

Moving Forward in Carmarthenshire

ANNUAL REPORT for 2019/2020

on the Council's Corporate Strategy



October 2020

Cyngor **Sir Gâr**
Carmarthenshire
County Council



Welcome from the Leader of the Council



Once again it is time to publish our annual report so that we can examine how we have progressed against our well-being and improvement objectives. It illustrates the stark contrast between where we started the year and how it has ended. It also highlights how much has been done for the residents of our county and how much more we intend to do, although some of it may be on hold while we deal with the current pandemic. The spread of COVID-19 has impacted on us all and forced us as an Authority to adapt our services almost overnight, initially to ensure that we could support and assist our residents to respond to the pandemic and now to aid the recovery process. The impact on our county and across the country has been significant and is likely to continue for the foreseeable future. The way we deliver our services in the future is likely to have to adapt longer-term but I can assure you that we are planning and delivering to ensure we are able to provide the safest and most effective services to our residents.

It's important to remember that this is a report on 2019/20 and the pandemic only impacted in the last few weeks of the financial year in question. It seems indulgent to spend time on reporting on the past year at this time, but it gives us a baseline to judge recovery against. It is good practice to maintain a focus on performance and outcomes, recognise progress and identify and address weaknesses in an open and transparent way. This will aid us as we plan for future delivery of services. It is also a legal obligation to publish this report by the 31st October and there has been no relaxation on this requirement. It is not as comprehensive as usual as Welsh Government has understandably not compiled the comparative results of all councils in Wales as it would normally due to the pandemic. Our regulators have not been able to complete any annual assessments for 2019/20 due to the pandemic's impact which we would also normally have included.

The report shows the progress we are making against our Corporate Strategy's Well-being Objectives. I am very pleased that our end of year results for performance indicators that all councils in Wales have to collect, shows an 8% net improvement. This is a considerable step from the 25% net decline the previous year. I am also pleased to see that the National Survey for Wales identified us in the top 5 of the 22 councils in Wales for providing high quality services.

Other highlights for me would include the publication of our strategy on Moving Rural Carmarthenshire Forward Report, the first of its kind in Wales. The strategy makes clear our aspiration to regenerate our local economies and protect the Welsh Language with 55 recommendations for action and will stand us in good stead as we respond to the impacts of the pandemic. We were also the first in Wales to publish a Net Zero Carbon action plan, to ensure we deliver on our declaration of a Climate Emergency. I am pleased with the progress to date and we will continue to ensure action is taken against our set objectives so that we can achieve our commitment.

We have some of the finest officers in Wales, and the past few months has more than reinforced that statement. I can't thank them enough for their efforts throughout the year and their response to the COVID-19 pandemic has been extremely humbling. They have worked tirelessly to ensure that our residents, communities, organisations, and businesses are kept safe and supported. I really must pay tribute to the front-line staff who've shown great courage in continuing their work, often putting others before themselves and their families. I'd also like to thank those who have moved from their day-to-day work to cover other areas of front-line service – those who usually work in offices who have worked in care homes, driving buses, and delivering food. The commitment and willingness to support others is truly inspiring.

When I became Leader five years ago, my appeal to this county was that we should be innovative, and even daring, in our approach and over the past few months I have witnessed that immeasurably. It is pleasing to see the progress being achieved in across Carmarthenshire and we will continue to move Carmarthenshire forward over coming years.

Councillor Emlyn Dole

Leader of Carmarthenshire County Council

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 **Corporate Performance Management**, Carmarthenshire County Council, County Hall, Carmarthen SA31 1JP or email at performance@carmarthenshire.gov.uk

Contents

Page

COVID-19 and Introduction

4

Carmarthenshire's Well-being Objectives

Start Well	1. Help to give every child the best start in life and improve their early life experiences	14
	2. Help children live healthy lifestyles	17
	3. Support and improve progress and achievement for all learners	20
	4. Ensure all young people are in Education, Employment or Training (EET) and are following productive learning and career pathways	23
	5. Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in poverty	27
Live Well	6. Create more jobs and growth throughout the county	30
	7. Increase the availability of rented and affordable homes	33
	8. Help people live healthy lives (tackling risky behaviour and obesity)	35
	9. Support good connections with friends, family and safer communities	39
Age Well	10. Support the growing numbers of older people to maintain dignity and independence in their later years	42
	11. A Council wide approach to support Ageing Well in Carmarthenshire	45
In A Healthy, Safe & Prosperous Environment	12. Look after the environment now and for the future	49
	13. Improve the highway and transport infrastructure and connectivity	52
	14. Promote Welsh Language and Culture	55
	15. Building a Better Council and Making Better Use of Resources	60&64

Appendices

1. Legal requirements	69
2. Data on our Well-being Objectives Success Measures	71
3. National Survey for Wales results (published July 2020)	74
4. Whether our results have improved year on year	77
5. Regulatory reports received 2019/20	80
6. Future Generations Commissioner for Wales	81

COVID-19

The COVID-19 crisis has significantly changed the world we live in within the space of a few months. However, we have a statutory duty to publish an Annual Report for last year by the 31st October 2020. There has been no relaxation on this statutory duty due to the COVID-19 pandemic.

In some cases, at the time of preparing this report, Council resources remain committed to dealing with the crisis/recovery and it is therefore not possible to provide as much in-depth analysis and evaluation as we have done in previous years. There may also be some gaps in information available, for instance, the Welsh Government due to the pressures of dealing with the crisis has agreed that comparative *Out turn data* will not be available for 2019-20.

This report has been written to assess performance during *April 2019 to March 2020*. At least 11 months of the year went by before the crisis hit.



COVID-19 TIMELINE

		IMPLICATIONS
FEB	28 th	The first COVID-19 case in Wales was confirmed
	3 rd	CONTAIN PHASE - The UK Government published an action plan for the UK
MARCH	10 th	Carmarthenshire County Council Meeting
	12 th	The UK Government moved to the DELAY PHASE . <ul style="list-style-type: none"> This was in recognition that the virus was beyond containment and steps required around delaying the onset, with the aim of extending and flattening the peak of the pandemic curve. The aim of this is to reduce extreme pressures upon health and social care services to minimise loss of life.
	12 th	All officers moved into <i>Gold Command</i> mode (a command hierarchy used for major incidents)
	16 th	Carmarthenshire's <i>Executive Board</i> met
	18 th	The <i>Chief Executive</i> had to take the decision to suspend all democratic meetings as a precaution
	19 th	A decision had to be taken to close the Authority's administrative buildings to the public to protect staff
	23 rd	Prime Minister Boris Johnson announced a ' lockdown ' in an attempt to halt the spread of the virus. He gave an instruction to the nation <i>to stay at home except for limited purposes, including travelling to and from work, but only where absolutely necessary and the work could not be done from home</i>
		Urgent arrangements were made on: <ul style="list-style-type: none"> Residential and Domiciliary Care School closures for a significant period Provision of childcare arrangements for critical / essential staff to enable them to continue to work whilst schools closed. Business advice, support and intervention Continued refuse collection Enhanced cleaning Community volunteer coordination and support. Rapid reduction in services and move to home working enabled by IT readiness, staff communications and support, revision of HR policies Redeployment of staff from non-critical to critical Financial losses from closure of leisure centres, catering services, loss of car park income, trade waste income etc. and increased expenditure
JUNE	10 th	On the 10th June, County Council meetings were restored via digital means

When the going gets tough...

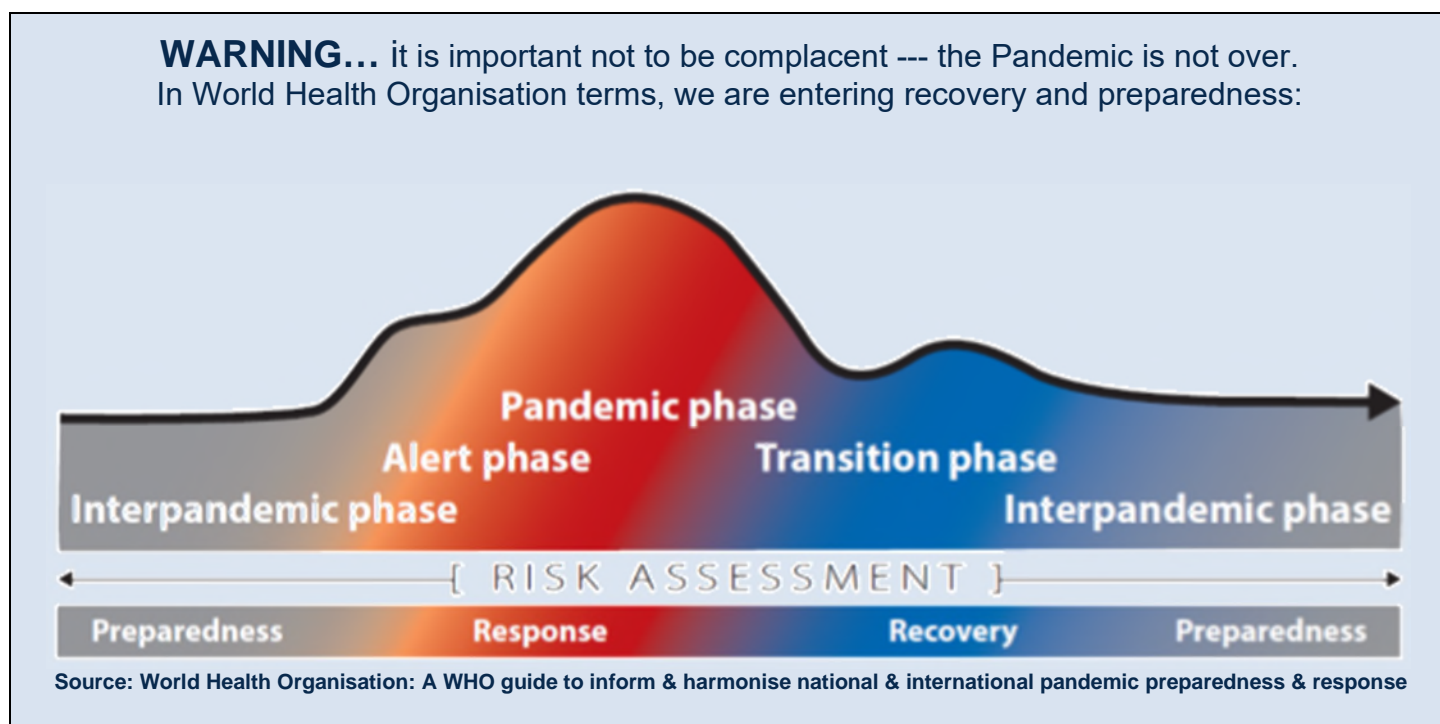
This period was an enormous challenge and the organisation pulled together in a crisis to ensure that we supported our residents and communities. It saw the best of us in commitment, conscientiousness, compassion, and creativity for the well-being of our communities.

To make sure that we learn from this unprecedented experience as we reintroduce our services and re-set our strategic and operational priorities, we will be identifying our key learning points at an organisational level and across the breadth of our services. One thing is evident, we cannot and will not be returning to the pre COVID-19 “status quo”.

RECOVERY is based on four key stages:

- Baseline (Pre-pandemic state) - this report covers this stage
- Emergency protection phase (acute lockdown period)
- Prepare and adapt phase (phased lifting of restrictions)
- Prevail (new normal)

This report will provide useful baselines to help gauge recovery.



At the time of writing this report on 2019/20 we are undertaking a detailed Community Impact Assessment that will look at the impact of the pandemic and at whether changes to how we do things (the working practices of ways we deliver services) are likely to have a positive or negative impact.

Our Annual Report on 2020-21 will fully evaluate the year and the COVID-19 pandemic effects on our services.

Introduction

In June 2018, we published a *New Corporate Strategy for 2018-23*. This document is an Annual Report that examines our progress in the second year 2019/20 of the Strategy.

It 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. It is also a statutory duty under the Local Government Measure (Wales) 2009 and the Well-being of Future Generations Act 2015.

Working with Partners

As a Council we are not alone in working to improve the lives of Carmarthenshire's citizens. We are collaborating with other public bodies. We have set up a *Public Services Board* (PSB) and this partnership has published a [Carmarthenshire Well-being Plan](#). All the separate public bodies in the partnership publish their own Well-being Objectives and we will be working to meet many common objectives. The PSB has also published an [Annual Report for 2019/20](#)

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. During 2019/20, we have revised our SEP and our Strategic Equality Objectives.

To develop the equality objectives, we have engaged with our residents, engaged with our workforce and used relevant information. This information includes Equality and Human Rights Commission (EHRC) research reports and Welsh Government reports and policies.

Public services in Mid and West Wales joined together to ask the public their views on equalities. This included a survey and engagement events during May-June 2019. The survey gathered views on how people from different backgrounds experience six major areas of life.

- Education
- Work
- Living Standards
- Health
- Justice and Personal Security
- Participation.

The partnership included Ceredigion County Council, Carmarthenshire County Council, Pembrokeshire County Council, Powys County Council, Dyfed Powys Police, the Police & Crime Commissioner, Hywel Dda University Health Board, Powys Teaching Health Board, Mid & West Wales Fire & Rescue Service, Brecon Beacons National Park & Pembrokeshire Coast National Park.

During the year, the Carmarthenshire Disability Partnership, chaired by the Executive Board Disability Champion has continued to develop, with a key aim of making sure that services delivered by the Council meet the needs of disabled people throughout the county. One of the key areas of work during the year was involvement in Pentre Awel (formerly known as Delta Lakes Well-being village). The project team engaged the Carmarthenshire Disability Partnership (CDP) during the design development phase to allow due consideration to be given to accessibility and inclusivity in relation to building facilities and layout.

Arup – the design consultants for the project – presented plans/schematics to the CDP as they evolved and sought feedback on a number of topics within the remit of the Group, including: welfare provision (accessible toilets), public transport, disabled car parking, hydrotherapy pool access, changing places facilities and accessible public realm environments.

Welsh Language (also, please see *Well-being Objective 14*)

We are continuing to implement the *Welsh Language Standards* across the Council with significant internal communication work undertaken during 2019-20. Messages about the Standards were conveyed to staff through presentations by the Policy Team, through the communication streams maintained by Marketing and Media and through the Departmental Language Leaders. More intensive work conveying messages about the Standards and the use of Welsh in the workplace was also undertaken at various events across the Council's buildings on *Diwrnod Shwmae*, on St David's and at other times during the year.

During 2019-20, work was undertaken with the Leisure division to promote compliance with the Standard on courses for the public. An in-house training video was commissioned to advise staff how to provide Welsh medium swimming lessons within a bilingual setting. The video led the staff through the whole process of providing swimming lessons, from registering the child, to offering feedback to parents and to providing the training sessions themselves. The video ensured that the lesson was undertaken in Welsh without slipping back into English and ensured that staff understood the requirements of providing lessons as well as dealing with parents. Following the training, a survey was carried out to gather staff impressions of the video and to ask what further support they would need. As a result, further training was provided, which took the form of Welsh swimming terms workshops in Ammanford, Llanelli and Llandovery during February 2020.

The *Welsh Language County Strategic Forum*, which continues to be led by the Council and includes representation from the county's language promotion organisations, as well as public bodies with language officers, has also continued with its role of developing a programme of promoting the Welsh language in the county and instigated much joint planning for the implementation of the Carmarthenshire Promotion Action Plan, which is in line with the Promotion standards. The forum met four times and specific attention was given to pre-school years, planning, population movements, young people and Welsh for adults.

Life is for living, let's start, live and age well in a healthy, safe and prosperous environment



Well-being Objectives

1. Help to give every child the best start in life and improve their early life experiences.

2. Help children live healthy lifestyles.

3. Continue to improve learner attainment for all.

4. Ensure all young people are in Education, Employment or Training (EET) and are following productive learning & career pathways.

5. Tackle poverty by doing all we can to prevent it, helping people into work & improving the lives of those living in poverty.

6. Creating more jobs and growth throughout the county.

7. Increase the availability of rented and affordable homes.

8. Help people live healthy lives (tackling risky behaviour & obesity).

9. Supporting good connections with friends, family and safer communities.

10. Support the growing numbers of older people to maintain dignity & independence in their later years.

11. A Council wide approach to supporting Ageing Well in Carmarthenshire.

12. Looking after the environment now and for the future.

13. Improving the highway and transport infrastructure and connectivity.

14. Promoting Welsh language and culture.

15. Building a Better Council and Making Better Use of Resources

How we measure the success of our Well-being Objectives

See *Appendix 2* for details of all of the success measures

The Council is working with local, regional and national partners to improve the following measures.

Well-being Objectives		Key success measure	Previous result	Most Current Result
Start Well	WBO 1 - Help to give every child the best start in life and improve their early life experiences. More detail on Page 13	% Children in care with 3 or more placements in the year	10.4	8.6
	WBO 2 - Help children live healthy lifestyles. More detail on Page 16	% Children overweight or obese	29.4	26.6
	WBO 3 - Support and improve progress and achievement for all learners. More detail on Page 19	Average Capped 9 points score for pupils	363.1	367.2
	WBO 4 - Reduce the number of young adults that are Not in Education, Employment or Training. More detail on Page 22	Year 11 leavers Not in Education, Employment or Training (NEETs)	1.8	Not available
Live Well	WBO 5 - Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in poverty. More detail on Page 26	% Households Living in Poverty	35.5	33.7
	WBO 6 - Create more jobs and growth throughout the county. More detail on Page 29	Median Gross Weekly Full-time Earnings (£)	511.3	536.5
	WBO 7 - Increase the availability of rented and affordable homes. More detail on Page 32	Number of affordable homes in the County	247	315
	WBO 8 - Help people live healthy lives (tackling risky behaviour & obesity). More detail on Page 34	% of adults who say their general health is Good or Very Good	66	70

Well-being Objectives		Key success measure	Previous result	Most Current Result
Age Well	WBO 9 - Support good connections with friends, family and safer communities. More detail on Page 38	% Say they have a sense of community	47.7	51.6
	WBO 10 - Support the growing numbers of older people to maintain dignity and independence in their later years. More detail on Page 41	% Agree there's a good Social Care Service available in the area	56.2	47.5
	WBO 11 - A Council-wide approach to support Ageing Well in the county. More detail on Page 44	% of people who are lonely	18.3	16.2
In A Healthy, Safe & Prosperous Environment	WBO 12 - Look after the environment now and for the future. More detail on Page 48	% Waste reused, recycled or composted	58.95	64.66
	WBO 13 - Improve the highway and transport infrastructure and connectivity. More detail on Page 51	% roads that are in poor condition Class A, B & C	5.2 4.2 12.5	5.4 4.7 12.5
	WBO 14 - Promote Welsh Language and Culture. More detail on Page 54	% Can speak Welsh	37.8	37.4
	WBO 15 - Building a Better Council and Making Better Use of Resources. More detail on Page 59	Number days lost due to sickness absence	9.8	10.7

Outcome Measures

The Well-being Future Generations Act promotes a shift in focus from service productivity, to all public bodies working together to progress outcomes that improves the quality of life of citizens and communities, both now and in the future.

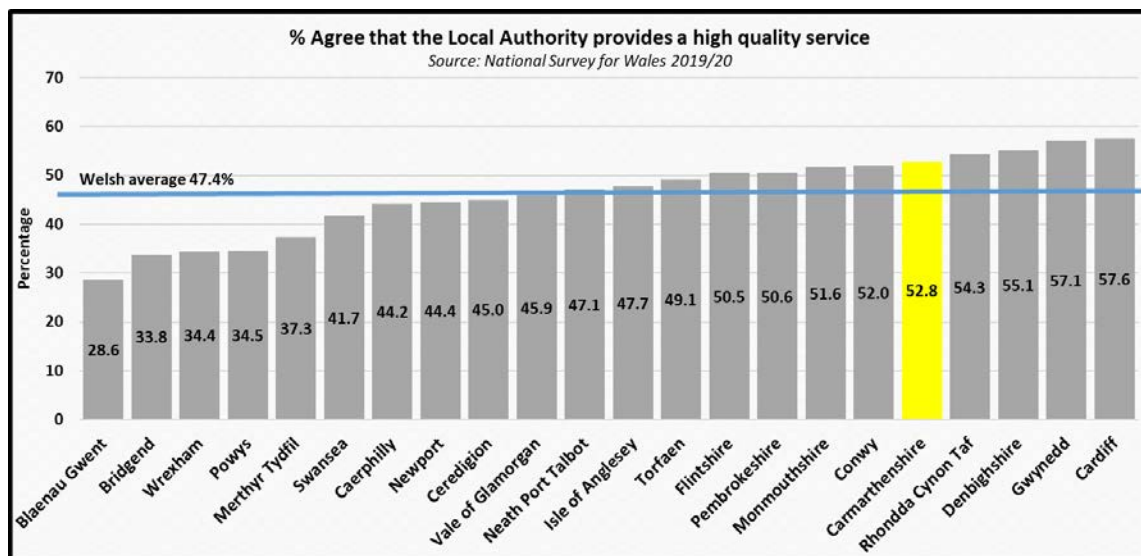


National Survey for Wales

The published results are based on around 12,000 interviews carried out across Wales between April 2019 and March 2020. Over 600 were interviewed in Carmarthenshire.

The 2019/20 [headline results](#) were published on 14th July, 2020 with additional information being published by Welsh Government as and when available.

On providing a **high quality service**, we have moved from 8th to 5th place and improved on the previously available result of 51% (2016/17).



We have extracted the results currently available at Local Authority level and ranked the results for all 22 authorities from worst position (22nd) to best (1st) - **See Appendix 3.**

Please note that not all of these results are attributable to the Councils performance.



[Link to Welsh Government's National Survey for Wales](#)

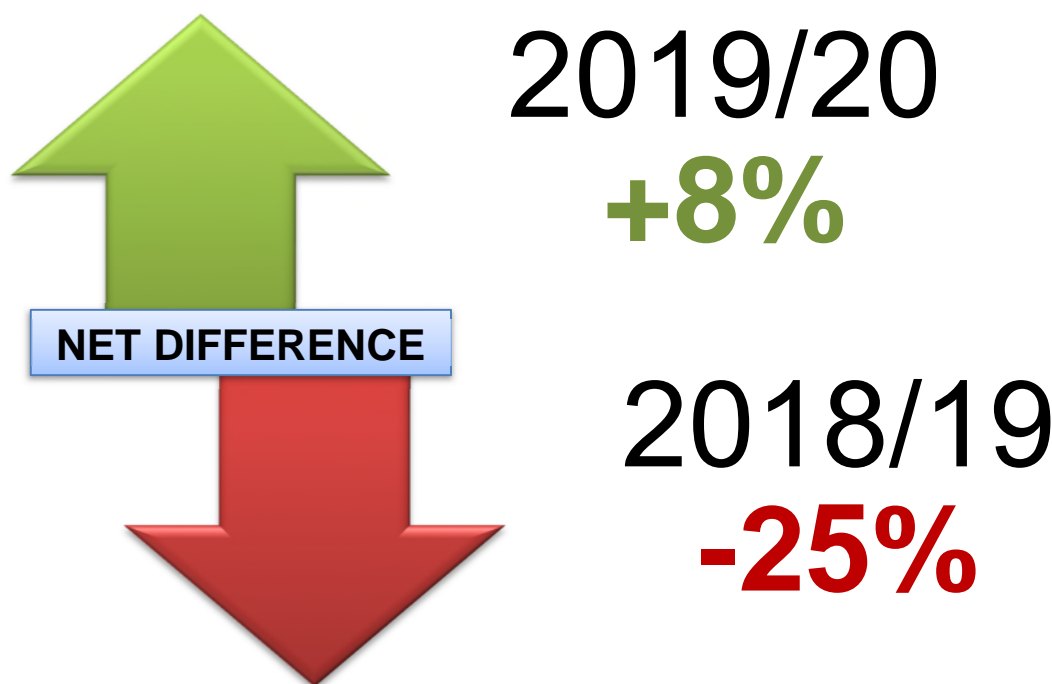
Consultation undertaken by the Council

- ❖ Throughout the year, a number of consultation and engagement projects were conducted. These included but were not limited to consulting on; Reviewing Licencing Policy; Period Poverty in association with the Youth Council; Road closures and Forward Planning.
- ❖ The *Budget Consultation* attracted the highest participation rate in over five years, 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. This increase in participation was largely attributed to the promotion of the consultation, along with the revised format of the online survey. The results from the engagement with citizens gave members a clear indication of the services they would like to safeguard which resulted in some proposals being removed. *Examples of proposals removed after negative comments from the public included, the closure of Whitland Household Waste Recycling Centre; the closure of public toilets; the reduction to the Youth Support Services budgets; and the proposed increases to cemetery charges.* This underlines the importance of full engagement ensuring that individuals throughout Carmarthenshire are listened to therefore assisting members to make key decisions.
- ❖ We have reintroduced staff surveys to ensure that staff views are heard regarding the organisation. The 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. Staff have been asked to give their views on communications received corporately and from management, health and well-being. A number of key actions have emerged from the data collected which have now been implemented across the organisation.

Public Accountability Measures

There is also a National suite of measures that all Councils in Wales have to collect, but due to COVID-19, the results for all authorities are not available for comparison. We can however report our own results.

More measures improved than declined during 2019/20 despite sustained budget reductions, increased demand and expectations.



Year	Improved	Constant	Declined	Net Difference (Improved - Declined)
2019/20	47% (13 measures)	14% (4 measures)	39% (11 measures)	8%
2018/19	36% (12 measures)	3% (1 measure)	61% (20 measures)	-25%

Regulatory Verdict

During the year our Regulatory bodies issued a number of reports on Council Services and these are listed in **Appendix 5**



<https://www.audit.wales/>

<https://www.estyn.gov.wales/language>

<https://careinspectorate.wales/>

Start Well





Well-being Objective 1

Start Well - Help to give every child the best start in life and improve their early life experiences

The number of Children Looked After has *significantly reduced*

Carmarthenshire has the lowest number of children in care throughout Wales, and figures are reducing steadily year-on-year with more and more families being supported to stay together.

Supporting Families to stay together

- ❖ One of the simplest, yet most effective, changes made in recent years is to **integrate** and align teams working across children's services and education and bringing staff with specialist skills together to provide a whole team around a family in need, opposed to attaching a single social worker to an individual case.
- ❖ This **collaboration** has allowed sharing of skills, perspectives and ideas to provide a bespoke package of support for each family, as well as creativity in finding different ways of linking in with families and keeping them together.
- ❖ Teams focus on **involving** families and building relationships with families to fully understand their needs, and what intervention will work best for them – often inviting families to work with them to commission tailor-made specialist support ensuring their needs are met in a way that best works for them.
- ❖ **Prevention** and early years intervention is also a key feature – in a recent six months period, the service supported 18,000 families with a range of community-based services to build resilience and prevent the need for families to have contact with the statutory social care system.
- ❖ It is not about targets, but about keeping families together **long term**, and reducing the number of children requiring care without ever compromising safe practice. There is a willingness to work differently and try new approaches to support families in need and prevent them from needing our services.



"Carmarthenshire Council is doing some great work to keep families together and avoid children going into care. Carmarthenshire stands out because the team is prepared to think and do things differently. As First Minister, I want to build on the work happening here, understand why it is having an impact and to share the good practice throughout Wales so we can help to keep more families together."

Mark Drakeford - First Minister of Wales

Why it is important

- Because giving every child the best start in life is crucial to reducing inequalities across the life course
- Early intervention is key to long term health and well-being. What happens during these early years has lifelong effects on many aspects of health and well-being – from obesity, heart disease and mental health, to educational achievement and economic status
- Because Looked After Children (LAC) are more likely to have been exposed to multiple risks associated with poor long term outcomes before entering care.

Success Measure



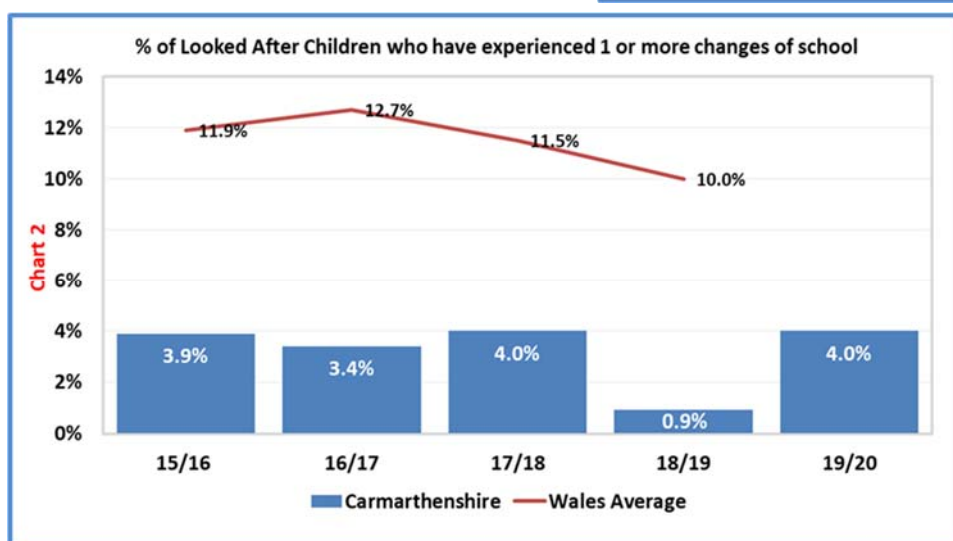
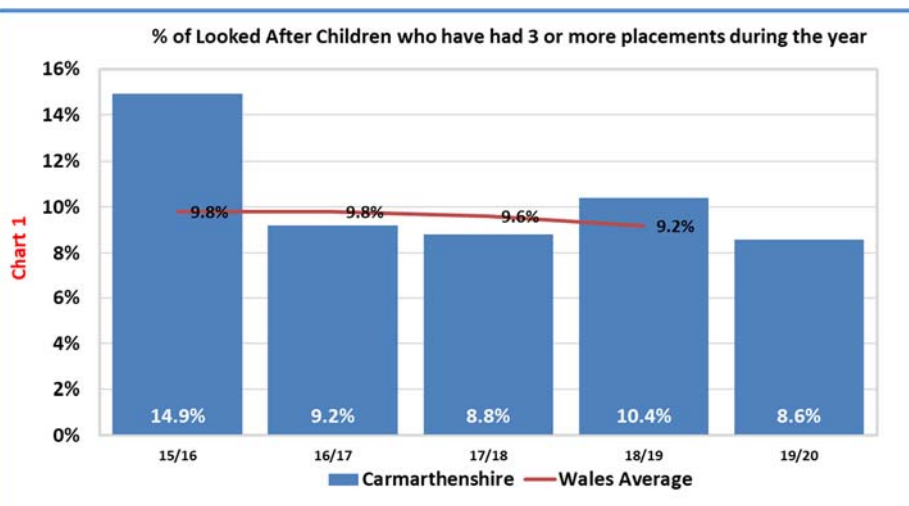
The % of children in care who had to move 3 or more times has reduced to **8.6%**



Explaining the Results

We are pleased to have seen an improvement in placement stability with a reduction in the number of children having moved 3 or more times during 19/20, with 8.6% (14 out of 163) compared to 10.4% (19 out of 183) in 18/19 and below the Welsh Average of 9.2%. *(See Chart 1)*

We consistently perform well in maintaining looked after children in the same school, which is also an important factor in improving outcomes.



During 19/20 4 out of 101 children changed schools *(See Chart 2)*. Remaining in the same school is not always in the best interests of a child e.g. distance to travel or academic needs not being met. In the **long-term** our focus is on **prevention** and maintaining children at home with families and out of the care system wherever possible, as well as providing extra resources for foster carers to support the children in their care to maintain placement stability and avoid the need to move wherever possible.

Progress made

- ⊙ We have continued to **transform children's social work practice** integrating **systemic practice and Signs of Safety** into a coherent approach to delivering children social work services. It has been informed by research as well as feedback from stakeholders.
- ⊙ We have continued to extend and refine the **TAF (Team Around the Family)** approach across the county for 0-25-year olds. The new TAF in schools team commenced 1/4/19.
- ⊙ The **30 hours free Childcare Offer** has now been available county wide for over a year to all eligible working parents/carers. **1,222** applications have been processed to date. **203** childcare providers have registered, and another 168 are currently taking part. On Average £143,000 is paid to Childcare Providers in Carmarthenshire per month. This is a significant saving for many families who are reporting now being able to plan their first ever family holiday and consider working additional hours.
- ⊙ We have reviewed our **services for disabled children**, young people and their families with the setting up of a 0-25 'through age' model which will deliver a consistent care pathway with input from health and education based on need, not age so that children and their families receive the services they need, when they need them and where they can best access them.
- ⊙ The **Families First (FF)** programme (0-25 years) continues to deliver early intervention support services for disadvantaged children, young people and families. The three focus areas are: - Parenting, Young People and Disability support. During 19/20 projects supported 11,682 individuals (3,890 families).
- ⊙ **Flying Start** early years' service has been undergoing a 3-year expansion to increase capacity and is now being delivered across 18 areas covering 767 post codes across Carmarthenshire to families with children aged 0-3 living in some of the most disadvantaged areas.

Celebrating success of Looked After Children and Care Leavers

The Annual celebration of the achievements and accomplishments of Looked after Children and Care leavers took place in the Xcel Bowl, Carmarthen on 25th October 2019.

Awards were presented for success in school, art, music, sport and for volunteering.



*As Corporate Parents we have a responsibility to ensure that all our children and young people succeed and are supported to achieve their aspirations. Well done to all who received awards and to all our partners for their support. A special thank you to a newly former choir, **VOICES ALOUD** who entertained us and persuaded us to sing!*



The way we work

Working together for disabled children Delivering what families want - not what we think they want.

By working together with the parents of special needs disabled children and including them every step of the way we achieved a better afterschool and holidays scheme.

The parents and volunteers involved, remain involved to ensure the children have a good time. It was not a quick fix, but it worked. One parent said "knowing the Council is on your side is just brilliant - it's a way of being"

"This new way of working together has developed relationships and is a true reflection of collaborative working and co-production. For the approach of co-production to work, there must be investment in the process. It provides a greater understanding of customer needs and builds relationships.

Sarah Bolton, Inclusion co-ordinator



The work won the Council's annual award for Transformation, Innovation and Challenge



**Executive Board Member For Education & Children
Cllr Glynog Davies**



Well-being Objective 2

Start Well - Help children live healthy lifestyles

Obesity in children in Carmarthenshire is reducing

The obesity rate in Carmarthenshire is at its lowest point for four years. This remains a long term invest to save objective ensuring the long-term health of children.

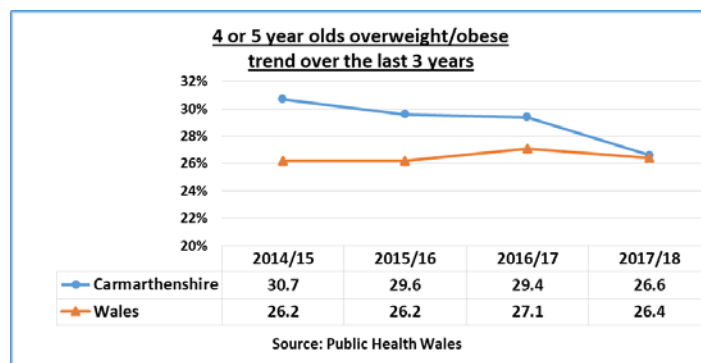
Why it is important

- The Play Sufficiency Assessment identified playing outside as the most popular setting for children but also found that 32% of parents worried about their child's safety.
- Assessment engagement activity with primary school children showed being physically active to be the second most important factor for the positive well-being of children.
- Living healthy lives allows children to fulfil their potential and meet education aspirations.
- Habits established early in life remain with people to allow them to play a full part in the economy and society of Carmarthenshire.

Success Measure

26.6% of children are overweight or obese

(An improvement on the previous year)

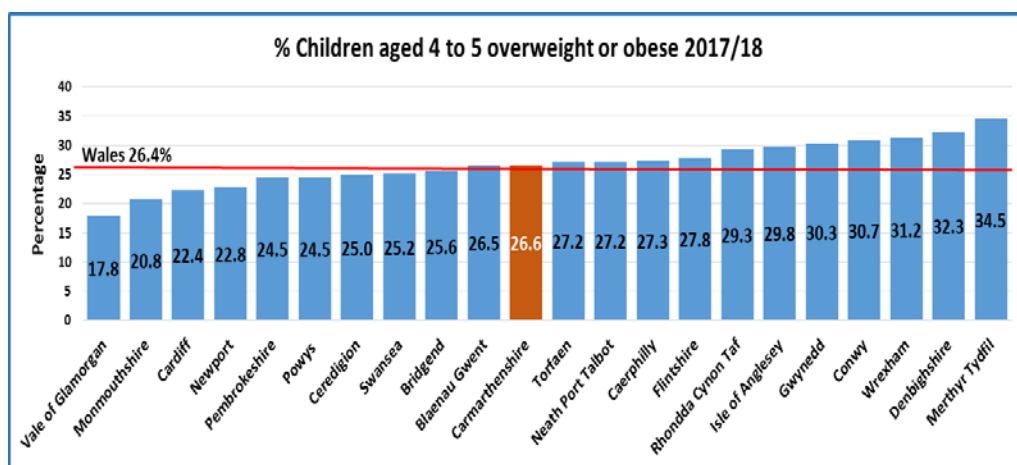


Explaining the Results

The most recent Child Measurement Programme for Wales data is for 2017/18 published in May 2019. Due to COVID-19 implications we are not sure when the 2018/19 data will be published by Public Health Wales.

The programme of child measurements is carried out with children attending reception class in schools in Wales. In 2017/18, 93.2% of eligible children participated in the programme in Carmarthenshire, with 94.1% in Wales.

- There has been a downward trend in the % **of overweight or obese** children aged 4 to 5 in Carmarthenshire over the last 4 years. From **30.7%** in 2014/15 to **26.6%** in 2017/18 and moved from 3rd highest to **11th highest in Wales**. The gap between us and the Welsh average has closed and currently just above the figure of 26.6%.



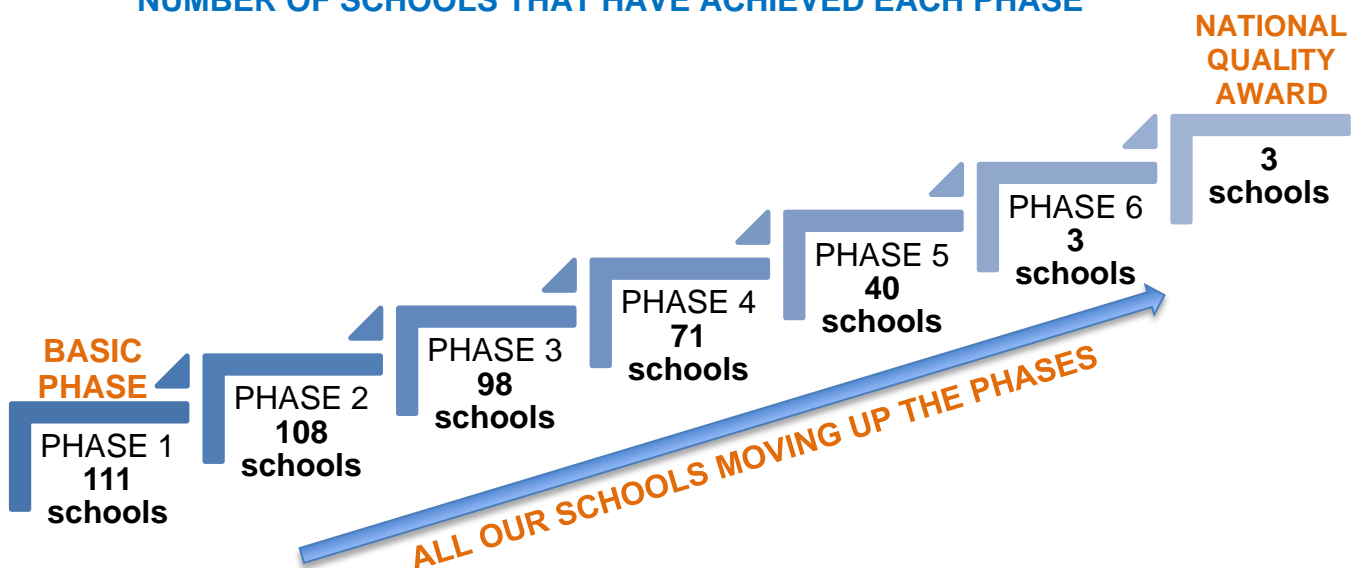
- The proportion of children who are **obese** has reduced slightly from 14% in 2016/17 to **13%** in 2017/18.
- Obesity in childhood often persists into adult life, leading to related health problems like type 2 diabetes, liver disease, higher rates of heart disease, and some cancers.

Progress Made

Increasing Physical Activity:

- ⦿ We have 86 settings in the community (cylchoedd Meithrin, libraries, etc) delivering *Actif Storytime* (a sector-leading activity initiative that gets children active through storytelling)
- ⦿ Our *Actif Passports* for children have also been hailed as such an effective model that Sport Wales have invested in a National Partnership with us, together with Welsh Triathlon and physical literacy consultants from Cardiff Metropolitan University to create a triathlon passport to be rolled out across the whole of Wales. The Carmarthenshire-based development has led to 30 schools, 37 of their staff and over 1,000 pupils being exposed to fun and progressive triathlon activity during the year.
- ⦿ Number of *attendances at Sporting Opportunities* facilitated by Sport & Leisure Officers was just over 205,000 attendances. This was less than the previous year's attendances (230,000) in the main due to Storm Dennis and the cancellation of significant big events in March due to COVID-19.
- ⦿ The [Healthy Schools' Scheme](#) is now in its 16th year with all our schools now on board the scheme. 36% of schools have *achieved Phase 5 of the Healthy Schools' initiative* and 3 schools (Ysgol Feithrin Rhydaman, Peniel and Nantgaredig) have achieved the *National Quality Award*.

NUMBER OF SCHOOLS THAT HAVE ACHIEVED EACH PHASE



- ⦿ Nearly 26,000 young people (0-16) have accessed *free swim sessions*, an increase from 20,000 the previous year.

Mental Health:

- ⦿ Courses for Teachers on Well-being / pastoral issues at their school were well attended with 36 teachers attended a 1-day *Mental Health Awareness Course* and 25 teachers attended a 2-day *Youth Mental Health First Aid Training Course* leading on.
- ⦿ Educational Resources regarding Anti-Bullying were placed on the Healthy Schools Network on Hwb, reminding schools of the *National Anti-Bullying Campaign* which was held in November - *'The Change Starts with Us'*. Schools were also introduced to the child friendly *'Self Care' apps* that can be downloaded onto mobile phones which can support young people with Mental Health issues.

Healthy Eating:

- ⦿ 95% of children looked after were *registered with a GP* within 10 working days of the start of their placement. We continue to perform well and above the All Wales 18/19 figure of 90.6%
- ⦿ We have continued to ensure that schools are abiding by the *Healthy Eating in Schools Regulations* during cluster meetings, school visits and assessments

HARRI a HETI

A story by Carmarthenshire children, for children, on the effects of eating too much sugar.

The Library and Education Service got together to hold a competition to write a story or poem on the long-term implications of eating too much sugar.

The aim was to contribute to the early intervention and prevention of the incidence of obesity in children since this is a problem in Wales.

The involvement of the children was a key objective and a book was published, solely written

and designed by the children from schools throughout Carmarthenshire.

All libraries and schools throughout Carmarthenshire will be presented with the book to promote it.

'Growing in the Outdoors'

This project extends on the *innovative practice of a group of 33 schools* in Carmarthenshire who worked alongside each other last year to creatively develop learning opportunities for pupils that embraced elements of the four core purposes of our new curriculum. The emphasis was on the health and well-being of pupils and staff last year as well as their creative and literacy skills, working alongside NAWR and utilising the outdoors as much as possible. A host of local artists, poets, authors and outdoor practitioners will assist in ensuring that our schools are well supported in using their locality as part of the pupils learning experiences.



Executive Board Member For Education & Children
Cllr Glynog Davies



Well-being Objective 3

Start Well - Support and improve progress and achievement for all learners

Examination Outcomes Continue to Improve

Carmarthenshire's performance at GCSE continued to improve with 58.5% of our learners achieving the Level 2 Inclusive indicator (at least 5 number GCSE passes at grade A* to C including mathematics and language). This result places us comfortably above the Wales average of 53.8%.

Revised examination specifications and a National re-emphasis on pupil progress and wellbeing mean that we have to be cautious when considering any comparisons with the performance trends from previous years' data.

Within Carmarthenshire, we continue to emphasise and focus on the progress our learners achieve from their individual starting point and firmly believe that this is the true measure of success in celebration

Why it is important

- We all want all of 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, to enable them to thrive in 21st Century living and the world of work.
- Research by *The Institute of Education* suggests that attending a good pre-school and primary school can have more impact on children's academic progress than their gender or family background (Taggart, 2015)
- Our service remains committed to both the principles and priorities as outlined in the Welsh Government's most recent strategic document [Education in Wales: Our National Mission](#).

Success Measures



367.2 is the average score
(best 9 exam results) for Year 11
pupils



6th highest in Wales
Source: StatsWales



93.9% Attendance
at Primary Schools



93.5%

Attendance at
Secondary Schools

*Primary Schools attendance has remained
the same as the previous year while
Secondary attendance has declined further
(Primary 93.9% & Secondary 93.8%)*
Source: StatsWales



95%
are satisfied with
their child's
primary school



(Up on the previous year of 84%)
89% in Wales

Source: National Survey for Wales

Explaining the Results

- The average score based on the **best 9 exam results** for Year 11 pupils during 2019/20 (2018/19 Academic Year) is 367.2 where girls had an average score of 378.5 and boys 356.4. This is an improvement on the previous year and well above the Welsh average of 354.4.
- **School attendance** in Carmarthenshire's Secondary schools has declined further during 2019/20 (2018/19 Academic Year) to 93.5% with Primary school attendance has stayed the same result as last year at 93.9%. There will be robust consultation with Governors, Headteachers, Educational Welfare Service and related professionals to develop an action plan to improve school attendance moving forward.
- According to the 2019/20 [National Survey for Wales](#), 95% of participants were satisfied with their child's primary school in Carmarthenshire, this has increased from the previous year of 84% and above the Welsh average. This could be volatile dependant on the households questioned during the year.

Progress Made

- Secondary school pupils in Carmarthenshire are celebrating GCSE pass rates above the national average again this year. Almost 71% of pupils have achieved a grade C or higher, with 21.3% awarded the top A*- A grades - both higher than the averages for Wales. Standards in English Language and English Literature continue to improve across the county, with 63.5% and 80.5 per cent of entries, being awarded a C grade or above. Pupils continue to achieve strong progress in their Welsh language skills with 72 per cent of entries in Welsh Language and 88 per cent of entries in Welsh Literature attaining a C grade or better, an upward trend that bucks the national trend. Pass rates in Biology, Chemistry, Physics and Maths have also continued to improve and surpass the Welsh averages.
- The Welsh Government's National Categorisation of schools in Wales puts schools into one of four colour-coded support categories - green, yellow, amber and red - to demonstrate the level of support they need.

	Green	Yellow	Amber	Red
2019	40 ↑	49 ↓	19 ↓	4 ↑
2018	35	54	21	2
- The Delivery of all Band A and B commitments identified in the Modernising Education Programme have continued, with most projects within the Band A Programme having been completed. Further schemes are being progressed for the remaining projects. The Band B project for Five Roads has commenced and the scheme for Ysgol Pembrey has also been approved by Welsh Government. These commitments mean our children and young people will receive a world class education in safe and stimulating environments.
- Carmarthenshire School Improvement team continues to provide a clear and tight focus on school leadership working within schools and settings to help them achieve their goals, offer guidance and ensure best practices are followed. Work has built effectively on each school's previous support and challenge for leadership provision in an ongoing manner focused on; Support Visits; ensuring accurate and transparent self-evaluation processes in schools; providing leadership opportunities through participation in the ERW leadership development programme; informative and developmental 'Leadership Seminars and participation for nominated HTs to share strategic roles within our four Strategic Forums.
- The Executive Board supported plans to change the language of education at five local primary schools. Under the proposals, foundation phase classes in September 2020 at Ysgol Y Ddwylan (Newcastle Emlyn), Ysgol Griffith Jones (St Clears), Ysgol Llangynnwyr (Carmarthen), and Ysgol Llys Hywel (Whitland) will be taught in Welsh until they reach age seven, when parents can then decide the language they want their children to continue learning. From January 2020, children starting at Llandovery's Ysgol Rhys Pritchard are taught through the medium of Welsh up to the end of year six, aged 11. Our intention is to move these schools along the language continuum, coinciding with our five-year plan and our Welsh in Education Strategic Plan. As a county, our aim is to see each pupil at the end of key stage two completely bilingual and confident in using the English and Welsh language.
- We have continued to improve the suitability and ICT resources within schools to ensure that all newly built schools have the latest digital technologies and infrastructures in place to deliver 21st century education.
- We are also working closely with Welsh Government as a lead Authority, steering, influencing and planning for the £5 million Digital Education grant which we will receive for Carmarthenshire Schools over the next 3 - 4 years.
- Officers have been working in partnership with Headteachers and Chairs of Governors in regard to their budget deficits. Recovery actions have been agreed and these will be monitored by officers. COVID-19 and school closure due to the national lockdown impacted on progress however, schools have realised some efficiencies.

Llanelli school's quality recognised by major award



Close to a year after its official opening, Ysgol Pen Rhos, a £10.2 million primary school was highly commended in the school project of the year category at the prestigious Education Buildings Wales Awards.

Officially opened in June 2018, the school features facilities including a flying start nursery, solar panels and classroom terraces for outdoor lessons.

A 3G pitch has also been made available for school and community use, as well as hard and soft landscaping areas. Features

including brickwork and pitched roofs have been incorporated to reflect the industrial heritage of a neighbouring terrace of houses, alongside the use of more contemporary features like metal and wooden cladding. The project also delivered community benefits including training & local employment. Funded by Carmarthenshire County Council's Modernising Education Programme and the Welsh Government's 21st Century Schools initiative.

The school was initially developed and then delivered, and project managed by Carmarthenshire County Council's in-house Property Design Team, working with HLM Architects. Ysgol Pen Rhos was constructed by T Richard Jones (Betws) Ltd and winning the award for the quality of the school's design and build is worthy recognition for an outstanding team effort that involved the council and its partners, as well as staff and pupils.

The inclusion of environmentally friendly features also means the school will be sustainable for many years to come, with the availability of outdoor learning and landscaped areas sure to inspire pupils now and in future.

This work has led to a facility that provides a world class learning environment, while celebrating Llanelli's rich industrial heritage. Ysgol Pen Rhos is among many completed or planned projects in Carmarthenshire that show how seriously we take our commitment to providing the county's children and communities with top quality facilities that meet the needs of the 21st century.

The way we work

CARMARTHENSHIRE INSIGHT

Young people from Carmarthenshire's Secondary Schools came together with Executive Board Members and the Corporate Management Team to discuss 12 key issues for our County. Each group discussed 2 issues e.g. Welsh language, education, climate, leisure and culture. They discussed and agreed on recommendations for creating more effective and efficient services. The young people were challenged by Executive Board Members and their peers and we had very mature and honest discussions. Everyone made constructive, professional comprehensive contributions – these are the leaders of the future!



Executive Board Member For Education & Children
Cllr Glynog Davies



Well-being Objective 4

Start Well - Ensure all young people are in Education, Employment or Training (EET) and are following productive learning and career pathways.

Work towards ensuring EET continues

Published results for the numbers of NEET are currently unavailable for those students leaving schools in Wales during 2019. The results are obtained from Careers Wales Destination Survey which was not concluded in March 2020 due to the COVID-19 outbreak. However, work to ensure that all our young people will remain in Education, Employment and Work Based Training has continued and confirmation has been received that European Social Funded projects will continue until August 2021

Why it is important

- Reducing the number of NEET young people reduces the effects of poverty and the wider cost to society of support services, reliance on benefits and offending.
- It is essential to maximise the life opportunities of children, ensuring that as many young people as possible are able to progress to school 6th forms, Further Education Colleges, apprenticeships, training provision or work.
- It enables young people to contribute positively to their local communities.

Success Measures



1.8% year 11 pupils &

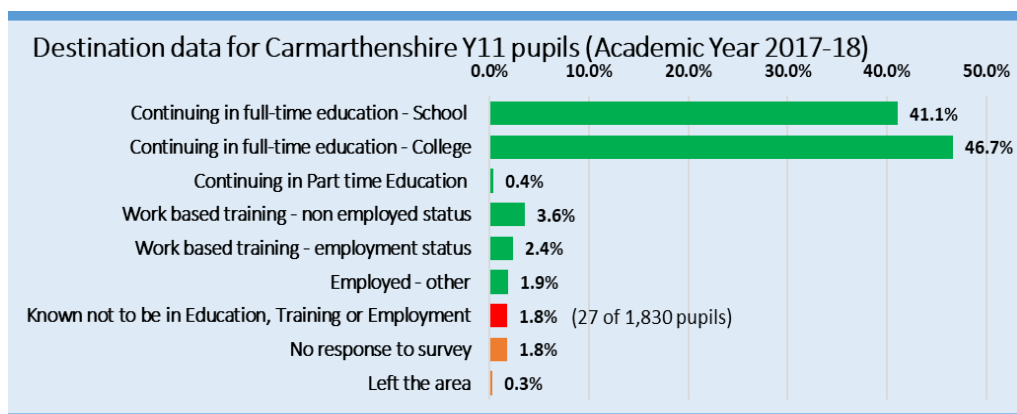
4.9% year 13 pupils

are Not in Education, Employment or Training (NEET)
(Previous year - Yr 11: **1.4%** & Yr 13: **3.0%**)

Explaining the Results

The Office for Statistics Regulation have stated that results for this measure will not be published this year due to changing their data gathering and release practices, focussing efforts on priority analysis and statistics for as the demand increases for statistics and data to measure the impact of the COVID19 pandemic. **The last available data for 2018/19 (Academic year 2017-18) is represented above and below:**

- 1.8%, or 32 of **Year 11** pupils becoming NEET equated to 96.1%, or 1,743 pupils remaining in Education, Employment or Training. A small number of pupils (38), either did not respond to contact or were known to have left Carmarthenshire. The result ranked 14th in Wales and above the Welsh average of 1.6%.



- 4.9%, or 33 out of 673, **Year 13** pupils were known to become NEET, with 41 pupils either not responding to contact or being known to have left the area. Factors previously affecting the result include the rising cost of higher education, young people's awareness of training and employment opportunities and limited identification of this group of young people by schools following the A Level results. We will seek qualitative data to improve on this situation.

“I liked having a chance to talk about stuff that worries me”

A young person was referred to the Cynnydd project having moved into the area a year previously and despite being on roll at a local secondary school, had not attended at all.

Careers Wales organised a work placement and helped the young person to develop a plan for the future. The School Engagement Team saw the young person for 2 sessions a week. 1 to 1 support was given to achieve a qualification and support regarding healthy relationships and anger management, as well as focusing on raising self-esteem, confidence and aspirations. Group sessions included a range of activities including speaking and listening, STEM activities, challenging prejudices and improving social skills. The young person was also signposted towards local youth clubs and boxing clubs, and was offered support to attend these clubs if they so wished.

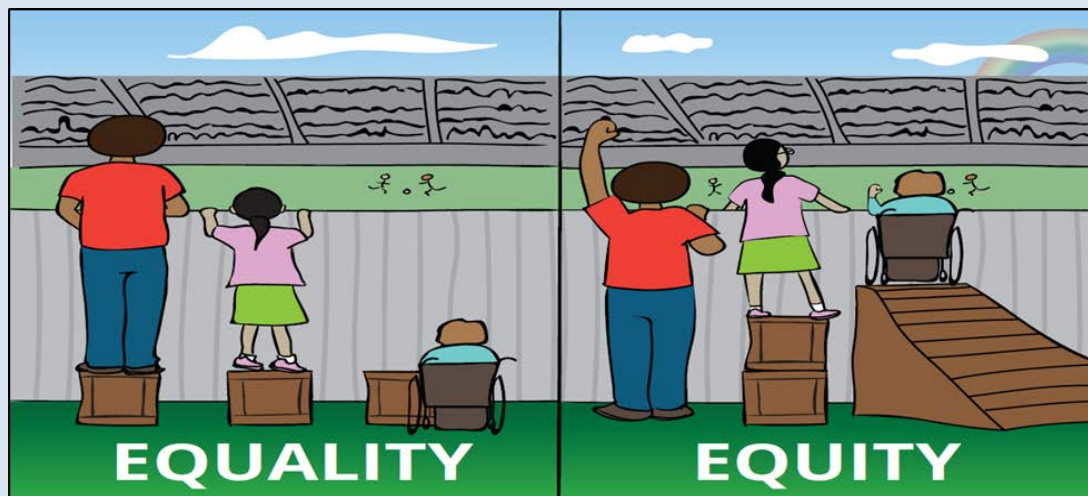
The young person engaged very well and completed a BSC qualification and a Word Processing OCN from Agored Cymru. The YP has made great progress with developing social skills and managing emotions/feelings. YP is more positive about the future and better recognise that actions have consequences. This person commenced a traineeship and was no longer NEET.

Progress Made

- ⦿ We have continued to deliver the local elements of the Cynnydd and Cam Nesa European Social Fund projects. Many young people at risk of becoming NEET have achieved qualifications, progressed into employment, education or training and have improved their attendance, attainment and behaviour as a result of Cynnydd interventions.
- ⦿ Over the past 5 years, people with learning disabilities in Carmarthenshire, Pembrokeshire and Ceredigion have worked together to develop a Learning Disabilities Charter – a simple list of things they expect, and need, to live fulfilling lives. The Charter has been developed with support from the Welsh Government’s Intermediate Care Fund, the West Wales Care Partnership, and Pembrokeshire College. It is supported by the County Councils of Carmarthenshire, Ceredigion and Pembrokeshire, and the Hywel Dda University Health Board. Organisations, companies and individuals can sign the Charter and commit to treating everyone equally. There will be a quality mark developed which will be awarded to organisations or businesses who demonstrate they live up to the standards and aspirations of the charter.
- ⦿ The Youth Engagement and Progression Framework (YEPF) is well imbedded within the Youth Support Service. Vulnerability Assessment Profile Meetings have been held termly in the county’s secondary school provision. Additionally, Support into Employment Education and Training Meetings are held with key stakeholders for those above statutory school age.
- ⦿ The new curriculum in its final form was released on 28th January 2020. Momentum has therefore been building in ERW (Education through Regional Learning) support for implementation in schools. Carmarthenshire County Council are actively supporting this endeavour and our local interpretation of the new curriculum continues to take shape.

Education and Children's Services Department Equity Policy

EVERY LEARNER MATTERS: Proposals to Promote Equity, Well-being, Inclusion and Excellence in Carmarthenshire's learning communities



To Improve opportunity for all:

- Including all learners and ensuring that each individual has an equal opportunity for significant educational progress is a fundamental human right. This should be supported by an **equitable** and **inclusive** educational system
- Equitable and inclusive learning communities also stress **pupils' well-being**, coupled with a complementary focus upon educational **excellence**
- Major forces such as globalisation, migration, economic and social change are potentially propagating inequalities in our communities, families and the learning settings that serve them. Our wish in Carmarthenshire is that no one is left behind and that **each child can be the best they can possibly be**, by being afforded every opportunity to **fully realise their potential**
- In essence, '**Every learner matters and matters equally**' and this document paves the way towards realising that ideal in Carmarthenshire's learning communities
- This appetite to develop policy and practice in this area is governed by our collective **moral purpose** for education, and we wish to propose actions based upon a universally agreed **ethical** frame of reference
- The international and national policy backdrop is touched upon, which supports proposing a unifying vision for this area of emerging practice.
- We already have a lot to celebrate in Carmarthenshire whilst promoting equity and inclusivity.
- This future can be further co-constructed with key officers and school practitioners
- Ensuring **minimum standards** in primary and secondary schooling would appear imperative if we're to attain **equality and Social Justice**
- In order to achieve as high a level of **equality** as possible (the end game), the means to that end (**equity, wellbeing, inclusion and excellence**) will need to be applied



Executive Board Member For Education & Children
Cllr Glynog Davies

Live Well

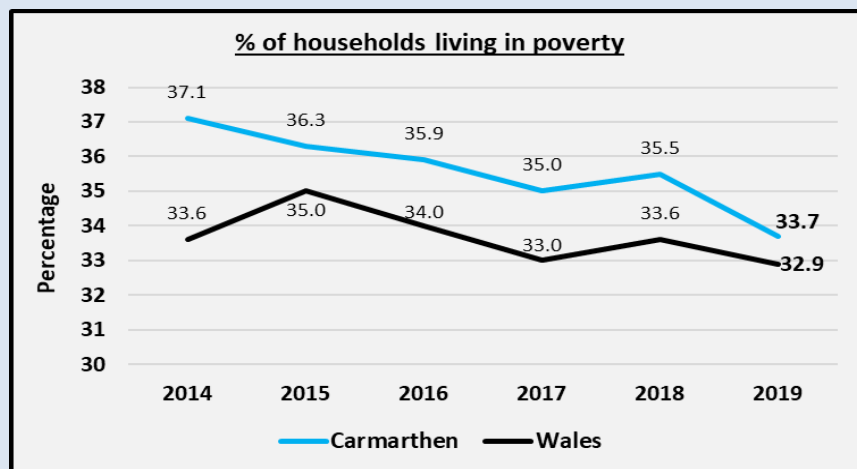




Well-being Objective 5

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

Over a third of households in Carmarthenshire continue to live in poverty









During 2019, **27,576** households in Carmarthenshire were classed as living in poverty, unfortunately this is expected to increase during 2020 due to the COVID-19 crisis

Poverty is defined as when a "household income is less than 60% of the GB median income" (in 2019 less than £19,285)

Why it is important

- Poverty and deprivation have serious detrimental effects across all aspects of well-being. It limits the opportunities & prospects for children & young people, damages the quality of life for families & communities
- Poverty can be a barrier to full participation in society and is too often an intergenerational experience which poses a significant threat to experiencing positive well-being both now and, in the future,
- Two Carmarthenshire wards (Tyisha and Glanymor) were in the top 20 worst wards for childhood poverty in Wales (both at 41.3%) *Source: End Child Poverty, Loughborough University, 2019*

Success Measures

 <p>46.4% of households threatened with homelessness were successfully prevented from becoming homeless <i>declined from previous year (59.5%)</i></p> 	 <p>The number of households in material deprivation continues to reduce 11.3% <i>Reduced from previous year (13.5%) 11th highest in Wales</i> <i>Source: National Survey for Wales</i></p> 	 <p>There's a 17.9% gap in the results of pupils receiving Free School Meals and those who don't <i>(19.7% gap in the previous year)</i> <i>Source: StatsWales</i></p> 
--	---	--

Explaining the Results

- Of the 416 households **threatened with homelessness** during 2019/20, **193 were successfully prevented from becoming homeless - 46.4%**, a decline of **13.1** percentage points on 2018/19. More work needs to be carried out to ensure people who are facing housing difficulties do contact us as soon as possible, as now there are far more people with complex housing issues (i.e. drugs, alcohol, substance misuse), which makes prevention much more difficult. Unfortunately, complex cases come to us very late which leaves us very little time to find a resolution for their problem which is often with their landlord or family thus they end up becoming homeless. Through additional funding that has now been made available from Welsh Government we are looking at solutions to help those who are more complex to come forward sooner i.e. work in the communities where high volumes of presentations come from to identify and provide solutions earlier and providing more support particularly for complex individuals via the work around Housing First.
- According to the 2019/20 [National Survey for Wales](#) **11.3%** of participating households in Carmarthenshire were classed as **living in material deprivation**, this is below the Welsh average of 12.9% and a reduction on last year on 13.5%.
- The **gap** between **exam results** for pupils receiving **Free School Meals (FSM)** and **those who don't (Non-FSM)** has reduced by 1.8 percentage points but remains the 7th smallest gap in Wales.

Preventing Poverty

- ⊙ To ensure vulnerable residents are supported appropriately, work has continued to implement key *Homelessness Strategy* actions. This includes delivering a wider degree of affordable housing options, and a new commissioning plan for *temporary and supported housing* that will see smaller, more dispersed offers of accommodation. We are continuing to work with partner agencies to ensure people with housing difficulties contact us earlier to prevent their homelessness happening in the first place.
- ⊙ The *Buy With Confidence* Carmarthenshire scheme was officially launched at a networking event in February. It provides consumers with a list of local businesses that have given their commitment to trading responsibly and fairly. This scheme helps protect customers from rogue traders and illegitimate businesses.
- ⊙ We are helping Council house tenants to reduce their energy bills by continuing to assess options, and to trial new technology to improve the comfort of their homes and reduce carbon emissions to levels set by Welsh Government.

Work

- ⊙ After receiving Communities 4 Work and Communities 4 Work Plus programmes,
 - 385 adults received employability support with 100% feeling more confident about seeking work.
 - 218 received digital inclusion support with 100% feeling more confident in using the computer.
 - 258 residents gained accredited qualifications in employment related courses.
- ⊙ We have continued to work towards addressing childcare gaps and local parents/carers have been supported to balance their working and caring responsibilities. Promoting childcare as a career choice to try and attract potential new childminders has seen a major media campaign this past year. There have been 8 new childminder registrations during the year, 4 from targeted areas. There are currently 110 registered childminders within Carmarthenshire with a total of 817 registered childcare places.
- ⊙ Work is no longer a guaranteed route out of poverty. The unemployment rate in Wales remains at historically low levels, and yet, over half the people living in poverty in Wales today are in work.
- ⊙ We need to support people to develop skills and secure decent work, procure goods and services fairly and locally, where the foundational economy generates local wealth and employment, and where we move towards a low carbon society. The foundational economy is about the basic goods and services on which every citizen relies on and which keep us safe. For example, health and care services, food, housing, energy, construction, tourism and retailers on the high street. Foundational businesses, both large and small, are typically embedded or 'grounded' in the local economy. They help retain and recirculate wealth in an area, reducing leakage of surpluses and profits out of the area. As social businesses are anchored in their communities, investment in them stays in the community; recycled for wider economic & social benefits.
- ⊙ £100k has been invested to increase the number of local and regional businesses supporting the public sector in the area

Improving the lives of those living in poverty

- ⊙ To make front line support services more accessible to residents, we have extended the *Hwb* model developed in Llanelli to **Ammanford** and **Carmarthen**. On average, Llanelli deals with 2,900 appointments per month, Ammanford 1,100 and Carmarthen 2,000. The *Hwb* allows residents to: access a self-help computer point that links directly into our website, to the housing portal; direct telephone access to our Contact Centre; access employability and job search options with Partner organisations such as Workways+; pay Council related bills
- ⊙ Further work will be undertaken to analyse the different effects of poverty in different geographical areas of the county and that a plan to address those issues will be developed
- ⊙ We are supporting the **socio-economic duty** under the Equality Act 2010 to address the inequalities that result from differences in occupation, education, place of residence or social class, by embedding into the new Integrated Impact Assessment to be introduced during 2020-21

We have been recognised in the [Future Generations Commissioners Report 2020](#) ([Chapter 3:More Equal Wales, p 17](#) & [Chapter 3:Cohesive Communities, p7](#)) as a good example of considering poverty holistically, under this well-being objective "... including steps focusing on early intervention programmes such as Flying Start, supporting people into employment & financial literacy."

The Vision...

'To deliver better housing, mixed use development community facilities & environmental conditions. This in turn will support improvement of the social & economic profile of the area & provide opportunities for education, training & employment.'

Tyisha: The way forward



We will be investing millions of pounds to transform the area for the benefit of the community

After extensive engagement and consultation with the Tyisha community, our ambitious regeneration masterplan is being put into action. We have been carrying out a lot of 'behind the scenes' work since the Planning for Real consultation exercise took place. We have listened to the views of the community on the area and what they wanted to change about it and now we want to put some of those ideas into action. With the community's help, we have developed a masterplan for Tyisha looking at the main issues and how we can improve on these.

What we are doing and what we plan to do:

- *Develop a community hub to provide a range of services such as early years family support, youth support and employability education and training;*
 - This is a key project within the area. We are working closely with the Llanelli Railway Goods Shed Trust to restore the Grade II listed building & bring it back into use for the benefit of the community.
- *Build new family and first-time buyer homes that are affordable to buy or to rent;*
 - We have been working with property owners in Station Road to help bring derelict buildings back into use as part of the *Targeted Regeneration Investment Programme*. The aim is to support area-based projects that promote economic regeneration with a focus on individuals & areas most in need
- *Work with landlords to improve private rental properties;*
 - There is a high level of social and privately rented properties in Tyisha and we are looking at working with a partner company to deliver a better mix of housing which will include affordable and options to buy especially for first-time buyers
- *Reduce crime, drug and alcohol issues;*
 - We are working closely with Dyfed Powys Police to tackle the drug, alcohol and antisocial behaviour issues in Tyisha. We want to make the area a safer place to live.
- *Provide a park within the ward for children to play in;*
 - Feedback has showed that there were no children's parks in the Tyisha ward. By working closely with Llanelli Town Council, we have been able to fund a play area at Ann Street together with a designated dog walking area. Work will start shortly.
- *Review bin collections and tackle litter problems*
- *Create a gateway near the train station and the site of the Wellness Village;*
- *Make the area more appealing, greener and create a 'boulevard' along Station Road*



Executive Board Member For Communities and Rural Affairs
Cllr Cefin Campbell



Well-being Objective 6

Live Well - Create more jobs and growth throughout the county

Median Gross Weekly Pay has increased by 5% in Carmarthenshire (from £511.4 to £536.5)




Carmarthenshire has gone up from 11th in 2018 to 9th highest wage in Wales for 2019.

This continues to be below the Welsh average of £540.7

Why it is important

- Increasing employability has a dramatic impact on our health and ability to function in everyday society.
- We need to have a focus on the nurturing sectors which can be considered as the foundations of our local economy for example care, food, housing, energy and construction.
- We also need to ensure we support the principles of development within the circular economy aiming to keep resources in use for as long as possible. A more circular economy will:
 - reduce waste;
 - drive greater resource productivity;
 - deliver a more competitive Carmarthenshire economy and
 - extract maximum value whilst in use and recover and regenerate products and materials at the end of each service life.

Success Measures

 Employment figure is 71.5% (April 19 – March 20) (Previously 71.6%) 16 th highest in Wales <i>Source: ONS – Annual Population Survey</i>	 41.4% Qualified to NVQ Level 4 or above @ December 2019 (previously 38% December 2018) <i>Source: Stats Wales</i>	 78.9% Satisfied with their jobs during 2019/20 (previously 82.5%) 17 th highest in Wales (was 11 th) <i>Source: National Survey for Wales</i>
---	---	--

Explaining the Results

- Employment figures** in Carmarthenshire at the end of March 2020 is **71.5%**, this is slightly down from 71.6% the previous year. This is below both the Welsh (73.7%) and UK average (75.9%), both of which have increased. We have also moved and from 15th to 16th in Wales. Although employment is not only the Council's responsibility, the figures are disappointing as we have continued to put a number of funding initiatives in place again during 2019/20 to stimulate jobs and growth in the county in the form of Property Development Fund, Carmarthenshire Rural Enterprise Fund and Business Grants and created 393 jobs. The employment figures for 2020/21 is expected to drop in Carmarthenshire as in many parts of the UK due to effect of COVID-19
- 41.4%** of working age adults living in Carmarthenshire are **qualified to NVQ Level 4 or above** in 2019, this is an improvement on 38% the previous year and above the Welsh average of 38.8%. We have the **5th highest figure** in Wales moving up from 9th the previous year.
- According to the [National Survey for Wales](#), **78.9%** of those participated were moderately or very **satisfied with their jobs**, this is below the previous result of 82.5%. We have moved down from 11th to 17th position in Wales

Progress Made

The Swansea Bay City Deal

- ⦿ The design has been completed for the first Phase/Zone of **Pentre Awel**– this first Zone comprises the Community Health Hub and Wellness Hub, which are being brought together in a ‘Street’ design to integrate services (leisure, health, business and education/training elements with a community atmosphere where visitors are able to spend time within a quality environment). Numerous opportunities and benefits will be achieved, including the creation of 1,853 jobs across a range of sectors, supported by a comprehensive education, skills and training programme to ensure local people are best placed to capitalise on the Village development.
- ⦿ Pentre Awel was one of the *first projects in the UK to be awarded full funding (£60,000)* by the Department for Business, Energy and Industrial Strategy to undertake a heat network feasibility study, looking at optimising energy use and recovery.

Delivering the Transformational Strategy Area Plans

- ⦿ The Pendine Attractor Project main contract works commenced in January 2019 (due for completion in May 2021) and both hostel and museum building structures have been erected.
- ⦿ The *Carmarthen Wetlands / Y Morfa* works commenced in January 2020 and are now scheduled for completion post COVID-19 lockdown in October 2020.
- ⦿ *Jackson’s Lane Kiosk* project contractor has been appointed and works have commenced off site
- ⦿ Businesses in Carmarthen have backed a *BID* that will generate more than £165,000 per year to be used to improve Carmarthen. The businesses’ decision ensures Carmarthen is one of a small number of towns in Wales to be awarded the status, which focuses on improvements to the town through a collective effort. Businesses will pay an annual levy of 1.5 per cent every year, generating more than £165,000 per year to be used to improve the town.
- ⦿ The *Workways+ and Buccaneer* projects are progressing well with support for both the long term unemployed and businesses continuing under the objectives of their respective projects.

Carmarthenshire Rural Affairs

- ⦿ Following approval and publication of our [Moving Rural Carmarthenshire Forward](#) Report with 55 Recommendations in September 2019, the *10 rural towns programme* was launched in October 2019.
 - One of the main recommendations is that *‘we will work with local communities and stakeholders in ten of its rural towns (and surrounding communities) to develop individual plans that will aim to provide a long-term strategic vision to secure economic, cultural, social and environmental sustainability for those towns’*. Community resilience and self-help will be a key consideration of these growth plans.
 - There is also an emphasis on *creating jobs and business opportunities* so that we can retain young people and the Welsh Language in Carmarthenshire and encourage those who have left the county to return and help us grow the economy.

Learning, Skills and Employability

- ⦿ The *Regional Learning & Skills Partnership* have worked with employers, schools and colleges to identify new opportunities and skills that will be required in order to ensure Carmarthenshire fully benefits from the City Deal Skills and Talent Initiative. The schools that the project has already worked with have submitted a number of project ideas that they are keen to proceed with in order to develop opportunities and raise the aspirations of young students around the City Deal projects. A Skills and Talent Business plan has also been developed and an external review of the project will be undertaken prior to the Plan being finalised.

By ensuring clear business support and supporting local economic growth

- ⦿ We worked hard to clear debris left by *Storm Dennis* and specialist contractors were drafted in to help in some areas. Business support officers contacted more than 100 businesses, who have previously been affected by floods, to offer advice and financial assistance where needed, and many were able to reopen.
- ⦿ Welsh Government funding has been secured to deliver an exciting transformation of the derelict *former market hall in Llandeilo*, creating an innovative rural business hub with bespoke employment space for rural businesses and a new rural enterprise academy.

Cross Hands East Strategic Employment Site



Work commenced on the £5m infrastructure project that will see, on completion, the creation of 7 development plots that could accommodate up to 500 jobs. The works include: to complete the internal road network and earthworks to create the development plateaus together with drainage, provision of utilities, and habitat retention. The works will be completed in Autumn 2020 and provide much needed space for local and incoming investment. The works are funded via the County Council and the European Regional Development Fund and the scheme is part of the *Cross Hands Joint Venture* which is a collaborative initiative with the Welsh Government.

Ysgol Teilo Sant are young trader champions after selling all their stock on Carmarthen Outdoor Market. The annual competition involves pupils setting up a business and turning it into a profitable enterprise. The Year 6 pupils were hailed winners after battling it out with two other schools, Saron and Meidrim, in the Carmarthenshire Young Traders Competition.

The school sold over 500 flavoured home-made Welsh cakes in four hours and pocketed nearly £300 for their school.



The way we work

First vegan supermarket opens in Llanelli

The first vegan supermarket – **Kind Earth** - has opened its doors in Llanelli Stradey District Centre store in Maes Y Coed thanks to the support of a grant from Carmarthenshire County Council.



The business, owned by local resident **Matt Rogerson**, was supported with a grant through the Council's business start-up fund which is linked to job creation. The money was used to purchase equipment including an EPOS system, fridges and freezers, shelving, trolleys, baskets and light fittings. The business is a plastic free zone offering paper bags and paper carriers to customers as packaging.

In addition to selling groceries, the store will run a terracycle scheme and host a number of events, including litter picking days and workshops on a wide range of topics to improve lifestyles for

the long term. The shop is not only a vegan supermarket where people can buy fresh good quality locally sourced grocery items but offers customers involvement in initiatives and workshops to make us a healthier and more sustainable community.



Executive Board Member For Economic Development
Cllr Emlyn Dole (Leader)



Well-being Objective 7

Live Well - Increase the availability of rented and affordable homes

On Target to delivering over 1,000 additional affordable homes by 2021

Good quality, affordable homes are the bed rock of healthy and sustainable communities.

We have delivered **over 970** additional affordable homes since 2016 as part of the affordable homes plan

Why it is important

- Good quality affordable homes promote *health and well-being*, meeting the individual needs of the residents, building strong sustainable communities and places where people want to live.
- Good quality energy efficient affordable homes are good for the *People and the Environment* - as the energy use within the home will be reduced, having a significant effect on reducing the fuel costs for the occupying residents. It will also have a significant effect on reducing pollutants in the atmosphere and mitigating fuel poverty in our communities.
- It's good for the *Social Structure* - well-placed affordable housing developments allow communities to welcome a wide range of families and to create a vibrant, diverse, group of residents.
- It's good for the *Economy* - in order to thrive, new businesses need easy access to its workforce. Affordable housing developments ensure that working families will remain in their community.

Success Measure

+ 315

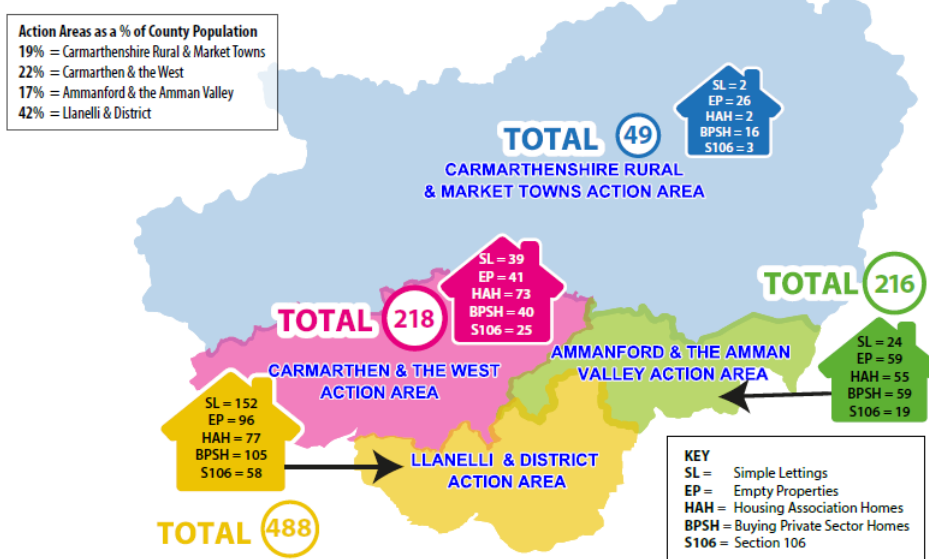
Additional Affordable Homes
during 2019/20



Explaining the Results

Affordable Homes Performance – Overall Performance from April 2016

971 Affordable Homes Delivered



Progress Made

- As part of the 2016 - 2021 Affordable Homes Plan to date we have provided **971** additional affordable homes made up of the following:-

217: Simple lettings agency

(32: 16/17; 63: 17/18; 61: 18/19; 61:19/20)

222: Empty homes brought back into use

(28: 16/17; 63: 17/18; 67: 18/19; 64:19/20)

238: Buying private sector homes

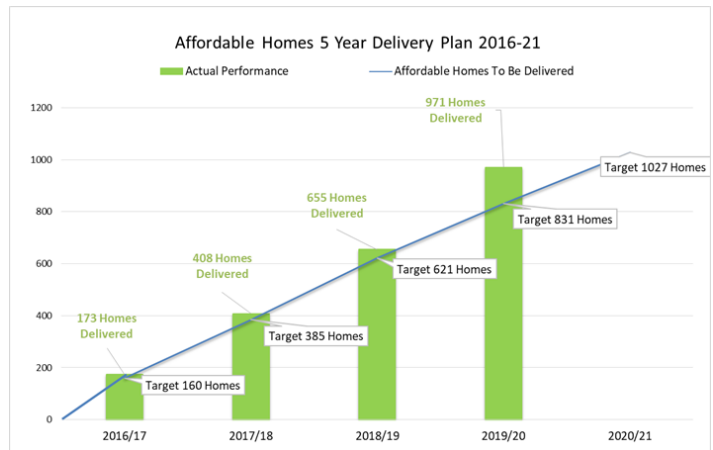
(45: 16/17; 69: 17/18; 81: 18/19; 43:19/20)

189: Housing Association new build development

(45: 16/17; 20: 17/18; 17: 18/19; 107:19/20)

105: Section 106 Contribution by Developers

(23: 16/17; 20: 17/18; 21: 18/19; 41:19/20)



- We have bought **208** private sector homes to increase the *council's own housing stock*. **30** homes have also been bought directly by Bro Myrddin and Coastal Housing Associations.
- We have five Council new build developments on site at Dylan, Garreglwyd, Glanmor Terrace, Gwynfryn and Maespiode. These developments will create 114 new affordable homes.
- Through the planning system (Section 106) **208** homes have been provided for [Low Cost Home Ownership](#) and nominated to local people who needed help to buy their own home.
- We plan to build nearly 1,000 additional Council homes.
- In May 2020 the Future Generations Commissioner published a [report](#) on the progress of the Well-being of Future Generations Act the report states: "Carmarthenshire's new build programme is identified as an excellent example of what can be delivered in the social housing sector"
- In October 2019, the Wales Audit Office published [a report on this well-being objective](#) and found that 'the Council is applying the sustainable development principle in providing additional affordable housing'



Building over 30 new council homes on one of our first sites in Dylan in Llanelli



Executive Board Member For Housing
Cllr Linda Evans



Well-being Objective 8

Live Well - Help people live healthy lives (tackling risky behaviour and obesity)

Almost 1.5 million visits to our Sport & Leisure Facilities, generating a Social Value Return of £4.97 million during 2019/20

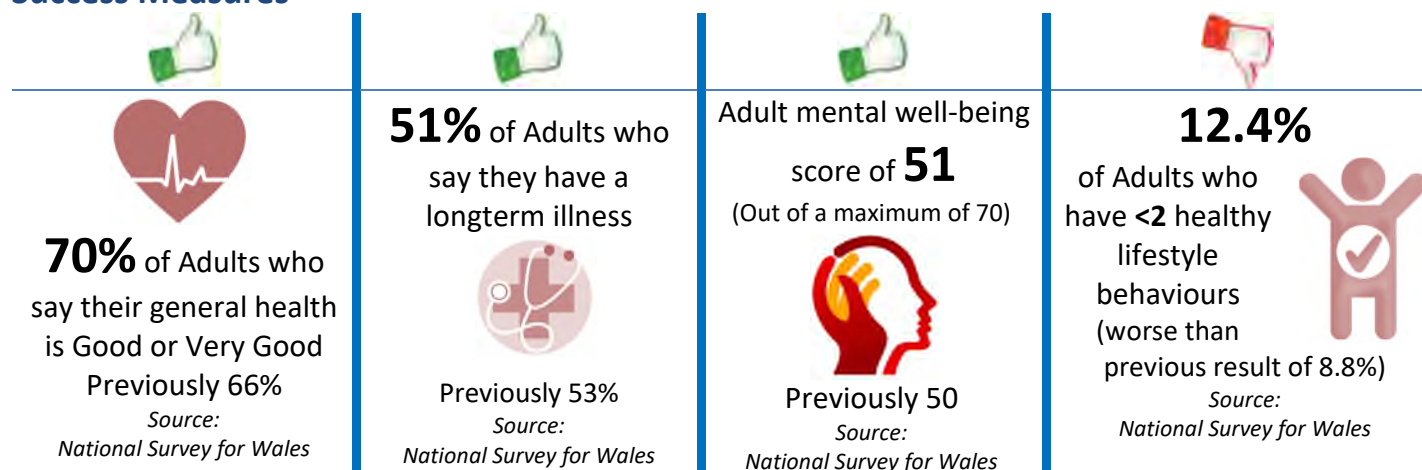
We want Carmarthenshire to be a place:

- 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*
- Where every child is hooked on Leisure / Cultural activity for life

Why it is important

- ⦿ Because our way of life is changing, people are living longer with a higher quality of life.
- ⦿ Because the challenge is to prevent ill health.
- ⦿ Because living healthy lives allows people to fulfil their potential, meet educational aspirations and play a full part in the economy and society of Carmarthenshire.
- ⦿ Because many of the preventive services and interventions required to maintain health, independence and well-being lie outside health and social care.

Success Measures



Explaining the Results

The following [National Survey for Wales](#) shows that:-

- **70%** of Carmarthenshire participants said their **general health is Good or Very Good**, this is an improvement on the previous result of 66%, comparatively we have moved up from 21st to 15th position in Wales. We continue to work with partners such as Public Health via the Local Service Board to promote a healthy environment for Carmarthenshire residents, including exercise, nutrition and cleaner air.
- **51%** of Carmarthenshire participants **said they had a longstanding illness, disability or infirmity**, this is a slight reduction on the previous survey result of 53% and we have moved from being the second highest result in Wales to 15th. Whilst this measure has numerous influences we continue to see increases in the number and impact of schemes such as National Exercise referral scheme with almost 1,400 referrals in the past 12 months.
- **Mental well-being score** is based on 14 positively worded statements asked as part of the survey which represents positive attributes of wellbeing and covers both feeling and functioning as opposed to mental illness or disorder and is suitable for use in the general population. Although there is an improvement it is very slight from a score of 50 to 51.
- **12.4%** of participants have **fewer than two healthy lifestyle behaviours** this has increased on last year of 8.8% and is now higher than the Welsh average of 10% and has moved down from 5th best to 18th in Wales.

Progress Made

- ◉ We have continued to monitor *air quality* (nitrogen dioxide) for the residents of and visitors to the County implementing a sampling programme.
- ◉ During the year, Actif received 1384 referrals to the *National Exercise Referrals Scheme* (NERS), 58.5% of whom engaged with the scheme, and subsequently 57.3% of these completed the 16-week programme (a 2.2% increase on 2018/19).
- ◉ *Over £1 million* has also been secured to invest in Ammanford Leisure Centre to re-furbish the wet side changing rooms, upgrade the all-weather pitch and improve car parking facilities on site.
- ◉ Plans for the new leisure facility in Llanelli are developing well. We are planning to invest over £25 million for a new leisure centre on the Delta Lakes site Pentre Awel.
- ◉ Our ambition to become the *Cycling Hub of Wales* is now well established, and investment is ongoing in local, urban and competition-standard infrastructure, all underpinned by events and development work.
- ◉ The *Mental Health Running project* launched by the department in 2018 in Llanelli has gone from strength to strength with groups now being set up across the county. Furthermore, the project has been shortlisted as a finalist for this year's Social Care Accolades.
- ◉ In October 2019 we launched (in collaboration with the third sector and HDUHB) a crisis service '*The twilight Sanctuary*', which is open Thursday to Sunday 6pm to 2am. Individuals experiencing a crisis can speak to staff over the phone or attend the centre to receive support. This is proving to be a valuable service for those in need of urgent mental health support and will be expanded to include an overnight facility as an alternative to hospital.
- ◉ Nominated staff within Ty Dyffryn and Cartref Cynnes Extra Care facilities have successfully completed an OTAGO exercise Programme, whereby they lead a class of service users on a weekly basis to undertake *chair exercises*. These classes maintain service user's physical health and mental well-being.
- ◉ Within our Learning Disability Service, *Health and Well-being* has been a focus across all services seeing the development and expansion of many community groups. Activities have included, running and walking groups, a new football team, the expansion of the netball team and the development of cycle4all at Pembrey. Two service users took part in the Llanelli Half Marathon and 1 has secured a place in the London marathon.
- ◉ From April 2019 to mid March 2020 *over 1 million physical visits were made to Carmarthenshire libraries* and over a quarter of a million virtual visits. This makes our libraries amongst the most used of all council services.

Ammanford Library links with Day Centre



Ammanford library have developed strong links with Manor Road Day Centre. The centre supports adults age 18 and over with severe learning disability to grow, develop and feel safe and belong to their community.

Women's Tour a resounding success for Carmarthenshire

The *grand finale of the OVO Women's Tour* was held in the county on 15 June 2019 and proved to be a resounding success, with thousands lining the route to cheer the cyclists on their 79-mile race through Carmarthenshire.

It showed what can be achieved when communities, businesses, volunteers and spectators, as well as event staff, security, marshals and emergency services all work together to make a special day for the county.

Stage Six of the race saw the best female cyclists in the world competing in a series of sprints, mountain climbs and descents through some of Carmarthenshire's most breath-taking landscape, starting at the historic *Carmarthen Velodrome*, crossing the *Black Mountains* and ending at the *Closed Road Circuit at Pembrey Country Park*.

Communities got involved to provide a carnival atmosphere, with many putting on their own events and family activities.

Hosting the race gave us the opportunity to *showcase our stunning landscape and scenery*, which has provided one of the most challenging stages for the cyclists in the year's Tour but has taken in some of our most breath-taking mountains and valleys.

We were particularly proud of *Manon Lloyd (Drops)*, who is from Carmarthenshire and started her cycling career with Towy Riders in Carmarthen. It must have been a fantastic feeling for her to compete with the best in the world on home soil.



Executive Board Member For Culture, Sport & Tourism
Cllr Peter Hughes-Griffiths

Age Well



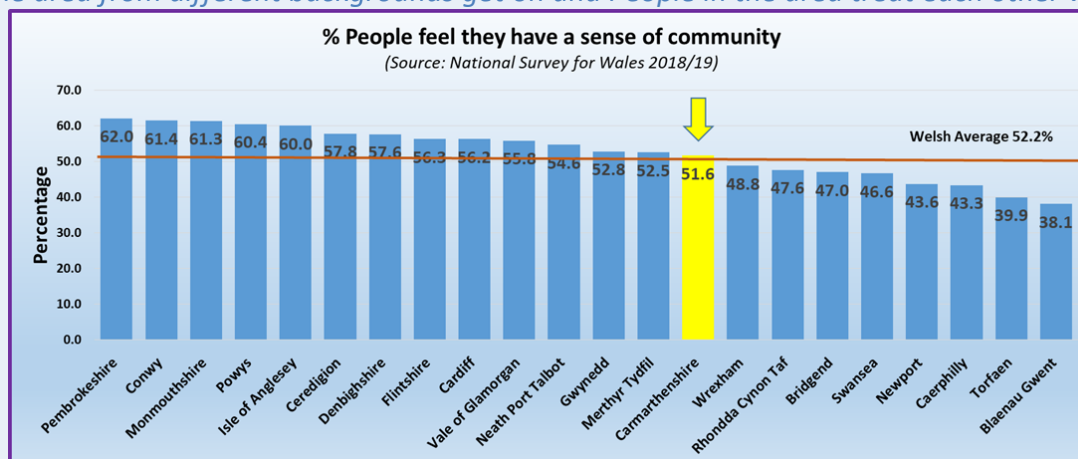


Well-being Objective 9

Live Well/Age Well - Support good connections with friends, family and safer communities

Sense of Community survey results have increased in Carmarthenshire from 47.7% to 51.6%

The 'Sense of Community' is derived from three questions; *People feel they belong to their local area; People in the area from different backgrounds get on and People in the area treat each other with respect*.



Despite an improved result we move down from 13th to 14th position in Wales.

Why it is important

- ⦿ Social isolation puts individuals at greater risk of cognitive decline with one study concluding that lonely people have a 64% increased chance of developing clinical dementia
- ⦿ Loneliness amongst young people has been shown to increase the likelihood of poor physical & mental health, the risk of becoming involved in criminal activity and reduce future employment opportunities
- ⦿ Social networks and friendships not only have an impact on reducing the risk of early death and illness, but they also help individuals to recover when they do fall ill.

Success Measure



76.1% People who feel safe

Previously 78.7%
7th Highest in Wales



Source: National Survey for Wales

Explaining the Results

- ⦿ The number of [National Survey for Wales](#) participants **feeling safe** has reduced from **78.7%** to **76.1%** but remains 7th place. This result was derived from four questions; people feeling safe at home, walking in the local area, and when travelling in the dark which will be available in due course.
- ⦿ According to the 2018/19 [National Survey for Wales](#), **51.6%** of participants felt they had a 'Sense of Community', this is an improvement on previous year of 47.7%. This result was derived from three questions; *People feel they belong to their local area; People in the area from different backgrounds get on and People in the area treat each other with respect*. *The breakdown for each of these questions at Local Authority level have not been published as yet.* Despite an improved result, we have moved from 13th to 14th position in Wales.

Progress Made



- ⦿ We have continued to work closely with the *Carmarthenshire Armed Forces Steering Group* and the *Armed Forces Champion* on key areas such as Housing, Service Children and Grants to support the Armed Forces community.
- ⦿ **Connect to Kindness**

This is a programme of work based on an information session that raises awareness about the *importance and benefits of kindness*. It shares 5 key messages and gives evidence about the positive effects of kindness for health and well-being. We have recruited 287 *Carmarthenshire Kindness Connectors* this year - who are champions of kindness and connectivity in their communities.

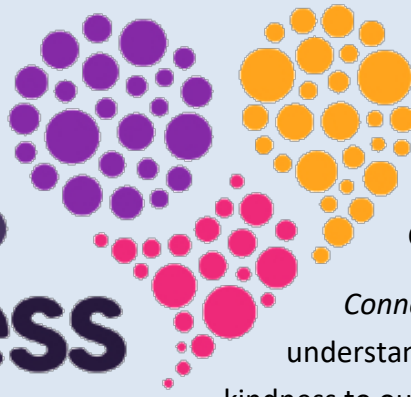
On International Kindness day (17th Feb) a roadshow was taken around the county where cafes gave free teas and coffees to people who pledged acts of kindness to others. Kindness pledges were posted on trees throughout the county and on one day 2,003 pledges of kindness were made across the county.
- ⦿ We are working with the third sector and community voluntary council (CVC) to incentivise volunteering. A *volunteering development officer* has been funded to work with communities at a town and village level and this will enable the development of Local Action Hubs that create and promote informal volunteering opportunities and kindness.
- ⦿ We have continued to support community groups and organisations to promote and publicise the huge variety of *community events* being held in Carmarthenshire.

Safer Communities

- ⦿ The Environment and Public Protection Scrutiny Committee undertook a *Task and Finish Review on the Trading Standards – Financial Exploitation Safeguarding Scheme (FESS)* which was completed. The Report is being developed but has been delayed due to COVID-19.
- ⦿ Awareness of *County Lines* has continued to be raised among partner organisations with sessions delivered to around 800 staff and included presentations to over 300 private landlords about vulnerable tenants.
- ⦿ A co-ordinated campaign took place for '*White Ribbon Day*' on 25 November and following on the next *16 Days of Action* a theme was identified each day, to work towards ending male violence against women.
- ⦿ A pilot '*Safeguarding Awareness*' session was held in February for licensed premises and door staff.
- ⦿ We have extended our *innovative social prescribing programme* based in GP practices across the whole county, working with patients to improve patient health and well-being through community-based solutions.
- ⦿ Carmarthen Town Centre hosted the *Cyber Bus* for the day on 19th March 2019, as part of the cyber resilience tour throughout Wales. The Bus helped to raise awareness of the public's vulnerability to cybercrime and promote how to prevent becoming a victim. 91 members of the public visited the bus for information on the day and 17 businesses were spoken to about cyber safety/security advice.

Connect to Kindness

Carmarthenshire



Simple acts of kindness can make a big difference – that's the message from a new campaign being launched in Carmarthenshire, Pembrokeshire and Ceredigion.

Connect to Kindness aims to create more understanding about the benefit and impact of kindness to ourselves and others in our community.

"Scientific studies have shown that simple acts of kindness make a big difference to wellbeing and that kindness is good for you," said Rebecca Evans, Senior Public Health Officer from Public Health Wales.

As part of the campaign, the regional partners will be developing stronger community networks in order to create an environment where acts of kindness can flourish and happen more easily.

Connect to Kindness has grown out of a programme developed within the Healthier West Wales Transformation Fund. The partners are Pembrokeshire, Ceredigion, and Carmarthenshire County Councils, the Pembrokeshire, Ceredigion and Carmarthenshire Associations of Voluntary Services, Hywel Dda University Health Board, Public Health Wales and the West Wales Care Partnership.

Connect to Kindness five key messages:

1. **Kindness is for everyone** - Kindness is inclusive, it knows no barriers or discrimination and is for everyone!
2. **Kindness is good for you** - Medical research has proven that being kind and receiving kindness has a positive physical effect on us
3. **Kindness connects us** - It brings us together and helps us share
4. **Kindness protects us** - It has been proven that being kind and receiving kindness helps us live longer and happier lives
5. **Kindness is inspiring** - When others are kind, we are more likely to be kind ourselves



Executive Board Member For Community Safety:
Cllr Cefin Campbell
Executive Board Member For Social Care and Health:
Cllr Jane Tremlett



Well-being Objective 10

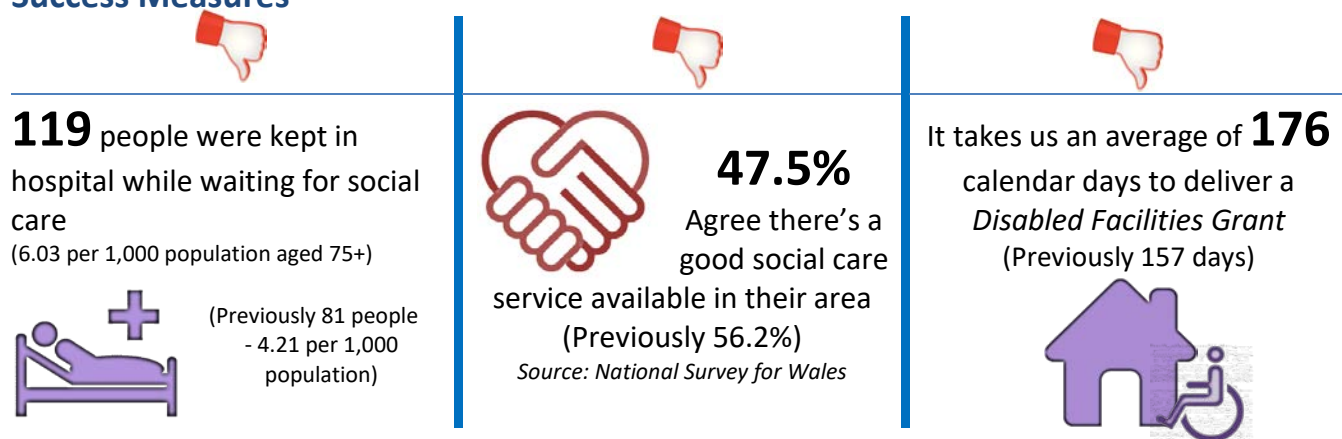
Age Well - Support the growing numbers of older people to maintain dignity and independence in their later years

***Our Offer to the Population - 'Help to Help Yourself' (Prevent ill health or injury)
Promote independence, well-being, community engagement and social inclusion.***

Why it is important

- Because consultations have demonstrated that '*what matters*' to individuals is to be able to be as independent and well as possible for as long as possible.
- Because our frail population demographic is increasing and will require support to remain as independent as possible.
- Because it is essential that we lay robust foundations to future proof the availability of services that promote and support ongoing well-being and independence for our frail older adult population.

Success Measures



Explaining the Results

- 119 clients (75+) were **kept in hospital** during 2019/20 while waiting for social care, this is excluding figures for February and March 2020 which have not been published by Welsh government due to the Coronavirus pandemic. This is quite an increase on the previous year of 81. There is continuous flow through the acute hospitals with some complex cases causing delays in the more rural areas where capacity for Domiciliary Care can be difficult or those cases where their homes are no longer suitable.
- According to the 2018/19 [National Survey for Wales](#) **47.5%** of participants believed that there is **good Social Care Service available in the area**. While disappointing and unclear about the respondents, we believe we provide a high quality service to our service users and carers and have the evidence to demonstrate this.
 - We received a very good Inspection Report undertaken by the [Care Inspectorate Wales](#) in May 2019 (published 7 August 2019) that verified *that people can be confident in the quality of care and support provided*.
 - Furthermore, as part of our statutory obligation to consult with service users and carers, we obtained an excellent response rate of 604 service users and carers to the survey that demonstrated people's high levels of satisfaction with social care services in the county: For example, 85% of people said they were happy with the care and support they received; 81% know who to contact about their care and support; 83% feel safe from harm or injury; 93% treated with respect and dignity.

- The average number of days taken to deliver a **Disabled Facilities Grant** adaptation has increased to 176 days, the figure at the end of quarter three was 169 days. The additional downturn in performance caused, in part, by the delays and implications of COVID-19 on the ability to complete ongoing site work. *All Wales comparative data is not available for 2019/20.*

Progress Made

- ⦿ *Fulfilled Lives* is a long-term service that supports people living with dementia, it provides individuals with a key worker that helps people to live their life as fully as possible as their dementia progresses. The focus is on the individual directing the support that they need to maximise their independence. The service has been extended from Llanelli to include Ammanford, Amman Valley and Llandeilo, with an increase from 39 to 77 service users during 2019/20. Plans are being developed for the service to be available across the entire county, as part of the re-tendering of Community-based services which has been delayed due to COVID-19 until 2021.
- ⦿ *CUSP Carmarthenshire's United Support Project* for those who need key workers our collaborative based commissioning project in the third sector will support individuals directly. It aims to provide support to people who are 'on the cusp' of needing statutory care and provide a key worker to give co-ordinated community response to keep people well and independent. This also includes a grant scheme in the third sector that can flexibly support individual outcomes.
- ⦿ We have developed and enhanced our already very successful *Acute Response Team* in Carmarthenshire, to create crisis response service providing an alternative to hospital admission. The integrated service is delivered by single multidisciplinary team who will work together in a collaborative approach to ensure each person's pathway is seamless, reduces duplication of assessment and ensures the correct outcomes are achieved. It treats them at home as if they were in a virtual ward and includes Doctors, Nurses, Physiotherapist, Occupational Therapist, Dietician and Health Care Support Workers.

It is an extremely valuable service that gives people the care that they want, where they want it and will:

- Improve patient and carer experience
 - Reduce emergency admissions
 - Reduce length of hospital stay
 - Reduce permanent admissions to a residential setting
- ⦿ The *Reablement Service* has supported service users to regain their mobility and independence. This has enabled some service users to return to activities they previously enjoyed e.g. swimming and attending church on Sundays.



The **CONNECT** service a new and exciting model of self-help and proactive care, supported by the use of digital and Technology Enabled Care. Based on a model operating in Spain which has proven impact on the well-being and has reduced significantly the number of people needing longer term or acute care.

The service includes:

- **Proactive calls:** an individualised self-management plan will be implemented through a schedule of calls.
- **TEC:** Bespoke and individualised equipment to support the service
- **24/7 response:** through a dedicated call centre that can deploy appropriate emergency response when crisis occurs, a mobile service will respond within an hour
- **Pathways of well-being support:** there will be a team to work with individuals provide direct pathways of support.
- **A digital prescription** including a project to create virtual friendship groups and connection. reduce loneliness and isolation for older people:
- A **proactive falls** prevention service
- Dedicated **Carer support** including rapid support for Carers through the Carers Emergency Card
- **Self Help** for long term health conditions by a bespoke Education Programmes for Patients



Executive Board Member For Social Care and Health:
Cllr Jane Tremlett



Well-being Objective 11

Age Well - A Council-wide approach to support Ageing Well in Carmarthenshire

A slight reduction in loneliness

The National Survey for Wales annual survey showed a slight reduction in loneliness in Carmarthenshire, although it is still above the Welsh Average.

Why it is important

- Ageing well – ‘adding life to years, not just years to life’ – is important for each of us, and for our country as a whole. Older people should be seen as a vital part of society and should be able to have more opportunities to participate in and contribute to our economy and our communities. Older people are a significant asset to our community and economy.
- Wider services can make an important contribution in supporting and sustaining the independence of older people and reducing the demand on Social Services and Health Care.
- The Older Peoples Commissioner, Helena Herklots sets the ambition of ‘Making Wales the best place in the world to grow older’.

Success Measure



% of people feeling lonely in Carmarthenshire has reduced to

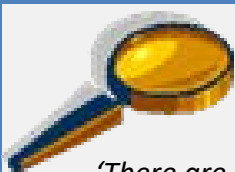
16.2% (Was 18.3%)

Source: National Survey for Wales



Explaining the Results

According to the 2019/20 [National Survey for Wales](#), **16.2%** of participating adults in Carmarthenshire **classed themselves as lonely**, this is above the Welsh average of 14.43% but has reduced from the previous result of 18.3%.



In July 2019 a Social Care and Health Scrutiny Committee’s Scrutiny members Task & Finish Review looking at [Loneliness in Carmarthenshire](#) report found that:

‘There are a myriad of activities and initiatives across Carmarthenshire that are bringing about positive change and are tackling loneliness at a local level. It is recognised that a much more targeted and strategic approach is needed to maximise impact’

The significant impact that loneliness can have on physical, mental and social health is well evidenced. Addressing loneliness has been endorsed as a key form of prevention of social care needs in the Social Services and Wellbeing Act (Wales) and has been recognised as a way of shifting the focus of health and social care.

The Review has also recommended 4 key actions:

1. Take a strategic approach to loneliness
2. Address loneliness as a share priority
3. Focus on building and supporting community assets
4. Directly address barriers to connection

Progress Made

Age Friendly Communities

- ⦿ The Police's *Digital Communications and Cyber Crime Unit* gave a talk at the 50+ Forum annual event in September 2019 to give advice and links to relevant websites.
- ⦿ The 50+ Forum Steering Group promotes the interests of older people in the county
- ⦿ Service users and carers say that they are satisfied that they were able to access services in the language of their choice.

Dementia Supportive Communities

- ⦿ The Bevan Exemplar project, '*Fulfilled Lives*', which is a project that supports people living with dementia and cognitive impairment, has had a successful pilot rolled out in Llanelli. The person-centred approach to people with dementia and their families has gained exemplary status from the international renowned Bevan Commission. Its evaluation demonstrated excellent outcomes for people with dementia in terms of remaining at home with less likelihood of escalating needs

Falls Prevention

- ⦿ The *National Exercise Referral Scheme (NERS)*, which has an innovative and effective approach to the provision of physical activity interventions, continues to have Falls Prevention as a key priority. Falls referrals have increased resulting in a significant uptake of the scheme.
- ⦿ '*Drink Wise Age Well*' training has been provided to staff who work with adults. This training focusses on the impact of alcohol use on the over 50's and includes a focus on early identification of problematic use.

Annual 50+ Forum

Another successful Annual 50+ Forum Event with around 500 members attending the National Botanical Gardens on the 12th September 2019.

The popular event brings together a wide variety of people and over 30 organisations and provides opportunity to reflect positively on aging as well as focusing minds on the needs of the county's older people. The annual event is supported by Carmarthenshire County Council and Welsh Government. The Event featured themes based on the priority issues raised in the 2018 Survey and subsequent mini surveys over the year and included:

- Mobility and access to transport
- Banking accessibility and staying safe on the internet
- Digital help for health and well-being, preventing loneliness and social isolation





Saron 50+ Cuppa club were one of the T2T award winners

The *Tenant to Tenant* (T2T) association presented Saron 50+ group with a second-place trophy in the community project category.

The group were so happy to have been given this award that each member keeps the trophy for 2 weeks and it's then passed on to the next member!



They set up about 4 years ago with 17 members and now have nearly 60 members who attend the cuppa club every other Wednesday from 10-12pm at Saron hall.

They have a variety of guest speakers who come along, and the atmosphere is very friendly and welcoming. A tea dance is also organised every month, but it's not compulsory to dance! They also regularly go ten-pin bowling.

[Link to the Spring 2019 edition of the 'Tenant to Tenant' magazine](#)



Executive Board Members For Housing:

Cllr Linda Evans &

Social Care & Health:

Cllr Jane Tremlett

Healthy, Safe & Prosperous Environment





Well-being Objective 12

Healthy & Safe Environment -

Look after the environment now and in the future

First net zero carbon action plan in Wales

In February 2020, Carmarthenshire County Council became the first local authority in Wales to publish a climate change action plan detailing how we work towards becoming net zero carbon in the next 10 years. We were one of the first councils in the UK to declare a climate emergency, pledging to becoming net carbon zero by 2030 - 20 years ahead of Welsh and UK government targets.

Actions include developing new carbon reductions from council's buildings, purchasing more energy efficient fleet, collaboration with other public bodies to deliver wider change, exploring opportunities for tree planting and renewable energy generation on council-owned land.

Why it is important

- The *Natural Environment* is a core component of sustainable development. The Environment (Wales) Act 2016 expands the duty placed on public bodies, requiring them to *maintain & enhance biodiversity and promote ecosystem resilience*.
- A *biodiverse natural environment*, with healthy functioning ecosystems, supports social, economic and ecological resilience. Carmarthenshire's natural environment is the natural resource on which much of our economy is based – tourism, farming, forestry, and renewable energy. It is a major factor that attracts people, both young and older to live, work and visit the county, bringing inward investment with them.
- There is 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.

Success Measures



We generated **997,480**
kWh of renewable energy
during 2019/20
(increased from 979,071 kWh
in the previous year)



Our recycle rate is
64.66%
(This is an increase on the
previous year's figure of
58.95%.)



Explaining the Results

- **Recycling** increased in 2019/20 to 64.66% from 58.95% the previous year. We have therefore met the statutory Welsh Government target of 64% by 31st March 2020 avoiding any financial penalties. We undertook a programme of door-stepping to advise and encourage householders to participate in our recycling schemes. *Thanks to residents there has been a significant increase in recycling.*

Progress Made

- We have continued to deliver the *Caeau Mynydd Mawr* Special Area Conservation (SAC) Marsh Fritillary project. The project is now managing 25 sites that provide 41.05ha of land in suitable habitat for the marsh fritillary butterfly
- We continued to engage with the public advising and encouraging them to further support the council to improve its recycling performance. A comprehensive household engagement programme took place in October coinciding with changes to residual collection policy and food waste liner provision.
- We have produced and published our Flood Risk Management Plan that identifies, manages, and mitigates flood risk within our communities.
- We have continued to work with stakeholders to pilot litter management arrangements across Llanelli by introducing Local Environmental Quality Officer groups, Pride in Your Patch stakeholders group, public protection orders and joint enforcement operations by working with local Police inspectors.

Information to follow on energy consumption in 2019/20

We are awaiting:

- 2019/20 energy consumption data from our suppliers and will then need to check/verify the figures.
- Reporting guidance from Welsh Government to apply prescribed methodologies.

We hope to include data **if** received by the final publication of this report by 31st October 2020.

Electric Vehicle charging Points in Carmarthenshire



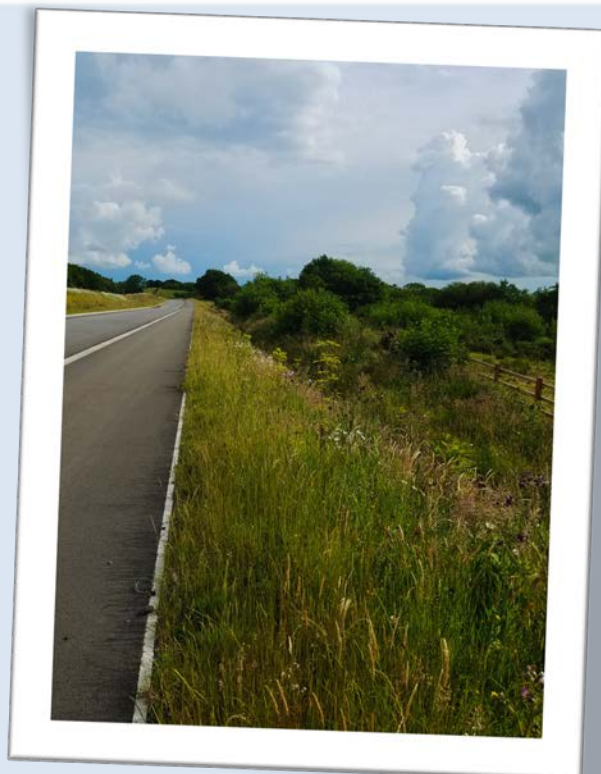
26 sites in Llanelli, Burry Port, Ammanford, Carmarthen, Gwendraeth Valley and Llandeilo are the latest locations to benefit from electric vehicle charging points.

Dedicated Ecologist Post

We have appointed an Ecologist to ensure we meet our Biodiversity Duty as set out in the Environment (Wales) Act 2016.

The Ecologist works on engineering design and on site with contractors delivering projects from small schemes such as car parking and footpaths, to large schemes such as Cross hands East Strategic Employment (ESES). This includes providing and gaining protected species licences and producing ecological scope of works. Providing advice to Property Services (eg. advice on bats) to the ecological impact on Flood Defence and Coastal Protection

This post has seen immediate benefits in the delivery of the Cross Hands Link Road Phase 1 and the planning and delivery of the second phase.



Flooding

Our Operational Team undertook a clean-up operation in affected communities and businesses to deal with the aftermath of **Storm Dennis**.

Crews worked hard to clear debris left by the floods, with specialist contractors drafted in to help in some areas. A full assessment of the damage caused by the storm was carried out on all affected road surfaces, trees and bridges.

A *Support Fund* was set up for residents and businesses affected by storm.



Executive Board Member For Public Protection: **Cllr Philip Hughes**
Executive Board Member For Environment: **Cllr Hazel Evans**



Well-being Objective 13

Healthy & Safe Environment - Improve the highway and transport infrastructure and connectivity

We have improved road infrastructure, rural transport and active travel

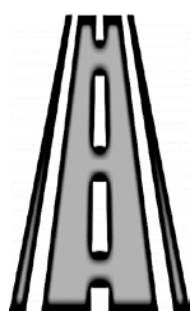
Our Transportation and Highway related services facilitate the safe movement of goods and people. Enabling access to raw commodities and markets as well as providing opportunities for people to gain access to employment, education, health, leisure and social activities. We have continued to develop Active Travel by investing in shared paths and cycle paths, improved the road infrastructure to encourage economic activity and maintained a rural bus service through our Bwcabus and country cars service.

Why it is important

- *Transportation and highways* play a key role in sustaining our community. A modern, successful economy is reliant upon the safe and efficient movement of people and goods; providing opportunities for people to gain access to employment, education, health, leisure, social and retail services.
- *United and 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.
- *Sustaining access to services* through Active Travel plans will deliver improvements in health and well-being for all sections of the community including walking, cycling, passenger and road transport.
- By 2030 South West Wales will be a confident, ambitious and connected City Region.

Success Measures

Roads that are in poor condition:



5.4% of our **A Class**

(A decline on 5.2% in 18/19)

4.7% of our **B Class**

(A decline on 4.2% in 18/19)

12.5% of our **C Class**

(This has remained constant with the 18/19 figure of 12.5%)



Our road casualty numbers have increased with **113** people being killed or seriously injured on the roads (97 in 2018)

(2nd highest in Wales)

Source: Stats Wales



Explaining the Results

- **Road conditions in Carmarthenshire have deteriorated during 2019/20.** Carmarthenshire has the second largest highway network in Wales. The combined % of A class, B and C class roads in Carmarthenshire in a poor condition (red zone) has increased; with A class roads increasing from 5.2% to 5.4%, B roads from 4.2% to 4.7% but C roads have remained in a steady state condition with 12.5% in poor condition. The overall increase of poor condition (red zone) during last year equates to some 175km of road, this is a significant length of the network. Due to budget limitations, investment is not keeping pace with the rate of deterioration. We shall submit an additional funding case in order to address the 'red' sections and also request increased investment in preventative maintenance.
- **A total of 113 people were killed or seriously injured** on Carmarthenshire's roads in 2019, this is the 2nd highest figure in Wales behind Powys and an increase on 2018 of 97. These include 25 motorcyclists and 27 persons aged 16-24. Although we cannot control the number of road traffic incidents on the county road network, we do work with partner agencies to encourage the safer use of the road, engage with high-risk road user groups (motorcyclists, the elderly, young drivers), invest in targeted road safety engineering projects and assist the Police with speed enforcement campaigns and address community concerns about speeding.

Progress Made

- ⦿ There has been significant investment in *Safe Routes in the Community* and *Safe Routes to Schools* to encourage more sustainable travel.
- ⦿ We have been developing masterplans for *Active Travel* provision that will support access to employment, education health and leisure £1.4m has been successfully secured from Wales Government to progress active travel schemes in Llanelli Carmarthen Ammanford and Cross Hands a number of schemes are nearing completion.
- ⦿ Funding has been allocated to the South West Wales region to further develop an integrated *METRO style transport system*. Whilst funding is administered via City and County of Swansea, Carmarthenshire has been working hard to ensure the County and Regional interests are fully considered for the development of a Metro transportation system. Work is currently being undertaken on rail services. Priorities have been submitted for Carmarthenshire which includes a requirement for a faster rail service to West Wales using the Swansea District Line. Our bid of £450k for Local Transport Network Fund to the Wales Government was successful. This will be used to improve key strategic public transport infrastructure across the County.
- ⦿ **Cycling Hub:** We have continued to develop our aim to establish Carmarthenshire as the Cycling Hub of Wales. Our Strategic Boards continue to meet and are progressing with a number of actions set out in the Cycling Strategy. We continue to make progress on the Cycling infrastructure such as Tywi Valley Path and *Active Travel networks*. An initial £313k funding was awarded by the Welsh Government to progress the design and feasibility of our Active Travel aspirations. Challenges remain for rural Authorities such as Carmarthenshire to benefit from Active Travel funding, which is being targeted by the Welsh Government at urban areas.



A **£1.8million scheme** has improved the Wind Street and Tirydail junction in Ammanford. The new roundabout has significantly helped ease congestion after it replaced the old four-way traffic light system.

We secured the funding through the Welsh Government's Local Transport Fund to improve the layout and boost the town's long-term regeneration plans.



Bwcabus

A rural bus service that has been described as a lifeline to its passengers is celebrating its **10th anniversary**.

Bwcabus operates six days a week in the Teifi Valley within north Carmarthenshire and Ceredigion, and across Pembrokeshire, allowing users to pre-book journeys or use fixed services to link into TrawsCymru and other local bus services.

Its users have otherwise little access to the public transport network, and - they say - it helps them maintain jobs, see their GPs, and socialise with friends.

Passengers such as Janet Davies, from Talgarreg, said Bwcabus was her '*only lifeline*' and played an important part in maintaining her independence. She uses the service weekly as she has no other means of transport. *"This bus is amazing – the service is so reliable and the drivers are always pleasant,"* she said. Anona Jones, from Ffostrasol, is one of the service's longest serving users. She said she was only able to hold down her job at Glangwili Hospital thanks to the reliable service Bwcabus provided. Now retired, she continues to use the service for socialising, and said: *"without Bwcabus I would be in a mess – we would have to move."*

Launched in Carmarthenshire and Ceredigion on August 24, 2009, the '*demand responsive*' service is led by ourselves, on behalf of a cross-county partnership. Such was the success of the scheme that it was extended into Pembrokeshire in 2017 to further benefit rural communities.

Carmarthenshire Roads

We have invested **£2.65m** on Carmarthenshire roads over the year. A host of improvement works, and resurfacing have been completed after investment by the authority and funding from the Welsh Government.



Executive Board Member For Environment:
Cllr Hazel Evans



Well-being Objective 14

Healthy & Safe Environment - Promote Welsh Language and Culture

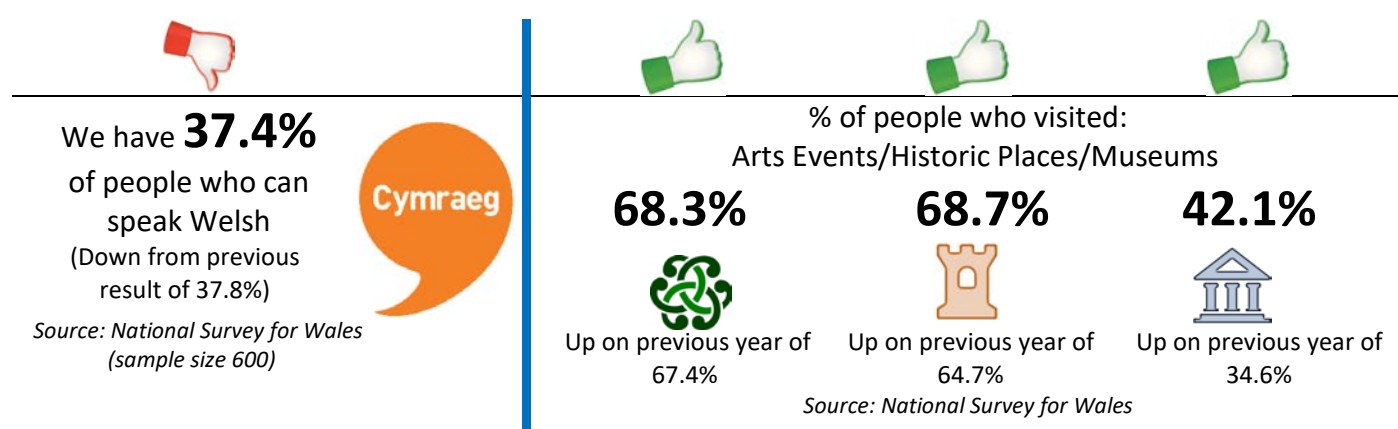
We will increase the confidence of Welsh speakers and therefore the use of the Language in every sphere of life and encourage and support the county's organisations to make the Welsh Language an increasingly natural medium for their Services.



Why it is important

- Support and development in the use of the Welsh language has been identified as a key element in developing the distinctiveness and attractiveness of the area in terms of tourism, business investment and addressing rural poverty.
- We have a good track record of supporting the arts and have been leading the way as one of the most culturally-committed local authorities in Wales, as we continue to value and invest in the arts despite the challenge of austerity and public funding cut.
- We will take purposeful steps to positively affect population movements attempting to attract our young people to establish or re-establish themselves in the county, so that the gains that are made in terms of Welsh speakers through the education system are not lost. Also, to make significant efforts to assimilate newcomers and ensure that new planning developments do not have a detrimental effect on the viability of the Welsh language

Success Measures



Explaining the Results

- According to the 2019/20 [National Survey for Wales](#), 37.4% of participants said they could speak Welsh. This is down on 2018/19 (37.8%) but continues to be the 4th highest percentage in Wales. This survey gives a good annual indication, based on a sample of the population, of the number of Welsh speakers, however, the Census is the only source that gives a whole population figure, with 43.9% (78,000 speakers) noted in 2011, the highest number of Welsh speakers in county.
- According to the [National Survey for Wales](#) the number of survey participants from Carmarthenshire attending an arts event, visiting historical places and visiting a museums in Wales during 2019/20 have increased. Both visits to Arts events and museums are below the Welsh average of 70.4% and 42.5% respectively but the % visiting historic places are above the Welsh average of 62.5.
Please note that the questions asked whether they attended or visited these were in Wales and not specifically in Carmarthenshire.

Progress Made

Promoting the Welsh Language

- ⦿ We have continued to lead the *Welsh Language Strategic Forum* which meets four times during the year. This year, attention was given to developing the Language in Pre-school years, Planning, Integration, Young People and Welsh for Adults. A full round of updates on the Action Plan has now been completed, and work has begun on measuring the impact of the Promotion Strategy.
- ⦿ Several events were held in our workplaces during the year to *promote the Welsh language internally*. These events were an opportunity to draw attention to the requirements of the Standards, to share resources to facilitate the use of Welsh at work and to celebrate the many efforts of our staff who are learning Welsh and leading on promoting the Welsh language.
- ⦿ A new leaflet was designed and printed to *promote Welsh-medium education* which aimed to allay the concerns of non-Welsh speakers about not being able to assist with children's homework when children are in Welsh medium education. [Welsh Homework? No problem](#)
- ⦿ As part of the Local Development Plan (LDP) we have *supported the impact assessment process* in order to identify and lessen any potential negative effects on the Welsh language. A detailed assessment has been prepared which will be discussed as part of the LDP. This includes data on inward and outward migration. A detailed Topic Paper on the Language has also been prepared. Members of the County's Strategic Welsh Language Forum have responded to the public consultation on the LDP.
- ⦿ Our relationship with the [National Centre for Learning Welsh](#) has continued to grow and staff have been supported to follow and attend a wide range of opportunities, including intensive Work Welsh courses and residential provision. The online 10 hour 'Croeso' modules are also promoted amongst all new employees.



Promoting Welsh Culture

- ⦿ The '[Things to Do](#)' section of the Discover Carmarthenshire website continues to be one of the most visited, with residents and tourists interested to see what is going on. All Council 'events' including those from libraries, parks, museums, theatres and outdoor countryside have been populating their information on the website.
- ⦿ In May 2019, *Carmarthenshire's library service* was highlighted as a model for the rest of Wales in a Welsh Government report and the Council was praised for its commitment to the future of its library service and for its forward-thinking approach in creating a new digital learning environment alongside its more traditional offering. **Carmarthenshire is the best in Wales** for both its investment in reading materials and spending per head on library provision, as well as the third highest in Wales for PC provision.
- ⦿ We have continued to deliver *a transformation plan for the existing Museums provision* at the County Museum Abergwili, Parc Howard, Kidwelly Industrial Museum and Museum of Speed Pendine to improve the provision for residents and visitors. Developments to date are:-
 - Museum of Speed construction and exhibition design is progressing.
 - Parc Howard Essential Works package is out for listed building planning consent and the programme continues to be monitored by the Parc Howard Collaboration Group.
 - A long term plan for Kidwelly Industrial Museum, including preservation of scheduled ancient monuments, is in development.
 - A £1.2 million restoration began at Carmarthenshire Museum in January 2020

Dathlu | Celebration
Diwylliant | of Culture
2019



Carmarthenshire's second Celebration of Culture Awards saw eighteen finalists selected from more than 110 entries.

In a collaborative partnership between Carmarthenshire County Council, the Llanelli Star and the Carmarthen Journal, the Carmarthenshire Culture Awards, shone a spotlight on the breadth and depth of cultural activity and talent we have across the County, at the Ffwrnes theatre in April 2019. Winners were chosen from public nominations across 6 categories - excellence in Visual Arts & Crafts, Performing Arts, Creative Media, Literature, Heritage and Music. There were also winners in two special categories.

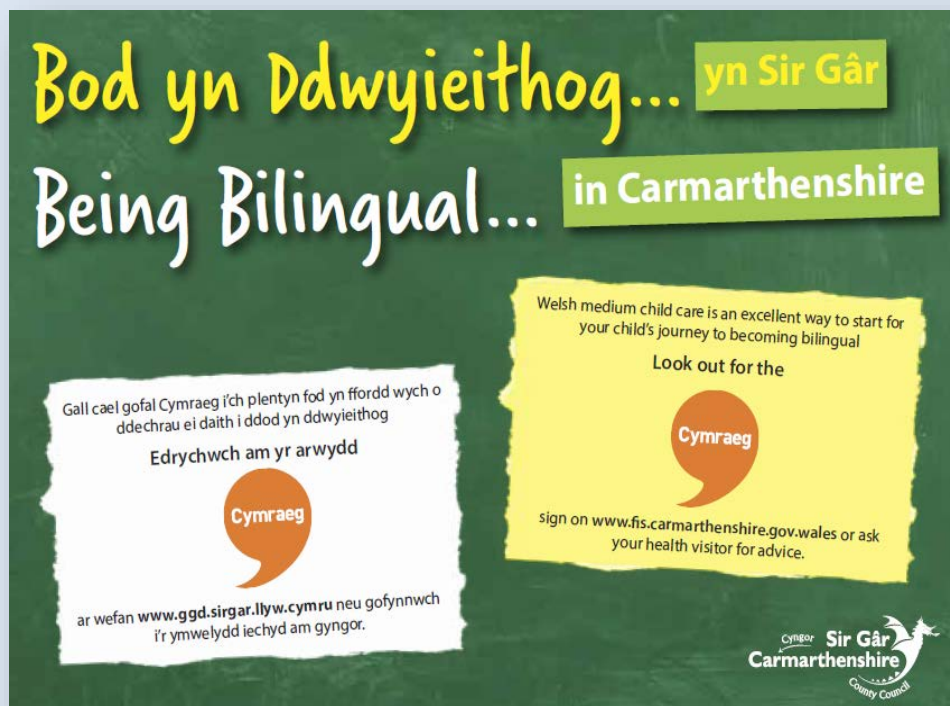
The **award for Young Talent** went to **Cerys Angharad**, a 10-year old harpist who has already won numerous national awards.

Carmarthenshire's Town and Villages of Culture for 2019 were Whitland and Drefach Felindre. The Town Council took the lead in Whitland whilst a working group was set up in Drefach Felindre to organise a programme of cultural events throughout the year.

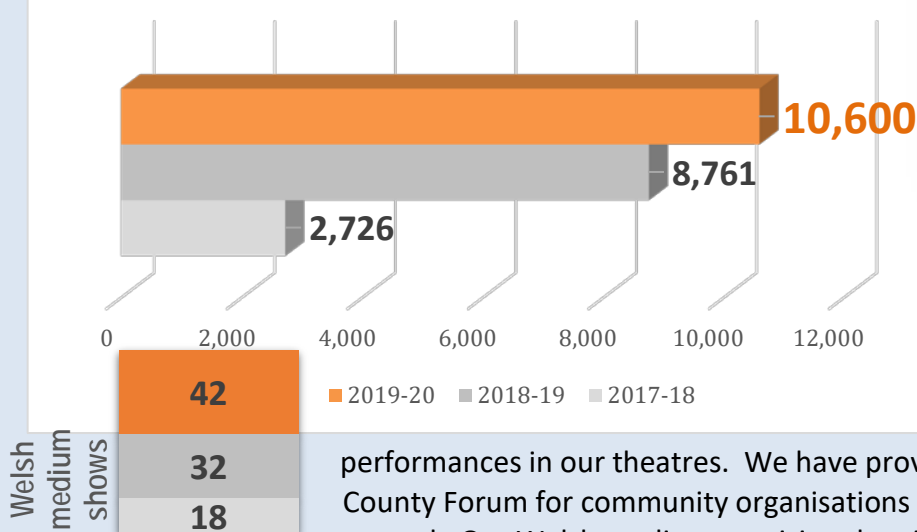


In order to promote our Welsh language support services, our [Being Bilingual booklet](#) was reprinted but with an additional reference to Welsh medium childcare. This reference signposted families to the information on Welsh language settings on the family information website and to the health visiting.

These were included in the book packs distributed to families receiving support from flying start.



Tickets sold for Welsh medium shows increases significantly



Following considerable changes to our **Theatres' Welsh medium provision**, our Leisure vision has been working tirelessly to promote these services and to ensure audiences for the Welsh

performances in our theatres. We have provided specific information to the County Forum for community organisations to disseminate information on the ground. Our Welsh medium provision data illustrates that the number of tickets sold for Welsh language shows has continued to increase.



Executive Board Member
For Welsh Language, Culture and Tourism:
Cllr Peter Hughes-Griffiths

Building a Better Council & Better Use of Resources





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

71.2% of people agree that they can access information about us in the way they would like to (previously 72.4%) (Welsh average 74.9%) <i>Source: National Survey for Wales</i>	74.6% of people know how to find what services we provide (previously 72.1%) (Welsh average 75.8%) <i>Source: National Survey for Wales</i>	9% of people agree that they have an opportunity to participate in making decisions about the running of our services (previously 11.4%) (Welsh average 17%) <i>Source: National Survey for Wales</i>	10.7 days per year (previously 9.8 days) (with main cause of sickness being stress, mental health & fatigue)

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](#)

[so far: May 2018](#)

- 4 Financial Planning
- 5 Assets
- 6 Procurement
- 7 Risk

Making Better Use of Resources

Success Measures



17.1% increase of
'Do it online' payments
(From 39,321 to 46,044)



£5.7m
current savings
were made
in 2019/20



9.9%% of people agree that
we ask for their views
before setting our
budget
(previously 11.3%)
(Welsh average 9.2% and in 9th place)
(Source: National Survey for Wales)



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 and the Well-being of Future Generations Act.

Procurement:

- ⦿ We have embedded sustainable development throughout our *Procurement Strategy* 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>	Supporting the Communities Department in the tender process such as for domiciliary care and supporting people.
	11	<i>A Council wide approach to supporting Ageing Well in Carmarthenshire</i>	
In a healthy and safe environment	12	<i>Look after the environment now and for the future</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
	14	<i>Promoting Welsh Language and Culture</i>	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 SWWRFCF 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 (SWWRFCF) 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:
Cllr David Jenkins

APPENDICES

Local Government (Wales) Measure 2009 and Well-being of Future Generations Act (Wales) 2015

The Local Government (Wales) Measure 2009 and the Well-being of Future Generations Act (Wales) 2015 are separate but interconnected legal obligations. Our Well-being Plan combined both requirements and this Annual Report does the same.

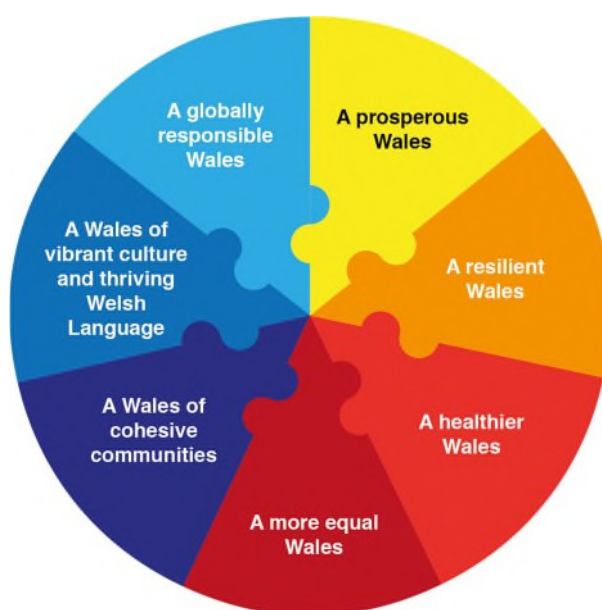
The Local Government (Wales) Measure 2009

- The Local Government (Wales) Measure 2009 requires the Council to set Improvement Objectives every year. They do not have to change every year or be deliverable within one year.
- Our Improvement Objectives are essentially the same as our Well-being Objectives as they are based on a thorough evidence-based understanding of the communities we serve and local needs. We compare our Service performance and satisfaction results with all Councils in Wales to make sure we improve where we most need to.
- We have a duty to improve, often delivering 'more (or even the same) for less'.

Well-being of Future Generations Act (Wales) 2015

This is an 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:-

- 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.'***
- We must demonstrate 5 ways of working:
Long term, integrated, involving, collaborative and preventative (see **Appendix 1**)
- 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.



For the first time in Wales, the Well-being of Future Generations Act, provides a shared vision for all public bodies in Wales to work towards. As a public body subject to the Act we were required to set and publish Well-being Objectives that maximised our Contribution to the Well-being Goals.

How our Well-being Objectives contribute to the 7 National Well-being Goals

Carmarthenshire's 2019/20 Well-being Objectives			7 National Well-being Goals						
			Prosperity	Resilience	Healthier	More equal	Cohesive Communities	Vibrant culture & Welsh Language	Global responsibility
Start Well	1	Help to give every child the best start in life and improve their early life experiences.	✓		✓	✓	✓		
	2	Help children live healthy lifestyles	✓		✓	✓	✓	✓	
	3	Support and improve progress and achievement for all learners	✓	✓		✓		✓	✓
	4	Ensure all young people are in Education, Employment or Training (EET) and are following productive learning and career pathways	✓		✓	✓	✓		
	5	Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in poverty	✓		✓	✓	✓		
Live Well	6	Create more jobs and growth throughout the county	✓		✓	✓	✓	✓	
	7	Increase the availability of rented and affordable homes	✓	✓	✓	✓	✓	✓	✓
	8	Help people live healthy lives (tackling risky behaviour & obesity)	✓		✓	✓	✓	✓	
	9	Support good connections with friends, family & safer communities			✓	✓	✓		✓
Age Well	10	Support the growing numbers of older people to maintain dignity & independence in their later years	✓		✓	✓	✓	✓	
	11	A Council-wide approach to support Ageing Well in the county	✓		✓	✓	✓	✓	
	12	Look after the environment now and for the future	✓	✓	✓				
	13	Improve the highway and transport infrastructure and connectivity	✓	✓	✓	✓	✓		
	14	Promote Welsh Language and Culture	✓	✓		✓	✓	✓	
	15	Building a Better Council and Making Better Use of Resources	✓	✓	✓	✓	✓	✓	✓
In a Healthy, Safe & Prosperous Environment									

Success measures for our Well-being Objectives

Success measures for our Well-being Objectives

The table below shows the most recent result of our success measures and whether it has improved on our previous available result.

PAM – Public Accountability Measures (National); ONS - Office for National Statistics; NSW - National Survey for Wales; NWBI - National Well-being Indicator		Has our result improved		
		Previous result	Most Current Result	Improved ↑ Standstill ↔ Declined ↓
WBO 1 - Help to give every child the best start in life and improve their early life experiences.				
1	% Children in care with 3 or more placements in the year (PAM/029)	10.4	8.6	↑
WBO 2 - Help children live healthy lifestyles.				
2	% Children overweight or obese	29.4	26.6	↑
WBO 3 - Support and improve progress and achievement for all learners.				
3	Average Capped 9 points score for pupils (PAM/032)	363.1	367.2	↑
4	% Attendance in primary schools (PAM/007)	93.9	93.9	↔
5	% Attendance in secondary schools (PAM/008)	93.8	93.5	↓
6	Satisfaction with child's primary school (NSW)	84	95	↑
WBO 4 - Reduce the number of young adults that are Not in Education, Employment or Training.				
7	Year 11 leavers Not in Education, Employment or Training (NEETs) (PAM/009)	1.8	Not available	Not applicable
8	Year 13 leavers Not in Education, Employment or Training (NEETs) (5.1.0.2)	4.9	Not available	Not applicable
WBO 5 - Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in				
9	% Gap of Capped 9 points score for pupils eligible for FS M (Free School Meals) and those who don't	19.7	17.9	↑
10	% of households successfully prevented from becoming homeless (PAM/012)	59.5	46.4	↓
11	Household in material deprivation (NSW) (NWBI)	13.5	11.3	↑
12	% Households Living in Poverty (CACI 'PayCheck')	35.5	33.7	↑
WBO 6 - Create more jobs and growth throughout the county.				
13	Employment figures (ONS - Annual Population Survey) (NWBI)	71.6	71.5	↓
14	Jobs created with Regeneration assistance (EconD/001)	419.0	393.0	↑
15	Median Gross Weekly Full-time Earnings (£) (NWBI)	511.3	536.5	↑
16	Number qualified to NVQ Level 4 or above (Stats Wales) (NWBI)	38.0	41.4	↑
17	People moderately or very satisfied with their jobs (NSW) (NWBI)	82.5	78.9	↓
WBO 7 - Increase the availability of rented and affordable homes.				
18	Number of affordable homes in the County (7.3.2.24)	247	315	↑
WBO 8 - Help people live healthy lives (tackling risky behaviour & obesity).				
19	% of adults who say their general health is Good or Very Good (NSW)(NWBI)	66	70	↑
20	% of adults who say they have a longstanding illness (NSW)(NWBI)	53	51	↑
21	Adult Mental Well-being score (NSW)(NWBI) (Out of a maximum score of 70)	50.2	51.1	↑
22	% adults who have fewer than two healthy lifestyle behaviours (NSW/NWBI) (not smoking, healthy weight, eat five fruit or veg a day, not drinking above guidelines & meet the physical activity guidelines).	8.8	12.4	↓
WBO 9 - Support good connections with friends, family and safer communities.				
23	Have a sense of community (derived from three questions on belonging; different backgrounds get on, treat with respect) (NSW) (NWBI)	47.7	51.6	↑
24	People feeling safe (at home, walking in the local area, and travelling) (NSW) (NWBI)	88.2	88.2	↔

	PAM – Public Accountability Measures (National); ONS - Office for National Statistics; NSW - National Survey for Wales; NWBI - National Well-being Indicator	Has our result improved		
		Previous result	Most Current Result	Improved ↑ Standstill ↔ Declined ↓
WBO 10 - Support the growing numbers of older people to maintain dignity and independence in their later years.				
25	Rate of people kept in hospital while waiting for social care (PAM/025)	4.21	6.03	↓
26	Agree there's a good Social Care Service available in the area (NSW) (elderly, children, disabled and carers)	56.2	47.5	↓
27	Days taken to deliver a Disabled Facilities Grant (PAM/015)	157	176	↓
WBO 11 - A Council-wide approach to support Ageing Well in the county.				
28	% of people who are lonely (NSW) (NWBI)	18.3	16.2	↑
WBO 12 - Look after the environment now and for the future.				
29	Use of renewable energy (kWh)	979,071	997,480	↑
30	% Waste reused, recycled or composted (PAM/030)	58.95	64.66	↑
WBO 13 - Improve the highway and transport infrastructure and connectivity.				
31	% A Class roads that are in poor condition (PAM/020)	5.2	5.4	↓
32	% B Class roads that are in poor condition (PAM/021)	4.2	4.7	↓
33	% C Class roads that are in poor condition (PAM/022)	12.5	12.5	↔
34	Number of people killed and seriously injured on the roads (5.5.2.21)	97	113	↓
WBO 14 - Promote Welsh Language and Culture.				
35	Can speak Welsh (NSW) (NWBI)	37.8	37.4	↓
36	% of people attended arts events in Wales in last year (NSW)	67.4	68.3	↑
37	% of people visited historic places in Wales in last year (NSW)	64.7	68.7	↑
38	% of people visited museums in Wales in last year (NSW)	34.6	42.1	↑
WBO 15 - Building a Better Council and Making Better Use of Resources.				
39	‘Do it online’ payments	39,321	46,044	↑
40	People agree that they can access information about the Authority in the way they would like to (NSW)	72.4	71.2	↓
41	People know how to find what services the Council provides (NSW)	72.1	74.6	↑
42	People agree that they have an opportunity to participate in making decisions about the running of local authority services. (NSW)	11.4	9.0	↓
43	Number days lost due to sickness absence. (PAM/001)	9.8	10.7	↓
44	Reduction in organisational ‘running costs’ (£m)	8.0	5.7	↑
45	People agree that the Council asks for their views before setting its budget. (NSW)	11.3	9.9	↓

National Survey for Wales Results Published July 2020

2019/20 National Survey for Wales

The following are results of the 2019/20 National Survey for Wales that are currently available at local authority level, but not all of these are attributable to the Councils performance.

Where the same question was asked in a previous survey, the table below shows whether we have improved our performance and our rank position.

In AR	Questions asked in the 2019/20 National Survey for Wales and available at Local Authority level NWBI - National Well-being Indicator	Has our result improved			22 nd	21 st	20 th	19 th	18 th	17 th	16 th	15 th	14 th	13 th	12 th	11 th	10 th	9 th	8 th	7 th	6 th	5 th	4 th	3 rd	2 nd	1 st		
		Previous available result	2019/20 survey result	Improved ↑ Standstill ↔ Declined ↓	Worst results												Best Results											
					Arrows start from our previous position												to our 2019/20 position											
1	✓	% People agree that they can access information about the Authority in their preferred way.	72.4	71.2	↓	64.4																					82.6	
	2	✓	% People know how to find what services the Council provides.	72.1	74.6	↑	63.9																				81.9	
	3	✓	People agree that the Council asks for their views before setting its budget.	11.3	9.9	↓	Below 6.7																				23.1	
	4	✓	People agree that they have an opportunity to participate in making decisions about the running of local authority services.	11.4	9.0	↓	8.5																				24.1	
5		People agree that the Council does all it can to improve the area.	35.8	34.4	↓	21.6																					52.9	
	6		People agree that the Council provides high quality services.	51.0	52.8	↑	28.6																				57.6	
7	✓	Satisfaction with child's primary school	84	95	↑	Below 84																					97	
8		Satisfaction with child's secondary school	89	86	↓	There are too many unreliable or missing data to compare across authorities																						
9	✓	Yes can speak Welsh (NWBI/37)	37.8	37.4	↓	Below 7.1																		Same			64.1	
10		% of adults who speak Welsh daily and can speak more than just a few words (NWBI/36)	29.8	30.4	↑	Below 3.6																		Same			60.9	

In AR	Questions asked in the 2019/20 National Survey for Wales and available at Local Authority level NWBI - National Well-being Indicator	Has our result improved			22 nd	21 st	20 th	19 th	18 th	17 th	16 th	15 th	14 th	13 th	12 th	11 th	10 th	9 th	8 th	7 th	6 th	5 th	4 th	3 rd	2 nd	1 st					
		Previous available result	2019/20 survey result	Improved ↑ Standstill ↔ Declined ↓	Worst results												Best Results														
					Arrows start from our previous position												to our 2019/20 position														
11	✓	% of people who are lonely (NWBI/30)	18.3	16.2	↑	There are too many unreliable or missing data to compare across authorities																									
12	✓	% of people who volunteer (NWBI/28)	33.9	27.2	↓	15.9																					32.9				
13	✓	Household in material deprivation (NWBI/19)	13.5	11.3	↑	21.4											●	→		■							7.9				
14		Keeping up with all bills and commitments without any difficulties - All Adults	62.7	66.6	↑	57.9			●	→		■															74.3				
15		Keeping up with all bills and commitments without any difficulties - Pensioners	79.8	83.7	↑	79.3				●	→						■										88.7				
16		Keeping up with all bills and commitments without any difficulties - Non-Pensioners	56.4	60.7	↑	50.1		●	→		■																71.3				
17	✓	% of people moderately or very satisfied with their jobs (NWBI/20)	82.5	78.9	↓	67.3					■	←					●										89.5				
18		Whether household has internet access	87.0	88.9	↑	84.0												●	→	■							93.3				
19		% Satisfied with the most recent public sector website visited	79.4	84.2	↑	74.6					●	→												■			85.5				
20		Whether use the internet (including Smart TV and handheld devices)	88.4	89.8	↑	85.8													■	Same							94.2				
21		% of people participating in sporting activities three or more times a week (NWBI/38)	35.1	35.1	↔	22.6														●	→	■					39.4				
22	✓	% of people who say their general health was Good or Very Good	66	70	↑	79	●	→				■															64				
23	✓	% of adults who say they have a longterm illness	53	51	↑	55	●	→				■															42				

In AR	Questions asked in the 2019/20 National Survey for Wales and available at Local Authority level NWBI - National Well-being Indicator	Has our result improved			22 nd	21 st	20 th	19 th	18 th	17 th	16 th	15 th	14 th	13 th	12 th	11 th	10 th	9 th	8 th	7 th	6 th	5 th	4 th	3 rd	2 nd	1 st		
		Previous available result	2019/20 survey result	Improved ↑ Standstill ↔ Declined ↓	Worst results												Best Results											
					Arrows start from our previous position												to our 2019/20 position											
24	% of adults that Smoke (combined 2 years result)	16.6	16.2	↑	25.0																Same						10.8	
25	% of adults that are E-cigarette users (combined 2 years result)	7.0	6.7	↑	11.8																						3.6	
26	% of adults that drink more than 14 units a week (combined 2 years result)	19.9	21.5	↓	25.2																						14.0	
27	% of adults that ate 5 portions of fruit & vegetables a day (combined 2 years result)	18.6	21.7	↑	15.1																						33.9	
28	% of adults that active for 150 minutes or more a week (combined 2 years result)	55.3	55.6	↑	39.6																						63.0	
29	% of adults that active for 30 minutes or less a week (combined 2 years result)	27.8	27.6	↑	48.5																						25.3	
30	% of adults that are overweight or obese (BMI 25+) (combined 2 years result)	61.7	63.6	↓	70.0																						49.9	
31	% of adults that are obese (BMI 30+) (combined 2 years result)	24.3	28.2	↓	32.3																						18.1	
32 ✓	% of adults that have one or less healthy behaviours (Based on the above measures 24-31) (combined 2 years result)	8.8	12.4	↓	14.0																						6.5	
33 ✓	% of people attended arts events in Wales in last year	67.4	68.3	↑	60.4																						80.4	
34 ✓	% of people visited historic places in Wales in last year	64.7	68.7	↑	48.9																						73.9	
35 ✓	% of people visited museums in Wales in last year	34.6	42.1	↑	26.6																						63.2	
36	% of people attending or participating in arts, culture or heritage activities at least 3 times a year (NWBI/35)	71.9	64.2	↓	59.8																						84.3	

**Whether our
2019/20 results
for Public
Accountability
Measures have
improved**

Public Accountability Measures (PAM)

The table below shows our 2019/20 result and whether it has improved on our 2018/19 result.			
Public Accountability Measures (PAM) - is a National suite of measures that all councils in Wales have to collect, but due to COVID-19, DataCymru who centrally collect the data on behalf of Welsh Local Government Association have decided not to collect data for 2019/20. Therefore, we cannot measure how we perform against other authorities for 2019/20, but we can measure if we have improved year on year.	Has our result improved from 2018/19 to 2019/20		
	Our 2018/19 result	Our 2019/20 result	Improved ↑ Standstill ↔ Declined ↓
WBO1 - Help to give every child the best start in life and improve their early life experiences			
1 % Children in care with 3 or more placements in the year (PAM/029)	10.4	8.6	↑
2 Percentage of child assessments completed in time (PAM/028)	87.2	88.7	↑
WBO3 - Support and improve progress and achievement for all learners.			
3 % Pupil attendance in primary schools (PAM/007)	93.9	93.9	↔
4 % Pupil attendance in secondary schools (PAM/008)	93.8	93.5	↓
5 Average Capped 9 score for pupils in year 11 (PAM/032)	363.1	367.2	↑
WBO4 - Reduce the number of young adults that are Not in Education, Employment or Training (NEET)			
6 % of Year 11 Leavers not in education, employment or training (NEETS) (PAM/046)	1.8	Not available	Not applicable
WBO5 - Tackle poverty by doing all we can to prevent it, helping people into work and improving the lives of those living in poverty			
7 % of households successfully prevented from becoming homeless (PAM/012)	59.5	46.4	↓
WBO7 - Increase the availability of rented and affordable homes			
8 % Private sector dwellings returned to occupation (PAM/013)	7.40	7.72	↑
9 Number of new homes created as a result of bringing empty properties back into use (PAM/045)	0	7	Year on year comparison not suitable
10 Number of additional affordable housing units delivered per 10,000 households (PAM/036)	15	22	↑
11 Average number of calendar days taken to complete all housing repairs (PAM/037)	14.6	13.8	↑
12 % of homes that meet the Welsh Housing Quality Standard (WHQS) (PAM/038)	100.00	100.00	↔
13 % of rent lost due to properties being empty (PAM/039)	2.9	3.4	↓
WBO8 - Help people live healthy lives (Tackling risky behaviour and Adult obesity)			
14 % of Quality Indicators (with targets) achieved by the library service (PAM/040)	97.5	97.5	↔
15 Visits to Sport & Leisure facilities per 1000 population (PAM/017)	8,401	7,768	↓
16 % of people referred to the National Exercise Referral scheme that complete the 16 week programme (PAM/041)	55.1	57.4	↑
17 % of NERS clients whose health had improved on completion of the exercise programme (PAM/042)	Not available	78.4	Not applicable
18 % Food establishments that meet food hygiene standards (PAM/023)	95.77	96.02	↑
WBO10 - Support the growing numbers of older people to maintain dignity and independence in their later years			
19 Days taken to deliver a Disabled Facilities Grant (PAM/015)	157	176	↓
20 Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+ (PAM/025)	4.21	6.03	↓

Public Accountability Measures (PAM)

The table below shows our 2019/20 result and whether it has improved on our 2018/19 result.			
Public Accountability Measures (PAM) - is a National suite of measures that all councils in Wales have to collect, but due to COVID-19, DataCymru who centrally collect the data on behalf of Welsh Local Government Association have decided not to collect data for 2019/20. Therefore, we cannot measure how we perform against other authorities for 2019/20, but we can measure if we have improved year on year.		Has our result improved from 2018/19 to 2019/20	
		Our 2018/19 result	Our 2019/20 result Improved ↑ Standstill ↔ Declined ↓
WBO12 - Looking after the environment now and for the future			
21 % of all planning applications determined in time (PAM/018)	72.6	71.6	↓
22 % of planning appeals dismissed (PAM/019)	71.4	80.0	↑
23 % of streets that are clean (PAM/010)	91.5	98.0	↑
24 Average number of working days taken to clear fly-tipping incidents (PAM/035)	2.3	2.5	↓
25 Kilograms of municipal waste that is not reused, recycled or composted during the year per person (PAM/043)	179.7	156.3	↑
26 % Municipal waste reused, recycled or composted (PAM/030)	58.94	64.66	↑
WBO13 - Improve the highway and transport infrastructure and connectivity			
27 % A roads that are in poor condition (PAM/020)	5.2	5.4	↓
28 % B roads that are in poor condition (PAM/021)	4.2	4.7	↓
29 % C roads that are in poor condition (PAM/022)	12.5	12.5	↔
WBO15 - Building a Better Council and Making Better Use of Resources			
30 Number days lost due to sickness absence. (PAM/001)	9.8	10.7	↓
31 Number of apprentices on formal recognised apprenticeship schemes per 1,000 employees (PAM/044)	Baseline 20	34.4	↑
Please note that not all Well-being Objectives (WBO) have allocated National Measure(s)			

Of the 31 PAM measures for 2019/20 - year on year improvement can be measured for 28.	Number	%
Improved	13	47%
Constant	4	14%
Declined	11	39%

Our Regulatory Reports

The following list of regulatory reports were issued during the last twelve months:



LOCAL REPORTS

[Service User Prospective Review: Online Services \(May 2019\)](#)

[Review of Risk Management \(July 2019\)](#)

[Annual Improvement Report \(August 2019\)](#)

[Well-being of Future Generations: Increase the availability of rented and affordable homes \(October 2019\)](#)

NATIONAL REPORTS

[The Effectiveness of Local Planning Authorities in Wales \(Jun 2019\)](#)

[The 'Front Door' to Adult Social Care \(Sept 2019\)](#)



LOCAL REPORTS

[Inspection of Older Adults \(August 2019\)](#)



In January 2020 the Future Generations Commissioner for Wales published guidance, called 'journeys' outlining steps towards the national goals that we will be assessed by.

Well-being in Wales: the journey so far

In May 2020, the Future Generations Commissioner published the Future Generations Report 2020 on the progress of the Act over the last 5 years and made a number of recommendations for public bodies which we will consider.



We would welcome your feedback,
please send your thoughts, views and opinions to:



Performance Management
ICT and Corporate Policy
Chief Executive's Department
County Hall
Carmarthen
Carmarthenshire SA31 1JP



Tel: **01267 234567**
Email: **performance@carmarthenshire.gov.uk**



Follow us and add your comments on the **[Council's Facebook](#)** page



Follow this plan and add your Tweets on our **[Twitter](#)** page - **#CarmsReport**