in carers' assessments and the authority has developed a new post to complete this task more effectively."*

How did we perform during 2016/17?

The number of responses to a survey for adult services was 626. This is a 43% response rate.

We consider this to be a really high, examples of the responses are:-

- 81% feel that they live in a home that best supports their well-being.
- Only 3% felt that their home did not support their well-being.
- 49% felt that they were part of a community.
- 18% stated that they did not feel part of the community.
- 73% stated they felt safe from any kind of abuse, physical harm or from falling both inside and outside their home.
- 72% of people stated they thought they had the right information or advice when needing it.
- 85% were able to communicate in their preferred language.

ALSO

- ✓ We have ensured that 75% of adult protection enquiries are completed within 7 days. ***(SCA/18)***
- ✓ The Local Operational group is now established and a culture of trust and transparency is developing well. This group will test and challenge safeguarding practice and will potentially be the conduit for Adult Practice Reviews.
- ✓ At present Safeguarding investigations are only undertaken by the Safeguarding team with assistance from nurse assessors. This means that best practice and lessons learned are shared regularly. A regional Adult Practice Review group has been established where serious cases are considered and often reviewed. Lessons learned are shared via the Regional Safeguarding Board and the Local Operational Group.
- ✓ Significant work has been undertaken to review the existing safeguarding and DoLS processes.

How do we know we made a difference? / Is anyone better off?

Taking steps to protect and safeguard people from abuse, neglect or harm
For the first time in Wales, the safeguarding of an adult who is at risk of abuse or neglect has been addressed in a piece of legislation. As a result, our dedicated safeguarding team has been working with other organisations such as Pembrokeshire County Council, Ceredigion County Council, Powys County Council, Hywel Dda University Health Board, Powys Teaching Health Board, and Dyfed Powys Police, to look at ways of not only how to protect adults who have been abused or neglected or are at risk, but also at ways of preventing individuals from suffering such abuse or neglect.

Our Corporate *Safeguarding Policy* promotes greater understanding among staff, councillors and people working on our behalf about guidelines in place for safeguarding children and adults. We have action plans for the Safeguarding People Team, Adult Protection and Corporate Safeguarding, and these are given high priority.

Goal: E6 Reducing speeding and the number of road traffic accidents

Road traffic injuries happen every day on Welsh roads, any death or serious injury on our roads should be avoidable. Nobody should assume that such incidents are an inevitable consequence of road transport and all members of society have a contribution to make to reduce the likelihood of road traffic collisions. Each collision can potentially have tragic consequences for those involved and their families.

We along with the Welsh Government are committed to improving road safety and reducing the number of people killed and seriously injured on our roads. We are working to improve road safety to deliver the targets set out in the Wales Government Road Safety Framework.

In helping to achieve the long terms targets we have continued work with high risk road user groups, particularly motorcyclists, older and younger drivers, to stimulate a culture of safer driving. We have continued to focus on educating children and young people in road safety as early education make them safer road users in the future.

Vision

"A continued reduction in the number of people killed and seriously injured on Welsh roads, with the ultimate aspiration of no fatalities." Source: The Road Safety Framework for Wales

40% reduction in the total number of people killed and seriously injured on Welsh roads by 2020.
25% reduction in the number of motorcyclists killed and seriously injured on Welsh roads by 2020.
40% reduction in the number of young people killed and seriously injured on Welsh roads by 2020

How did we perform during 2016/17?

✓ We have developed the Carmarthenshire Road Safety Plan 2016-2020.

"The council has received a grant of £137,000 for road safety education and training. The money will help deliver training in four priority areas targeting motorcycle riders, older drivers, younger drivers and primary school pupils in cycling and crossing the road."

✓ To date we have continued to invest in road safety through funding of road safety education, road safety engineering and evaluation.

✓ We have continued to support enforcement action by the Police and Go Safe through our Speed Management Working Group.

Education

1046 pupils have completed Kerbcraft courses

90 drivers have completed PassPlus Cymru

143 motorcyclists have completed Motorcycle safety training.

666 pupils completed National Standards cycling training.

400 new drivers attended Young Driver training and

226 older drivers completed driver safety training.

- ✓ We have worked with the Mid and West Wales Fire Service and implemented training courses for motorcyclists. We are also actively working with partners to engage motorcyclist to encourage take up of the training.
- ✓ Our work with older drivers has been shared through the Wales Government All Wales Road Safety Group and with Road Safety Wales.

Engineering

- ✓ Two route treatments projects at Church Street and Station Road, Llanelli have been delivered in 2016/17
- ✓ We have revised and implemented a model to prioritise traffic management measures.
- ✓ We have purchased and implemented the latest state of the art mapping and accident software to improve our use of data.

Enforcement

- ✓ Joint enforcement activities have been conducted with our partners Dyfed Powys Police at the follow primary school locations: Pencader, Pontyberem, Nantgaredig, Llanybydder
- ✓ We have continued to focus on Road Safety Promotion to target the main behaviours and risks that lead to death and serious injury.
- ✓ This is set within an environment where traffic volumes have grown within the year to 1.95 billion vehicle kilometres per annum compared to 1.83 billion kilometres per annum in 2012

The Road Safety Strategy 2020	2015/16	2016/17	Progress
Number of road accident casualties killed/seriously injured *(5.5.2.21)*	102	102	No change
Number of motorcyclists killed and seriously injured *(5.5.2.22)*	17	33	Increased
Number of young people (aged 16-24) killed and seriously injured *(5.5.2.23)*	23	19	Reduced

How do we know we made a difference? / Is anyone better off?

Motorcycle road safety initiatives in Carmarthenshire received royal recognition from HRH the Prince of Wales as part of the Llandovery Motorbike Weekend.

The Prince helped launch the two-day event by starting a parade of bikes around the town; there were also stalls, attractions, bike displays, a motorcycle treasure hunt, fairground rides and show bikes.

Road safety officers from the council, Dyfed Powys Police, Mid and West Wales Fire and Rescue Service and the Welsh Ambulance Services Trust were there to promote various safety initiatives such as Bikesafe, Dragon Rider Cymru, Biker Down Cymru and the CRASH card scheme. The Prince spoke to the team about the initiatives, which are all designed to help motorcyclists become safer riders, and he praised the officers for their work.

Outcome F: Carmarthenshire's communities and environment are sustainable...

Carmarthenshire is known for its diverse communities and wonderful natural environment and we want to ensure that we develop sustainably so that everyone in the county is able to enjoy a better quality of life now and for generations to come.

Ambitious plans to provide a cycle path between Carmarthen and Llandeilo have stepped up a gear thanks to a £581k grant.
The council has received a Local Transport Fund grant of £581,600 from Welsh Government towards walking and cycling links in Carmarthenshire which includes the Towy Valley Cycleway project.
The grant will go towards the early design stages of the scheme, which will help to make Carmarthenshire the cycling hub of Wales.
The project – which will cost in the region of £5 to £7million - is predicted to generate between £860,000 and £2million in the local economy every year. It is also expected to create and support between 17 and 41 full-time jobs a year. The route will follow the old railway line where possible and will link in with major tourist attractions. It will also give people a sustainable and healthy travel option, linking with villages between the two main towns.

Goals: (as agreed in the Integrated Community Strategy with partners)

F1 - Living within our environmental limits using only our fair-share of earth's resources and minimising our carbon emissions
F2 - Reducing waste and moving towards becoming a zero-waste county
F3 - Supporting opportunities for the building of economically viable and sustainable communities
F4 - Protect, enhance & conserve our natural & built environment & champion biodiversity in the County
F5 - Developing resilient and sustainable communities
F6 - Developing sustainable transport options
F7 - Ensuring the promotion of the Welsh language and Welsh culture

Our 2016/17 Key Improvement Objective Priority (KIOP) is:

Improving the highway infrastructure network to support further economic development and connectivity.

Progress at a glance:

Outcome Measures (as set out in Corporate Strategy)	Progress
Increased rates of recycling	✓
Improved digital access	✓
Improved transport links	✓
Increased use of renewable energy	✓

Our Performance and Results for 2016/17:

Goal: F1 Living within our environmental limits using only our fair-share of earth's resources and minimising our carbon emissions

Our Review and Evaluation for 2016/17

Increasing utility costs, plus associated penalties for carbon emissions, require delivery of ever more challenging energy efficiency programmes. We are exploring ambitious energy saving opportunities in our non-domestic buildings, including schools, under the Welsh Government supported '***Re:fit Cymru***' programme, which uses energy performance contracts to guarantee projected energy savings. This complements and accelerates our successful corporate energy efficiency programme where £2+ million has been invested in over 200 energy efficiency projects that collectively are projected to save £7+ million / 41,000 tonnes CO_2 over the lifetime of the installed technologies.

Fitting low energy LED lamps

How did we perform during 2016/17?

Table to show year on year energy consumption, cost and CO2 emissions.

Key Measures of Success	2015/16 Result	2016/17 Result	Progress	% change
Council's non domestic public building stock				
Consumption (kWh)	68,452,917	Currently not available		
Cost (£)	£4,440,880			
CO_2 (tonnes)	20,855			
Street Lighting				
Consumption (kWh)	xxxx	Currently not available		
Cost (£)	xxxx			
CO_2 (tonnes)	xxxx			
Fleet Mileage				
Mileage (miles)	5,041,173	5,127,150	Declined	+1.71% *
Cost (£)	£1,268,768.64	£1,323,491	Declined	+4.31% *
CO_2 (tonnes)	3,799	3852	Declined	+1.40% *
Business Mileage				
Mileage (miles)	4,562,876	4,186,640	Improved	-8.2%
Cost (£)	£1,917,083	£1,764,985	Improved	-7.9%
CO_2 (tonnes)	1,363	1,251	Improved	-8.2%
Totals				
Consumption (kWh)		Currently not available		
Mileage				
CO_2 (tonnes)				

* *There has been an increase in Fleet mileage and cost, as some previous business mileage has migrated across into the corporate figures as we have introduced pool vehicle schemes. Therefore, staff mileage should benefit from the reduction. We have also experienced a 2p per litre increase in the cost of fuel between 15-16 and 16-17*

✓ The Council has continued to invest in retro-fitting solar photovoltaic systems to its non-domestic buildings, with a further 17 installations completed last year taking our total installed solar capacity over one megawatt (MW).

- ✓ We are converting street lighting lanterns to LED units in a bid to reduce energy costs and CO^2 emissions. By introducing technology that incorporates a gradual dimming regime it is anticipated the project will contribute to deliver efficiency savings of £627,000 year on year upon completion. Although the programme will require a capital investment of £2.9 million the funding stream will utilise a £1.4m interest free loan under the Welsh Government's *"Invest to Save"* initiative yielding savings of £410,000 in the first four years alone. A further £217,000 would be saved in the subsequent reduction in maintenance, vehicle and labour costs. Phase 1 of the LED conversion was completed on time and a total of 3400 lanterns have been changed and Phase 2 is underway.

- ✓ We continued with our policy of integrating low and zero carbon technologies into major works projects such as the recently completed PV installations at Ysgol Bro Dinefwr and Ysgol Carreg Hirfaen. We also delivered the first fully accredited Passivhaus school building in Wales at Burry Port School.

- ✓ £7.60m has been committed to the investment of replacement fleet with a further £1.8m forecast within the next financial year.

- ✓ We have also reduced the heavy truck numbers in Highways from 35 to 21, which delivered a capital saving of £1.6m.

- ✓ As part of introducing the new fleet, the refuse collection rounds were rationalised, thereby reducing mileage by 185,000 miles annually, therefore reducing the fleet's carbon footprint significantly.

- ✓ We have invested £4.3m to replace the refuse collection fleet. All vehicles are equipped with the latest emission technology making Carmarthenshire`s vehicle fleet the most modern, emission friendly fleet in Wales.

- ✓ Additionally, contracts for eleven new welfare adapted buses have been awarded in 2016.

- ✓ Through a significant investment we have replaced over 200 vehicles whilst reducing the operational fleet by 3.74% against a target of 2% this year.

How do we know we made a difference? / Is anyone better off?

Public Health Wales (PHW) say in Wales air pollution is a **"public health crisis" and needs to be tackled urgently** it was second only to smoking and more of a concern than obesity and alcohol. Its figures show air pollution causes 2,000 deaths a year - 6% of Wales' total. The Council is trying to play its part in reducing our emissions.

The National Survey of Wales found that **88%** of those surveyed were concerned/very concerned about climate changed.

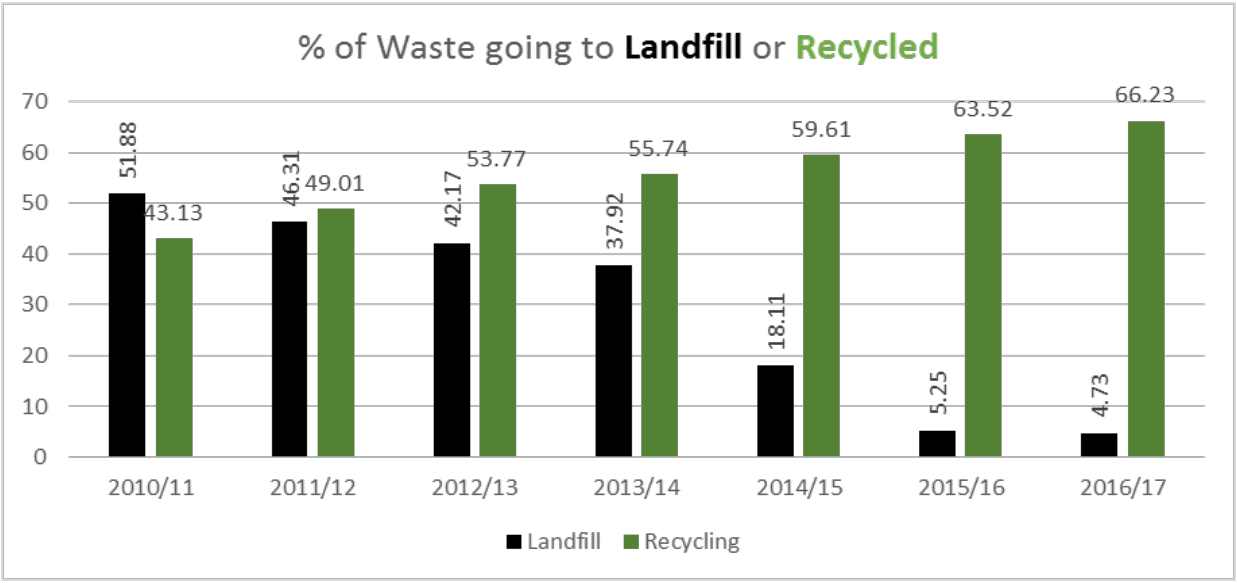
The Council fleet today uses **26%** less fuel to operate our vehicle fleet than we did in 08-09 (2,088,185 litres down to 1,550,082 litres).

Goal: F2 Reducing waste and moving towards becoming a zero-waste county

Our Review and Evaluation for 2016/17

Sustainability and environmental performance is a priority for the Council and continual improvements are being achieved. Our planning of service provision in 2016/17 focussed on meeting the **Well-being of Future Generations Act** and **Five Ways of Working.**

In 2016/17 recycling increased to 66.23% from 63.52% the previous year. In addition to the Council's recycling rate improvement, the amount of waste sent to landfill continues to fall, largely as a result of shipping residual waste to Scandinavia where it is recovered as a fuel for community heating schemes. Our recycling performance remains and ranks the county amongst the top performers in wales. We need to continue with Recycling Participation Surveys by our Community Recycling Team, with a view to increasing participation in the recycling, as we still have challenging targets to meet. Just **4.73%** of municipal waste was sent to landfill in 2016/17, but other authorities are doing even better and we are now ranked 12th out of 22 for 2016/17 compared to 1st in 2015/16.



How did we perform during 2016/17?

- ✓ In October the County saw the roll out of a new waste collection fleet, the standardisation of vehicles across the County was agreed upon and a new 'pod' type vehicle was procured for collection of food waste and recycling/refuse bags. The new rounds were rolled out at the end of October and resulted in changes to the collection arrangements to about 65,000 households of the 87,000 households in the County. The new service has also meant a 63% reduction of households serviced by smaller caged vehicle, increasing efficiency of the service greatly. As a result of this £8m investment in the vehicle fleet the council can boast the most modern, carbon emission friendly vehicle fleet in Wales.

Key Measures of success	2015/16		2016/17	
	Actual	Wales Avg.	Actual	Progress
% of municipal wastes sent to landfill *(WMT/004b)*	5.25% ****	18.14%	**4.73%** **	**Improved**
% of municipal waste collected by local authorities & prepared for reuse &/or recycled, including source segregated bio wastes that are composted or treated biologically in another way *(WMT/009b)*	63.52% ****	60.19%	**66.23%** ****	**Improved**

#[1] There are 22 Councils in Wales (*= worse quartile (i.e. bottom five result) **** = best quartile (top 5 result).

- ✓ *The percentage of municipal wastes sent to landfill* is on target. Result (4.73%) EOY against a target (10%). Carmarthenshire's ranking is 12th out of 22 for 2016/17 compared to 1st in 2015/16.

- ✓ The percentage of municipal waste collected by local authorities and prepared for reuse and/or recycled, including source segregated bio wastes that are composted or treated biologically in another way is on target. Result (66.23%) EOY against a target (62.00%).

- ✓ *The Cleanliness Indicator* is on target. Result (73.2%) EOY against a target of (67%).

- ✓ *The percentage of highways inspected of a high or acceptable standard of cleanliness* is on target. Result (98.6%) EOY against a target of (92%). Carmarthenshire's ranking is 3rd out of 22 authorities in 2016/17.

- ✓ We have organised as part of the **Pride in your Patch** project litter-picks, planting workshops and various community clean ups to spruce up the local area.

- ✓ The authority has also received notification of the successful award of funding in relation to environment and sustainability.

How do we know we made a difference? / Is anyone better off?

The successful introduction of new waste rounds has required substantial and meaningful engagement with service users. The implementation of the new rounds, introduced to deliver efficiencies and cost savings, in addition to improving our recycling performance, has required an extensive programme of communication with approximately 65,000 households.

According to the National Survey for Wales 2014-15 **85%** of Carmarthenshire citizens are **satisfied** with the **recycling collection service** provided by the Council, this is above the Welsh average and in joint 3rd place.

Goal: F3 Supporting opportunities for the building of economically viable and sustainable communities

Sustainable development is about improving the way that we can achieve our economic, social, environmental and cultural well-being.

Carmarthenshire faces a number of challenges now and in the future, such as climate change, poverty, transport, housing, health inequalities, access to services, and jobs and growth. To tackle these we need to work together with other public bodies and with people and communities to look to prevent problems and take a more joined-up approach to give our children and grandchildren a good quality of life. We need to think about how the decisions we make now will impact them.

Rural areas form a substantial part of Carmarthenshire with as much as 94% measured by land area. With rural areas accounting for more than 62% (2011 Census Ward Population Figures) of the County's population.

How did we perform during 2016/17?

✓ We have supported opportunities for the building of economically viable and sustainable communities **by**:

- developing and delivering the Countywide Employment and Skills Plan by developing a marketing and communication plan to support community engagement;
- linking employability projects (Cynnydd, Workways+, Communities First (C1st), C4W, LIFT, Cam Nesa, Un Sir Gar (USG) Hub) with relevant opportunities;
- developing an action plan for Community Benefits in partnership with our Procurement Team;
- and providing support for the development of external European funding applications; Identifying wider European funding opportunities; developing the Regional Engagement Team for the Swansea Bay City Region

Through:

✓ Securing funding via Welsh Government Vibrant and Viable places funding for identified training for economically inactive individuals in basic skills, specifically numeracy, mental arithmetic, working with money and customer service skills to address the needs identified by the employers.

✓ Supporting *Communities for Work* with C1st, Workways, USG and the Department of Work & Pensions to arrange a Jobs Fair in the Ffwrnes Theatre in March which was attended by over 400 job seekers.

✓ Supporting over 1,500 participants accessing volunteering opportunities, over 340 accessing jobs and over 3,000 training opportunities have been provided to residents.

✓ Securing funding via the LEADER fund for a two year Community Benefits programme, working with CAVS and our own Procurement team to maximise the Community Benefit opportunities to support the needs of rural Carmarthenshire arising from investment in the County.

✓ Assisting 14 community led projects to progress to the 2nd stage for funding under the Rural Community Development Fund, the aim of which is to tackle poverty. Subject to final approval being achieved, this will result in an additional investment of £2.24m for rural Carmarthenshire.

✓ Accessing funds via the Ireland Wales Cooperation programme. £400k has been secured for Carmarthenshire via the Buccanier project which aims to increase the innovation capacity within SMEs and social enterprises to increase productivity.

LEADER

✓ The LEADER programme, which aims to support the regeneration of rural Carmarthenshire, is providing financial support to 16 local projects, taking the total awarded from the 2014-2020 programme to over £600K. Projects receive funding through the Welsh Government Rural Communities - Rural Development Programme 2014-2020, which is funded by the European Agricultural Fund for Rural Development and the Welsh Government.

Example projects which have received funding:

- *Increasing local heritage awareness amongst primary school children in understanding their heritage.*
- *A new digital innovation project to increase tourism footfall on heritage sites*
- *Cwmamman Town Council feasibility study, to identify the most advantageous and economically sustainable way to utilise assets within the community*
- *Caldwell Autism Foundation, to engage with parent/carers of children and young adults with autism trialling a new responsive communication programme*

Carmarthenshire Rural Enterprise Fund

✓ Rural businesses in Carmarthenshire are being helped to reach their potential with support from a Carmarthenshire County Council £2m fund. The Carmarthenshire Rural Enterprise Fund (CREF) has awarded a series of grants to assist businesses across the county to develop new and existing premises.

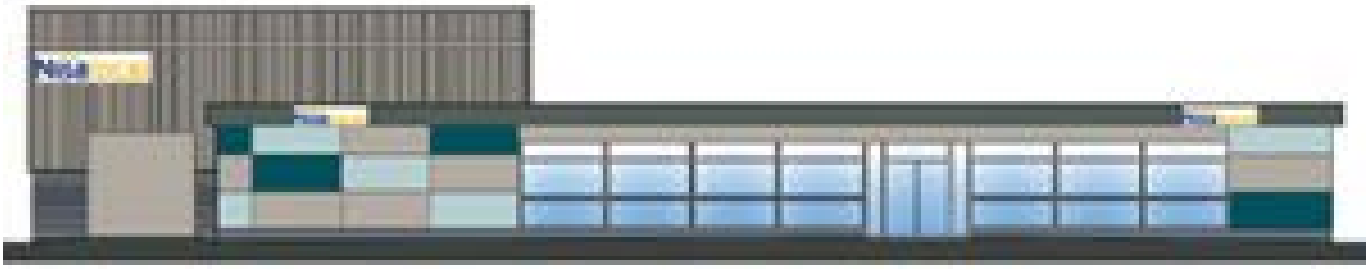
To date CREF has approved £320,559.47 of grant funding, anticipated to lever private sector investment of £682,874.36 and create 29 jobs in rural Carmarthenshire. Further applications have also been received and are currently being assessed which combined are expected to take up the full budget available, create a further 120 jobs and lever in a further £1.7m of private sector investment.

Is anyone better off?

One of the recent approvals under the Carmarthenshire Rural Enterprise Fund was the award of £128,000 towards the construction of a convenience store at Woodlands Garage, Drefach.

The applicant Simon Lewis is a retailer and wholesaler from within the Gwendraeth Valley, having started out within the well-known Luther Lewis wholesaler established by his grandfather. The project will provide 12 full-time equivalent jobs over the next two years within the Gwendraeth Valley.

Council Leader Cllr Emlyn Dole said: *"CREF has been set up to create job opportunities in rural Carmarthenshire and it does this by offering grants so that businesses can make necessary enhancements to their premises."*



Convenience store at Woodlands Garage, Drefach that has benefitted from the CREF

Goal: F4 Protect, enhance & conserve our natural & built environment & champion biodiversity in the County

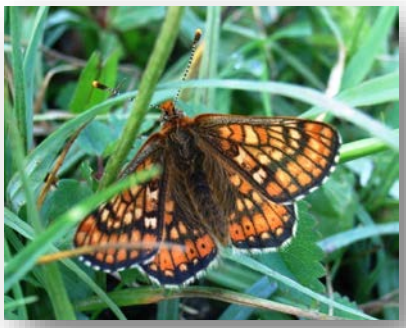
Our Review and Evaluation for 2016/17

A healthy natural environment is a vital part of a sustainable, resilient and distinct Carmarthenshire. In Carmarthenshire the range of habitats, from coast to mountains and woodlands to meadows, all contribute to our experience of living here and also to economy of the county, the health and well-being of our citizens, the provision of food, clean water and air and to our local culture. The Authority has a legal obligation within the Environment (Wales) Act 2016 and 'must seek to maintain and enhance biodiversity in the proper exercise of their functions and in doing so promote the resilience of ecosystems'.

How did we perform during 2016/17?

- ✓ **Carmarthenshire Bogs Project** - The Council completed the delivery of the HLF funded Carmarthenshire Bogs project in partnership with Swansea University, Dyfed Archaeological Trust and the National Botanic Gardens of Wales. The project delivered management on three sites and we worked with schools and local communities to raise awareness and interest in these amazing sites. Much of the information gathers can be viewed on the web page http://www.carmarthenshire.gov.wales/home/residents/your-community/biodiversity/hlf-bogs-project

- ✓ The project explore the formation of the bogs, their botanical history, and their links to climate change. We looked at how humans used the sites in the past and we are taking action to conserve these important habitats for the future.



Mynydd Mawr Marsh Fritillary Project - Work continues on a project developed to offset the impacts of development in the Cross Hands area on the habitat of the protected marsh fritillary butterfly. Contributions from planning applications are used to purchase or manage land within the Cross Hands area. We now manage 22 sites, 3 of which we own. In its first 3 years the project has doubles the amount of suitable habitat available to the butterfly in the project area and has re-introduced grazing to 7 sites which had been abandoned. We work closely with landowners and local contractors.

- ✓ **Coed Cymru** officers work across the County providing advice on woodland management, woodland creation and related issues such as hedgerow restoration. Where possible, funding is provided through the Glastir grant schemes. Partnership working has included assessing over 150 ha of Planted Ancient Woodland Sites, advising owners on ways to restore these sites to semi-natural woodland. Woodland work at Council sites including Pembrey Country Park, Parc Ynys Dawela and Mynydd Mawr Woodland Park was planned and implemented.

- ✓ **Biodiversity –** the year's work now funded by the Welsh Government, saw the preparation of the Council's first Environment Act Forward Plan which sets out how the Council will ensure that its policies, plans and projects initially within the Environment Department, will reflect the new legal obligations set out in the Environment (Wales) Act 2016.

- ✓ We ran a number of projects with partners and are working collaboratively in the Llanelli levels to ensure that all CCC managed projects in that area take positive steps to protect the nationally important population of water vole that exist there.

Built Environment

- ✓ Developed a GIS layer for bridge and highways engineers that identifies areas that are high risk for **otters**, to ensure that projects in these sensitive areas can be fully assessed before work commences, and be designed so as to have minimal impact.
- ✓ Completed an engineering design for a dry pipe under the A484 near Kidwelly where there have been **otter deaths** in the past.
- ✓ Developed a master plan for the Llanelli Levels alongside colleagues in Hydrology that will ensure that Carmarthenshire's maintenance works in this area are carried out in ways that will maintain and enhance the **water vole** population here, and promote ecosystem resilience. This area is one of the most important sites for this species in Wales. As a first stage in the implementation of the plan, overgrown ditches have been carefully re-opened, both to provide better drainage and to improve the water vole habitat alongside the banks.

Protect and Enhance

- ✗ During 2016/17 we cleared 85.92% *of reported fly tipping incidents within 5 working days* which was not as quick as last year's 87.24%, this is well below the Welsh average figure of 95.37% and the second lowest figure in Wales. This slip in performance is related to some staff resources being redirected to refuse collection pressures. Consideration of resource allocation will be taken to improve our performance in this area, focusing on education and prevention while ensuring that we continue to successfully prosecute individuals and businesses as appropriate.

- ✓ We introduced a Public Space Protection Order was introduced in early summer 2016 that allows us to tackle dog related problems in public spaces in the County. The PSPO allows us to deal with dog fouling issues, dealing with unruly dog behaviour by requesting that dogs are placed on leads and banning dogs from enclosed children's play areas. A strong adoption in this policy and success of enforcement on Dog fouling and Dog control orders continues to improve the local place and environment within Carmarthenshire.

How do we know we made a difference? / Is anyone better off?

The Well-being Needs Assessment survey identified a strong relationship between residents' ***Well-being*** and their surrounding environment from providing recreational opportunities, to psychological positivity, health benefits and a connection to heritage and culture.

The environment contributes £8.8 billion of goods and services annually to the Welsh economy, 9% of Welsh GDP and 1 in 6 Welsh jobs; with the environment being relatively more important to the Welsh economy than is the case for the other UK nations.
Rising sea levels are likely to impact not only the 5,587 properties in Carmarthenshire already at risk of tidal and rising river level flooding but additional properties along the coastal & river communities.

Goal: F5 Developing resilient and sustainable communities

See the Outcome: Carmarthenshire has a stronger and more prosperous economy for information on this goal

Goal: F6 Developing sustainable transport options

Our Review and Evaluation for 2016/17

We work with a range of key stakeholders to deliver the priorities set out in the **Local Transport Plan** and our Capital Investment Plan. We continue to encourage and support sustainable methods of transport in the county to help stimulate a reduction in carbon emissions associated with private car use. Investment in new highway infrastructure at Carmarthen West, Cross Hands and Ammanford aims to reduce congestion and provide key link roads. We continue to develop key walking and cycling linkages at Llanelli, the Towy Valley and Carmarthen.

*Because **united & connected** is one of the four Welsh Governments' aims in its 'Taking Wales Forward' plan.*

Providing integrated and affordable access for businesses, for residents and visitors can stimulate economic development, reductions in deprivation and social exclusion and an increase in well-being. Community transport continues to benefit from the innovative Bwcabus/ LINC service and Dial-a-ride bus service, as well as the County Cars scheme using local volunteers to drive people, to support access to key services.

How did we perform during 2016/17?

- ✓ We successfully achieved grant funding to continue the provision of the Bwcabus service. This transport service for the community ensures that we can addresses isolation and access to health care, employment and education. This contributes to the well-being of individuals and communities.
- ✓ We have been working with the Hywel Dda University Health Board to look at ways in which Community Transport services could assist with pressures on non-emergency health transport. We worked with the Doctors' surgeries in the Llandysul area to link surgery appointments with journeys on the Bwcabus service. The Bwcabus service has seen an increase in the number of passengers using the service to access surgeries in the last 18 months.

- ✓ Through our Bwcabus service we have improved journey times, quality and frequency of bus services of the Traws Cymru services.

- ✓ We have also been working with the Hywel Dda University Health Board to look at ways in which Community Transport services could assist with pressures on non-emergency health transport. We worked with the Doctors' surgeries in the Llandysul area to link surgery appointments with journeys on the Bwcabus service.

Cycleways

- ✓ We have successfully completed the Llanegnnech to Dafen cycle paths, with additional funding allocated by Welsh Government, this has enabled significant completion of the extension along Llethri Road towards Swiss Valley. In terms of the Towy Valley Path 16/17 has seen completion of a 1km section in Abergwili, significant progress has been made on key land deals on the western section, planning permission has been granted for the western section between Abergwili and Nantgaredig and significant WG funding has been allocated for use in 17/18.

✓ We have completed the construction of the Amman Valley cycleway in Carmarthenshire, the Pembrey Canal Cycleway scheme the A484 Cwmffrwd, Llanelli and along the A4138. We have developed plans for our ambitious Towy Valley Cycle Route.

- ✓ We have continued to manage the Public Transport network in the face of continuing financial constraints, uncertainty over Government funding, and growing public expectation. During the year an arrangement with the Hywel Dda University Health Board to part fund Carmarthen's Park & Ride service which will hopefully help to secure the continuation of the service.

✓ The County Council in partnership with the Royal Voluntary Service (RVS) continue to provide a 'County Cars scheme that fill transport gaps in rural areas where bus services are generally less available. The Council pays volunteers' expenses and provides policy guidelines and administrative support. RVS recruits and trains local volunteers to provide the service.

- ✓ Improving the highway infrastructure network to support further economic development and connectivity was identified as a **Key Improvement Objective Priority** for 2016/17, because:-

  - A functioning transport and highway network is fundamental to the safe and sustainable movement of goods and people in a modern successful economy.
  - In delivering this goal we will deliver a number of interventions to support economic development.

KEY IMPROVEMENT OBJECTIVE PRIORITY (KIOP)

We will improve the highway infrastructure network to support further economic development and connectivity

New economic link roads built & the overall conditions of roads has improved

Our *Transportation and Highway* related services facilitate the safe movement of goods and people. Enabling access to raw commodities and markets as well as providing opportunities for people to gain access to employment, education, health, leisure and social activities.

Our highway network is the second largest in Wales covering 3,343 Kilometres, more than double the welsh average of 1,566 Kilometres. It covers 16 million square metres of carriageway. It also has the second largest length of Class 1 roads in Wales, second only to Gwynedd.

Our performance over the last two years is set out below:

Key Measures of Success	15/16	2016/17		
	Actual	Welsh Average	Actual	Actual Progress
Percentage of Condition of Principal (A) roads that are in overall poor condition *(THS/011a)*	4.6% *	3.7%	**4.3%** *	**Improved**
Percentage of Non-principal/classified (B) roads that are in overall poor condition *(THS/011b)*	4.0% ***	4.2%	**3.5%** ***	**Improved**
Percentage of Non-principal/classified (C) roads that are in overall poor condition *(THS/011c)*	13.7% *	15.0%	**11.6%** *	**Improved**
NB Huge percentage of C class roads means that.....				
The percentage of principal (A) roads , non-principal (B) roads and non-principal (C) roads that are in overall poor condition *(THS/012)*	10.7% *	10.7%	**9.2%** *	**Improved**
The percentage of adults aged 60+ who hold a concessionary travel pass *(THS/007)*	80.6% **	87.0%	**81.4%** **	**Improved**

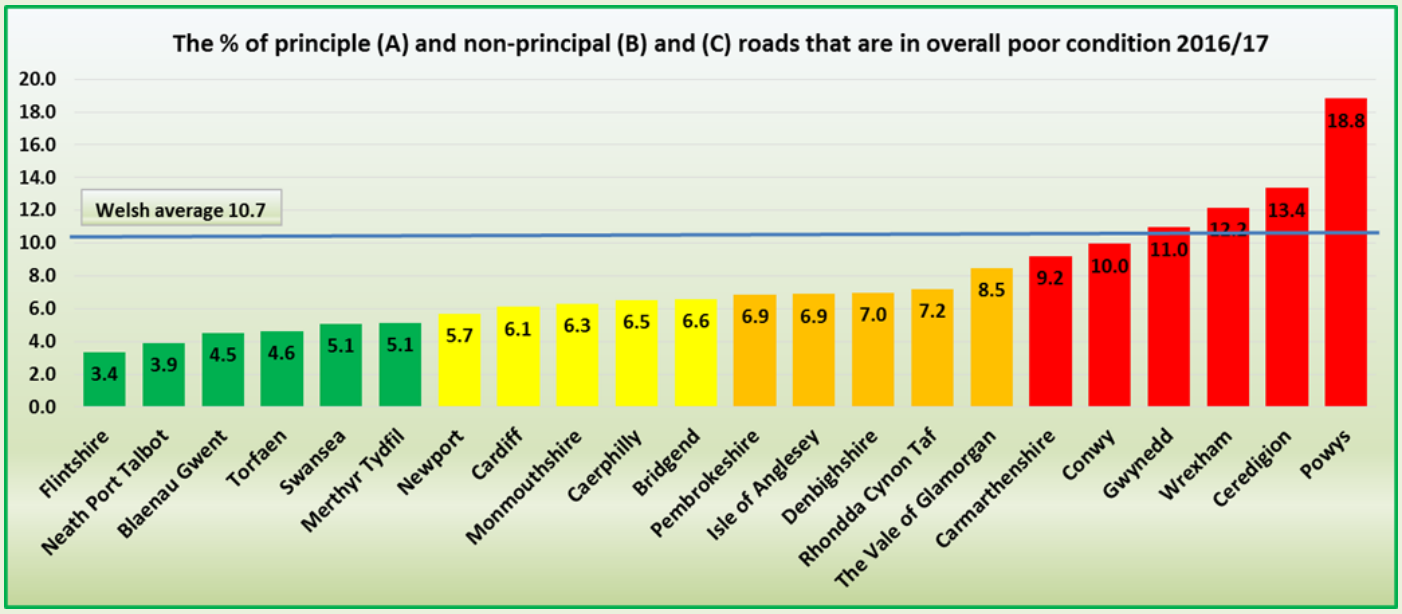
#[1] There are 22 Councils in Wales (*= worse quartile (i.e. bottom five result) **** = best quartile (top 5 result).

Why this is important

The provision of transportation and highway infrastructure plays an important role in supporting our national and local economy, facilitating the expeditious movement of traffic supports competiveness of the economy and with the mix of infrastructure developments helps deliver improvements in health and well being.

Transportation and highway services have a key role to play in linking people to services, access to employment opportunities, health and education, retail and leisure.

How do we compare with others



The graph above shows Carmarthenshire in the bottom quartile but based on an improvement in overall road condition during 2016/17 we have moved from 19th to 17th position.

Is anyone better off?

- 81.4% of people aged 60 plus have concessionary travel passes.
- We have built 5.5Km of cycle ways in 2016/17 to provide healthy sustainable travel and recreation for the residents of Carmarthenshire.

During 2016/17 we delivered 13 out of our 14 KIOP commitments

Last Year's Commitments	✗✓	Progress Comment
Road Maintenance & Infrastructure		
We will develop and implement a highway network hierarchy consistent with the National Code of Practice for Highways to improve our management of the highway asset. *(12127)*	✓	The Network Hierarchy categories have been developed in line with the recommendations outlined in the new Well Managed Highway Infrastructure code of practice. Additional categories have also been defined to allow greater definition and distinction of service levels on the lower classes of road such as Byways Open to All Traffic (BOAT) and Green Lanes. A review of the hierarchy by the key stakeholders has been undertaken and re-categorisation of individual sections of the highway network has been completed. All sections of the public highway have now been categorised in accordance with the new Network Hierarchy category definitions.
We will invest £2.125 million of capital to improve the condition of our highways, bridges and culverts. *(12128)*	✓	The highways Capital investment has delivered 38 highway schemes with 100% of the apportioned budget expended. The Bridges and Structure budget has been re-profiled to account for a virement and complications with land negotiations resulting in a total net budget for Highways, Bridges and Structures of £1,369,580 in 16/17. This will be fully spent. The amount of £2.125 million is fully committed on schemes.

We will reduce the % of Principal (A) roads that are in overall poor condition *(THS/011a)* *(2016/17 Result 4.3%) Target 16/17: 4.0%*	✗	Whilst there was improvement from 4.6% in 15/16 to 4.3%, the target of 4% was not met. Overall resource allocation within existing budgets will be reviewed and rebalanced to maintain overall condition for this road class. The 17/18 target has been adjusted to reflect the achievable condition within existing budget constraints.
We will minimise the % of Non-principal/classified (B) roads that are in overall poor condition *(THS/011b)* *(2016/17 Result 3.5%) Target 16/17: 4.0%*	✓	The target of 4% was exceeded and a result of 3.5% achieved showing a good improvement in condition. Whilst this is positive the balance of resource allocation across road classes will be reviewed to assist in meeting targets for other road classes.
We will reduce the % of Non-principal/classified (C) roads that are in overall poor condition *(THS/011c)* *(2016/17 Result 11.6%) Target 16/17: 12.0%*	✓	The target of 12% was slightly exceeded with a result of 11.6%. We will continue to target resources effectively and treat priority sections within available budgets.
Percentage of principal (A) roads, non-principal (B) roads and non-principal (C) roads that are in overall poor condition *(THS/012) - From 10.7% for 2015/16 to 9.2%* *Target 16/17: 9.5%*	✓	The Local Government Borrowing Initiative (LGBI) funding (2012-2015) and the targeted investment of Capital funding in recent years can be seen to make a direct impact on improving the combined overall condition of our A, B, and C classes of road network. The figure of 9.2% shows an improvement from 10.7% last year and is significantly below the peak in 2012/13 at 17.2%, showing a reversal of the general trend i.e. a decrease in the overall proportion of the network that is classed as being in poor condition. Following the cessation of LGBI, reductions in revenue and low levels of Capital highway infrastructure investment, Carmarthenshire is likely to remain in the bottom quartile without significant additional financial investment in the highway Asset.
We will continue to invest in strategic transport infrastructure links to support economic development, by: • Continuing with the construction of the Carmarthen West Link Road to support the relocation of S4C and facilitate mixed development. *(12129)*	✓	Sectional completion granted in October 2016 with further works carried out in early 2016 within Parc Dewi Sant car parks.
• Taking forward Phase 2 of the Cross Hands Economic Link Road and secure planning permission for the scheme in 2016/17. *(12130)*	✓	Further scheme development with planning application to be determined in April 2017. Land acquisition ongoing with agreement reached on key land parcel to enable phased commencement of construction works
• Commencing work on improving the highway infrastructure at Ammanford to improve traffic flow and reduce congestion. *(12131)*	✓	Further scheme development with negotiations well advanced on several key properties required for Wind Street / Tirydail Lane Junction scheme. 1 No. property acquired in March 2017. Associated scheme at access to Carregamman Lane Car Park substantially completed within quarter.

We will continue to press the Wales Government to deliver the Llandeilo By Pass road scheme. *(12132)*	✓	16/17 was a successful year in terms of this action. Following a period of lobbying and discussion between CCC, WG and other political and wider stakeholder representatives WG announced a commitment to commence construction on the Llandeilo bypass by 2019. We will continue to work with the WG in order to ensure the best outcome is achieved in terms of the final shape of the scheme and delivery timeframe.
Cycleways		
We will complete the Llangennech to Dafen footway and cyclepath and commence work on our flagship Towy Valley Cycleway project to improve connectivity and to encourage more sustainable forms of travel. *(12133)*	✓	Actions for 16/17 have been successfully completed, seeing the completion of the Llanegnnech to Dafen cycle paths, with additional funding allocated by Welsh Government, this has enabled significant completion of the extension along Llethri Road towards Swiss Valley. In terms of the Towy Valley Path 16/17 has seen completion of a 1km section in Abergwili, significant progress has been made on key land deals on the Western Section. Planning permission has been granted for the western section between Abergwili and Nantgaredig and significant Welsh Government funding has been allocated for use in 17/18.
Passenger Transport		
We will continue to support the delivery of the Modernising Education Programme - redesigning networks to facilitate the movement of pupils as set out in our home to school transport policy. *(12134)*	✓	We have continued to manage the Transport effects of the MEP programme, which was particularly challenging during 2015/16 due to the phased closure of the Llandovery campus of Ysgol Bro Dinefwr and the transfer of pupils to both the old and new sites at Ffairfach. The programme continues to offer challenges to the provision of transport due to increased demand for services, often in rural areas where supply is limited, and in raising the expectation of parents in terms of alternative provision.
We will aim for at least 79% of adults aged 60+ to hold a concessionary travel pass *(THS/007) Target 16/17: 79%*	✓	We have continued to surpass our target of 79% to achieve 81.4%, whilst transport budgets are reducing, but are in 17th place when compared to all 22 authorities in Wales.

Goal: F7 Ensuring the promotion of the Welsh language and Welsh culture

Our Review and Evaluation for 2016/17

2016/17 has been a year of transition, with the Welsh Language Standards coming into force and the Welsh Language Scheme coming to an end. The Policy & Partnership Team have supported departments by raising awareness of the Standards and dealing with enquiries in relation to application and compliance. During the year, a number of key policies and guidance resources have been prepared and we will continue to develop materials to support the implementation of the Standards.

How did we perform during 2016/17?

- ✓ The Welsh Language Promotion Strategy has been prepared in partnership with the Members Advisory Panel and the County Language Forum. It has been formally adopted through the Democratic Process and published on the CCC website. As part of the Strategy, a detailed mapping exercise was undertaken, to look at the resources and activity in relation to the Language across the county. The mapping document will be valuable evidence for future planning work.

- ✓ When looking at raising awareness of the benefits of bilingualism as part of the work on the Promotion Strategy, work was done to create a pool of Language Awareness resources, which would provide a consistent message that all organisations convey. An electronic resource was made on Google drive and has been shared with all organisations that promote the Welsh language in the county.

- ✓ In order to start raising awareness of the advantages of bilingualism in the county, a comprehensive booklet has been designed and printed that promotes the advantages of Welsh medium education and specifying the path towards bilingualism. This booklet will be circulated during the 2017/18 academic year, to support the aims of the Welsh in Education Strategic Plan.

- ✓ A campaign to encourage our customers to contact us through the medium of Welsh was run through Carmarthenshire News, Papurau Bro and through posters in bus shelters. Our aim is to encourage people to use their skills when contacting us as a Council and also to encourage Welsh learners to practice their learning.

- ✓ Development work took place during 2016-17 with Language Leaders in the Leisure Department. The Leaders met monthly and made constant progress with ensuring consistency in visual bilingualism within their workplaces through checklists. All permanent and temporary bilingual signage within the department were corrected and rectified, and saved in a convenient place for future use, and work was done to ensure that staff are informed of opportunities to learn Welsh. New language leaders were trained for the Environment Department and they will start on their work during the next financial year.

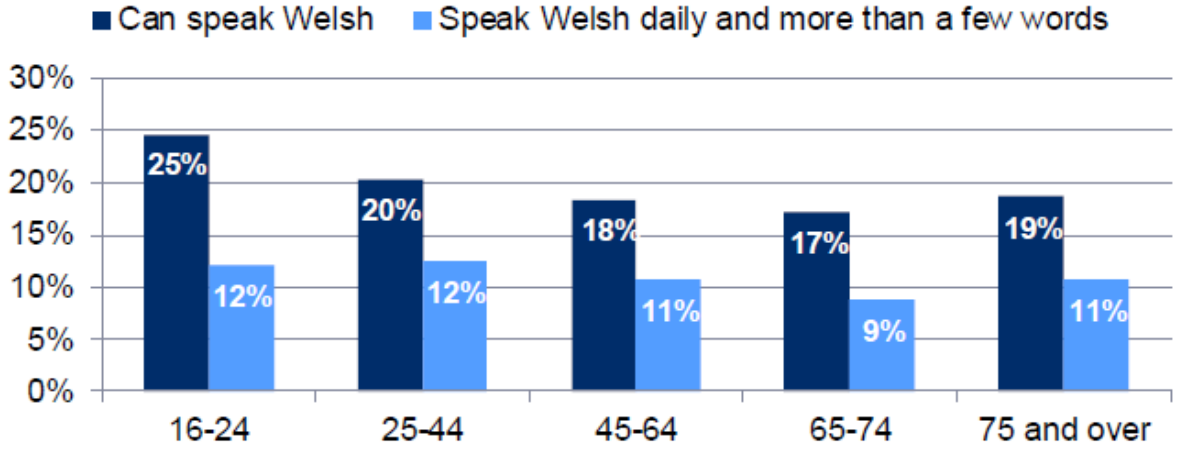
- ✓ During the year, the Policy and Partnership Team has worked closely with all council departments to offer support and guidance but also to monitor compliance. One example is the work of the standards audit completed with the Senior Management Team within the Housing Division. A meeting was held with the Senior Managers to map out the standards, the level of compliance and to explore the opportunities for future developments. The results of the meeting were positive and the information was presented to the Head of Service with recommendations for action. One of the managers was appointed as a Language Leader and the division will follow the 'Language Leaders' training during 2017-18. One of the areas highlighted by the managers was that it is difficult to release staff for Welsh lessons in the workplace, as a large proportion of them provide frontline services. Therefore as a result, we have set up a specific course for the division in their main office at Eastgate, and the course will also be provided in Carmarthen and Ammanford and the content is tailored to the service area.

- ✓ The Communities department has also appointed one of the senior management team as a Language Leader, in order to lead on the More than just Words Strategic Framework and to ensure progress is made when providing Welsh language Services in care. During the year, the departmental forum has met regularly to discuss areas such as workforce planning, commissioning Services and staff training. Following receiving the results of the language skills audit, a task and finish Group was established to look at the results and to compare the number of clients receiving care through the medium of Welsh and the active offer. The results of this work will be presented to the Director of Communities and to the Health and Social Care Scrutiny Committee during 2017-18.

We will monitor identified considerations in relation of policy in respect of the Welsh language and culture, and the implications of the Planning Wales Act 2015, and any subsequent secondary legislation.

No further guidance has come from Welsh Government during the year regarding implementation of the Welsh Language requirements set out in the Planning Act. Officers have been invited to and have attended the County Language Forum to explain how the language is taken into account currently in the planning system and particularly how the language was taken into account in producing the Local Development Plan. Officers also attended a seminar held by Cymdeithas yr Iaith to focus on Planning and the Welsh language and follow up meeting has occurred with a small group of representatives to discuss work regarding the review of the LDP.

Ability to speak Welsh by age (Wales)



Source: National Survey of Wales 2016-17

How do we know we made a difference? / Is anyone better off?

First in county to win new language charter award

A Welsh medium primary school in Llanelli has become the first in the county to win a new language charter award.
Ysgol Gymraeg Brynsierfel in Llwynhendy has been given a *Codi Caerau Sir Gâr Bronze* Award for the progress the school and its pupils have made in promoting the use of incidental Welsh. The Language Charter aims to help bring about an increase in the social use of Welsh by children by inspiring them to use the language in all aspects of their lives.
The Charter asks for all members of the school Community – the school council, pupils, the workforce, parents, governors and the wider community to contribute.

Outcome G: Carmarthenshire has a stronger and more prosperous economy..

Providing secure well paid jobs and training opportunities for local people is central to everything we are seeking to achieve. In the past, too many young people have been forced to leave Carmarthenshire to get jobs. Working across all sectors – public, voluntary and private – we want to increase prosperity for everyone in the county.

Goals: (as agreed in the Integrated Community Strategy with partners)

G1 - Developing business growth, retention specialisation (including retaining young people)
G2 - Maximising job creation for all
G3 - Developing a knowledge economy & innovation
G4 - Ensuring distinctive places & competitive infrastructures
G5 - Tackling poverty and its impact on the local economy
G6 - To build a bilingual economy and workforce

Our 2016/17 Key Improvement Objective Priorities (KIOPs):

- **Creating jobs and growth throughout the County**
- **Tackling Poverty**

Progress at a glance:

Outcome Measures (as set out in Corporate Strategy)	Progress
Increased employment	✓
Reduction in working age population in receipt of out of work benefits	✓
Increased economic activity and productivity	✓

Swansea Bay City Deal

One of the most significant events in the modern history of our Council occurred in March when the British Prime Minister, Wales' First Minister, the Secretary of State for Wales and the Leaders of Carmarthenshire, Swansea, Neath Port Talbot and Pembrokeshire County Councils met at the Liberty Stadium for the signing of a City Deal for the Swansea Bay City Region.

It is a deal that gives our citizens a reason to believe in a brighter, more prosperous future, our youngsters a reason to come home from their studies knowing there will be opportunities and quality jobs and our businesses the confidence to invest in a region that is regenerating inwardly and looking out to a global market with new ideas and innovation across so many sectors - as we all embrace wholeheartedly a deal that devolves both ownership of and responsibility for regeneration to the Regional level and the City Deal.

Prime Minister *Theresa May*, Wales' First Minister *Carwyn Jones*, the Secretary of State for Wales *Alan Cairns* and the Leaders of Carmarthenshire, Swansea, Neath Port Talbot and Pembrokeshire County Councils met at the Liberty Stadium for the signing of the City Deal

The deal was put together in the context of the regional economy where our GVA has fallen from 90% of the UK average to 77% over the last thirty years. We are determined to overturn that trend in our Region and with that in mind we set our deal in place with very clear objectives around economic growth which involved regionality GVA and jobs across the region.

WHAT THE CITY DEAL MEANS...

£1.3bn
over 15 years
Total value

£241m
Welsh and UK Government

£360m
Public Sector Support

£673m
Private Sector Support

Nearly 10,000
New jobs created

£1.8bn
Gross Value Added boost

The Deal which has 11 projects in all, will turn the region into a digital *'superhub'* to transform the regional economy. It will develop digital infrastructure, skills and investment in: *Internet of Economic Acceleration; Internet of Energy; Internet of Health & Wellbeing; Smart Manufacturing*.

LED BY CARMARTHENSHIRE

There are three specific projects for Carmarthenshire – a *Wellness and Life Science Village* in Llanelli; a *creative industry project* at Yr Egin in Carmarthen; and a *skills and talent initiative* which will support skills development for all 11 projects.

1. The *Wellness Village and Life Science Village* at Delta Lakes, is being led by the council, under the ARCH (A Regional Collaboration for Health) programme, which is a partnership between Hywel Dda & Abertawe Bro Morgannwg Health Boards and Swansea University.

The £200million project aims to create 1,853 high quality jobs and boost the economy by a staggering £467 million over 15 years.

The proposals include an Institute of Life Science with laboratory and clinic space and an incubation facility for business start-up, research and development; a wellness hub incorporating a new 'state-of-the-art' sports and leisure centre, a wellbeing centre, a wellness hotel and an assisted living village all interlinked and set within a 'green' eco-park.

2. *Yr Egin / S4C* involves the construction of a creative and digital hub and the development of a creative industry sector cluster.

It will create around 203 jobs and help the local economy, along with boosting the Welsh language.

3. A *skills and talent initiative* will provide educational and training pathways to support the next generation workforce delivering specific sector skills required in order to meet the demand of the City Deal themes of Digital, Life Science and Wellbeing, Energy and Smart Manufacturing.

Leader Cllr Emlyn Dole said: *"This is a unique opportunity for Carmarthenshire and the wider region to increase prosperity and opportunity. The City Deal will help the long-term sustainability of the economy in Carmarthenshire, creating jobs, growth and training opportunities.*

"This is a truly exciting time for the region; the level of investment we are talking about is incomparable to anything we have seen before. The City Deal will allow us to deliver what we have worked so hard to achieve and local people and businesses will soon start to reap the benefits."

The Deal is vital for us here in South West Wales in economic terms, but it is not an end in itself nor do we see it as such. The originality and innovation proposed will be the catalyst for so much more in our region as we build on these projects and look outwards towards global markets.

Wales has its very own ground breaking legislation in the *Well Being of Future Generations Act* which requires us in our policies and ambitions to incorporate seven key principles or well-being goals and adhere to five ways of working. This Deal is a perfect example of the five ways of working promoted by the Act and over the 15 year programme it provides an opportunity to address the persistent challenges that we face in climate change, poverty inequality jobs and skills and to accomplish that in a transformational and preventative way and maximise our well-being goals under the Act through this major public investment programme.

Our Performance and Results for 2016/17:

Goal: G1 Developing business growth, retention specialisation (including retaining young people)

Our Review and Evaluation for 2016/17

Through a well-established business support service, focused on key Pareto businesses and tourism support, we have continued to provide a personal high quality to our key enterprises which has resulted in job creation, youth enterprise activity and private sector enterprises created.

How did we perform during 2016/17?

Business Development

- ✓ **253.5 jobs have been created** across Carmarthenshire via account managed / Pareto businesses. These have included within the engineering, food & dairy, manufacturing (steel and wire products) and construction sectors.
- ✓ In addition **33 new businesses have been created**
- ✓ Account managed business have **invested £6.69m** private sector investment in expansion projects during 16/17
- ✓ **192.5 jobs have been safeguarded** via business support
- ✓ We have helped local businesses by ensuring that **94.3% of invoices were paid** within 30 days ***(CFH/006)***

Tourism/Visitor Economy

Tourism is a key component of Carmarthenshire's economy that is statistically worth £370million per annum to the County up by 2.7 per cent in 2016 with Tourism supporting 5,638 full time jobs. We continue to lead the way regionally and nationally with effective campaigns and promotion. By continuing to secure funding, we will manage and lead the way in promoting Carmarthenshire as an attractive and quality place to visit. We are committed to continuing to improve the economy through tourism, an industry, by:

- planning and carrying out strategic research that assists us for example in accommodation and hotel studies
- acting as a catalyst and relationship builder with private, public & 3rd Sector to improve the tourism
- ensuring Carmarthenshire is effectively & innovatively promoted as a vibrant area to visit and stay

- ✓ We will continue with the legacy from the 2016 national *Year of Adventure* by delivering new orienteering trails in Carmarthenshire
- ✓ As part of the 2017 *Year of legend* campaign, a series of multimedia videos and trails have been scripted and produced with ourselves coordinating the inputs from public/private partnerships. Trails have been produced to add value to the Cruise Wales and Travel Group campaigns in Wales

- ✓ In support of the Carmarthen Town masterplan and through the town forum, tourism funding was secured though Welsh Government to deliver the *Merlin Festival* as part of the pan Wales set of actions in the *Year of Legend* campaign.
- ✓ Launched the *Events Network Circle* that will see many more high quality and interesting events being held within the County, by improving access to information and advice for event organisers - after successfully gaining funding through the RDP Leader scheme. The Event Support Fund, funded by us, will provide financial support for any new events to the County

- ✓ The new *Parry Thomas Commercial Centre* was officially opened and has now being filled. All four ground floor commercial units and first floor restaurant are under offer and tenancies have now been signed with three of the five businesses proposing to occupy the units. *Tea by the Sea* will be the first of five businesses to move into the centre. The next phase of the project will include the new Sands of Speed Visitor centre; Eco Resort; & Visitor Enhancement Project.

  The project has been selected as one of ten regionally prioritised projects - as *'must visit'* tourist destinations, that will share the £27 million ERDF funded Visit Wales 'Tourism Attractor' fund. The projects are aimed at driving interest in Wales as a holiday destination. A further £1.5m Grant from Welsh Government's Targeted Match Funding has been secured and we as an authority have committed £2.5m capital funding to the project.

Supporting Entrepreneurship

- ✓ The 2017 Beacon Bursary competition was launched on 7th March, in which an offer of financial support along with office space and mentoring is available to budding entrepreneurs within further and higher education. We received a record 39 applications, with the final taking place at the end of June

  Last year's winner was Martin Goddard of *360 Entertainment*. His winning proposal was to set up an entertainment agency and management company dedicated to providing live music for weddings in Wales.

  Carmarthenshire Council leader, Cllr Emlyn Dole, said: *"The vision for The Beacon is to act as a leading light in nurturing and training young people's enterprise skills and to develop entrepreneur business talent to enter the private sector across Carmarthenshire and South West Wales. This competition not only offers someone the opportunity to win a fantastic business start-up but provides the vital support from a team of business mentors from both the private and public sector."*

Beacon Bursary winner Martin Goddard

- ✓ The Beacon continues to attract new ventures and now accommodates 20 businesses across a variety of sectors
- ✓ A successful World of Work event was held with Dunbia, with action plans developed and delivered with key employers/Pareto businesses, Business In The Community and University of Wales Trinity Saint David's.
- ✓ Support has also been given to Ysgol Dyffryn Amman with their efforts in the Enterprise elements of the Welsh Baccalaureate qualifications. To date over 30 projects have been presented and judged, and with further support will identify additional enterprise and business support opportunities for the area

How do we know we made a difference? / Is anyone better off?

Our markets in Carmarthen, Llanelli, Ammanford, Llandovery and Llandeilo, launched a successful Carmarthenshire Young Traders competition for pupils from primary schools. With the aim to prove their entrepreneurship skills, to learn more about what it's like to become a trader and to experience setting up their own business by taking part in a trade-off. Youngsters from eight schools competed against each other by developing a business idea and turning it into a profitable enterprise. The teams plan, purchase material /products, brand it and run it themselves on a stall in the outside market for a day. Over the course of the challenge, pupils improved their employability skills, gained a greater understanding of the world of work and made a positive contribution to the community they live in.

Goal: G2 Maximising job creation for all

Our Review and Evaluation for 2016/17

As at September 2016, **74%** of Carmarthenshire's working age population (**80,500** aged 16-64) were employed. This has increased from 69.1% in September 2015 and is above the Welsh average of 71.1% and the 6th highest employment figure in Wales.

(Annual Population Survey Office of National Statistics (ONS))

The private sector supports 74.6% of the county's total employed population, emphasising the importance of enterprise and innovation to the overall prosperity and wellbeing of the county and its residents. We are a diverse county in many ways, our towns and villages have unique features; our bilingualism strengthens and defines us; our business community operates across many key emerging growth sectors.

Our tourism and leisure offering is inimitable and offers so much to residents and visitors alike. We offer strategic employment sites for business and employees to thrive. High levels of digital connectivity are now in place in Carmarthenshire for us to benefit from in both our home and work lives; and with more investment underway and planned within our transport infrastructure; our county is now extremely well connected.

During 2016/17 through our portfolio of products and services, which are designed for the needs of the Carmarthenshire business community, we created **258.5** jobs, safeguarded **192.5** jobs and improved our infrastructure to accommodate a further **28** jobs.

Creating jobs and growth throughout the County was identified as a new Key Improvement Objective Priority for 2016/17

This was due to:

- Regeneration and jobs being a key priority for our Administration
- In order for us to be able to achieve the 2016/17 milestones for the Regeneration Master plan

KEY IMPROVEMENT OBJECTIVE PRIORITY (KIOP)
Creating jobs and growth throughout the County

Carmarthenshire is a county that has seen unprecedented transformation in recent years. The Regeneration Master Plan will highlight much of the excellent work that is currently underway in terms of regenerating the county. It will showcase 6 key transformational projects that Carmarthenshire County Council and its strategic partners are intending to focus on over the next 15 years – this will create more than 5,000 new jobs and will endeavour to create an economy within Carmarthenshire which is at 90% of the UK's average GVA level.

Our economy makes up part of the pioneering Swansea Bay City Region which has already and will undoubtedly, continue to offer new projects which will benefit Carmarthenshire.

Providing secure and well paid jobs for local people is central to everything we are seeking to achieve. In the past, too many young people have been forced to leave Carmarthenshire to get jobs. Therefore, creating jobs and providing high quality apprenticeships, training and work experience opportunities is a high priority for us. In order to progress this aim when we undertake investments in new schools, care homes, regeneration schemes and housing, we will work with contractors to maximise employment and training places for local people.

Key Measures of Success

Measure	2015/16 Result	Target	2016/17 Result	Target
Job Creation *(5.6.3.5)*	180	91	253	299
Jobs Safeguarded *(5.6.3.6)*	109	120	192.5	166
Jobs Accommodated *(5.6.3.7)*	1,220	1024	28	32

Explanation of the above results

Having completed a European Funding Cycle in 2015/16 and about to commence a new cycle in 2016/17 key targets for the year were to secure funding and prepare projects for delivery that will realise significant economic outputs later on in the funding cycle.

Whilst the jobs safeguarded target was exceeded, results were below target in relation to Jobs Creation and Jobs accommodated. The below target performance was due to delays in completion of third party led projects and those projects will now realise outputs in 2017/18. Significant results were achieved in other areas of activity which has off-set the effect of the aforementioned delayed projects and they included the business support function, completion of Parry Thomas Centre project, and Targeted Finance Fund / Social Enterprise Support.

In addition we have had significant success in 2016/17 of securing external funding to deliver projects that will deliver job outputs later in the funding cycle.

What works?

We helped create, sustain and accommodate jobs through the following:

Business Support Carmarthen & Rural - 106.5 jobs have created via account managed / Pareto businesses sitting with Carmarthen & Rural Area Team Business Officers. In addition 83 jobs have been safeguarded.

Parry Thomas Centre, Pendine - Construction completed in June 2016 with 28 jobs accommodated. All ground floor units and the first floor restaurant are under offer. Three leases have been signed and the first tenants have opened for business.

Business Support Llanelli & Coastal Belt– 73 jobs have created via account managed / Pareto businesses sitting with Llanelli and Coastal Belt Area Team Business Officers. In addition nine new businesses have been created and 66.5 jobs have been safeguarded. The Beacon continues to attract new ventures and now accommodates 20 businesses across a variety of sectors.

Business Support Ammanford & Cross Hands - 37 jobs have created via account managed / Pareto businesses sitting with the Ammanford and Cross Hands Team Business Officers. Dialogue continues with key employers in the area and indications have been provided by the employers of robust recruitment plans through 2017 and into 2018.

Targeted Finance Fund/Social Enterprise Support – Community Regeneration continue to support our Key Account clients, complementing the Transformational Plans whilst investing and supporting emerging and existing Social Enterprises within the county. This support has improved their overall sustainability, encouraging social enterprise to reinvest profits made back into their community**.** To capture and highlight the success of the county's social enterprise projects and the support provided to them, we commissioned the production of a number of short promotional films. Through the funding available the Community Bureau created 36 jobs, safeguarded 50.

How do we know we will make a difference? / Will anyone be better off?

Rhys Williams & Iwan Evans, aged 16, from Llanelli have been taken on by Lloyd & Gravell; Declan Pugh, aged 17, from Llanelli, & Jamie Tanner, aged 17, from Glanamman, will work for TRJ, having been crowned winners of Next Steps 2016.

Four young people are starting their construction careers after each winning a two-year paid apprenticeship with local construction firms through the *'Next Steps'* scheme.

Next Steps is an annual competition that gives anyone aged 16 or over, and living in Carmarthenshire, the chance to compete for an apprenticeship in the construction industry.

It is run by *Constructing Carmarthenshire Together* – a partnership made up from ourselves, Coleg Sir Gâr & Carmarthenshire Construction Training Association Ltd (CCTAL).

These four winners take the total number of Next Steps apprenticeships offered over the last seven years to 17. Another 15 people have secured placements on Carmarthenshire's Shared Apprenticeship scheme; 13 people on Pathways to Apprenticeships courses and four more have secured traditional apprenticeships.

Cllr Hazel Evans, Executive Board Member for Environment, said: *"Next Steps is one of our flagship training and apprenticeship projects which not only provides great opportunities for individuals, but also for local businesses and communities. We are fortunate that in Carmarthenshire - despite severe cuts to our budgets – that we are still able to invest heavily in our homes, schools and leisure facilities. It is wonderful to see that as part of the project we have also been able to give something back to the community"* – an outdoor recreation area was developed for residents at Llys Y Bryn; and a paddling pool at Cwmaman was refurbished to bring it back into use for the community.

During 2016/17 we delivered 7 out of our 10 KIOP commitments

Last Year's Commitments	✗ ✓	Progress Comment
We will support opportunities to develop business growth, retention & specialisation in Ammanford and Cross Hands Growth Zone Areas; Carmarthen & Rural Areas; and Llanelli and Coastal Belt Areas through initiatives such as Pareto, Account Management, Youth Enterprise Activity, World of Work and revisiting previous projects that have received grant aid support. *(12157, 12158, 12159)* – Also linked to Goal G2	✓	From work undertaken to date in this area - 106.5 new jobs have been created, 83 safeguarded and £6.9m of Private Sector Investment has been undertaken. Continued engagement and support to the Pareto businesses has taken place with several potential good projects being supported resulting in job creation and private sector investment. Advice and guidance has also been given to several smaller businesses as well as some new business start-ups which have successfully set up and thriving. The partnership between CCC, Careers Wales, Coleg Sir Gar and UWTSD continues to work well in designing and delivering entrepreneurship activities to further and higher education. Some good contacts were made in the *Youth Skills Convention* in which several key employers were also present. A Welsh Language in Business event, called *Siariad Siop* was organised. 15 previous RDP 1 and 2 capital grant applicants have been revisited to monitor progress and discussed support required to grow businesses moving forward.
We will focus on maximising job creation for all in the Llanelli and Coastal Belt areas by progressing	✓	A Swansea Bay City Deal announcement was confirmed with the support of both the UK & Welsh Governments; with the Wellness Village being a key project within the overall proposal. A master plan document has been completed and instruction

actions on projects including: the 'Wellness and Life Science Village'/Delta Lakes project (appointment of team and concept design); The Opportunity Street Llanelli Town Centre Project. *(12160)*		has been provided to progress with compiling an outline planning application. A formal notice has been placed on the 'Sell2Wales' website to notify and consult potential partner interests from within the private sector. A formal procurement exercise is to commence in the Summer 2017. An application has been approved by Wales Government (WG) with funding allocated to the Opportunity Street project in Llanelli town centre for the acquisition of targeted buildings in Market St and Park St. WG awarded £800k with the Council committing £200k of its own funding.
We will focus on maximising job creation for all in the Carmarthen and Rural areas by progressing actions on projects including: Launch and fully commit the £2m Carmarthenshire Rural Enterprise fund; Launch and fully commit the £3m Transformational Commercial Property Development Fund; secure and support new tenants of the new Parry Thomas Commercial Centre *(12161)*	✓	The Rural Enterprise Fund Scheme was launched in May 2016. Seven formal offers of grant have been issued totalling £475,372 and construction has commenced on a number of those projects. A further 23 applicants have been invited to stage 2 and the fund has been fully committed at this stage. The Transformation Commercial Property Development Fund Scheme was launched in June 2016. Six applicants have been invited to proceed to detailed application stage. Should all projects be approved at stage 2 the project will result in: 315 jobs being accommodated; 80,000 sq ft floor space created and £5.35m of private sector investment secured. Parry Thomas Centre, Pendine - Construction was completed in June 2016. All ground floor units and the first floor restaurant are under offer. Three leases have been signed and the first tenant has opened for business.
We will focus on maximising job creation for all in the Ammanford & Cross Hands Growth Zone areas by progressing actions on projects including: providing support to private Sector Developers & Businesses Owners to bring forward key pending private sector led developments in Ammanford & Cross Hands *(12162)*	✗	There are several property led projects in the pipeline much of which are the beneficiary of CREF and PDF monies - applicants projects are falling across more than one project year and as such will not be realised for 2016/17. The current project list sees many of the potential beneficiaries in the Ammanford and Cross Hands Growth Zone areas and will no doubt be realised within 2017/18.
We will focus on maximising job creation by progressing actions on projects identified in the County wide Employment & Skills Plan including: delivering the targeted finance fund; providing social enterprise support; working with 40 key account organisations /enterprises *(12163)*	✓	36 Jobs Created, 50 Jobs Safeguarded, 1,470 individuals into Training/Education and some 1,504 enquiries were managed. We have supported 225 individuals into Volunteering and 64 individuals into employment, with the total cost of community investment was an impressive £10,010,875 - this includes internal and external funding secured for projects in the county. The Bureau continues to successfully deliver a focused Key Account Management (KAM) service for the Third Sector and focuses its efforts with key account clients - to support building and up skilling third sector capacity and to deliver economic benefits through volunteering, training and digital inclusion. The Bureau has successfully supported the third sector to secure a range of local, regional and national grant programmes. The Bureau also helps to deliver our commitments under the Armed Forces Community Covenant and recently secured £83,000 funding under Strengthening Local Government Delivery of the Covenant Ministry of Defence Grant Programme. The funding will allow us to appoint a Regional Armed Forces Covenant Liaison Officer who will support delivery of the Armed Forces Covenant at a regional level within Carmarthenshire, Ceredigion and Pembrokeshire.
Jobs created with Regeneration assistance *(5.6.3.5)* *(2016/17 Target: 299 Result: 253)*	✗	253 jobs in total have been created via the Business Account Management Function, Parry Thomas Centre in Pendine, Targeted Finance Fund and Social Enterprise Support during 2016/17. The original target figure of 299 included 200 jobs created from the Private Sector Led Cross Hands West development. Following initial delays work has now commenced on site and these targets will now be realised in 17/18.
Jobs safeguarded with Regeneration assistance *(5.6.3.6)* *(2016/17 Target: 166 Result: 192.5)*	✓	192.5 jobs safeguarded in total - through Business support activity (3 area teams) and Targeted Finance Fund / Social Enterprise support

Jobs accommodated with Regeneration assistance *(5.6.3.7)* *(2016/17 Target: 32 Result: 28)*	✗	28 jobs in total have been accommodated which are associated with the development of the Parry Thomas Centre, Pendine that provides 5 new commercial units. All 5 units are under offer and tenancies have been signed with three of the five businesses. The proposed target was originally set against the disposal and re-development of the former Police Station Site in Ammanford, which has been delayed.
See Goal F3 for our LEADER and Communities First programmes also linked to this KIOP		

Goal: G3 Developing a knowledge economy & innovation

During the next few years there are many key projects being developed within the region that will require a skilled and competent workforce, many of these skills will be new to the region and will need to be introduced into the Colleges and Universities or through Apprenticeship opportunities, building a knowledge-rich, creative economy. It is critical that the region responds to new and emerging opportunities, for example within manufacturing and engineering technologies of the new projects. This will demand the highest levels of education and skills development in our entire workforce, from the youngest apprentices through to the entrepreneurial leaders of our companies.

There will be a shift in the composition of the workforce over the next few years and this will be an opportunity for the region to be *'ahead of the game'* and increase the economic opportunities, prosperity and importantly the GVA of the region. Critical to this achievement is the on-going skills development that will be required in the region over the next few years to help deliver the City Deal.

Regional Learning and Skills Partnership
South West & Mid Wales

We will do this through the collaborative Regional Learning & Skills Partnership (RLSP), (public and private sector members) to provide a workforce equipped to deliver many key projects being developed. The **RLSP** is a transformational partnership bringing education and regeneration partners together to help provide a better future for learners and potential learners across the south west and central Wales region.

How did we perform during 2016/17?

From left: *Barry Liles* RLSP Chairman, *Paul Greenwood* Teddington Engineered Solutions, *Julie James* AM & *Jane Lewis* RLP Manager

- ✓ The **Regional Employment & Skills Plan** was officially launched by *Julie James AM*, Minister for Skills and Science at the National Waterfront Museum in December 2016. The event brought together employers, education, public sector bodies and policymakers to help steer the skills agenda in the region. It was developed in collaboration with the key players and sets out the priorities required to address the skills deficit that will lead to high levels of employment, a skilled workforce and prosperity in the region.

  The ambition is to transform the future economic success of the region through the delivery of key transformational projects, including the City Deal. This will be achieved through improved employer engagement, improving educational attainment and increasing skills in line with the aspirational projects.

- ✓ In partnership with Careers Wales the RLSP have jointly developed an exciting new resource *'Spotlight on South West and Mid Wales'*. The resource is an innovative tool created to highlight the employment opportunities available to young people who are about to leave school across the region.

Digital High Street:

- ✓ Digital shop front window vinyl displays with a digital augmented reality interaction with people's mobile phones have been installed at two commercial retail vacant properties within Carmarthen Town, followed by two tourist notice boards in Guildhall Square and St Peters car park, providing fresh new tourist and local information and Digital Augmented Reality interactions.
- ✓ A "Walled Garden" free town centre Wi-Fi has been piloted in Ammanford and Llandovery (in collaboration with Antur Teifi), with a view to setting one up in Carmarthen.

Skills Development & Community:

- ✓ The Digital Health Check questionnaire, aimed to develop assessment of Digital Inclusion capability has been distributed to businesses and third sector organisations
- ✓ As part of the wider Digital Inclusion & Exploitation drive, Carmarthenshire has joined the Online Centres Network via the Community Bureau, which allows use of on line learning resources.
- ✓ Close working relationships have been developed with University of Wales Trinity St David (GWLAD Programme) and Coleg Sir Gar (Apprenticeship programme) to develop Digital skills programmes

RDP LEADER Digital Engagement:

- ✓ A number of events have been held to raise awareness of Digital Activity and its increasing integrated use in daily service activity - focusing upon the economic benefit from increased uptake of Super-fast Broadband within business and shop retail within key town centres.

How do we know we made a difference? / Is anyone better off?

Young people from across Carmarthenshire were given a taste of different career options at *Skills Cymru Carmarthenshire*, a regional careers fair featuring more than 100 employers, which took place during Apprenticeship Week at Parc y Scarlets in Llanelli on the 9th and 10th March.

Organised by Careers Wales and Coleg Sir Gâr, with assistance from ourselves and supported by the Welsh Government and European Social Fund, the event was designed to inspire and educate visitors about the variety of different careers and vocational routes available to them.

More than 4,000 young people attended the free event over the two days, travelling from local schools and colleges.

Visitors were able to try their hand at virtual welding, creating short animations and driving a tractor using the Welsh Government's state-of-the-art 'have a go' equipment, designed to increased participation in vocational pathways. Attendees also tested their vocational skills by taking part in a range of interactive activities offered by employers who attended the event, from giving manicures and styling hair to laying bricks and making exotic mocktails!

Goal: G4 Ensuring distinctive places & competitive infrastructures

The Swansea Bay City Region comprises of a number of highly distinctive and attractive places. It is a patchwork of urban and rural areas set against a stunning backdrop of National Parks, magnificent coastlines and impressive landscapes. The richness and diversity of our environment is a real strength and we must ensure that we preserve this for the future.

Our Review and Evaluation for 2016/17

A couple of strategic infrastructure projects had been completed in 2016/17 with a number of other projects having been developed further with a view to ensuring that Carmarthenshire will preserve and develop the counties distinctive places and competitive infrastructures in future years. Projects completed in 2016/17 include: the Parry Thomas Commercial and Events Centre; and Welsh Government Town Centre Partnership schemes in Ammanford and Carmarthen. Projects underway include: Llanelli Opportunity Street; Glanamman Workshops; Carmarthenshire Rural Enterprise Fund; Transformations Commercial Property Development Fund; and Yr Egin. Exciting projects in development making significant progress include: Health & Well Being Academy & Life Science Park; Pendine Attractor Project; Cross Hands East Strategic Employment Site (Phase 2); Cross Hands East Property Development Fund; Llanelli Town Centre Loan Scheme; Ammanford Regeneration Development Fund; Jackson's Lane re-development; and Carmarthen Wetlands and Gateway Scheme.

How did we perform during 2016/17?

Ammanford and Cross Hands Growth Zone

- ✓ A *task force* has been set up to rejuvenate the economy of the Amman Valley, to focus on taking Ammanford forward and the work of the town partnership that came to an end in September 2016.
- ✓ The *former Police Station site*, which was acquired some years ago, has now been sold to a private developer with plans to provide commercial/retail opportunities on the ground floor and four 2 flats on the first floor to meet local demand. The proposal also includes the conversion of the existing Court House Building to office suites.
- ✓ The *Carreg Aman car park* entrance was relocated in order to enable a controlled pelican crossing to be installed following a road safety review.
- ✓ A *property development fund* has been set up with a modest budget of £300,000.
- ✓ *Glanamman Workshops* – work has started to refurbish the workshops with completion expected by January 2018. The refurbishment will provide 13 units with 1,000 sqft that will meet the demand evidenced by regular enquiries for this type of business accommodation.
- ✓ The *Cross Hands East Strategic Employment Site* was completed and officially opened on 6th October 2016 in the presence of the Welsh Government Minister *Jane Hutt A.M.* Following the opening, a number of companies have shown an interest in developing on the Cross Hands East Site. Phase 1 of Cross Hands East encompasses 9 plots of land for development with the potential to create 500-700 jobs in the following sectors: Energy & Environment; Creative Industries; Advanced Manufacturing; Financial & Professional; and Agri-Food Technology. The total cost of the infrastructure project, including the access road from the A48 was some £14.5 million funded via ERDF (£6.7m), the Welsh Government (£2.16m Transport & Western Valleys funding), Joint Venture (£0.54m) and our own contribution of £5m.

We have secured funding for the completion of phase 2 of the strategic employment site which itself will provide a further 17,500 sq/m of employment floor-space across 9ha of land.

Carmarthen and Rural

We have continued to work closely with the *Town Centre Regeneration Forum* to develop and deliver a master-plan for the economic regeneration of Carmarthen and linked economic areas that will cover the period 2014 – 2030

! *Jackson's Lane Re-Development* – after public consultation event detailed design is being finalised with funding decision delayed from Welsh Government.

✓ *Carmarthen Town Regeneration* – the Town Forum continues to provide an outlet for considering and driving forward the delivery of regeneration proposals for the town. Successful Events that took place included: a Vintage Event in July; a Student Lock in Event in September - was very successful with over 900 students spending over £70,000 in participating businesses.

Vintage Event

✓ We have continued to assist the University of Wales, Trinity St David's in securing funding from Welsh Government for *Yr Egin / S4C* and construction has commenced on site with a view to completing in June 2018

Llanelli and Coastal Belt

✓ *Opportunity Street* (final year 3 of 3) - renovation works to buildings 10 & 12 Stepney Street commenced in June 2016 to renovate and create two new commercial spaces on the ground floor and four new two bedroom apartments above. Works will continue into the summer of 2017, along with works to 48 Stepney Street, before spaces are offered for renting. Additional funding by Welsh Government was confirmed earlier this year for the acquisition of targeted buildings in Market Street and Park Street. The Welsh Government awarded a total of £800,000 whilst we committed a further £314,000. Negotiations with property owners have progressed very well with eight building acquisitions completed by the end of March. The total value of this project will have been well in excess of £4.3 million and with the acquisition of 15 buildings and 1 development site in the town centre.

✓ *Loan funding* - Llanelli Town Centre Loan funding is an initiative driven and funded by the Welsh Government with Carmarthenshire County Council securing £750,000 with the potential for it to be to re-invested on a case by case basis over a 15 year period. The project was formally launched in July 2016. Following assessment, a preferred project to redevelop the Raffles Building has been allocated with work to commence late 2017 provided the 2nd stage application is approved; funding will then be released.

✓ *Delta Lakes Health & Well Being Academy & Life Science Park* - following the development of a masterplan, an outline planning application is now progressing. The development will be considered a 'major development' and will therefore trigger new legislations requiring a formal consultation period in advance of submitting the formal planning application. A funding request of £40m for the Wellness Village was submitted through the City Deal.

How do we know we made a difference? / Is anyone better off?

The finishing touches have been put on a new tea room at Pendine's seafront as part of the new Parry Thomas Commercial Centre, which has just been completed. *Tea by the Sea* will be the first of five businesses to move into the centre. The development of the £1million two storey building at the popular coastal resort was supported by £300,000 of Big Lottery Funding. The Parry Thomas centre is located next to Pendine's new promenade and will house four kiosk-style business units on the ground floor and a larger commercial premises on the first floor, along with new public toilets and external showers for beach users.

Tea by the Sea will be the first of five businesses to move into the centre

Tea by the Sea successfully secured £12,559 from the Carmarthenshire Rural Enterprise Fund (CREF) and will be creating five full-time jobs. CREF is a £2m capital fund that aims to assist rural businesses in Carmarthenshire with the development of new or improved businesses where jobs are created.

Executive board member for regeneration and leisure, Cllr Meryl Gravell, said: *"The key objective of the Parry Thomas Centre was to intensify and diversify economic activity within the village to help attract more visitors and encourage them to stay longer and visit again.*
"I'm pleased that the CREF Scheme has been able to support these businesses. It will be fantastic to see this landmark building in use. This scheme not only brings jobs into the rural areas but it's helping to create fantastic facilities for locals and visitors to enjoy, making the coast a desirable place to live, work and visit."

Since 2010, we have been working on a regeneration master-plan to address the physical and commercial decline of the coastal resort of Pendine. The next phase of the masterplan is being developed with a view to bringing forward the £7.5million Pendine Attractor Scheme, to provide a new Sands of Speed museum, eco resort, adventure play area, events area, exhibition esplanade, boardwalk and improved car parking provision. It is hoped this will deliver an additional economic boost to the regional economy of £3.3 million a year.

Goal: G5 Tackling poverty and its impact on the local economy

Poverty relates to a relative socio-economic position in which people lack the adequate income, resources and opportunities to enable them to have an acceptable standard of living within the context of the society in which they live. (European Council & European Commission, 2004)

As the above definition demonstrates, poverty is much broader than money. Poverty impacts upon and is impacted by social, cultural, material and emotional deprivation as well as economic and is concerned with the exclusion of individuals and communities from ordinary living patterns.

Therefore, measures such as levels of material deprivation, which looks at a household's inability to afford goods and activities typical of society, become more significant in indicating and understanding levels of poverty.

The table below shows that according to the National Survey for Wales 2016/17, **15%** of Carmarthenshire's households experience **material deprivation** equal to the Welsh average and a slight reduction to our result of the 2014/15 survey of 17%. The survey also showed that only **47%** of non- pensioners said ***'they could keep up with all bills and commitments without any difficulty'***, the lowest but one in Wales, with pensioners in Carmarthenshire being the lowest in Wales at **75%**.

Questions asked in the 2016/17 National Survey for Wales and available at Local Authority level	Has our result improved from 2014/15 to 2016/17			22nd	21st	20th	19th	18th	17th	16th	15th	14th	13th	12th	11th	10th	9th	8th	7th	6th	5th	4th	3rd	2nd	1st
	2014/15 survey result	2016/17 survey result	Improved ↑ Standstill ↔ Declined ↓	Worst results											Best Results										
				Arrows start from our 2014/15 position											to our 2016/17 position										
Household in material deprivation	17	15	↑	21																					11
Keeping up with all bills and commitments without any difficulties *(non pensioner)*	not available	51	Not applicable	47																					76
Keeping up with all bills and commitments without any difficulties *(pensioner)*	not available	75	Not applicable	75																					91

Our Review and Evaluation for 2016/17

Why tackling poverty continued to be a Key Improvement Objective Priority in 2016/17

- just over a third of households in Carmarthenshire can be defined as living in poverty, this is above the Welsh average.
- poverty limits the opportunities and prospects for children and young people, damages the quality of life for families and communities and harms the health, well-being and life expectancy of far too many.
- poverty is not only an issue which affects us here and now but also one which has a long term detrimental effect on people's lives and our society in the future.
- poverty has a detrimental impact for individuals and communities both directly and indirectly affected
- the cross cutting nature of poverty impacts across all areas of society and services delivered by the Council
- the work of the Elected Members Tackling Poverty Focus Group

KEY IMPROVEMENT OBJECTIVE PRIORITY (KIOP)
Tackling Poverty

"The Council is working hard to tackle poverty, which presents a major challenge, but without its contribution the situation may be worse"

Welsh Audit Office: Annual Improvement Report 2016.

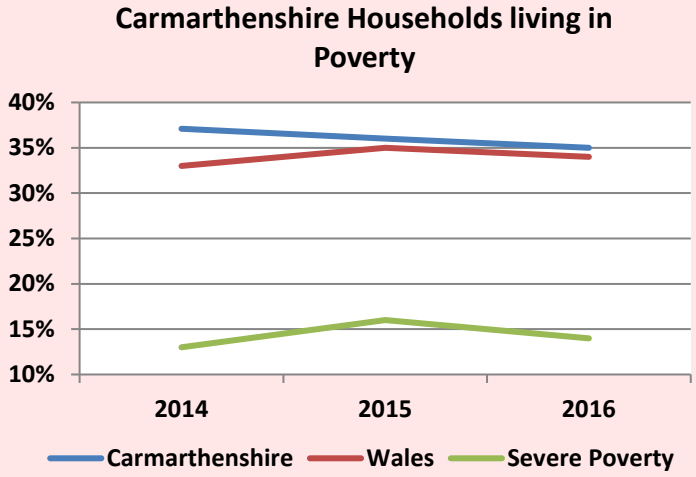
Over the past few years we have been identifying and developing the work we currently undertake across all Council departments in relation to tackling poverty.

Key Measure of Success:

Household Income Figures *Source: CACI's 'PayCheck' data*						
Households Living in Poverty	**2014**		**2015**		**2016**	
	Carmarthenshire	**Wales**	**Carmarthenshire**	**Wales**	**Carmarthenshire**	**Wales**
	29,956 (37.1%)	446,586 (33.6%)	**29,086 (36.3%)**	459,283 (35%)	29,020 (35.9%)	460,322 (34%)

Why is this measure important?

Welsh Government defines poverty as when "household income is less than 60% of the median income". For Carmarthenshire that means a household where **income is less than £23,825 a year**.



CACI Paycheck Data 2016

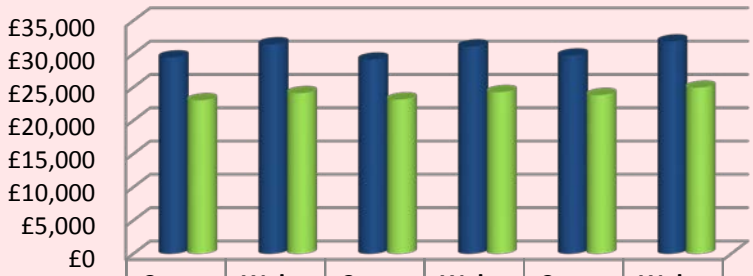
On this definition **35.9%** of all Carmarthenshire's households can be defined as living in poverty in 2016, a decrease of 0.4% from 36.3% in 2015.

In addition the number of households living in **severe poverty** in Carmarthenshire has decreased over the last year with the number of households receiving an income of less than £10,000 a year falling from almost 16% in 2015 to 14.5% in 2016.

! Rural Poverty

Of the 29,020 households living in poverty across Carmarthenshire 56% (16,386) are located in rural areas (as defined under the Rural Development Plan 2015-20), a decrease of 2% from 2015.

Household Income CACI Paycheck Data



	Carms	Wales	Carms	Wales	Carms	Wales
	2014		2015		2016	
Mean (Average)	£29,485	£31,452	£29,160	£31,131	£29,768	£31,878
Median	£23,043	£24,108	£23,156	£24,271	£23,825	£24,944

Furthermore 90% of the County's rural wards have recorded an **increase** in average household income between 2015 and 2016. This is consistent with the trends of both Wales and Carmarthenshire as a whole where the average income has increased in the last year.

Our strategy for tackling poverty follows the Welsh Governments strategic priorities of

- *Preventing poverty*
- *Helping people back into work*
- *Improving the lives of those living in poverty*

Preventing Poverty

Living in poverty can significantly impact a child's life chances and there is therefore a strong correlation between being born poor and experiencing a lifetime of poverty. This intergenerational cycle of poverty is unjust and simply unacceptable. Preventing poverty is not just about intervention with children and young people but with all groups at increased risk of experiencing poverty. In providing early, targeted and holistic interventions to vulnerable individuals and groups we not only reduce the likelihood of poverty occurring in our communities but reduce the need to establish more costly responsive, mitigating programmes.

Helping People into Work

Getting people into work is one of the most fundamental and effective means of tackling poverty in all its forms. Work not only provides income, but also opportunities for social, emotional and cerebral development as well as general health and well-being. Although there is rising concern around the numbers of people experiencing in-work poverty, helping people into work and to progress within work remains a key focus as chances of experiencing poverty dramatically increase in workless households.

Improving the lives of people living in poverty

There will always be circumstances where people find themselves in poverty for a multitude of reasons that cannot always be foreseen or prevented. It is crucial that in these instances people have access to help to maintain basic standards of living, and support to firstly mitigate the daily impact of poverty and ultimately to find a route out of it.

Last Year

We delivered 15 out of our 17 KIOP commitments last year

Last Year's Commitments		Progress Comment
We will develop a Tackling Poverty Policy statement outlining the Council's overarching approach to tackling poverty. *(12137)*	✓	The policy statement has been developed by the newly established Tackling Poverty Advisory Panel and disseminated via key tackling poverty programmes and initiatives.
We will establish a Tackling Poverty Advisory Panel to oversee the Tackling Poverty Action Plan and support the Executive Board Member with responsibility for Tackling Poverty in executing their responsibilities. *(12138)*	✓	The Panel was established in June 2016 and chaired by the Tackling Poverty Champion Cllr Pam Palmer. The Panel consists of cross party and key officer representation including leads of tackling poverty programmes delivered by CCC. The group meet quarterly and have identified issues such as Food Bank support and holiday hunger clubs as key priorities to be explored further.
We will update the tackling poverty action plan to reflect priorities for 2016/17 and embed it into the KIOP. *(12139)*	✓	A draft tackling poverty action plan for 2016/17 was developed. The Tackling Poverty Advisory Panel discussed the draft plan at their first meeting on 11th July 2016. The Plan was subsequently updated and monitored by the Panel on a quarterly basis.
Preventing Poverty		
We will further develop the Team Around the Family (TAF) approach across the county for 0-25 year olds as a means of accessing preventative services. We will actively engage in planning for future change and sustainability in view of changes to the Families First (FF) grant & focus on reducing the need for statutory care & support. *(12140)*	✓	We have continued to implement and promote the TAF Model. Training & support for internal & external staff as well as on-going awareness-raising has continued during the year, and consultation days held. We have seen an increase in the number of cases now being referred to TAF - avg of 10 a week. Paperwork has been streamlined & meets the requirements of the Social Services & Well-Being Act. TAF provides the infrastructure aligning the 4 strands of the WG Tackling Poverty Agenda expanding it considerably with greater focus on training staff.

We will continue to implement the final year of the expanded Flying Start (FS)programme, promoting early intervention for disadvantaged families with children (0-3) living in specific deprived communities. We will actively engage in planning for future change and sustainability in accordance with Welsh Government future guidance for the grant. *(12141)*	✓	1832 children are able to benefit from the Flying Start programme across 17 geographical areas in the county, delivering an integrated multi-agency approach. This includes an enhanced health visitor service, early ante-natal provision, support through domestic abuse, dietetic advice and support, speech therapy intervention along with the centrepiece element of the programme, to provide free childcare for 2-3 year olds, from 24 different child-care venues across the county.
We will continue to implement the final year of the re-commissioned Families First (0-25) programme, promoting early intervention for disadvantaged families across the County. We will actively engage in planning for future change and sustainability in accordance with Welsh Government future guidance for the grant. *(12142)*	✓	Families First (FF) commissioned projects supported a total of 9,145 individuals (4,563 new individuals) during 2016/17 which is an increase on the previous year (8,626) despite a budget cut of 12% (£262k) which presented a huge challenge. We continue to fund the 14 re-commissioned projects although it placed increased pressure on services. The future work will continue to focus the prevention of Adverse Childhood Experiences (ACEs).
We will further develop childcare and play opportunities in line with gaps and priorities detailed in the respective Child Care and Play Sufficiency Action Plans 16/17. *(12143)*	✓	We continue to support and maintain a total of 243 registered providers of child care provision (with a total of 4,268 registered places). The 4th statutory Childcare Sufficiency Assessment and Action Plan was submitted to WG at the end of March. It identifies the need for additional full day care, childminders and out of school childcare within targeted areas within the county. The Play Sufficiency Assessment and action plan has been worked on during the year and a progress report submitted to WG in March 2017. **for further details see below.*
% pupils that are eligible for Free School Meals who achieved the Level 2 threshold including a GCSE grade A*-C in English or Welsh first language & mathematics *(5.0.3.1)* 2016/17 Target: 34.20%% Result: 41.47)	✓	The performance of pupils in receipt of eligible Free School Meals (FSM) has been improved across nearly all Key Stages from 33.69% to 41.47%. This success reflects the impact of work undertaken by schools and officers focusing directly on higher achievement for this vulnerable group. Effective use of the Pupil Deprivation Grant (PDG) funding encompassing a range of specific strategies and interventions underpins this success.
Helping People Into Work		
% of people aged 16-64 in Employment in Carmarthenshire (Oct 15-Sep16) (Source: Annual Population Survey ONS) *Result: 74% (Wales Average 71.1%)*	✓	As at September 2016, 74% of Carmarthenshire's working age population (80,500 aged 16-64) were employed. This has increased from 69.1% in September 2015 and is above the Welsh average of 71.1% and the 6th highest employment figure in Wales.
The % of children living in workless households (Source: Welsh Government Stats Wales - 2015 *14.6% (Wales Average 15.3%)*	✗	During 2015, 15.3% of children in Carmarthenshire were living in workless households this equates to 4,800 children. This is an increase on the 2014 figure of 14.6% (4,200)
Improving the lives of those living in poverty		
We will deliver a campaign to raise awareness of financial advice and support available to residents. *(12144)*	✗	It was intended that CCC work with the Money Advice Service (MAS) to host a dedicated event during the MAS's national financial capability week. However we were unable to achieve this due to a change in focus at national level to aim the campaign at organisations and policy-makers, rather than consumers. This action has been rolled over to 2017/18.
We will support local communities to develop projects/activities to address issues of rural poverty highlighted through the rural poverty study 2015. *(12145)*	✓	The Leader team has been actively working with rural communities to identify innovative ways to address rural poverty as highlighted by the rural poverty study. A number of projects have been approved to address rural poverty as highlighted by the rural poverty study via innovation. We have successfully assisted 14 community led projects in submitting applications into the Rural Community Development Fund. These are now proceeding to the 2nd stage of the application process, which, if successful, will secure an additional £1.79m of grant for rural areas. In addition, over £2m investment has been secured via the Rural Development Plan to deliver demand responsive transport solutions in rural areas

We will retain the reduced average number of days taken to process new Housing/Council Tax Benefit claims *(6.6.1.2)* *(2016/17 Target: 23 days Result: 21.12 days)*	✓	The result has improved again on last year from 21.76 days to 21.12 days. Assessment staff were recruited to replace a number that had left and underwent a lengthy training programme and have now joined the assessment teams.
We will retain the low average number of days taken to process notifications of changes of circumstances in Housing/Council Tax Benefit claims *(6.6.1.3) (2016/17 Target:5.5 days Result: 5.13 days)*	✓	The 2016/17 result has improved from 5.23 days to 5.13 days.
We will retain the high % of recently calculated Housing/Council Tax Benefit claims that have been calculated accurately based on a sample check *(6.6.1.9)* *(2016/17 Target:95% Result: 98.13%)*	✓	The 2016/17 result has improved from 95.45% to 98.13%.
% of working age population in receipt of out of work benefits *(Nov 15 -Nov 16) (Source: ONS)* *(5.6.3.4)* *(Result: 11.4% WA: 11.3%)* Source: Department for Work and Pensions – with a snapshot of working age claimants (16-64) in receipt of out or work benefits as at particular points in time.	✓	For Carmarthenshire, as at November 2016 there were 12,520 in receipt of 'out of work benefits' this equates to 11.4% of the working age population and is a reduction on the figure in November 2015 of 11.8% (13,040).
We will help additional residents in Carmarthenshire fight fuel poverty in their communities by co-ordinating 'Fuel Clubs' to bulk purchase oil and a reduced price. *(12146)*	✓	Housing Services have worked in partnership with our tenants, Nest, credit unions and the Citizen's Advice Bureau to set up 17 fuel clubs in a bid to help tenants and other community members combat fuel poverty. The majority of clubs are in northern and rural parts of the county where there is no mains gas lines. The clubs are open to all so that they can order their oil together in order to maximise the available discount from the oil provider.

How do we know we made a difference? / Is anyone better off?

MORE CARMARTHENSHIRE CHILDREN TO HAVE A FLYING START

Plans were approved to extend the age range of 4 Carmarthenshire primary schools which allow children to be accepted from the age of 3 at Betws, Bynea, Pembrey and Pwll primary schools. Headteachers, governors and parents at all 4 school catchment areas were consulted about the move to extend the age range of the schools to ensure continuity of progression for pupils into school from the Flying Start programme, which targets prevention services in geographic areas of deprivation in Wales. The aim is to improve outcomes for families and prepare young children for school. Education executive board member Cllr Gareth Jones said: *"It is good news for families in these catchment areas, that their local schools will now be able to offer children this opportunity."*

Childcare and Play:

- 35 Registered day nurseries currently offer **1,314 registered childcare places**.
- There are currently 113 registered childminders within Carmarthenshire offering **735 registered childcare places.**
- 43 registered out of school clubs were supported and retained during 2016-17 offering **1,161 registered childcare places.**

Our three Integrated Children's Centres (ICC's) put on a number of family events during the Easter holidays, including arts, crafts and other activities designed to inspire children's imaginations and enabling families to participate together.

Centre hosts heaps of family fun

Fuel Clubs

The number of tenants and residents that benefit from joining fuel clubs has increased and the impact over the past year has been very impressive

- Brynamman fuel club has the largest number of members, 817 to date and has **saved** its' local community **£43,088 in the last 12 months by buying in bulk.**
- The **average savings** from all 17 fuel clubs amount to **£1,215 per month**.
- Current membership for the clubs is over 2500 residents.

We have also linked up with the 2 credit unions running in the County: Save Easy credit union based in Llanelli and the West Wales credit union based in Carmarthen. They have provided a number of low interest oil loans to the fuel club members

How did we perform during 2016/17?

Communities First

Communities First (C1st) is the Welsh Government's flagship programme for a community focused approach to tackling poverty. It supports the most disadvantaged people in the most deprived areas with the aim of helping to alleviate persistent poverty. The programme aims to contribute, alongside other programmes, to narrowing the education/skills, economic and health gaps between our most deprived and more affluent areas. The three areas it delivers across are:

- Prosperous Communities (Economic)
- Learning Communities (Education/Skills)
- Healthier Communities (Health)

The Communities First Programme is delivered geographically across one Cluster Area- Tyisha, Bigyn, Glanymor, Llwynhendy, Hengoed, Lliedi, Ammanford, Trimsaran and Felinfoel.

Key Outcomes last year under the Communities First programme

63 Communities First residents have secured employment	**318** supported with employment support	**78** workless households supported	**213** adults supported with digital skills
352 accessed financial inclusion support	**926** children supported to do well in school	**377** adults have received basic skills support	**299** accredited qualifications gained by adults
501 adults participated in our wellbeing programme	Over **1,311** people volunteered over **12,765** Time Credits earned	**225** adults supported to be engaged in their children's education	**387** adults took part in physical activity programmes

Lift Programme - The Lift team have supported 78 new participants from workless households during 2016/2017 and provided ongoing support to existing clients. 29 Lift participants have secured employment, 25 have completed work placement and preparation to work activities and 59 have completed vocational training aligned to specific job opportunities.

Prosperous Communities - Since April 2016, the Prosperity Team have supported 250 over 25s and 31 16 – 24 yr old participants with employment advice and support. The team have run up to five Goals Clubs per week and deliver IT courses four times per week in community venues. In addition the past 12 months £44,772 of debt has been addressed in 1-2-1 sessions by the team.

Learning Communities - In 2016/17 299 participants were supported to access accredited training and a total of 373 qualifications have been achieved. 377 individuals have accessed non accredited programmes with 76 improving their numeracy skills and 362 improving their literacy skills.

Healthy Communities - Since April 2016 312 individuals have participated in healthy cooking programmes and 305 in promoting physical wellbeing sessions. 82 have accessed the Fit for Employment Gym programme, with 67 individuals reporting increased levels of physical activity and 63 reporting positive attitudes to being active.

Workways+ - Since June 2016, the Workways+ project has engaged with 200 participants who are either long term unemployed or economically inactive. The project supports participants by providing one to one mentoring, tailored jobsearch, volunteer placements, qualifications and funding for subsidised jobs. The project is currently achieving a 30% job entry rate for participants upon leaving the project.

Communities for Work - Mentors have worked with 101 participants since March 2016 and supported clients with work placements, volunteering, securing employment and training.

Community Engagement, Empowerment and Involvement - Our community involvement plan is supported by a volunteering programme and we have a large number of dedicated volunteers who are supporting the delivery of the programmes every week with over 90 events in the last year.

Fusion: Tackling Poverty through Culture - The Carmarthenshire Cluster successfully became a Pioneer Area for the Fusion Programme in 2016. Part of the programme was to establish a network to identify and develop projects. Through this strategic partnership, over 40 activities have taken place focused on tackling poverty through culture.

Preventing Poverty

- ✓ Communities First has run a successful event offering useful advice and enjoyable activities for parents and expectant parents at Llanelli Leisure Centre on St. David's Day. The event included sessions on language and play, baby massage, an Energy Best Deal session, feeding and nutrition advice, financial advice and much more relaxation tasters, a soft play area and much more.
- ✓ 962 children have engaged in activities delivered by the Communities First Learning Programme with 517 showing an improvement in attendance, 881 showed an improvement in academic performance and 98% showed a behaviour improvement
- ! Although the overall number of workless households has reduced from 11,200 (Dec14) to 10,800 (Dec15) the number of children living in workless households has increased from 3,900 (Dec14) to 4800 (Dec15)

Helping People Back / Into Work

- ✓ A series of employer events to look at skills gaps and job seekers' views of certain types of jobs was held in 2016. Looking at how roles within the tourism sector, retail sector, domiciliary care and contact centres can be made more attractive to those seeking employment the events sought opinions, feedback and skills requirements from employers which was used to deliver the sessions within schools, employability projects and other employment related schemes, with the view to support those seeking employment into these roles and to raise awareness of the types of careers that can be achieved within the sectors. Daniel Thomas, who trained within the transport department, said: *"I feel very fortunate - I was stuck in a career I didn't want to be in, and now I've got an NVQ in business administration and gained a position in the council's department for communities."*
- ✓ Took Yr Hwb on tour around the county offering residents in rural communities the same access to all the advice, information, education, voluntary and employment opportunities offered by Un Sir Gar in it's one stop shop; "Yr Hwb" in Llanelli.
- ✓ Supported Carmarthenshire Tourism Association to run a recruitment fair for local tourism industry. A variety of seasonal or part-time jobs were up for grabs from local tourism businesses looking to fill the crucial roles and attendees got the opportunity to meet with prospective employers, talk about role expectations, meet teams and collect recruitment information.
- ✓ The Workways+ project has returned to Carmarthenshire to help long-term unemployed people in Carmarthenshire and neighbouring counties. The scheme offers training and paid work experience opportunities to long term unemployed people to help get their lives back on track.

Improving the lives of those living in poverty

- ✓ Over 2,000 gifts were collected for under privileged children for Christmas as part of the Toy Box Appeal 2016. The generosity of the people of Carmarthenshire was overwhelming once again and allowed the Youth Service to provide 662 children with gifts and 257 families with Christmas Hampers.
- ✓ Drop-in sessions held in Capel Hendre tenant resource centre with the housing officer and a representative from Menter Cwm Gwendraeth providing tenants and residents with advice on energy efficiency and saving money.

- ✓ The work of Carmarthenshire Trading Standards to support the wellbeing of vulnerable people has been recognised with a national public health award. A poster illustrating the team's innovative Financial Exploitation Safeguarding Scheme (FESS) won the top award at the Wales Public Health Conference earlier this month. By linking in with banks and other organisations the scheme has so far prevented £434,000 leaving victims' bank accounts and returned over £70,000 to local victims.
- ! According to WIMD 2014, 88% of the Carmarthenshire LSOAs in the top 30% most deprived areas in Wales for access to services are located in rural parts of the county including three LSOA's that are within the 10% most deprived areas in terms of access to services in Wales.

Goal: G6 To build a bilingual economy and workforce

Our Review and Evaluation for 2016/17

Sectors, Sites, Seaside & Shwmae – We are a diverse county in many ways, our towns and villages have unique features; our bilingualism strengthens and defines us; our business community operates across many key emerging growth sectors. The makeup of our economy is a mixture of elements all enhanced by strategic employment sites; businesses in varied sectors; a bilingual and connected economy that is unique and presents outstanding opportunities. Carmarthenshire has an offering for all, with a lifestyle, heritage and sense of place that is traditional, modern and welcoming.

According to the 2011 Census, there are nearly 80,000 Welsh speakers in Carmarthenshire. Considering that the population of the County is 183,777, nearly 1 in every 2 customers speaks Welsh. As a local authority we have a duty to encourage the use of our Welsh language services. This principle forms an important part of the Welsh public sector's efforts to contribute towards the prosperity of the Welsh language as a unique, minority but living language.

There is a business advantage to using Welsh

Offering a language choice to customers is good practice in customer care and shows respect to the customer and respect to the Welsh Language.

Safonau Iaith Cyngor Sir Gâr
Carmarthenshire County Council
Welsh Language Standards

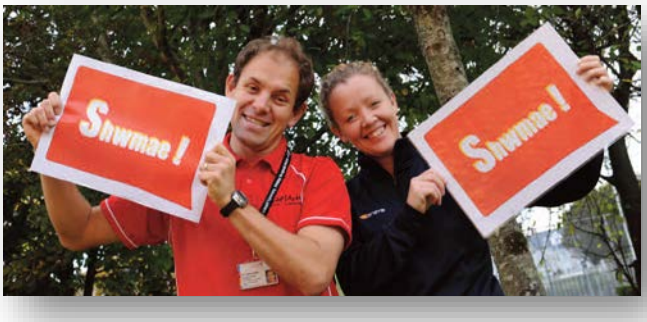
Welsh Language Standards detail how we are supposed to treat the Welsh language when providing our services. The standards which have been passed by the Welsh Government are placed on us by the Welsh Language Commissioner and from April 2016 we are required to comply with the new standards. The standards require us to 'treat the Welsh language *no less favourably* than the English language', and to 'promote and facilitate the use of Welsh in the county '.

How did we perform during 2016/17?

- ✓ **Welsh language and local businesses:** A project that received LEADER funding which is being delivered jointly by Coleg Sir Gar and the Mentrau, will engage with employers within rural Carmarthenshire to establish the route that students can take to gain employment into Welsh speaking roles with a view to having student placements within the businesses.

- ✓ Promoting the Welsh language in our county has continued during the year, and the publication of a *Promotion Strategy* at county level, as part of the Welsh Language Standards (with support from the Member Advisory Panel and the Strategic County Forum for the Welsh language) has set ourselves a clear direction and challenge for the next few years. We have ensured that this Strategy builds upon the work accomplished following the 2011 Census results, while considering policy developments on a national level.

- ✓ Likewise, the work of introducing the Welsh Language Standards has been positive, and our departments continue to improve as far as workforce and service planning is concerned. Introducing the Standards has presented a golden opportunity for us to look at our work and where we are at it in regard to ensuring compliance. Over the next year we will continue to raise awareness of the Standards and encourage our customers to use their Welsh when contacting us.



- ✓ A Welsh Language in Business event, called *Siarad Siop* was organised in March. The event, which took place in Llanelly House was attended by over 60 people, representing 35 businesses as well as other key partner organisations.

Businesses in Llanelli have heard how using Welsh in their business can improve services for their customers. The evening was aimed at Welsh speakers of all abilities, as well as non-Welsh speakers and those lacking confidence in using the language in their day to day trading and marketing. Improving customer experience and adding value to their businesses was a fundamental objective of the evening. The message was that businesses could do more than simply displaying bilingual signs and literature, but about making an effort to speak Welsh to customers and suppliers and to make them feel comfortable and valued. It is hoped other Siarad Siop events will take place at other key towns within the county soon.

Siarad Siop

Appendices

APPENDIX A

The following are results of the 2016/17 National Survey for Wales available at local authority level, but not all of these are attributable to the Councils performance.
Where the same question was asked in the previous survey (2014/15), the table below shows whether we have improved our performance and our rank position.

	Questions asked in the 2016/17 National Survey for Wales and available at Local Authority level	Has our result improved from 2014/15 to 2016/17			22nd	21st	20th	19th	18th	17th	16th	15th	14th	13th	12th	11th	10th	9th	8th	7th	6th	5th	4th	3rd	2nd	1st
		2014/15 survey result	2016/17 survey result	Improved ↑ Standstill ↔ Declined ↓	Worst results											Best Results										
					Arrows start from our 2014/15 position											to our 2016/17 position										
1	Whether agree council provides **high quality services**	58	**51**	↓	24																					61
2	Whether agree council lets people **know how it is performing**	42	**35**	↓	21																					48
3	Whether agree council does all it can to **improve the area**	37	**36**	↓	24																					53
4	Whether feel can **influence decisions** affecting the area	21	**19**	↓	12																					28
5	Whether **contacted councillor in the last year**	15	**16**	↑	10																					24
6	Of those that had contacted their councillor - Whether **understand what councillor does**	63	**48**	↓	40																					77
7	Of those that had contacted their councillor - Whether **councillor works closely with local community**	59	**44**	↓	37																					72
8	**Satisfaction** with child's **primary school**	not available	**93**	Not applicable	81																					99
9	Satisfaction with **education** system (All aspects of the education system) (Score 1-10 worst - best)	6.6	**6.0**	↓	5.7																					6.5
10	**People feeling safe** (at home, walking in the local area, and travelling)	not available	**79**	Not applicable	57																					91
11	Have a **sense of community**	not available	**48**	Not applicable	37																					67
12	**Belonging to local area**	84	**70**	↓	63																					82
13	People in area from **different backgrounds get on**	87	**68**	↓	62																					87
14	People in area **treat each other with respect**	83	**72**	↓	56																					87

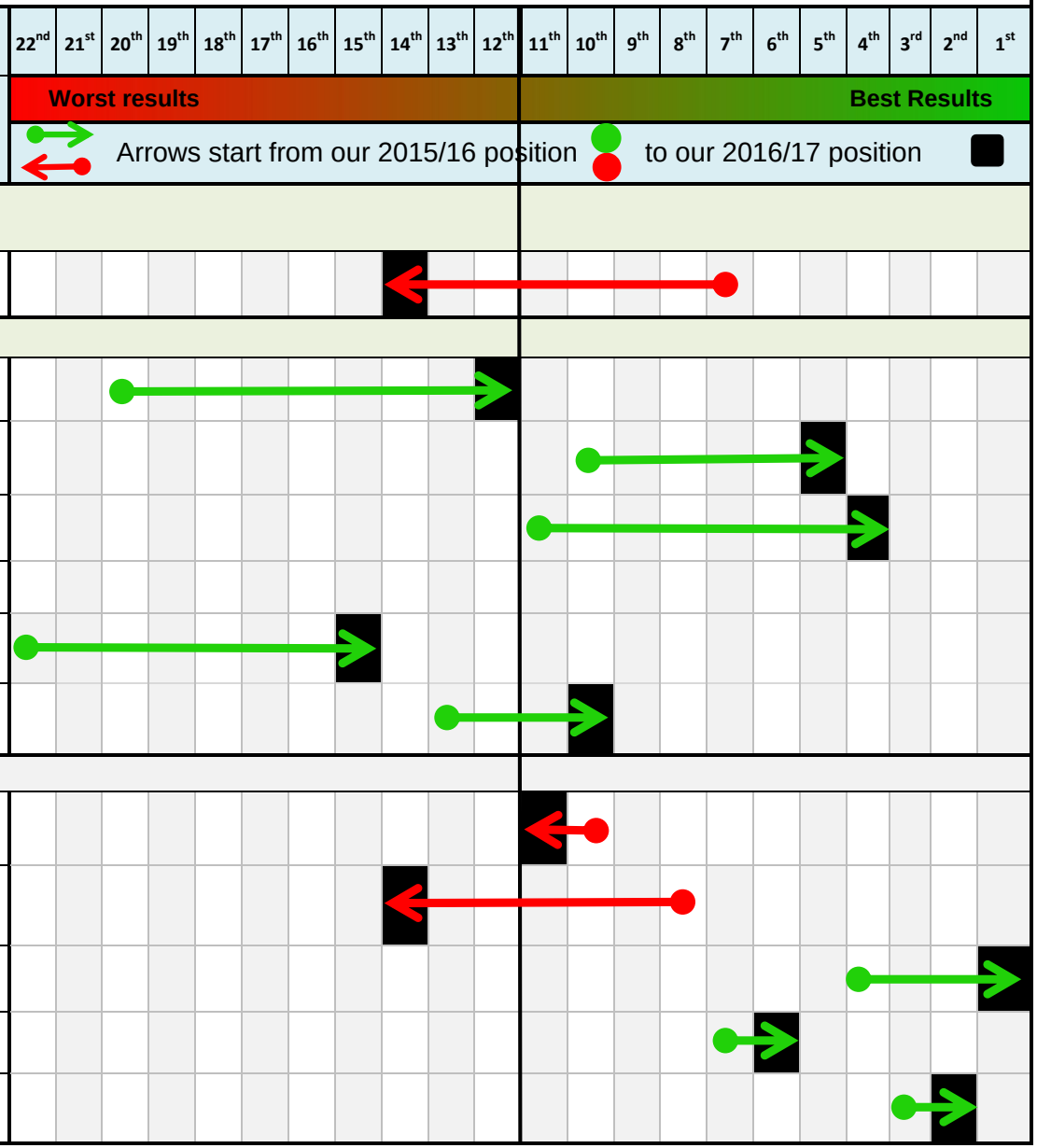
APPENDIX A

	Questions asked in the 2016/17 National Survey for Wales and available at Local Authority level	Has our result improved from 2014/15 to 2016/17			22nd	21st	20th	19th	18th	17th	16th	15th	14th	13th	12th	11th	10th	9th	8th	7th	6th	5th	4th	3rd	2nd	1st
		2014/15 survey result	2016/17 survey result	Improved ↑ Standstill ↔ Declined ↓	Worst results											Best Results										
					Arrows start from our 2014/15 position											to our 2016/17 position										
15	**Household in material deprivation**	17	**15**	↑	21																					11
16	**Keeping up with all bills** and commitments without any difficulties *(non pensioner)*	not available	**51**	Not applicable	47																					76
17	**Keeping up with all bills** and commitments without any difficulties *(pensioner)*	not available	**75**	Not applicable	75																					91
18	Whether **household has internet access**	76	**83**	↑	77																					89
19	Participating in any **activity excluding walking**	not available	**55**	Not applicable	39																					60
20	Participating in any **indoor game or activity**	not available	**38**	Not applicable	25																					47
21	Participating in any **outdoor game or activity**	not available	**30**	Not applicable	19																					33
22	Participating in any **outdoor pursuit**	not available	**54**	Not applicable	25																					54
23	Participating in **any sport**	not available	**66**	Not applicable	45																					70
24	% of people participating in **sporting activities three or more times a week**	not available	**39.4**	Not applicable	18																					39
25	Agree there's a good **Social Care Service** available in the area *(elderly, children, disabled and carers)*	53	**56**	↑	44																					68
26	Yes can **speak Welsh**	not available	**40**	Not applicable	9																					75
27	% of people **satisfied with local area as a place to live**	not available	**88.8**	Not applicable	66																					95
28	% of people who **volunteer**	not available	**33.9**	Not applicable	21																					38
29	% of people who are **lonely**	not available	**17.1**	Not applicable	23																					10
30	Adult Mental Well-being score *(Out of a maximum score of 70)*	not available	**50.2**	Not applicable	48.8																					52.2

APPENDIX B

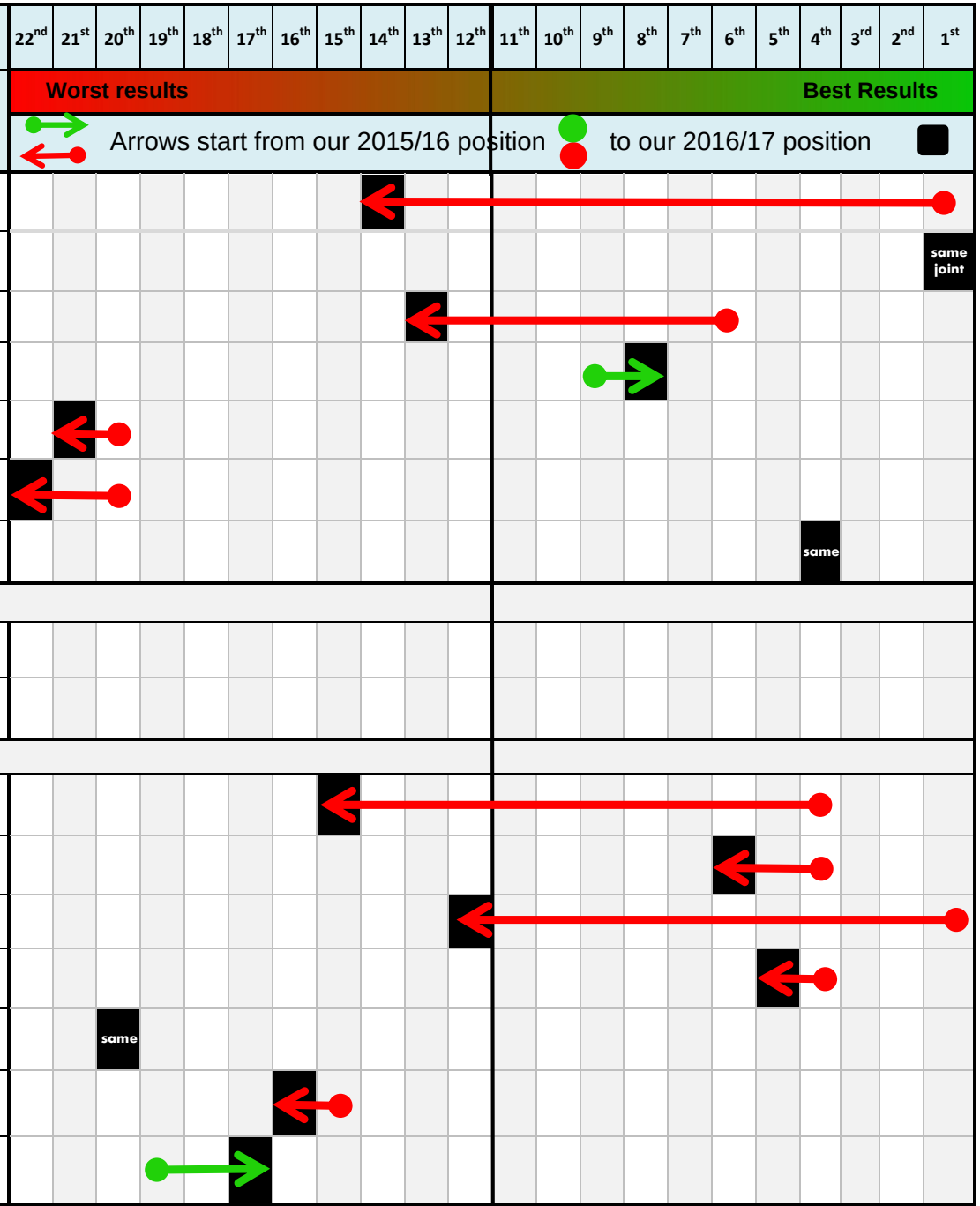
The table below shows the following information on measures that all 22 councils in Wales have to collect:-
• Our 2016/17 result and whether it has improved on our 2015/16 result
• Our quartile (star rating) compared to other Council's in Wales
• Our Rank position for 2016/17 compared to our Rank position for 2015/16

	The measures published by all councils in Wales	Has our result improved from 2015/16 to 2016/17: Our 2016/17 result	Improved ↑ Standstill ←→ Declined ↓	How good is our 2016/17 result? ★ = Bottom (Worst) ★★ = Bottom to Middle ★★★ = Middle to top ★★★★ = Top (Best)
	Building a Better Council			
1	Number days lost due to sickness absence. *(CHR/002)*	10.8	↓	★★
	People in Carmarthenshire are healthier			
2	Visits to Sport & Leisure facilities per 1000 population *(LCS/002b)*	8,289	↑	★★
3	% Food premises broadly compliant with standards *(PPN/009)*	97.50	↑	★★★★
4	Days taken to deliver a Disabled Facilities Grant *(PSR/002)*	167	↑	★★★★
5	Delayed transfer of Care *(SCA/001)*	2.30	not comparable with previous year	To follow
6	% new affordable housing units/all new housing units *(PLA/006b)*	34	↑	★★
7	% Private sector dwellings returned to occupation *(PSR/004)*	6.53	↑	★★★
	People in Carmarthenshire fulfil their learning potential			
8	% Pupils achieving Key Stage2 Teacher Assessment *(EDU/003)*	89.0	↑	★★★
9	% Pupils achieving Key Stage3 Teacher Assessment *(EDU/004)*	86.3	↑	★★
10	Average point score in external qualifications *(EDU/011)*	596.0#	↑	★★★★
11	% Achieved the Level 2 threshold *(EDU/017)*	65.1#	↑	★★★
12	Number of visits to Public Libraries per 1,000 population *(LCL/001b)*	7,646	↑	★★★★



APPENDIX B

	The measures published by all councils in Wales	Has our result improved from 2015/16 to 2016/17		How good is our 2016/17 result?
		Our 2016/17 result	Improved ↑ Standstill ←→ Declined ↓	★ = Bottom (Worst) ★★ = Bottom to Middle ★★★ = Middle to top ★★★★= Top (Best)
13	% Pupils leaving with no qualification *(EDU/002i)*	0.2	↓	★★
14	% Pupils in care leaving with no qualification *(EDU/002ii)*	0.0	←→	★★★★
15	% Pupil attendance in primary schools *(EDU/016a)*	94.8	↓	★★
16	% Pupil attendance in secondary schools *(EDU016b)*	94.5	↑	★★★
17	% Of statements submitted < 26 weeks incl exceptions *(EDU/015a)*	43.9	↑	★
18	% Of statements submitted < 26 weeks excl exceptions *(EDU015b)*	71.4	↓	★
19	% achieving Welsh (first language) Key Stage 3 *(EDU/006ii)*	42.2	↓	★★★★
	People who live, work and visit Carmarthenshire are safe and feel safer			
20	% Looked-after children changing school *(SCC/002)*	3.4	↑	To follow
21	% Children in care with 3 or more placements in the year *(SCC/004)*	11.17	not comparable with previous year	To follow
	Carmarthenshire's communities and environment are sustainable			
22	% Change in average Display Energy Certificate score *(CAM/037)*	-0.3	↓	★★
23	% Highways inspected for high/acceptable standard *(STS/005b)*	98.6	↓	★★★
24	% Municipal wastes sent to landfill *(WMT/004b)*	4.73	↑	★★
25	% Municipal waste reused, recycled or composted *(WMT/009b)*	66.23	↑	★★★★
26	% Reported fly tipping cleared in 5 working days *(STS/006)*	85.92	↓	★
27	% Adults aged 60+ with a concessionary travel pass *(THS/007)*	81.4	↑	★★
28	% (A) (B) & (C) roads that are in poor condition *(THS/012)*	9.2	↑	★



Measures 10 & 11 - Our results are the same as the Welsh Government publication which is based on school Year 11 cohort and includes children educated other than at school (EOTAS) which is not truly comparable with the previous year. This differs to the Local Government Data Unit publication of data on 13th September 2017 based on the 'pupils aged 15 at the start of the school year' cohort and excludes children educated other than at school (EOTAS) or Independent schools which can be compared with the previous year but still shows an improved results for Carmarthenshire with 590.6 and 64.5% respectively.

APPENDIX C

The following tables provide detailed measure by measure profiles for performance measures that are measured by all Councils in Wales

Definition: What we are measuring?
A brief description of the performance measure

Our target set for 2016/17

Did we meet our 2016/17 Target?
☺ **(Yes)** or ☹ **(No)**

The minimum performance level required to be amongst the top 5 Welsh councils

The mid-range performance within Wales

Our Key Measures of success – 2016/17 results								
	How well have we done?	**How well are we doing?**						
		See explanation of performance				**All Wales Comparative Info.**		
	2015/16	**2016/17**						
Definition / Measure Reference	**Our Result**	**Target**	**Final Result**	**Target Met ☺ or ☹**	**Did we improve ▲ or ▼**	Welsh Best Quartile	Welsh Median	How we compare in Wales * to ****
Key measure(s)								
LCL/001b The number of people using Public Library Services during the year per 1,000 population	**7,203**	7,274	**7,646**	☺	▲	5,828	4,835	****
	An explanation of performance is provided here when off target or poor comparative performance, otherwise it's at the discretion of the service area.							

How did we perform during 2015/16?

Our final result for 2016/17

A comparison between our 2015/16 result, and our 2016/17 performance. Did we improve?
▲ **(Yes)** or ▼ **(No)**

How does our result compare with other Local Authorities?
* Worst Quartile to
**** Best Quartile

APPENDIX C

Performance measures that are measured by all Councils in Wales for 2016/17

		How well have we done?	How well are we doing? See explanation of performance when off target or poor comparative performance. Otherwise a comment is at the discretion of the service area.				All Wales Comparative Info.			
	Definition / Measure Reference	2015/16 Our Result	2016/17 Target	Final Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Best Quartile	Welsh Median	How we compare in Wales * to ****	Improvement Plan Theme
1	**CHR/002** The number of working days/ shifts per full time equivalent (FTE) local authority employee lost due to sickness absence.	**10.1 days**	9.6 days	10.8 days	☹	▼	9.7 days	10.4 days	**	Building a Better Council
	The number of sickness days lost during 2016/17 of 10.8 days is off target and has increase by 0.7 days on last year. There continues to be an increase in sickness due to stress, mental health and fatigue which equates to over a quarter of the total sick days (26%). The second highest cause of sickness is Musculo-skeletal problems which has also increased from 15% to 18%. Human Resources are working with the Heads of Service to develop plans for improvement, this includes on-going attendance management briefing sessions at Departmental Management Team meetings. We also attend the Primary and Secondary Head Teacher meetings to discuss sickness performance and the support available. The in-house support for stress is being highlighted and managers are encouraged to undertake individual assessments if there's a cause for concern, this covers bereavement, anxiety depressions and other mental health conditions and includes home and work related stress absence. A new framework for attendance management has been developed with a the new Attendance Forum chaired by the People Management Executive Board Member, using the data to select the Head of Service to attend. It is also hoped that departmental targets will be introduced. Due to various departmental structural changes it is difficult to compare these year on year but the three highest average number of sickness days within service areas during 2016/17 are Environment Department - Waste & Environment services at 20.6 days, Communities Department - Regional Complex Needs and Transition Service at 18.8 days and Chief Executives – Information Technology at 17.5 days. Some of these figures include long term sickness cases and are being managed through the process.									
2	**LCS/002** The number of visits to local authority sport and leisure centres during the year where the visitor will be participating in physical activity, per 1,000 population	**6,905**	7,251	**8,289**	☺	▲	9,056	8,374	**	People in Carmarthenshire are Healthier
	A significant and pleasing improvement on previous year and target have occurred this year. This is attributable to a net increase of circa 55,000 attendances we directly 'manage', plus an additional 220,000 attendances now collected due to enhanced data collection methods. Given the disruption periods at Llanelli, Carmarthen and Ammanford (due to gym refurbishments) this is an excellent result.									
3	**PPN/009** The percentage of food establishments which are 'broadly compliant' with food hygiene standards	**94.98%**	93.00%	**97.50%**	☺	▲	96.52%	95.04%	****	People in Carmarthenshire are Healthier

APPENDIX C

	Definition / Measure Reference	2015/16	2016/17							Improvement Plan Theme
		Our Result	Target	Final Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Best Quartile	Welsh Median	How we compare in Wales * to ****	
4	**PSR/002** The average number of calendar days taken to deliver a Disabled Facilities Grant	**232 days**	220 days	**167 days**	☺	▲	190 days	235 days	****	People in Carmarthenshire are Healthier
5	**SCA/001** The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	**New measure**	2.40	**2.30**	☺	**New measure**	to follow	to follow		People in Carmarthenshire are Healthier
		This result is different to the old Delayed Transfer of Care measure for 2015/16 (SCA/001) as the new Social Care Act guidance states that the numerator should only include adults aged 75+ (now mirrors the Denominator - population aged 75+). The rate of 2.30 equates to 45 patients (aged 75+) being kept in hospital while waiting for social care during 2016/17.								
6	**PLA/006b** The number of additional affordable housing units provided during the year as a percentage of all additional housing units provided during the year.	**8%**	30%	**34%**	☺	▲	50%	38%	**	People in Carmarthenshire are Healthier
		The numerator is data from the affordable Housing data collection return for the year ending 31 March 2016. The denominator is data from the Newbuild data collection return for the year ending 31 March 2016 which does not only cover data from Local Authority Building Control (LABC) but also National House-Building Council (NHBC) and other Authorised Inspectors. There has been a large increase in the number of affordable housing units provided during 15/16 and a reduction in the total number of units provided during that year and therefore shows a substantial percentage increase on the previous year. This result does differ from the Councils other Affordable Housing return as this result does not include the affordable homes provided through social lettings.								
7	**PSR/004** % of private sector dwellings that had been vacant for more than 6 months at 1 April that were returned to occupation during the year through direct action by the local authority.	**5.73%**	6.00%	**6.53%**	☺	▲	11.77%	6.41%	***	People in Carmarthenshire are Healthier
8	**EDU/003** % of pupils assessed at the end of Key Stage 2, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment	**88.2%**	88.7%	**89.0%**	☺	▲	89.9%	88.9%	***	People in Carmarthenshire fulfil their learning potential
		The result continues to improve year on year and is the Authority's best result to date. The School Improvement Team will continue to support and challenge all schools with regard to increased outcomes at the end of the Key Stage 2. National arrangements to support accuracy of Teacher Assessment have been implemented and will continue to support work in our schools.								
9	**EDU/004** % of pupils assessed at the end of Key Stage 3, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment	**85.1%**	85.6%	**86.3%**	☺	▲	88.2%	86.5%	**	People in Carmarthenshire fulfil their learning potential
		The result continues to improve year on year and it the Authority's best result to date.The School Improvement Team will continue to support and challenge all schools with regard to increased outcomes at the end of the Key Stage 3. National arrangements to support accuracy of Teacher Assessment have been implemented and will continue to support work in our schools.								

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		Our Result	Target	Final Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Best Quartile	Welsh Median	How we compare in Wales * to ****	
10	**EDU/011** The average point score for pupils aged 15 at the preceding 31 August, in schools maintained by the local authority	**580.3**	581.0	**596.0**	☺	▲	555.6	534.5	****	People in Carmarthenshire fulfil their learning potential
	This result continues to improve and it the best ever result for the Authority and the best in Wales. This is due to an increase in rigour of tracking and challege from the Local Authority and ERW Consortium (Education through Regional Working). The School Improvement team will continue to challenge and support schools' and monitor performance throughout the academic year in order to meet pupil, school and Local Authority targets.									
11	**EDU/017 %** of pupils aged 15 achieving 5 GCSEs at grades A*-C, or equivalent, including English or Welsh first language and Maths	**61.1%**	61.6%	**65.1%**	☺	▲	65.0%	60.1%	****	People in Carmarthenshire fulfil their learning potential
	This result continues to improved year on year with strong improvement during 2015/16 academic year. Challenge, support and intervention strategies implemented by the School Improvement Team working in partnership with senior leaders in schools (including targeting specific departmental performance) have contributed greatly to this success. The School Improvement team will continue to challenge and support schools' and monitor performance throughout the academic year in order to meet pupil, school and Local Authority targets.									
12	**LCL/001b** The number of people using Public Library Services during the year per 1,000 population	**7,203**	7,274	**7,646**	☺	▲	5,828	4,835	****	People in Carmarthenshire fulfil their learning potential
	Due to increased school and young person engagement steady improvements have been made in the use of online digital resources provided by the library service. Constant promotion and marketing of the corporate website and a continued investment in digital online services aims to improve these figures further in future years.									
13	**EDU/002i % of** All pupils (including those in local authority care) in any local authority maintained school, aged 15 as at the preceding 31 August who leave compulsory education, training or work based learning without an approved external qualification.	**0.0%**	0.0%	**0.2%**	☹	▼	0.0%	0.1%	**	People in Carmarthenshire fulfil their learning potential
	This measure is off target and has declined compared to the previous year. Three Carmarthenshire pupils left compulsory education without a qualification. All pupils were targeted for additional interventions via the Vulnerability Assessment Profile and received additional support from their School, Educational Welfare and Childcare teams. However, due to case sensitive situations, the three pupils did not achieve a pass in an externally recognised qualification. All three young people are currently being supported by the Youth Support Service. The aim is to always ensure that pupils leave full time education with appropriate qualifications. This is achieved by targeting those pupils at risk and providing targeted appropriate intervention.									
14	**EDU/002ii** % of pupils in local authority care, in any local authority maintained school, aged 15 as at the preceding 31 August who leave compulsory education, training or work based learning without an approved external qualification.	**0.0%**	0.0%	**0.0%**	☺	**At maximum result**	0.0%	0.0%	****	People in Carmarthenshire fulfil their learning potential

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		Our Result	Target	Final Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Best Quartile	Welsh Median	How we compare in Wales * to ****	
15	**EDU/016a** % of pupil attendance in primary schools	**95.2%**	95.4%	**94.8%**	☹	▼	95.3%	94.9%	**	People in Carmarthenshire fulfil their learning potential
		Despite continued improvement in previous years there has been a slight decline in pupil attendance in primary schools during 2015/16 academic year. The All Wales comparative data shows that we have moved down from 5th place to 13th place. Analysis shows that we had a 0.1% increase in absence was due to pupil illness and a 0.3% increase in agreed family holiday. Continued improvements will be sought through increased support and challenge of schools. We will particularly consult with Headteachers to consider how to improve the two highlighted area's.								
16	**EDU/016b** % of pupil attendance in secondary schools	**94.2%**	94.4%	**94.5%**	☺	▲	94.5%	94.3%	***	People in Carmarthenshire fulfil their learning potential
		The pupil attendance at secondary schools continued to improve during 2015/16 academic year and the comparative ranking shows us in 8th place which is an improvement on last year (9th) and above the Welsh average of 94.2%. Our expected ranking, based on the % of Eligible Free School Meal pupils per Local Authority is 11th, which we have exceed by 3 places with this result. Restructuring of the Education Welfare Service has improved engagement from Headteachers coupled with more accurate and regular data monitoring and sharing which has assisted in improving attendance. We aim to maintain this high level of attendance through continued challenge and support for schools.								
17	**EDU/015a** % of final statements of special educational need issued within 26 weeks including exceptions	**34.8%**	40.0%	**43.9%**	☺	▲	99.1%	84.5%	*	People in Carmarthenshire fulfil their learning potential
		Results again reflect the difficulties experienced by Health. The Hywel Dda Health Board have had continuing problems with retaining paediatricians and administrative staff, leading to delays in receiving medical assessments and further delays in typing of reports after medicals are completed. Health report having other priorities on their resources. Following a restructuring within the Local Health Board it is our intention to meet with the new managers in order to address our concerns. Internally we will continue with a range of measures to address this matter.								
18	**EDU/015b** % of final statements of special education need issued within 26 weeks excluding exceptions	**80.0%**	90.0%	**71.4%**	☹	▼	100.0%	100.0%	*	People in Carmarthenshire fulfil their learning potential
		All cases that missed the target were cases that presented with complex social and economic dynamics/issues. They were also predominantly cases where there were challenges in resolving the appropriate provision for the child. The Education and Child Psychologist Service kept the Additional Learning Needs Service informed of the challenges of some of these cases and it was agreed that the quality of the process was more important than reaching the target so that the best outcome for the child was achieved. We are also receiving an influx of requests for statutory assessments from parents, which is resulting in increased work in terms of statutory and dispute resolution processes.								

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19	**EDU/006ii** % of pupils assessed, in schools maintained by the local authority, receiving a Teacher Assessment in Welsh (first language) at the end of Key Stage 3	**43.2%**	43.7%	**42.2%**	☹	▼	19.4%	12.9%	****	People in Carmarthenshire fulfil their learning potential
		Despite a continued improvement over the last few years there has been a slight decline during 2015/16 academic year. The Local Authority and School Improvement Team continue to work proactively with schools, governors and parents to enhance progression along the Welsh continuum. Our ongoing Modernising Education Programme (MEP) activity supports this measure effectively.								
20	**SCC/002** % of children looked after at 31 March who have experienced one or more change of school, during a period or periods of being looked after, which were not due to transitional arrangements, in the 12 months to 31 March	**3.9%**	5.0%	**3.4%**	☺	▲	to follow	to follow		People who live, work and visit Carmarthenshire are safe and feel safer
21	**SCC/004** % of children looked after on 31 March who have had three or more placements during the year.	**New measure**	13.5%	**0.11**	☺	**New measure**	to follow	to follow		People who live, work and visit Carmarthenshire are safe and feel safer
		The definition for this measure has changed from 2016/17 to include any episodes of respite care for a continuous period of more than 24 hours and therefore cannot be compared to previous years.								
22	**CAM/037** The percentage change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1,000 square metres.	**7.2%**	1.1%	**-0.3%**	☹	▼	4.1%	3.1%	**	Carmarthenshire's communities and environment are sustainable
		This result is reported retrospectively by all authorities in Wales due to delay in availability of energy consumption data from utility companies. Therefore this is the % change in the DEC score between 2014/15 and 2015/16. Whilst there is a small negative % change (increase) in the DEC scoring between 14/15 and 15/16, the 2014/15 % change result was classified as 'outstanding' at 7.2%; consequently, a difference in the year on year result was inevitable. The result is attributable to individual buildings not performing as well as in the preceding year – principally 3 Spilman Street, Carmarthen and the Municipal Offices, Llandeilo.								
23	**STS/005b** The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness	**98.9%**	92.0%	**98.6%**	☺	▼	98.6%	96.0%	***	Carmarthenshire's communities and environment are sustainable

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24	**WMT/004b** % of municipal wastes sent to landfill	**5.25%**	10.00%	**4.73%**	☺	▲	2.37%	4.54%	**	Carmarthenshire's communities and environment are sustainable
		Despite a year on year improvement, there has been a comparative decline against other authorities, there are two reasons. The Authority has experienced problems with the export of Refuse Derived Fuel (RDF) to European facilities due to matters beyond council control, meaning an increase in residual waste to landfill for a short period as a contingency arrangement. In addition many authorities in the last year have awarded contracts to divert waste from landfill to Energy from Waste (EfW) to ensure they meet landfill diversion targets meaning that most authorities in Wales are now far less reliant on landfill.								
25	**WMT/009b** % of municipal waste collected by local authorities and prepared for reuse and/or recycled, including source segregated biowastes that are composted or treated biologically in another way	**63.52%**	62.00%	**66.23%**	☺	▲	65.72%	64.89%	****	Carmarthenshire's communities and environment are sustainable
26	**STS/006** The percentage of reported fly tipping incidents cleared within 5 working days	**87.24%**	98.63%	**85.92%**	☹	▼	98.22%	96.85%	*	Carmarthenshire's communities and environment are sustainable
		Difficulties have been experienced with this particular aspect of our cleansing service due to the temporary need to reallocate staff across to cover vacant posts in the refuse and grass collection services. The reallocation allows refuse collection to continue effectively, to meet prioritised demands. However, the impact of this situation has been a delay in responding to some fly-tipping incidents within the specified timescale during this period. The service is currently undertaking a cleansing review to improve operational efficiency and service provision. This measure therefore continuies to be in the bottom quartile for 2016/17.								
27	**THS/007** The percentage of adults aged 60+ who hold a concessionary travel pass	**80.6%**	79.0%	**81.4%**	☺	▲	92.4%	85.5%	**	Carmarthenshire's communities and environment are sustainable
28	**THS/012** The percentage of principal (A) roads, non-principal (B) roads and non-principal (C) roads that are in overall poor condition	**10.7%**	9.5%	**9.2%**	☺	▲	5.3%	6.7%	*	Carmarthenshire's communities and environment are sustainable
		The Local Government Borrowing Initiative (LGBI) funding (2012-2015) and the targeted investment of Capital funding in recent years can be seen to make a direct impact on improving the combined overall condition of our A, B, and C classes of road network. The figure of 9.2% shows an improvement from 10.7% last year and is significantly below the peak in 2012/13 at 17.2%, showing a reversal of the general trend i.e. a decrease in the overall proportion of the network that is classed as being in poor condition. Following the cessation of LGBI, reductions in revenue and low levels of Capital highway infrastructure investment, Carmarthenshire is likely to remain in the bottom quartile without significant additional financial investment in the highway Asset.								