



Well-being Objective 15a - Building a Better Council

We have raised our Minimum Basic Pay rate to above the Welsh Living Wage rate

We have supported the Welsh Living Wage (equivalent to the Living Wage Foundation (LWF) rate) by incrementally removing the lowest pay spine points from our pay scales. In addition, a pay supplement was introduced in April 2018 which ensured that all employees received at least the equivalent of the living wage. The NJC National Pay Award was implemented in April 2019 and we amended our pay scales which had the effect of uplifting all those employees who were employed by us at the time of implementation, to a minimum basic pay rate of **£9.18** per hour which is **above the current Welsh Living Wage rate** of £9.00 per hour. In addition, the lowest point of the scale now matches the Welsh Living Wage

The LWF rate is made up of basic pay and additional payments such as weekend working allowances, which means that many of our staff earn well above the LWF rate when these payments are taken

Why it is important

- It is important that our strategic plans are aligned and integrated
- In Building a Better Council we want to make every effort to secure a more efficient, ethical, transparent and accountable local government that supports and enhances public participation and democracy.
- The Well-being of Future Generations Act requires **7 areas** of corporate change, which are a key expectation of the Future Generations Commissioner in Annual Reporting.

1 Corporate Planning	Covered by Building a Better Council
2 Performance Management	
3 Workforce Planning	
4 Financial Planning	Covered by Making Better Use of Resources
5 Assets	
6 Procurement	
7 Risk	

[FGC - The journey so far: May 2018](#)

Success Measures

		<i>Not Applicable</i>	
72.4% of people agree that they can access information about us in the way they would like to. (previously 70.8%) (Welsh average 76.2%) <i>Source: National Survey for Wales</i>	72.1% of people know how to find what services we provide (previously 71.9%) (Welsh average 77.4%) <i>Source: National Survey for Wales</i>	11.4% of people agree that they have an opportunity to participate in making decisions about the running of our services (Welsh average 17.3%) <i>Source: National Survey for Wales</i>	Staff sickness is at a 4 year low 9.8 days per year (with main cause of sickness being stress, mental health & fatigue)

Explaining the Results

- According to the 2018/19 [National Survey for Wales](#):
 - **72.4%** of participants agreed that they **could access information about us in the way they preferred**, this is an improvement on the previous year of 70.8% but continue to be below the Welsh average of 76.2%, but we have moved from 18th to 17th position.
 - **72.1%** agreed that **they knew how to find what services we provide**, this is a slight improvement on the previous year of 71.9% but continue to be below the Welsh average of 77.4%. We have moved down from 17th to 18th position in Wales.
 - Only **11.4%** agreed that **they have an opportunity to participate in making decisions about the running of our services**, this is well below the Welsh average of 17.3% and in 16th position. This question was new for the 2017/18 questionnaire and was not asked in 2018/19.

- **Staff Sickness** within the Authority has reduced from 10.1 days in 2017/18 to **9.8 days** in 2018/19 (it was last at this level in 2014/15 at 9.6 days). We have moved from 11th to 8th position in Wales. Sickness data is regularly monitored and analysed to ensure the focus is on reducing absence, with a Challenge and Review forum which identifies where there are gaps as well examples of good practice. The main cause of sickness continues to be stress, mental health & fatigue.

Progress Made

Corporate Planning

- The New Corporate Strategy published in June 2018, consolidated the previous Corporate Strategy, our Improvement Plan, Well-being Objectives and the Executive Boards' 5 year Plan - *Moving Forward in Carmarthenshire* into one plan.
- Since publication of the *Carmarthenshire Well-being Plan* the Public Service Board (PSB) has approved a new partnership structure and a series of Delivery Groups have been established.
- We are further developing our means of undertaking consultation and developing ways of engaging with communities such as the Disability Partnership and the 50+ Forum.

Performance Management

- Wales Audit Office certified that our New Corporate Strategy (June 2018) and our Annual Report (October 2018) satisfied legislative requirements
- To ensure we take all reasonable steps to meet our Well-being Objectives, we reshaped our Performance Information Monitoring System (PIMS) and the business planning format

Workforce Planning

- We have been awarded the *silver accreditation* against the Investors in People (IIP) Standard.
- In March 2018 we began paying the equivalent of the Foundation Living Wage to our staff (explained more fully in WBO5 – Tackling Poverty by doing all we can to prevent it, help people into work & improve the lives of those living in poverty)
- We have signed up to the '*Time to Change pledge*' which is a public declaration that an organisation wants to step up to tackle mental health stigma and discrimination.

As part of the National Apprenticeship week we celebrated the achievements of staff who have completed their apprenticeships



Executive Board Member For
HR, Performance Mgt, ICT, TIC:
Cllr Mair Stephens



View our [detailed progress here](#)
against this objective



Well-being Objective 15b - Making Better Use of Resources

Over the last 5 years we have had to manage reductions in service budgets of around £50 million, with minimum impact on front line services.

The financial position faced by local authorities has had a consistent theme with the level of resources available to public services seeing significant reductions. We have had to manage reductions in service budgets, whilst at the same time the pressures on the budget have been increasing in terms of demand and expectations. We strive to manage this situation by reducing our spending without any significant impact on the frontline services valued by our communities.

Why it is important

- There are increasing demands and expectations 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’.
- Further financial pressures are likely to arise from such things as rising energy costs, an increasing number of older people needing services from us, office, school buildings and highways that require significant investment, and this is in addition to the current uncertainty in the economic outlook as the UK embarks on the process of leaving the European Union.
- The Well-being of Future Generations Act requires **7 areas** of corporate change, **4** within Making Better Use of Resources which are a key expectation of the Future Generations Commissioner in Annual Reporting. [FGC - The journey so far: May 2018](#)

4	Financial Planning	Making Better Use of Resources
5	Assets	
6	Procurement	
7	Risk	

Success Measures



14% increase of ‘Do it online’ payments (From 34,494 to 39,321)



£8m current savings were made in 2018/19



11.3% % of people agree that we ask for their views before setting our budget (previously 8%) (Welsh average 14.5% and in 7th place) (Source: National Survey for Wales)



Explaining the Results

- More customers are **paying for services online** with the number of payments increasing by 5% from 34,494 in 2017/18 to **39,321 in 2018/19**.
- Addressing this well-being priority cuts across all service areas and is both about investment as well as efficiency savings. The Council is committed to financially sustainable delivery models - there are many examples of this across different departments, such as increased *Extra Care Provision* where it better meets service user needs, a move towards *agile working*, thus reducing the Council’s estate costs in the future.
- Unfortunately, according to the 2018/19 [National Survey for Wales](#) the number of participants agreed that *we ask for their views before setting our budget* was only 11.3% (Welsh average 14.5%), although this is an improvement on previous year of 8% and we have moved from 13th to 7th position.

Progress Made

Financial Planning:

- Our Well Being Objectives identified financial commitments to each objective and the Members Budget Seminars identified our Well Being Objectives when considering budget proposals. Impact assessments also ensured the impact of our Well Being Objectives were considered.
- We have improved our financial reporting by providing sufficient information on reserves and a clear audit trail for decisions regarding reserves and have strengthened our financial planning arrangements. Business Plans are presented to Scrutiny Committees at the same time of budget proposal consultations, 3 year savings proposals are prepared and detailed monitoring is in place.

Assets:

- Work continued on the collation of data on all community based assets with a view to making better use of facilities. Community Asset transfer discussions are ongoing with various interested parties.

Procurement:

- In June 2018 we published our [Procurement Strategy 2018-22](#) which sets out our strategic priorities and our commitment to ensuring that the economic, social and environmental well-being of Carmarthenshire is at the heart of our activities.

Risks:

- Our Corporate, Departmental and Service Risk Registers were all updated in 2018/19 in line with the Risk Management & Contingency Planning Strategy 2018-22 and the Well-being of Future Generations Act.

We are committed to delivering Community Benefits, an £8.8 Million scheme for Ysgol Penrhos in Llanelli reported that for every £1 spent £1.86 was reinvested back into the Welsh Economy



Executive Board Member
For Resources: Clr David Jenkins



View our [detailed progress here](#)
against this objective