



Well-being Objective 15a - Building a Better Council

A Platinum Standard for staff health and well-being

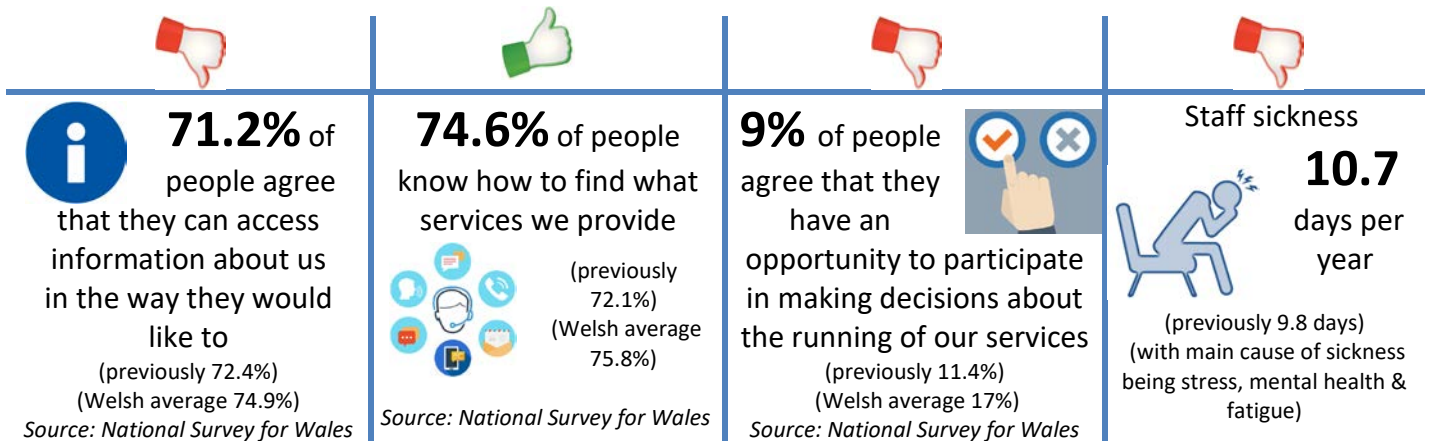
Once again the Council has achieved the highest award in recognition of the work we do to support our staff's health and well-being. The Platinum [Corporate Health Standard](#) is the quality-mark for workplace health promotion in Wales led by the Welsh Government. The Council [is the only Local Authority in Wales](#) to hold this award and has done so since 2009. Organisations are re-assessed every three years and this year we have been revalidated with the Gold and Platinum awards

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	

Success Measures



Explaining the Results

- According to the 2018/19 [National Survey for Wales](#):
 - **71.2%** of participants agreed that they **could access information about us in the way they preferred**, this is a slight decline on the previous year of 72.4% and continues to be below the Welsh average of 74.9%, but we have moved from 17th to 16th position.
 - **74.6%** agreed that **they knew how to find what services we provide**; this is an improvement on the previous year of 72.1% but continue to be below the Welsh average of 75.8%. We have moved up from 18th to 13th position in Wales.
 - Only **9%** 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% and in 21st position and has declined since the last available result in the 2017/18 survey of 11.4% and 16th position.
- **Staff Sickness** within the Authority has increased to **10.7 days** in 2019/20 from 9.8 days in 2018/19. The Attendance Team have worked on accuracy and timeliness of sickness absence data entry which will have an impact on the overall figure. Detailed analysis will be taken following the COVID-19 impact on attendance for the last quarter.

Progress Made

Corporate Planning

- We have provided liaison and support to each of the *Public Service Boards Delivery Groups* and an Annual Report on the progress of the Well-being Plan has been prepared.
- The *Strategic Equality Plan* has been reviewed and agreed by full Council. A detailed action plan focussing on outcomes will be developed.
- We published a *Corporate Strategy refresh* at the end of June 2019 which incorporated all our Well-being Objectives. This received a Wales Audit Office certificate of compliance.
- The *Transformation Innovation and Change programme* continues to improve services and processes; identifying and supporting the delivery of efficiency savings and supporting cultural and behavioural change across the organisation. Efficiency savings identified and/or delivered from the wider TIC Programme to the end of 2018/19 total nearly £20m.
- Our work with *Town & Community Councils (T&C)* and other community organisations to look at ways to invest in upgrading local leisure provisions has progressed well throughout the year with many Councils engaged in various projects.

Performance Management

- We have ensured the Council fully responds and complies with the *requirements of the Well-being of Future Generations Act* including consideration of the five ways of working in all that it does.
- To comply further with the Act, we prepared a *2018/19 Annual Report* which received feedback from the Future Generations Commissioners Office, acknowledging our progress on the requirements of the Act. The Commissioner found that *'Overall you're making good progress and we welcome your work to consolidate your plans into one, as part of a more integrated approach'* and *'There is clear understanding of and commitment to the 5 ways of working'*.

Workforce Planning and Health & Well-being

- We have continued to ensure we fully *support staff to maintain a healthy life style*, which includes proactive and preventative actions, education to raise awareness on key health topics and, where necessary, ensuring the careful management of staff sickness absences in the interest of the staff and the provision of services.
- 50 volunteer *Well-being Champions* have recently been trained and will be working, encouraging and motivating their colleagues - developing clubs, teams, activities and corporate messages which improve mental and physical health & well-being.
- We *reintroduced staff surveys* to ensure that staff views are heard regarding the organisation. Engagement with members of staff in all departments has been vital to the success of the surveys which can be seen in the number of employees participating. In the latest survey, over 30% of the organisation took part in the voluntary survey.

Information & Communications Technology

- The new 3 Year *Digital Transformation Strategy 2020-2023* has been written, but formal approval is on hold currently due to COVID-19. The ICT Service has been quick to react to assist our customers in adopting and delivering the critical services they have to provide during this pandemic. Laptops, Smartphones and Telephony solutions have been rolled-out quickly to allow greater *Working from Home*. Microsoft Teams and BYOD available to allow for greater collaboration. Several systems and processes have been developed - StaffHub, Free School Meals Direct Payments, Business Rate Relief etc.
- We have continued to develop the *Council's website* in response to both customer expectation and demand and internal requests from our departments. In comparison to the previous year we have seen a 33.5% increase in people using our website and the number of pageviews is up by 22.3%.
- We successfully moved to a paperless environment following a series of training events and 1:1 sessions provided to elected members and officers. The first paperless meeting took place on the 3rd September 2019.

time to change

Wales

let's end mental health discrimination

our schools as well as recruiting a new Well-being Coordinator who will focus on mental health and initiatives supporting this work.

We have continued with our commitment to reducing the stigma of mental health conditions and have recently re-signed the ***Time to Change pledge***, which confirms our continued support, priority and work on reducing mental health discrimination. We are also now looking to recruit mental health first aiders and supervisors across the authority and in

Superfast Broadband

We have worked with partners to assist and act as technical advisors, addressing issues in terms of superfast broadband and mobile phone signal across the County and in particular in rural areas. A proposed '[Digital Connectivity Action Plan for Carmarthenshire](#)' has been produced and we have worked with Welsh Government, Openreach, Mobile Providers and other relevant stakeholders to inform this Action Plan. The document summarises the current situation in terms of Broadband and Mobile connectivity across the County, identifies priority areas which require intervention and presents several potential workstreams which could be pursued in order to further improve the situation. We are also leading on behalf of Carmarthenshire on the Swansea Bay City Deal Digital Infrastructure project, ensuring the needs of the County are at the forefront of plans for the regions Digital Connectivity.

Couple made history on New Year's Eve

Our ***Registration Service*** pulled out the stops to help a Newcastle Emlyn couple become the first to form a civil partnership as man and woman in the UK. New legislation came in to force on December 31 allowing opposite sex couples to be recognised as civil

partners for the first time in the UK.

It is believed the couple were the first in Wales – possibly the UK – to form a partnership at two minutes past midnight on New Year's Eve, at the exact time they sign the schedule to make their partnership binding in the eyes of the law.



Youth Council's Work Recognised

Carmarthenshire Youth Council acts as a voice by representing the views and opinions of all young people in the county. Its main aim is to bring about positive change, development and create opportunities for young people to become involved in decision making/democratic processes within the authority, national and international level. The young people involved with the council have developed excellent skills in campaigning and lobbying decision makers, including a successful campaign to overturn a County Council decision to cut school transport.



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



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

We have achieved £90 million of savings over the last 10 years, aiming to minimise the 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](#)

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

so far: May 2018

Success Measures



Explaining the Results

- With increased access to online services (digital connectivity), more customers are paying for services through our website with a **17% increase** in the number of **online payments** from 39,321 in 2018/19 to **46,044 in 2019/20** increasing customer satisfaction and efficiency of service.
- The Authority had a savings target of £9 million in the year and had delivered around two thirds of this before the attention was rightly diverted towards COVID-19 activity.
- According to the 2019/20 [National Survey for Wales](#) the number of participants agreed that *we ask for their views before setting our budget* was only 9% (Welsh average 9.2%), this is a decline on the previous year of 11.3% and in 9th position (previously 7th). This is disappointing especially since our 2020/21 Budget consultation which took place in December 2019 attracted the highest participation rate in over five years, with a total of 2,006 responses were received from various sections of the community, including individuals, businesses, town and community councils and representative groups and organisations.

Progress Made

Financial Planning:

- ⦿ Our Well-being Objectives identified financial commitments to each objective; we revised the format of our *Members Budget Seminars* holding seminars over 2 days which was well received, and the impact of our Well-being Objectives were considered. This year's budget consultation received more responses than any of our previous years, and budget proposals were removed as a result.
- ⦿ *Budget monitoring* continues to be an important part of the system of internal control, all new budget managers have had training as well as refresher training at the commencement of each financial year.

Assets:

- ⦿ *Service Asset Management Plans* were undertaken for 2019/20, however, recent events impact on service delivery/ways of working which will have property implications. Therefore the intended publication of the Corporate Asset Management Plan in the Spring of 2020 was suspended in order to take account of the resetting of services and review of corporate priorities/projects, many of which relate to property assets or have implications for the Council's Estate.
- ⦿ We are making best use of the *Council's property and assets* with a focus on rationalising office accommodation and sharing with other partners as well as facilitating community ownership of assets for community benefit. Part of Building 8 St David's has been leased to Hywel Dda for office accommodation. The majority of the Council's recreational assets have been transferred to Town and Community Councils to facilitate local ownership and investment

Risks:

- ⦿ Our *Corporate, Departmental and Service Risk Registers* were all updated in 2019/20 in line with the Risk Management & Contingency Planning Strategy 2018-22 ([Web link to strategy](#)) and the Well-being of Future Generations Act.

Procurement:

- ⦿ We have embedded sustainable development throughout our *Procurement Strategy* ([web link](#)) and activity and have maximised the positive impact of our decisions on the economic, social, environmental and cultural well-being of Wales through procuring sustainably and pursuing the maximum Community Benefits wherever possible. (see case study on following page)

The way we work

Our Corporate Procurement Unit supports our Departments in achieving their aims under the Future Generations Act and take on a lead role or significantly support the following of Carmarthenshire's 15 Well-Being Objectives: -

Well-being Objective		Corporate Procurements Unit Input
Start Well	4	<i>Ensure all young people are in Education, Employment or Training (EET) and are following productive learning and career pathways</i>
		Through the pursuit of Community Benefits in Procurement Tenders and reporting via the Community Benefits Measurement Tool.
Live Well	6	<i>Create more jobs and growth throughout the county</i>
		Through the pursuit of Targeted Recruitment & Training via the inclusion of Community Benefits in Procurement Tenders.
Age Well	10	<i>Support the growing numbers of older people to maintain dignity and independence</i>
	11	<i>A Council wide approach to supporting Ageing Well in Carmarthenshire</i>
		Supporting the Communities Department in the tender process such as for domiciliary care and supporting people.
In a healthy and safe environment	12	<i>Look after the environment now and for the future</i>
	14	<i>Promoting Welsh Language and Culture</i>
		We embed sustainability from the outset into all tenders over £25,000 by completing the Welsh Government's Sustainability Risk Assessment Tool and incorporating the findings into the Tender Specification
		As part of meeting our Welsh Language (Wales) Measure 2011 requirements we are committed to treating the English language no less favorably than the Welsh Language. We translate all tender documentation over our tender threshold off £75,000 into Welsh.
Corporate Governance	15	<i>Building a Better Council /Making Better use of Resources</i>
		We embed sustainable development throughout our Procurement activity, by looking to maximise the positive impact our decisions have on the economic, social, environmental and cultural well-being of Wales through procuring sustainably and pursuing the maximum Community Benefits possible



The *Future Generations Report May 2020* states that **'We need to focus on the outcomes and not the process of procurement'** Steve Edwards, (Director of Regulation & Commercial Wales & West Utilities). We need public bodies to consistently consider procurement through the lens of

the Act, making the Act central to commissioning, procurement, monitoring, and evaluating outcomes. Redefining what we mean by 'value' would enable public bodies to consider how they can improve social, economic, environmental and cultural outcomes through their procurement decisions, **providing evidence of how procurement spend contributes to delivering their well-being objectives.** Including specific contract clauses focussed on sustainability and well-being, and weighting these as part of the scoring, equal to the cost and quality considerations, zero carbon, resource-efficient buildings and infrastructure.



Recognised in Future Generations Report May 2020 Passivhaus Schools – Burry Port

The £8.5m Ysgol Parc y Tywyn project in Llanelli provides 350 school children from the Burry Port area with an outstanding new learning environment. The project is the second of two new-build Passivhaus schools to be completed within the academic year.

The schools were built under the Welsh 21st Century Schools investment programme with the aim to maximise capital investment, while delivering consistently high quality and sustainable environments for pupils and teaching staff through the Passivhaus standard, as well as complementing the other agendas of Welsh Government, including the Well-being of Future Generations Act 2015.

Supporting the Foundational Economy



We ensure that local small to medium sized enterprises are given full opportunity to compete for and provide goods, services and works to the Authority.

We engaged with 475 contractors, suppliers & providers over a series of 14 different supplier engagement / early market briefing events including a Briefing Session for the SWWRFC 2020 tender, ADIRA (IT for Schools) & the forthcoming Print & Signage tender. We held a Supplier Engagement Event & subsequent Sell2Wales Workshop at Parc y Scarlets in May 2019 for the South West Wales Regional Contractors Framework (SWWRFC) 2020 which has a value in excess of £1 billion over a period of 4 years, covering 4 Local Authorities in the South West Region and many other public bodies. Over 200 Contractors attended the event where the procurement Team run through a variety of topics including the tender approach, Health and Safety and Community Benefits. This was followed by a Live Tender Workshop run by Business Wales to provide potential Contractors with a full package of free tender support.



A Prosperous Wales

A Resilient Wales

A Healthier Wales

A More Equal Wales

A Wales of Cohesive Communities

A Globally Responsible Wales

We also held “Sell2Wales” Workshops & “Live” Tender Workshops to support our Tenders. The aim of these Workshops initiatives, managed by the Council’s Procurement Team and delivered by Business Wales Tender Advisers, was to pro-actively engage with suppliers who require this level of assistance with submitting their tenders via the electronic tender portal, *Bravo*.



Executive Board Member For Resources:
Clr David Jenkins