



Well-being Objective 5

Start Well/Live Well - Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in poverty

The following are our commitments and end of year progress comments for this Well-being Objective during 2017/18.

Last Year's Commitments	✓ x	Progress Comment
A - Overarching		
<p>To ensure we help alleviate poverty and promote inclusion, we will support the work of the Tackling Poverty Advisory Panel <i>(Action ID 12541)</i></p>	✓	<p>Following local and general elections the Tackling Poverty Advisory Panel was reconvened in September 2017 with three new members and a new Chair. After initial update to new and existing Panel members a number of key areas for further exploration were identified to act as a work programme for the Panel going forward including transport and childcare. The Panel agreed that undertaking a case study in an area where complex challenges of poverty were prevalent would help to gain insight into potential solutions. Tyisha was identified as the case study and a working group established to identify key issues and a collective approach to addressing these. As a result of the working groups discussions a planning for real exercise, originally intended to have a housing specific focus, will be undertaken in the area to cover all issues pertaining to poverty. Scoping for this exercise is currently underway with support from specialist consultants and will commence in the Summer 2018. The work and outcomes will be monitored by the Advisory Panel.</p>
B - Preventing Poverty		
<p>We will provide pre-tenancy support and identify, at an early stage, those tenants who may struggle to make their rent payments on time. <i>(Action ID 12542)</i></p>	✓	<p>The three stage approach to pre tenancy support is now up and running as an initial pilot in the Carmarthen Town Wards. First stage is to obtaining more robust financial information at the first point of contact to identify those who may require further assistance. All new applicants will received pre tenancy guide and encouraged to complete an online pre tenancy module. Second stage will include Pre Tenancy courses for applicants within the Rural Development Programme areas. The final stage is specific one to one pre tenancy advice to successful applicants who have been offered a property with us before their tenancy begins. This will be expanded during 2018/19.</p>
<p>We will develop a scheme to introduce energy efficient LED lighting to tenant's homes, which together with other schemes, will help to alleviate fuel poverty. <i>(Action ID 12543)</i></p>	✓	<p>We have established a criteria to identify tenants on low income that would benefit from LED lighting pilot. Our approach is to work with Smart Meter Wales on measuring the savings that LED lights should achieve. This has been trialed in one area where 13 properties had new LED bulbs fitted in their homes in February</p>

Last Year's Commitments	✓ ✗	Progress Comment
	✓	2018. This included new bulbs in all rooms, including wall light and table lamps with an average of £50 per household being spent. General consensus of savings from LED's is £25-£30 per year, therefore pay back will be after 2 years. This pilot installation of LED lighting will have a positive impact in reducing fuel poverty for our tenants and will be further developed as part of the wider energy efficiency measures for tenants.
<p>We will increase the % of Year 11 pupils who are eligible for Free School Meals who achieve the Level 2 threshold including a GCSE grade A*-C in English or Welsh first language and mathematics (5.0.3.1) (2016/17 Result - 41.5% - 15/16 Academic Year) (2017/18 Target - 42.0% - 16/17 Academic Year)</p>	✗	<p>30.2% of year 11 pupils eligible for Free School Meals achieved the Level 2 threshold in GCSE's during 2017/18 (Academic Year 2016/17). Following recommendations from reviews and policy changes announced by Welsh Government, several key changes have been made to the Key Stage 4 performance measures data which impacts significantly on comparisons with previous years. This is still comparable across Wales and we have the 10th highest result.</p>
<p>We will improve Average Capped 9 score for pupils in year 11 of pupils eligible for Free School Meals (4.1.2.4) <i>This is a new measure for 17/18 – Academic Year 16/17 and replaces the Level 2 threshold measure (5.0.3.1) above as the main Key Stage 4 measure.</i></p>	-	<p>A score of 307.6 was achieved by Year 11 pupils eligible for Free School Meals in the average Capped 9 Score (best nine exam results) for 2017/18 (2016/17 Academic Year). This is below the average Capped 9 score for all pupils which was 360.8.</p>
<p>We shall increase the percentage of households successfully prevented from becoming homeless (PAM/012) (2016/17 Result – 64% / 2017/18 Target – 65%)</p>	✓	<p>65.1% of households threatened with homelessness were successfully prevented during 2017/18.</p>
C - Helping people into work		
<p>We will provide targeted support and advice to tenants that are directly impacted by Welfare Reform changes, working closely with other agencies. (Action ID 12545)</p>	✓	<p>We have a comprehensive action plan in place which involves targeting support and advice to those most effected by the welfare reform changes. Housing officers are visiting tenants to support and advise them through the main changes. We are closely working with partners to ensure specialist support is in place to help manage income they receive in a better way.</p>
<p>We will use the Work Ready Project (apprenticeships, graduates, work experience, work placements, volunteering) to attract and retain underrepresented groups, e.g. young people and people with disabilities, and monitor the outcomes. (Action ID 12546)</p>	✓	<p>A cohort of graduates have started the Post Graduate Diploma with UWTSO. A successful event was held in Apprenticeship week in March to celebrate the achievements of staff completing apprenticeship qualifications while in their existing job role. The programme has continued to support people back into employment via training schemes such as Workways and jobcentre plus, which are monitored for outcomes.</p> <p>The Work Ready Programme was Shortlisted for the CIPD Best Apprenticeship Scheme in Wales 2017 – it has continued to support people back into employment via training schemes such as Workways and jobcentre plus, which are monitored for outcomes it is monitored by the providers themselves.</p>

Last Year's Commitments	✓ x	Progress Comment
		<ul style="list-style-type: none"> • Number of graduates recruited in 17/18: 15 out of 36 since the start of the whole project • Number of Graduates undertaking the Postgraduate Diploma in Professional Practice at UWTSD: 5 • Number of Apprentices recruited in 17/18: 17 out of 67 since the start of the whole project • Number of apprentices including the work ready apprentices and employees who have undertaken and passed their apprenticeship since the beginning of the project: over 230 • Number of apprentices who have been employed through the Work Ready Programme: 50 prior to 2017 funding • Number of employees who have undertaken apprenticeships since the start: Over 180
<p>Through the Communities First, Communities for Work and Lift programmes we will provide targeted employment support to adults in our areas of highest deprivation. (Action ID 12547)</p>	✓	<p>392 individuals have engaged in employment related activities and they all feel more confident about accessing employment. This has been achieved through various services and includes employment clubs, cv writing workshops and one to one mentoring.</p>
<p>Through the Communities First programme we will provide digital inclusion support. (Action ID 12548)</p>	✓	<p>222 individuals have accessed digital support through training sessions such as basic I.T, Microsoft and I pad courses and through the employment clubs which are delivered on a weekly basis.</p>
<p>Through the Time Credits programme we will provide & promote volunteering opportunities for residents to enhance their skills and continue to encourage/promote residents to be more involved in their communities through volunteering action. (Action ID 12549)</p>	✓	<p>There have been a wide range of volunteer opportunities for individuals with a total of 543 having signed up to volunteer during 2017/18. These volunteers have earned 2039 time credits through active volunteering in their communities.</p>
<p>Through Communities First, Communities for Work and Lift, accredited training is delivered to adults in our areas of highest deprivation (Action ID 12550)</p>	✓	<p>327 residents achieved accredited qualifications by attending Employment related courses during 2017/18, an increase on the previous year.</p>
<p>We shall increase the number of adults that feel more positive with improved confidence about seeking work after receiving employability support through Communities 4 Work and Communities 4 Work Plus programmes. (EconD/020) (2016/17 Result - 100%/2017/18 Target – 100%)</p>	✓	<p>Of the 392 residents that received employability support during 2017/18 everyone felt more positive with improved confidence about seeking work – 100%</p>
<p>We shall ensure that a high number of residents feel more confident in using a computer and gaining IT skills after receiving digital inclusion support through Communities 4 Work and Communities 4 Work Plus programmes. (EconD/021) (2016/17 Result - 100%/2017/18 Target – 100%)</p>	✓	<p>Of the 222 residents that received digital inclusion support during 2017/18 everyone felt more confident with their IT skills and using a computer – 100%</p>
<p>We shall increase the number of accredited qualifications achieved by residents attending Employment related courses within the Communities 4 Work and Communities 4 Work Plus programmes. (EconD/022) (2016/17 Result - 298 / 2017/18 Target - 300)</p>	✓	<p>327 residents achieved accredited qualifications by attending Employment related courses during 2017/18, an increase on the previous year.</p>

Last Year's Commitments	✓ ✗	Progress Comment
<p>We shall do all we can to reduce the % of working age population in receipt of out of work benefits in Carmarthenshire. (5.6.3.4) (2016/17 Result - 11.4%/2017/18 Target -11.3%)</p>	!	<p>This data is no longer being produced by the Department for Work and Pensions. We shall look at a replacement measure in due course based on the new Universal Credit once it has been launched all over the UK.</p>
<p>D - Improving the lives of those living in poverty</p>		
<p>We will support local communities to develop projects/activities to address issues of rural poverty highlighted through the rural poverty study 2015. (Action ID 12552)</p>	✓	<p>We continue to deliver the LEADER programme in rural Carmarthenshire. To date the programme has committed support to the value of just over £2million for a number of projects in rural Carmarthenshire; several of which are seeking to tackle issues identified within the 2015 Rural Poverty Study. Projects such as the educating younger and future tenants to better manage their finances and avoid debt; expanding the way services are offered at the 'Hub' location in Llanelli is replicated to people living in rural areas; Rural Volunteering project; a mental wellbeing and mental health awareness project; pre-employment training, developing confidence skills, providing support for rural community members to become work ready further addressing issues surrounding rural poverty and a project by UWTSO which aims to maximise the social and economic benefit of the relocation of S4C to Carmarthen.</p>
<p>We will continue to link the Mobile Library service with Un Sir Gar (the Hub) to provide employability and Digital support services across the county - linking in with the Carmarthenshire 'Do It Online'. (Action ID 12559)</p>	✗	<p>Work has continued throughout the year with the introduction of an online employability eligibility tool. The customer Service Centre and Un Sir Gar service has amalgamated to create a Hwb model which by working with partners provides not only council services but also advice and assistance on employability, training and volunteering opportunities. This model is to be delivered via the mobile libraries during a pilot commencing May 14th 2018 which unfortunately is not within the 2017/18 financial year as hoped. Following the redesign of the mobile library routes a route covering rural areas has been selected for the pilot.</p>
<p>We will look at rolling out hubs to other areas of need in the county. (Action ID 12560)</p>	✗	<p>The Hwb model in Stepney Street, Llanelli is now well established. A building in Quay street, Ammanford has been commissioned following the allocation of grant funding. Works to the building will be carried out through the summer with an expected launch of the Hwb in Ammanford during Autumn 2018. Work is underway in identifying suitable accommodation in Carmarthen to replicate the Hwb model there.</p>
<p>We will continue to increase the number of Fuel Clubs where there is no mains gas supply and promote a range of options to support tenants in tackling fuel poverty. (Action ID 12561)</p>	✓	<p>There are 16 fuel clubs in the County and they continue to be supported, but it is unlikely that we will increase the number of clubs that are already established. To support tenants effected by fuel poverty we are promoting the use of LED lighting under another scheme. As part of our investment plan we will be targeting council homes with a range of options to increase those properties with a low</p>

Last Year's Commitments	✓ x	Progress Comment
		energy rating. We have also helped a number of tenant through the Welsh Water assist scheme which reduces water charges for tenants on low income.
We will develop further partnership arrangements in respect to financial exploitation. <i>(Action ID 12563)</i>	✓	In total we now have 32 local authorities assigned to the Financial Exploitation Scheme, 16 English authorities, 16 Welsh authorities. We also have two new financial institutions, Santander, and TSB. The scheme will create a financial safeguarding network bridging the public and private sectors helping to protect vulnerable people from financial harm. We now have 13 local banks affiliated to the scheme, increasing the protection of local Carmarthenshire citizens. In order to further partnership approach we have undertaken financial exploitation (FESS/Friends against Scams) training and awareness for the Fire Service (20 Officers trained) and Dyfed Powys Police on Trading Standards Legislation, Doorstep crime & Scams (25 officers trained.)
We will promote financial literacy through the Financial Exploitation Safeguarding Scheme (FESS). <i>(Action ID 12564)</i>	✓	We currently have 84 classes running and 69 schools registered. The intention moving forward is to develop the marketing potential of this project in partnership with our web designers Canolfan Peniarth of Trinity College.
We will increase the number of vulnerable and disadvantaged people protected through Financial Exploitation Safeguarding Scheme. <i>(Action ID 12565)</i>	✓	Database has now been developed and we now have the facility to capture the relevant data, added to this the national scams hub have provided us with an updated list of citizens in Carmarthen who are recorded as having been victim of a scam in the past, it is our intention to contact all these people. Current data reveals the number of people to be over 750.
We will deliver our Toy and Hamper Appeal to those children and families identified to us as requiring some support. <i>(Action ID 12553)</i>	✓	The Toy Box and Hamper appeals were successfully delivered prior to Christmas 2017 and an excellent progress was made in terms of streamlining delivery.
We will deliver a campaign to raise awareness of financial advice and support available to residents. <i>(Action ID 12144)</i>	✓	<p>A number of council services have delivered targeted campaigns to raise awareness of financial advice and support available to residents throughout 2017/18. For example: The Communities First programme have offered residents the opportunity to access a wide range of programmes that have been focussed on encouraging financial inclusion with over 46 sessions and 162 individuals attending. Everyone felt improvements with their financial literacy and capability.</p> <p>The Personal Budgeting Support Officer within the Housing Benefit Team continues to offer one to one support and assistance to claimants of housing benefit and those affected by changes to the welfare system under Universal Credit.</p> <p>A veterans day was held in Yr Hwb in September 2017 which focused on providing tailored advice including on financial support to veterans, bringing together core Council services with third sector support.</p>

Last Year's Commitments	✓ x	Progress Comment
		<p>Housing Options advisors have also embedded financial advice and support to prospective and current tenants into their core business and delivered such support to residents throughout the year.</p> <p>In addition the Trading Standards team have also undertaken a number of pro-active and preventative campaigns during the year to raise awareness of potential scams and issuing advice on support available to residents who become victims of such initiatives.</p> <p>This targeted campaign approach ensures that the most vulnerable groups within our communities are receiving appropriate and timely support and that wherever possible preventative measures are put in place to protect the most vulnerable as well as responding to crisis situations where they occur.</p>
<p>We will continue to raise awareness of welfare reforms, particularly the roll-out of Universal Credit as affecting Housing Benefits recipients, with Customers, elected members and to Stakeholders/partner departments. <i>(Action ID 12555)</i></p>	✓	<p>The Housing Benefits Section continues to make other stakeholder services aware of key changes and updates provided by the Department for Work & Pensions and other information sources, with particular reference to the roll-out of Universal Credit and the issues arising as reported from pilot / advance roll-out areas elsewhere in the country. A Universal Credit awareness training took place in October 2017 for staff from Housing Benefits and other relevant services, as well as stakeholder organisations whose customers are likely to be affected by Universal Credit roll-out.</p> <p>Where appropriate the section is also providing data to customers affected by welfare reform changes such as the revised Benefit Cap and forthcoming Housing Benefit restrictions for social sector tenants. We are also facilitating and co-ordinating liaison between Council services that will either be impacted upon, or otherwise involved with the Full Service Roll-out of Universal Credit which is now to take place in December 2018 (postponed from June 2018).</p>
<p>We will continue to fulfil the requirements of the DWP Universal Credit, delivery partnership agreement in terms of budgeting support for vulnerable claimants and technical/specialist support for the Universal Credit delivery centres. <i>(Action ID 12556)</i></p>	✓	<p>The provision of technical/specialist advice and support to the DWP's Universal Credit delivery service is now an established process within the Housing Benefit section. In addition the Personal Budgeting Support "service" is now embedded within the section and the officer is proactively providing assistance to customers including:</p> <ul style="list-style-type: none"> > referrals from the Job Centre (both Universal credit and ESA claims) > the Council's Housing Services Division and > the Housing Benefit Assessment Team (for claimants seeking additional financial support to meet their rent via Discretionary Housing Benefit Payments)

Last Year's Commitments	✓ ✘	Progress Comment
<p>We shall implement the School Holiday Enrichment (Holiday Hunger) Programme (SHEP), supporting families and children during school vacations to cook healthy meals, particularly aimed at pupils eligible for Free School Meals. <i>(Action ID 12505)</i></p>	✓	<p>Two schools, Coedcae Secondary and Llandeilo Primary schools ran two schemes during the summer of 2017. A further six School Holiday Enrichment (Holiday Hunger) Programme schemes will be run across four schools during summer 2018, these are Pehrhos, Brynteg, Llandeilo and Brobanw. A steering group has been established and we are currently in the process of identifying funding schemes for sustained annual growth.</p>
<p>We will provide financial capability support, enabling residents to manage debt and raise income. <i>(Action ID 12557)</i></p>	✓	<p>162 individuals received support from the 46 financial capability sessions delivered during 2017/18.</p>
<p>We will retain the reduced average number of days taken to process new Housing/Council Tax Benefit claims <i>(6.6.1.2)</i> <i>(2016/17 Result-21.12 days / 2017/18 Target - 21 days)</i></p>	✘	<p>2017/18 result 22.77 days. This is very slightly down on last year but was expected, given that the section has been seriously understaffed during the year with ten experienced assessment officers leaving the service to work in other departments. New assessment staff have been recruited and are working their way through the training programme.</p>
<p>We will retain the low average number of days taken to process notifications of changes of circumstances in Housing/Council Tax Benefit claims <i>(6.6.1.3)</i> <i>(2016/17 Result- 5.13 days / 2017/18 Target – 5.2 days)</i></p>	✘	<p>2017/18 result 5.27 days. This is very slightly down on last year but was expected, given that the section has been seriously understaffed during the year with ten experienced assessment officers leaving the service to work in other departments. New assessment staff have been recruited and are working their way through the training programme.</p>
<p>We will retain the high % of recently calculated Housing/Council Tax Benefit claims that have been calculated accurately based on a sample check <i>(6.6.1.9)</i> <i>(2016/17 Result- 98.13 % / 2017/18 Target - 96%)</i></p>	✓	<p>2017/18 result 96.72%. It is pleasing to note that the target has been surpassed despite the section being under significant pressure due to considerable staff turnover and the increasing technicalities of the scheme, including the gradual introduction of Universal Credit.</p>