



## 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 2018/19.

Last Year's Commitments	✓ x	Progress Comment
<b>A - Preventing Poverty</b>		
<p>We will introduce a package of support and advice designed to support new tenants maintain their tenancies. (Ref 13147)</p>	✓	<p>We initially employed a project officer to initiate the proposals. We have since employed 3 more officers to form a new team to provide a package of advice and support to all new tenants. We meet all new tenants and discuss:</p> <ul style="list-style-type: none"> <li>• their responsibilities as part of the tenancy agreement</li> <li>• how to pay their rent</li> <li>• making a benefit claim</li> </ul> <p>Training packages have been initiated where prospective tenants on our Housing Choice Register undertake a 1 day course where tenancy issues are covered in more detail.</p>
<p>We will assess the options for delivering energy efficiency improvements to Council homes. (Ref 13148)</p>	✓	<p>We have identified a small scheme for which we will receive support for the cost of technologies from the SPECIFIC 2 LCBE project which is part-funded by the European Regional Development Fund through the Wales European Funding Office.</p> <p>The 'systems-based approach' combines renewable energy supply, energy storage and energy demand reduction technologies creating a holistic approach to retrofitting. The solutions proposed are:</p> <ul style="list-style-type: none"> <li>• External wall insulation;</li> <li>• Loft insulation;</li> <li>• LED lighting;</li> <li>• Mechanical ventilation with heat recovery;</li> <li>• High efficiency gas boilers;</li> <li>• Solar PV; and</li> <li>• Lithium ion batteries.</li> </ul> <p>The Specification has been agreed and a Principle Contractor appointed. Upon completion of the works we shall be analysing the results of the installation of low carbon technology in terms of costs, benefits to tenants and ease of use. This will enable us to better understand the potential for helping tenants to reduce their energy bills, improve the comfort of their homes and reduce carbon emissions to levels set by Welsh Government.</p>
<p>We shall develop a new Homelessness Strategy to ensure vulnerable residents are supported appropriately to include:</p> <ul style="list-style-type: none"> <li>- Develop housing options for single people</li> <li>- Develop a plan to ensure homeless people have access to health services</li> </ul>	✓	<p>A new Regional Homelessness Strategy has been produced and was agreed by full Council in January 2019. The resulting key actions will form part of Departmental actions for 2019/20.</p> <p>The strategy identifies seven key priorities that are supported by a range of high level actions. These priorities are:</p>

Last Year's Commitments	✓ x	Progress Comment
<p>- Review our approach to how we manage temporary accommodation (Ref 13149) MF5-50</p>		<ol style="list-style-type: none"> <li>1. Continuing to evolve and harness community-based services to assist in the prevention of homelessness;</li> <li>2. By utilising intelligence, exploring how we can focus support to households in those localities which are producing the highest proportion of homelessness cases in order to prevent it;</li> <li>3. Utilising IT systems and technology to prevent homelessness by ensuring systems are in place which flag up issues early to trigger help and advice as early as possible;</li> <li>4. In partnership with key agencies, exploring how a multi-agency case management approach can evolve to meet the needs of households who revolve around the homeless system and place demands on a variety of services;</li> <li>5. In partnership with local stakeholders and other statutory services, exploring whether a 'Housing First' approach can be developed to support those with the most complex needs;</li> <li>6. Each authority, with their Housing Association and private landlord partners, developing affordable and sustainable housing options for single people; and</li> <li>7. Each authority developing close partnership working with DWP/Job Centre+ to mitigate any impact the introduction of Universal Credit may have on household's ability to retain their tenancies.</li> </ol>
<p>We shall increase the percentage of households successfully prevented from becoming homeless (PAM/012) (2017/18 Result - 65.1% / 2018/19 Target - 68%)</p>	x	<p><b>2018/19 result - 59.5% (259/435).</b></p> <p>While we have missed our target this year, to put it into context we have only prevented 10 less cases than last year. Further to this, 42 cases either lost contact /failed to engage with us or refused assistance with us, therefore could not be logged as a prevention case.</p> <p>With the introduction of Universal credit we have noticed a knock on impact with private landlords being unwilling to continue with benefit claiming tenants. Coupled with private sector tenants approaching the service at the point of eviction rather than at the point of receiving notice. As a result there is limited time to engage with the landlord to prevent or relieve the situation. This is an issue we have identified as part of our recent homelessness review and development of a new strategic approach.</p>
<p>We will continue to work towards addressing the childcare gaps identified in our most recent Childcare Sufficiency Assessment (2017-2022) in order to ensure that the Local Authority fulfils its statutory childcare sufficiency duty, and local parents/carers are supported to balance their working and caring responsibilities. (Ref 13150)</p>	✓	<p>Drop in sessions at the Integrated Family Centres (ICC's) plus monthly childminder briefing sessions in targeted areas have been held throughout the year. Application, and post registration support is provided individually and via small group sessions. During 2018/19 12 new childminders have been registered; 9 childminder briefing sessions held; 7 drop-in sessions; 24 candidates attended childminder CYPOP5 course (9 from targeted areas). <b>107 childminders</b> are currently registered within Carmarthenshire with a total of <b>767</b></p>

Last Year's Commitments	✓ ✗	Progress Comment
		<b>registered childcare places.</b> Promotion work continues.
<p>We will improve Average Capped 9 score for pupils in year 11 of pupils eligible for Free School Meals (4.1.2.4) (2017/18 Result - 307.6 2016/17 Academic Year/ 2018/19 Target-308.5 2017/18 Academic Year)</p>	✗	<p>An <b>average Capped 9 score of 308.1</b> was achieved by year 11 of pupils eligible for Free School Meals during 2017/18 Academic Year. Despite being off target, the result has improved on the previous year. We continue to have the 6th best result in Wales and well above the Welsh average of 291.1. This is still a very good result for the Authority and reflects the impact of collaborative working between our School Improvement Team and senior school leaders and staff.</p>
<b>B - Helping people into work</b>		
<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) (2017/18 Result - 100%/2018/19 Target – 100%)</p>	✓	<p>All <b>589 (100%)</b> of adults that received employability support through Communities 4 Work and Communities 4 Work Plus programmes felt more positive with improved confidence about seeking work.</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) (2017/18 Result - 100%/2018/19 Target – 100%)</p>	✓	<p>All <b>418 (100%)</b> of adults that received employability support through Communities 4 Work and Communities 4 Work Plus programmes felt more positive with improved confidence about seeking work.</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) (2017/18 Result - 327 / 2018/19 Target - 330)</p>	✓	<p><b>402 accredited qualifications</b> were achieved by residents attending Employment related courses within the Communities 4 Work and Communities 4 Work Plus programmes during 2018/19, this is an increase on the previous year and well on target.</p>
<b>C - Improving the lives of those living in poverty</b>		
<p>We will develop a pilot project in the Tyisha ward to develop ways of addressing poverty in the area. (Ref 13151) MF5-75</p>	✓	<p>Initial phase of community engagement undertaken with the Consultants Arcadis. We are now undertaking development work based on consultation and further discussion with key stakeholders in order to develop a Masterplan for the community going forward. Draft Masterplan is expected by June 2019</p>
<p>We will work with the third sector and other stakeholders to develop the range of support services provided in the County across a number of service areas as well as further developing volunteering opportunities within the County. (Ref 13152) MF5-80</p>	✓	<p>The Community Bureau has helped community, voluntary and charitable groups and social enterprises in Carmarthenshire to access support, advice and grants quickly. During the year 5 enterprises have been created, 25 jobs have been created, 50 jobs safeguarded and 350 individuals have gone into training/education. The Bureau has a close working relationship with CAVS and we have supported 450 people into volunteering.</p>
<p>We will extend the Hwb model developed in Llanelli to Ammanford and Carmarthen, making front line support services more accessible to residents. (Ref 12560) MF5-83</p>	✗	<p>The Hwb in Quay Street, Ammanford was opened on 10th December 2018 bringing the service to the Town Centre. The Hwb Ammanford deals with on average 1100 appointments per month. A Cash Desk is co-located at each Hwb location which brings its own</p>

Last Year's Commitments	✓ x	Progress Comment
		<p>footfall to the centres. In addition we have partners, Workways +, Communities for Work+, Communities for Work employability projects based at Ammanford and Llanelli permanently</p>
<p>We will develop further partnership arrangements in respect to financial exploitation. <i>(Ref 13154)</i></p>	✓	<p>We continue to make progress with the initiative and to develop relationships with partner organisations. We have met with local floating support services National Association for the Care and Resettlement of Offenders (NACRO) who have agreed to participate in the initiative. We have agreed a service level agreement (SLA) with Delta Wellbeing to provide installation services for the truecall nuisance call blocker project. Officers are currently training Delta Installers with them taking over installations fully from April 2019.</p>
<p>We will promote financial literacy and protecting vulnerable people from financial fraud through the Financial Exploitation Safeguarding Scheme (FESS). <i>(Ref 13155)</i></p>	✓	<p>To help address issues of Police engagement, an officer has been appointed to the Tactical Serious Organised Crime Group and meetings have been arranged with the local Police intelligence officers to discuss information sharing arrangements. Interestingly we have seen a return of referrals from Bank members during this quarter. In terms of financial education, we're continuing to develop the existing resources and adding to them with a view of developing a county-wide "Money Wise Week" and inter-school competition to increase engagement.</p>
<p>We will deliver our Toy and Hamper Appeal to those children and families identified to us as requiring some support. <i>(Ref 13156)</i></p>	✓	<p>The Council's Christmas Appeal 2018 was very successful. As a result of the generosity of residents and staff we succeeded in distributing 207 food hampers and 150 wellbeing packs to young people and families as well as over 6,000 toys to 1,000 children who were in need over the Christmas period. The response to the request for additional toys following a significant increase in nominations was amazing and testament to the kindness and generosity of Carmarthenshire residents.</p>
<p>We will ensure the Council provides support to current benefit claimants migrating to Universal Credit from March 2018 onwards. <i>(Ref 13157) MF5-94</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 Benefits Section. The personal Budgeting Support Service is proactively providing face to face personal budgeting and financial support to customers identified as requiring financial assistance. Develops personal budgeting support plans for individual clients based on the findings of the financial vulnerability assessment conducted. Also works collaboratively with advice and support providers across Carmarthenshire to ensure that effective referrals are made to partner organisations.</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>(2017/18 Result-22.77 days)</i></p>	x	<p><b>2018/19 result 22.55 days.</b> This result is slightly down on the previous year and off target. New staff have been through an intense training programme and continue to be closely mentored. Due to the</p>

Last Year's Commitments	✓ ✗	Progress Comment
/2017/18 Target - 21 days)	✗	complexity of the benefits system it will take time for new assessors to get to the performance level of experienced officers, however, they are dealing very satisfactorily with the less complex cases. Universal Credit has affected authorities' performance generally and we will continue to monitor performance and output.
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) (2017/18 Result- 5.27 days / 2018/19 Target - 5.5 days)	✓	<b>2018/19 result - 4.26 days.</b> This is an improvement on the previous year's result and on target.
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) (2017/18 Result- 98.13 % / 2018/19 Target - 96%)	✗	<b>2018/19 result - 94.9%.</b> This indicator is off target and showing a decline and is prone to fluctuation. Given the complexity of the Housing Benefit scheme, the introduction of Universal credit in December 2018 and the high number of new and inexperienced staff within the section, this continues to be a very positive result. Identified errors will continue to be analysed and any trends addressed through staff briefings and additional training where necessary.
We will continue to ensure that all staff are treated fairly and with respect whilst working towards introducing the Welsh Living Wage for those staff on lower pay bands. (Ref 13158) MF5-97	✓	The County Council was pleased to announce in March 2018 that it would pay the equivalent of the Foundation Living Wage (a voluntary living wage level) to its staff via a pay supplement which will be reviewed as part of the Pay Policy every year. This impacts the lowest paid staff who will receive the equivalent of £8.75 per hour (April 2018) which is higher than the National Living Wage (statutory requirement) of £7.83 (April 2018).
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. (Ref 13159)	✓	SHEP successfully operated in the 4 selected schools as planned over summer 2018. We continue to gather information for WLGA, including, lessons learnt, questionnaires from pupils, parents, staff etc. to improve in moving forward for the coming year. A new SHEP coordinator is now in post.