

**The following tables are a presentation of results and comments on the Corporate Data Suite indicators and measures linked to each Well-being Objective and Priorities.**

**WBO 1 - Enabling our children and young people to have the best possible start in life (Start Well)**
**Our Corporate Data Suite with our Indicators and Measures of success - 2024/25**

		How well have we done?	How well are we doing?							
			See explanation of performance				All Wales Comparative Info.			
Definition / PI Reference		2023/24 or previous result	2024/25 or most recent							
		Our Result	Target	Actual Result	Target Met 😊 or ☹️	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile	How we compare in Wales * to ****	
WBO1 Overarching										
1	<p><b>% of Children living in Poverty</b></p> <p><i>This data uses Department for Work and Pensions and HM Revenue and Customs local indicators combined with information about housing costs at the local level to estimate poverty rates after housing costs. It indicates how many children are thought to be living in households with incomes that are below 60% of the median</i></p>	27.8% (2021/22)	No Target	29.5% (2022/23)	Not applicable	▼	31.0%	27.9%	***	
		<p>Child poverty rates increased between 2021/22 and 2022/23 to 29.5%. This is consistent with trends seen nationally and translates to nearly 11,400 children. This is the 12<sup>th</sup> highest level of all local authorities in Wales.</p> <p>Poverty affects every aspect of someone’s life. It is especially detrimental to children, affecting their long-term health and development, educational attainment, and their access to opportunities. A child growing up in poverty is at an increased risk of not having the best start in life given their access to food, shelter, healthcare, and education may be compromised.</p> <p>The Council has seen increasing demand for many of its services and support systems following the pandemic. This has been exacerbated now by the effects of the cost-of-living crisis, causing some families to struggle. As always, the priority for the Council is to ensure that children are protected and supported with a focus on early intervention and prevention.</p>								

Definition / PI Reference		2023/24 or previous result	2024/25 or most recent						
		Our Result	Target	Actual Result	Target Met 😊 or ☹️	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile	How we compare in Wales * to ****
2	% children aged 4 to 5 years of age, Overweight or Obese	30.5% (2022/23)	No Target set	30.2% (2023/24)	Not applicable	▲	25.5%	24.0%	*
		<p>As of 2023/24, 30.2% (522) of 4 to 5 year olds were overweight or obese in Carmarthenshire. This is the second highest level in Wales, with a slight improvement on 2022/23 - 30.5% (524). Obesity in early life will have detrimental effects on long-term health and in turn the life chances of that person.</p> <p>Whilst the Council alone cannot affect the level of change required to reduce childhood obesity, several of the Council's services have an important role to play. This includes the provision of nutritious school meals and access to leisure and sporting activities.</p>							
3	Number of Children on the child protection register at 31 March per 10,000 population aged under 18	34.08 (per 10,000 population) (2022/23)	No Target set	27.26 (per 10,000 population) (2023/24)	Not applicable		46.47 per 10,000 population	Not applicable	Not applicable
		<p>The number of children on the Child Protection Register per 10,000 population reduced from 125 in 2022/23 to 100 in 2023/24. It continues to be significantly below the all-Welsh rate of 46.47 per 10,000 population. Figures for 2024/25 indicate a slight increase, with 118 children recorded as being on the register. This shows that year-on-year figures do fluctuate.</p> <p>Decisions to register/de-register names of children on the Child Protection Register are made at multi-disciplinary case conferences. Cases are also regularly reviewed in line with Welsh Government procedures.</p>							

Definition / PI Reference		2023/24 or previous result	2024/25 or most recent						
		Our Result	Target	Actual Result	Target Met 😊 or ☹️	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile	How we compare in Wales * to ****
WBO1a - Thematic Priority - Healthy Lives - prevention / early intervention									
4	% of Live single births with a birth weight of under 2,500g	5.0% (2023)	No Target set	5.2% (2024)	Not applicable	▼	6.3%	5.7%	****
		The most recent data (2024) indicates that the level of low birth weights in Carmarthenshire increased slightly. This is the third lowest levels in Wales and continues to be lower than the all-Wales rate of 6.3%. Babies born with a low birth weight are at an increased risk of developing health problems. Therefore, it is positive that the percentage of babies born with a low birth weight has generally been decreasing in Carmarthenshire.							
5	Number of children looked after by local authorities at 31 March per 10,000 population aged under 18	50.70 (per 10,000 population) (2022/23)	No Target set	70.60 (per 10,000 population) (2023/24)	Not applicable		116.10 per 10,000 population	Not applicable	Not applicable
		Despite a 36% increase in the number of Children Looked After per 10,000 population under 18 years of age in Carmarthenshire between 2022/23 (190) and 2023/24 (259), we continue to have the lowest number compared to other authorities in Wales with 70.60. This is well below the Welsh rate of 116.10. As of 20 <sup>th</sup> February 2025, this increased further to 269. The comparative data for this per 10,000 population will not be available until late 2025, but we have been low in the context of other local authorities for many years.							
6	Number of children looked after in foster placements at 31 March	208 children March 2024	No Target set	205 children March 2025	Not applicable		4,875 (Wales Total March 2024)	Not applicable	Not applicable
		There is a slight reduction in the number of Children Looked After in Foster Placements at the end of March 2025. There continues to be a shortage of foster carers both locally and nationally which impacts on placement stability. The department works collaboratively across the region with Foster Wales and a national foster carer recruitment campaign received significant media attention.							

Definition / PI Reference		2023/24 or previous result	2024/25 or most recent						
		Our Result	Target	Actual Result	Target Met 😊 or ☹️	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile	How we compare in Wales * to ****
7	Number of participations at sport and physical opportunities facilitated by Actif Communities (3.4.2.8)	211,004	237,579	585,178	😊	▲	Not applicable		
		There were almost 600,000 participants at sport and physical opportunities facilitated by Actif communities during 2024/25. This is an excellent result and well above target. This is a large increase compared to last financial year with 211,004. However, the main reason for the increase is that the service area has now been able to collect data from settings they previously supported to develop but are still operating sustainably.							
8	% of children who can swim 25m aged 11 (3.4.2.1)	37.2% (22/23 Academic Year)	40.0%	48.4% (23/24 Academic Year)	😊	▲	Not applicable		
		Over 400 children aged 11 learned how to swim 25m during the 2023/24 Academic year. This is just under 50% of those that were taught. Of these, 47.1% were boys and 50.4% were girls.							
9	The number of new assessments completed for children during the year, that were completed within statutory timescales (CH/006a/012)	63.0%	65.0%	37.0%	☹️	▼	Not applicable		
		Due to the implementation of a new client database within Children's Services, data for 2024/25 includes data between 1 <sup>st</sup> April 2024 and 20 <sup>th</sup> February 2025. Investigations have taken place in respect of the completion of assessments within timescales and the department is endeavouring to improve the situation by carrying out the following work: Providing the data to Team Managers regularly; Senior Manager and Team Managers meeting regularly to look at performance; Team Managers are using the data with Social Workers; Resources have been moved around to support assessment teams to close assessments that have been open for an extended period. As these assessments are being closed, there will be a decrease rather than an improvement.							

Definition / PI Reference		2023/24 or previous result	2024/25 or most recent						
		Our Result	Target	Actual Result	Target Met 😊 or ☹️	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile	How we compare in Wales * to ****
10	% of Children in care who had to move 3 or more times (CH/043)	8.5% (22/259)	8.1%	9.7% (26/269)	☹️	▼	Not applicable		
		9.7% (26 of the 269 children looked after) having three or more moves during the year compared to 8.5% (22 of the 259) in 2023/24. A shortage of foster carers both locally and nationally continues. This restricts choice and can affect placement stability. We have completed a foster care review and agreed an action plan. We continue to work collaboratively across the region with Foster Wales with regard to foster placements. Development work is continuing to increase the range and type of placements for Children Looked After through the Residential Strategy for Children and Fostering Service Transformation Plan. This includes three new in-house children's homes - Hafan - a five-bed property including one emergency room and one staff bedroom. There's also a strategic plan to develop the other two new children`s homes and is supported through the Modernising Education Programme planning.							
WBO1b - Service Priority - Early years									
11	Number of Registered Childcare Places available in Carmarthenshire	4,214 (May 2024)	No Target set	4,502 (May 2025)	Not applicable	▲	Not applicable		
		As at May 2025, there are 218 registered childcare providers offering 4,502 childcare places delivered by childminders, day nurseries, cylchoedd meithrin, Flying Start, After School Clubs, and Holiday Clubs. This is an increase on May 2024 when there were 213 registered providers and 4,214 childcare places. Our Statutory Childcare Sufficiency Assessment summary report continues to be shared with prospective childcare providers and is also available on the Family Information Service website.							

Definition / PI Reference		2023/24 or previous result	2024/25 or most recent						
		Our Result	Target	Actual Result	Target Met 😊 or ☹️	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile	How we compare in Wales * to ****
WBO1c - Service Priority - Education									
12	% of Year 11 leavers Not in Education, Employment or Training (NEETs) (PAM/009)	2.3%	1.8%	2.4%	☹️	▼	2.4%	1.9%	**
	The result of 2.4% (51 out of 2,083) is a slight decline on the previous year's 2.3% (46 out of 1,987). However, the result ranked 13 <sup>th</sup> in Wales, improved from 18 <sup>th</sup> the previous year and equal to the all-Wales rate. The Youth Support Service has delivered post-16 transition youth work in line with the Welsh Government Youth Engagement and Progression Framework throughout last year. There has been work undertaken to ensure that knowledge of the framework is understood within the Education, Children, and Families Department. Referral systems are in place for those identified as requiring support to access education, training, and employment.								
13	% of Year 13 leavers Not in Education, Employment or Training (NEETs) (5.1.0.2)	5.0%	3.0%	3.2%	☹️	▲	3.2%	2.3%	**
	The result of 3.2% (19 out of 598) is an improvement on the previous year's result of 5.0% (31 out of 616). The result ranked 12 <sup>th</sup> in Wales, improved from 18 <sup>th</sup> the previous year and equal to the all-Welsh rate. The Youth Support Service has delivered post-16 transition youth work in line with the Welsh Government Youth Engagement and Progression Framework throughout last year. There has been work undertaken to ensure that knowledge of the framework is understood within the Education, Children, and Families Department.								
14	% of pupil attendance in Primary Schools (PAM/007)	91.1%	91.5%	91.6%	😊	▲	Not applicable		
	The result of 91.6% is just above target of 91.5% and an improvement on the previous year's result of 91.1%. However, it was below the all-Welsh rate of 92.1%. The result remains below the last pre-pandemic (Academic Year 2018/19) result of 93.9%. Absence has increased as consequence of the pandemic and beyond e.g. decline in behaviour leading to an increase in fixed term exclusion; a rise in illness and medical appointments; a rise in family holiday's. The Estyn inspection of Carmarthenshire's Education Services in July 2023 recognised improving school attendance as a recommendation for the Department. Therefore, a revised Attendance Strategy has been produced which will encompass all aspects of attendance/absence.								

Definition / PI Reference		2023/24 or previous result	2024/25 or most recent						
		Our Result	Target	Actual Result	Target Met 😊 or ☹️	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile	How we compare in Wales * to ****
15	% of pupil attendance in Secondary Schools (PAM/008)	86.4%	86.8%	86.8%	😊	▲	Not applicable		
		The result of 86.8% is on target but is below the all-Welsh rate of 88.0% but an improvement of last year's result of 86.4%. The Estyn inspection of Carmarthenshire's Education Services in July 2023 recognised improving school attendance as a recommendation for the Department. Therefore, a revised Attendance Strategy has been produced which will encompass all aspects of attendance/absence.							
16	Residents that think schools provide young people with a good level of education  <i>AIS Key: A score below 0 indicates overall disagreement; A score between 0 and 1 indicates overall agreement, and a score between 1 and 2 indicates overall strong agreement.</i>	0.41 (AIS Score)	No Target set	0.27 (AIS Score)	Not applicable	▼	Not applicable		
		Our 2024 residents survey received just over 3,500 responses. Overall, there is an agreement from respondents that local schools provide children and young people with a good education (scoring 0.27). However, the score has decreased significantly on the previous year (0.41) with 20% of respondents disagreeing.							



## WBO2 - Enabling our residents to live and age well (Live and Age Well)

### Our Corporate Data Suite with our Indicators and Measures of success - 2024/25

		How well have we done?	How well are we doing?						
			See explanation of performance				All Wales Comparative Info.		
Definition / PI Reference		2023/24 or previous result	2024/25 or most recent						
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile	How we compare in Wales * to ****
WBO2 - Overarching									
1a	<b>Healthy life expectancy at birth (Male)</b>	<b>59.7 years (2018-20)</b>	No Target set	<b>59.2 years (2021-23)</b>	Not applicable	▼	<b>60.3 years</b>	<b>62.9 years</b>	<b>**</b>
	<i>Healthy Life Expectancy measures the number of years someone is expected to live in good health.</i>	Generally, people are living longer than ever before due to advancements in healthcare and a general improvement in living standards. Healthy Life Expectancy for males in Carmarthenshire continues to be lower than that for females and continue to decrease between 2017-19 and 2018-20 from 60.4 to 59.7 years and to 59.2 years in 2021-23, but the gap between male and female healthy life expectancy has closed. This is the 14th lowest level of all local authorities in Wales and is below the Wales average of 60.3 years.							
1b	<b>Healthy life expectancy at birth (Female)</b>	<b>61.8 years (2018-20)</b>	No Target set	<b>57.9 years (2021-23)</b>	Not applicable	▼	<b>59.6 years</b>	<b>62.6 years</b>	<b>*</b>
		Despite an increase in the Female Healthy Life Expectancy from 2017/19 and 2018/20 from 61.1 to 61.8 years, the most recent data for 2021/23 shows a significant reduction of almost 4 years to 57.9 years. This is the 17th lowest level of all local authorities and is almost 2 years lower than the all-Wales age of 59.6 which has also reduced by almost 3 years. This is an important consideration in Carmarthenshire, as the county is home to an above average level of people aged over 65. When coupled with a Healthy Life Expectancy (which is below average) could result in increased pressure on health and social care services.							

Definition / PI Reference		2023/24 or previous result	2024/25 or most recent						
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile	How we compare in Wales * to ****
2	<b>Households in material deprivation</b> <i>Material deprivation is a measure which is designed to capture the consequences of long-term poverty on households, rather than short-term financial strain.</i>	12.0% (2021/22)	No Target set	16.7% (2022/23)	Not applicable	▼	15.5%	13.8%	**
		<p>According to the National Survey for Wales, levels of Material Deprivation are rising. The most recent data (2022/23) indicates that 16.7% of households in Carmarthenshire are living in material deprivation. This is above the all-Wales figure of 15.3%, 7th highest level of all local authorities in Wales, and an increase on figures for 2021/22 (12%).</p> <p>The ongoing cost of living crisis is also likely having a detrimental impact on household deprivation levels.</p> <p>The Council is undertaking significant cross-departmental work to support residents affected by the cost of living crisis and improving the lives of those living in poverty. Intelligence gathered has resulted in the development of a Tackling Poverty Plan which encourages an integrated approach.</p>							
3	<b>Adult mental well-being score</b> <i>Based on the Warwick Edinburgh mental wellbeing scale - score between a minimum of 14 to a maximum of 70.</i>	48.8 (score) (2021/22)	No Target set	48.3 (score) (2022/23)	Not applicable	▼	48.2 (score)	48.9 (score)	**
		<p>According to the National Survey for Wales, the Score for Adult Mental Wellbeing is on a downward trend which is consistent with national trends.</p> <p>The score for Carmarthenshire as of 2022/23 was 48.3, a decrease on previous figures for 2021/22 (48.8). This is perhaps indicative of the effects of the pandemic, in which we saw the most significant change to normal life in decades. Decreases were also seen at an all-Wales level.</p> <p>Carmarthenshire's position relative to the other local authorities in Wales is the 10<sup>th</sup> lowest, compared with 11<sup>th</sup> lowest for the previous year.</p> <p>Findings of a recent residents' consultation indicate that there was overall agreement from respondents that consideration should be given to support people's mental health in the county. The Council recognises this and is committed to working with partners to provide readily accessible and appropriate levels of support to individuals with mental health issues, focusing on an expansion of access and support to children and vulnerable adults.</p>							

Definition / PI Reference		2023/24 or previous result	2024/25 or most recent						
		Our Result	Target	Actual Result	Target Met 😊 or ☹️	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile	How we compare in Wales * to ****
4	Adults who have 2 or more healthy lifestyle behaviours	92.4% (2021/22)	No Target set	92.5% (2022/23)	Not applicable	▲	92.3%	93.4%	***
	Healthy lifestyle behaviours are defined as: • Not smoking, • Being a healthy weight, • Eating five fruits/vegetables a day, • Not excessively drinking alcohol, and • Undertaking physical exercise in line with guidelines.	According to the National Survey for Wales, the number of adults with two or more Healthy Lifestyle Behaviours in Carmarthenshire has increased slightly from 92.4% to 92.5%. This has translated to the county exhibiting the 9 <sup>th</sup> highest figure of all local authorities in Wales, an improvement from 13 <sup>th</sup> the previous year. This is slightly higher than the figure for Wales which sits at 92.3%. A continued improvement for this measure would expect an improvement in Healthy Life Expectancy but, unfortunately, the most recent Healthy life expectancy data (2021/23) shows a decline for both males and females.							
WBO2a - Thematic Priority - Tackling Poverty									
5	% of Households Living in Poverty	34.6% (2023)	No Target set	30.7% (2024)	Not applicable	▲	29.7%	28.9%	**
	Poverty is defined as 60% of GB Median Income (60% of £42,689 = £25,613 for 2024)	The most recently available data (2024) suggests that 30.7% of all households in Carmarthenshire are living in poverty, translating to around 25,800 households. This is a good reduction from 34.6% in 2023 and the lowest it's been in the last 10 years. This mirrors trends seen nationally. Cross departmental work to tackle the Cost-of-Living crisis has developed a stronger, more integrated approach within the Council, and has better consolidated and identified what we are, can, and need to do.							
6	Median Gross Weekly Income	£664.20 (2023)	No Target set	£700.00 (2024)	Not applicable	▲	£684.40	£699.70	****
		This shows a further increase in the average Gross Weekly earnings in Carmarthenshire, from £664.2 (2023) to £700.0 (2024) with the 6 <sup>th</sup> highest figure in Wales. Carmarthenshire figures continue to be higher than the Welsh average of £684.4, but continue to be below the UK average of £728.3. The gap in the hourly rate between Male and Female full-time workers is closing, with the female hourly rate higher than male workers in eleven authorities, including Carmarthenshire. Gross hourly earnings for Female Full-time workers in Carmarthenshire is £17.65, and Male of £17.62 giving a gap of only 3p, compared to £1.75 in 2023.							

Definition / PI Reference		2023/24 or previous result	2024/25 or most recent						
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile	How we compare in Wales * to ****
7	<b>Housing Affordability Ratio</b>  <i>Dividing the house price for a given area by its earnings, produces a ratio which serves as an indicator of relative affordability. A higher ratio indicates that on average, it is less affordable for a resident to purchase a house in their local authority. Conversely, a lower ratio indicates higher affordability in a local authority.</i>	<b>5.47 Ratio (2023)</b>	No Target set	<b>5.40 Ratio (2024)</b>	Not applicable	▲	<b>5.86 Ratio</b>	<b>5.13 Ratio</b>	<b>***</b>
	Carmarthenshire’s current ratio is 5.40 which is significantly lower than the highest ratio in Wales of 8.51. The Welsh ratio reduced from 6.21 to 5.86, but we continue to be below this level. Carmarthenshire has the 8 <sup>th</sup> lowest level of all local authorities as of 2024. It should be noted that housing affordability will vary between smaller areas within the county. Access to affordable housing is important as it leads to improvements in both physical and mental health and well-being. Put simply - the more affordable housing is, the more money households have to spend on the other things that they need. In turn, this increases their quality of life. In a recent consultation, residents indicated that it is important that local people are supported to buy homes locally.								
8	<b>Households successfully prevented from becoming homeless (PAM/012)</b>	<b>72.1%</b>	73.5%	<b>69.1%</b>	☹	▼	<b>57.9% (2023/24)</b>	<b>67.1% (2023/24)</b>	<b>****</b>
	A decline in performance during 2024/25 with only 69.1% of households successfully prevented from becoming homeless, down from 72.1% in 2023/24. However, this continues to be above the 2023/24 all-Welsh percentage of 57.9% and just above the best quartile of 67.1%. Comparative data for 2024/25 will not be published until late Autumn 2025. The number of households threatened with Homelessness within 56 days - Number (Section 66) during 2024/25 reduced by 42%.								
9	<b>Residents that believe Poverty is a problem in my area</b>  <i>Average Index Score (AIS) Key: A score below 0 indicates overall disagreement; A score between 0 and 1 indicates overall agreement, and a score between 1 and 2 indicates overall strong agreement.</i>	<b>0.24 (AIS Score)</b>	No Target set	<b>0.18 (AIS Score)</b>	Not applicable	▼	Not applicable		
	Our 2024 residents survey received just over 3,500 respondents, with mixed responses to this statement - 32% of respondents indicating ‘neither’. However, a higher proportion overall agree that poverty is a problem in their area with an Average Index Score (AIS) of 0.18. This is a slight decline on the 2023 score of 0.24 but continues to be an overall agreement.								
10	<b>Average time for processing new Housing/Council Tax Benefit claims (6.6.1.2)</b>	<b>13 days</b>	17 days	<b>10.52 days</b>	☺	▲	Not applicable		
	The average number of days to process new Housing/Council Tax Benefit Claims continues to reduce during 2024/25 to 10.52 days. This is the lowest it’s ever been.								

Definition / PI Reference		2023/24 or previous result	2024/25 or most recent						
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile	How we compare in Wales * to ****
11	Average time for processing Housing/Council Tax Benefit notifications of changes of circumstances (6.6.1.3)	3.02 days	4 days	2.38 days	☺	▲	Not applicable		
		The average number of days to process Housing/Council Tax Benefit change of circumstances have also reduced to their lowest ever levels of 2.38 days during 2024/25.							
12	Number of individuals supported through Council employability schemes to earn a real living wage (EconD/023)	158	100	151	☺	▼	Not applicable		
		151 individuals were supported through Council employability schemes to earn the real living wage during 2024/25. This is a slight decline in number compared to 158 in the previous year. Many of the clients supported were still receiving advice and guidance at the end of the financial year because they experience multiple barriers and have complex needs. Therefore, additional support is needed before they can access employment opportunities.							
WBO2b - Service Priority - Housing									
13	Average number of calendar days taken to complete all housing repairs (Repairs/001)(previously PAM/037)	15 days	15 days	20 days	☹	▼	Not applicable		
		It took an average of 20 calendar days to complete all council housing repairs during 2024/25. This is higher than expected, as demands for responsive repairs continued to increase and affected our ability to meet the target. A new service improvement plan has been developed that will adopt a phased approach to ensure the delivery of the service is sustainable in the future. This will initially involve detailed work around understanding the current demand and backlog of responsive repairs, a greater focus on packaged minor works, and a re-alignment of existing resources to meet current priorities and risks.							

Definition / PI Reference		2023/24 or previous result	2024/25 or most recent						
		Our Result	Target	Actual Result	Target Met 😊 or ☹️	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile	How we compare in Wales * to ****
14	Number of private sector empty properties returned to use through direct intervention (HS-EMP/001)	104 properties	150 properties	239 properties	😊	▲	Not applicable		
		Officers undertook a comprehensive review of empty properties that have been brought back into use. Due to delays and barriers in delivering the National Empty Homes Grant, our approach focused more on enforcement action and linking this to the Council Tax premium. We've come to realise that taking this approach and delivering a stronger message to owners about our enforcement capabilities is far more effective in returning properties to use than investing significant time in administering loans/grants that either don't get publicised or have the impact on those that choose not to conform. Much of this success is based on providing empty home owners with support and guidance they need to renovate or change ownership of properties, with some more intense work around statutory intervention and enforcing the sale. There were 1,868 properties in Carmarthenshire that had been empty for six months or more at the end of March 2025, compared to 2,144 at the end of March 2024. This is a 13% reduction.							
15	% of rent lost due to properties being empty (PAM/039)	2.2%	2.0%	1.9%	😊	▲	Not applicable		
		Void loss remains within the target, primarily due to the expanded contractor base established through the new Property Works Framework. This has significantly enhanced overall contractor capacity.							
WBO2c -Service Priority - Social Care									
16	Number of people waiting in hospital for domiciliary care (ASC-001)	7 people @ end of March 2024	No Target set	5 people @ end of March 2025	Not applicable	▲	Not applicable		
		We remain in a stable position with a decrease in the numbers waiting in hospital for domiciliary care. This is despite increased complexity in our caseloads and demonstrates that our preventative community pathways are working to manage the demand coming through the system. Welsh Government funding realted to the 50-day challenge initiative in the latter part of 2024/25 has contributed to creating additional capacity in the system that has, in turn, reduced the numbers waiting for domiciliary care.							

Definition / PI Reference		2023/24 or previous result	2024/25 or most recent						
		Our Result	Target	Actual Result	Target Met 😊 or ☹️	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile	How we compare in Wales * to ****
17	% of people referred to the National Exercise Referral scheme that complete the 16 week programme (PAM/041)	70.2%	50.0%	43.0%	☹️	▼	Not applicable		
		The result is off target and well below last year's result, but the good news is that more clients are starting the sessions. Positive news is that 70% of those clients who completed the 16 week programme and exit surveys said that health had improved on completion of the exercise programme.							
18	The average number of calendar days taken to deliver a Disabled Facilities Grant (DFG/001)	273 days	275 days	272 days	😊	▲	Not applicable		
		The average number of calendar days taken to deliver a Disabled Facilities Grant continues to be high at 272 days during 2024/25. A very slight improvement on 273 days the previous year. Removing the means test in February 2022 significantly increased demand for Disabled Facilities Grants (DFGs). To control spending, we introduced Delayed Payment Approvals. However, this measure has also slowed down the pace at which contractors' complete projects, potentially impacting delivery times in 2025/26. The recent reintroduction of the means test has reduced the number of new DFG requests, and the budget for 2025/26 has increased. Demand will continue to be managed within the available budget.							

## WBO3 - Enabling our communities and environment to be healthy, safe and prosperous (Prosperous communities)

### Our Corporate Data Suite with our Indicators and Measures of success - 2024/25

		How well have we done?	How well are we doing?						
			See explanation of performance				All Wales Comparative Info.		
Definition / PI Reference		2023/24 or previous result	2024/25 or most recent						
		Our Result	Target	Actual Result	Target Met 😊 or ☹️	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile	How we compare in Wales * to ****
WBO3 - Overarching									
1	<b>Gross Disposable Household Income per head</b>  <i>Gross Disposable Household Income (GDHI) is an estimate of the amount of money that a household has available to spend on goods, services and saving.</i>	£17,501 (2021)	No Target set	£18,179 (2022)	Not applicable	▲	£18,652	£19,169	**
		Disposable Household Income is rising but levels remain below national rates. In 2022, Gross Disposable Household Income (GDHI) per head in the UK saw a growth of 5.3% when compared with 2021. Of the home nations, Northern Ireland saw the highest growth of 6.0%, followed by England with 5.4%, then Scotland with 4.9%. Wales saw the lowest growth of 3.5%. Wales has the second lowest rate of the home nations, with £18,652 - behind Northern Ireland with £18,685. Carmarthenshire saw growth of 3.9% over the same time period to £18,179 in 2022. Whilst this is positive, this level remains below the Wales level of (£18,652) and is significantly below the UK (£22,789).							
2	<b>Number of people killed and seriously injured on the roads</b>	138 people (2023)	No Target set	161 people (2024)	Not applicable	▼	1,086 Welsh total	25 people	*
		Unfortunately, the number of people killed or seriously injured (KSI) on Carmarthenshire roads increased to 161 during 2024. This is the highest figure in Wales and a 17% increase on the 2023 figure of 138. 29 of these were motorcyclists, which increased from 27 the previous year. The highest increase of 20% was for 16 to 24 year olds, from 30 in 2023 to 36 in 2024 - this is the highest number in Wales. The Council is committed to making the County's roads safer through strengthened partnership working to raise awareness, educate, and train all types of road users in order to improve skills and behaviour.							



Definition / PI Reference		2023/24 or previous result	2024/25 or most recent						
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile	How we compare in Wales * to ****
3	<b>Levels of nitrogen dioxide (NO2) pollution in the air.</b>  <i>This measure provides an indication of air quality by providing an average concentration of pollutants in the air.</i>	4.3 (µg/m3) (2021)	No Target set	4.7 (µg/m3) (2022)	Not applicable	▼	7.7 (µg/m3)	4.4 (µg/m3)	***
		<p>Following a positive period where Nitrogen Dioxide levels in the air in Carmarthenshire had reduced, we have since seen an unfortunate sustained increase. Levels increased from 4.2 (µg/m3) in 2020 to 4.3 (µg/m3) in 2021, and have continued this trajectory according to the latest figures from 2022 - 4.7 (µg/m3). This is in line with national figures. Carmarthenshire compares favourably with all-Wales figures (7.7 (µg/m3)) and we have the 7<sup>th</sup> lowest level of all local authorities in Wales.</p> <p>Nitrogen dioxide is one of several major pollutants and is released into the air by the burning of fuel. These pollutants not only have serious detrimental impacts on human health but also exacerbate the climate and nature emergencies that we are facing.</p>							
4	<b>Crime rates per 1,000 population</b>	58 recorded crimes per 1,000 population	No Target set	70 recorded crimes per 1,000 population	Not applicable	▼	83 recorded crimes per 1,000 population	66 recorded crimes per 1,000 population	***
		<p>The number of reported crimes per 1,000 population in Carmarthenshire increased by 18.9% from 58 crimes per 1,000 in 2023/24 to 70 crimes per 1,000 in 2024/25. This relative increase is consistent with all other Local Authorities within the Dyfed-Powys Force Area and in line with a Force-wide improvement in crime recording and data quality practices. Despite the increase, the County's rate is still below Wales (83 per 1,000).</p> <p>There were 13,145 crimes reported in Carmarthenshire during 2024/25, up from 11,059 the previous year. The crimes with the highest number of reports were consistent year-on-year, with Violence Against the Person, Theft Offences, Violence Without Injury, and Public Order Offences remaining the crimes with the highest counts. Crimes categorised as Violence Against the Person and Violence Without Injury both saw a significant increase in the number of reports, rising by 19.3% and 18.0% respectively from the previous year.</p> <p><b>Note:</b> Statistics do not include fraud. In addition, Dyfed-Powys Police also have a number of 'unassigned' reported crimes in their statistics, which could mean crime rates are higher in the county.</p>							

Definition / PI Reference		2023/24 or previous result	2024/25 or most recent						
		Our Result	Target	Actual Result	Target Met 😊 or 😞	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile	How we compare in Wales * to ****
WBO3a - Thematic Priority - Economic Recovery and Growth									
5a	Employment Rates	72.0% (March 2024)	No Target set	72.8% (March 2025)	Not applicable	▲	73.4% (March 2025)	74.5% (March 2025)	**
	Employment figures have increased slightly in Carmarthenshire at the end of March 2025 to 72.8% compared to 72.0% at the end of March 2024. This continues to be below the Welsh and UK rates of 73.4% and 75.4% respectively.								
5b	Unemployment Rates	3.0% (March 2024)	No Target set	3.6% (March 2025)	Not applicable	▼	3.5% (March 2025)	Not applicable	
	A person is unemployed if they are actively seeking or are available for work	Unemployment figures have increased slightly in Carmarthenshire to the end of March 2025 to 3.6% compared to 3.0% at the end of March 2024. This is higher than the Welsh rate of 3.5% but below the UK figure of 3.8%.							
6a	Working Age adults qualified to Level 4 or above	46.3%	No Target set	40.7%	Not applicable	▼	46.4%	51.9%	*
	The proportion of those aged 18 to 64 qualified to Level 4 or above in Carmarthenshire reduced for the first time since 2020. The most recent data (December 2024) shows 40.7%, which is a significant reduction from 46.3% the previous year. This is well below the Wales level of (46.4%) which increased from 45% the previous year. Developing skills and qualifications improves employability prospects, boosts career prospects, and creates a well-skilled and able labour market. It also ensures that we have a workforce that is fit for the future.								
6b	Working Age adults with no Qualifications	5.3%	No Target set	6.4%	Not applicable	▼	7.9%	4.6%	***
	Following a downward trend over the last few years, the proportion of those aged 18 to 64 with no qualifications increased according to the most recent data from December 2024. This shows a result of 6.4% compared to 5.3% the previous year. We continue to be below the all-Wales rate of 7.9% which remained the same as the previous year. However, the gap has closed. Developing skills and qualifications improves employability prospects, boosts career prospects and creates a well-skilled and able labour market. It also ensures that we have a workforce that is fit for the future.								

Definition / PI Reference		2023/24 or previous result	2024/25 or most recent						
		Our Result	Target	Actual Result	Target Met 😊 or ☹️	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile	How we compare in Wales * to ****
7a	Business births	630 (2022)	No Target set	545 (2023)	Not applicable	▼	10,520 (Wales total)	541	****
		Following some stagnation between 2017 and 2019, business birth rates in the county showed signs of improvement during 2021 with 820 business births. However, this was short lived with figures falling again. The most recent data for 2023 shows that 545 business opened/started, 85 fewer than in the previous year. The impact of the economic crisis and soaring energy bills has impacted on many businesses and deterring people from opening new businesses. Sectors with the largest nummber of new businesses were in Construction and Professional, Scientific and Technical - each with 85 (compared to 115 and 80 respectively the previous year). These were followed by Accommodation and Food Services both with 70, lower than 85 in the previous year.							
7b	Business Closures (Referred to as 'Deaths' within the official data)	715 (2022)	No Target set	610 (2023)	Not applicable	▲	11,300 (Wales total)	311	*
		There were fewer business closures (610 closures) in 2023 compared to 715 in 2022. Covid, the economic crises, soaring energy bills, and recruiting staff have all had an impact and are making running a business very challenging. Carmarthenshire has the 6 <sup>th</sup> highest number of business closures of all authorities in Wales behind Cardiff, Rhondda Cynon Taf, Swansea, Flintshire, and Newport.							
8	The number of Direct Jobs created (including jobs accommodated and placed into Jobs) with Regeneration assistance (EconD/009)	669	1,257	1,353	😊	▲	Not applicable		
		1,353 direct jobs were created across Carmarthenshire with Regeneration assistance during 2024/25. This is excellent news and an improvement on the previous year.							
9	The number of Indirect Jobs created (indirect and construction Jobs) with Regeneration assistance (EconD/010)	286	565	436	☹️	▲	Not applicable		
		436 indirect jobs were created by Regeneration assistance during 2024/25. A good improvement on the previous year, but did not quite meet the expected target due to some delays with third party grant funded projects and delays to the Pentre Awel and Carmarthen Hwb projects.							

Definition / PI Reference		2023/24 or previous result	2024/25 or most recent						
		Our Result	Target	Actual Result	Target Met 😊 or ☹️	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile	How we compare in Wales * to ****
10	The number of people helped into volunteering with Regeneration assistance (EconD/005)	722	2,318	3,953	😊	▲	Not applicable		
		3,953 people were helped into volunteering with Regeneration assistance via Bureau, C4W+, SPF Rural Investment Fund, Sustainable Communities Fund, Ten Towns events fund, Pentre Awel, SPF Skills, Ten Towns revenue, Ten Towns Circular Economy, Fusion, Town Centre Related Activity, and Carmarthenshire Working.							
11	Number of weeks of training recruitment delivered to people through Community Benefits in the 21st Century School Programme, Housing and Regeneration Projects (CP/001)	3,595	2,642	5,011	😊	▲	Not applicable		
		5,011 weeks of training recruitment was delivered through Community Benefits during 2024/25 - well above the target and a 39% increase on 2023/24.							
12	The level of Private Sector Investment / external funding secured (£) (EconD/008)	£35,039,140	£38,492,169	£58,378,868	😊	▲	Not applicable		
		Over £58m of funding was secured during 2024/25 by Economic Development via Private Sector Investment and various successful applications for external funding. A huge achievement.							
13	Number of additional affordable homes in the County (7.3.2.24)	331	264	361	😊	▲	Not applicable		
		361 additional affordable homes have been delivered in 2024/25, exceeding the set target by 97 homes. In total, the affordable homes programme has delivered an additional 2,452 since commencing in 2016.							
14	Businesses are supported within the local area  Average Index Score (AIS) Key: A score below 0 indicates overall disagreement; A score between 0 and 1 indicates overall agreement, and a score between 1 and 2 indicates overall strong agreement.	-0.24 (AIS Score)	No Target set	-0.30 (AIS Score)	Not applicable	▼	Not applicable		
		Our 2024 residents survey received just over 3,500 respondents, with the largest proportion of respondents indicated 'neither' or 'don't know' for this statement. This suggests that either respondents didn't feel that they were best placed to answer given that they perhaps are not business owners or, alternatively, they are not aware of how businesses are supported in the county. Further analysis indicates that with the exception of these respondents, disagreement levels were higher (33%) than agreement levels (14%). Further analysis indicates that scores were lowest for the Llanelli community area. This is likely linked to residents' perception of town centres and the perceived lack of investment that those areas receive.							

Definition / PI Reference		2023/24 or previous result	2024/25 or most recent						
		Our Result	Target	Actual Result	Target Met 😊 or ☹️	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile	How we compare in Wales * to ****
15	Local people are well supported to take advantage of local opportunities  <i>Average Index Score (AIS) Key: A score below 0 indicates overall disagreement; A score between 0 and 1 indicates overall agreement, and a score between 1 and 2 indicates overall strong agreement.</i>	-0.16 (AIS Score)	No Target set	-0.15 (AIS Score)	Not applicable	▲	Not applicable		
	Our 2024 residents survey received just over 3,500 respondents, with a significant proportion of respondents indicated 'neither' when asked whether they feel local people are well supported to take advantage of local opportunities. Further views were mixed, with more people disagreeing (32%) than agreeing (22%). Further analysis indicates that scores were lowest for respondents living in the Llanelli community area. In addition, disabled respondents, those with caring responsibilities, those with a household income of below £30,000 per year, and veterans also indicated lower scores.								
16	% of "major" applications determined within time periods required (PLA/009)	69.7%	80.0%	86.4%	😊	▲	Not applicable		
	86.4% is an excellent result with 19 out of the 22 major planning applications determined during 2024/25 completed in the time period. This is a good improvement on the 2023/24 result of 69.7% (23 out of 33).								
17	% of undisputed invoices which were paid in 30 days (CFH/006)	94.9%	95.0%	95.6%	😊	▲	Not applicable		
	There was a 7% increase in the number of invoices received during 2024/25 (from 311,466 in 2023/24 to 333,272 in 2024/25). Despite this increase, 95.6% of invoices were paid within 30 days. This is above target and showing an improvement on the previous year (94.9%).								
WBO3b - Thematic Priority - Decarbonisation / Climate and Nature Emergency									
18	Low Carbon Energy Generation by Local Authority (in MW).	333 MW of energy (2022)	No Target set	346 MW of energy (2023)	Not applicable	▲	4,532 MW of energy for Wales	271 MW of energy	****
	Carmarthenshire is one of the most proactive counties in Wales in terms of investment in low carbon energy projects. This is positive and substantiates the forward-thinking approach that the county adopts with regards to addressing the threats posed by the climate and nature emergencies. The most recent data for 2023 indicates that there was a total of 10,103 projects in Carmarthenshire, generating 346MW of energy. This is the fourth highest level in Wales and an increase on 2022 figures.								

Definition / PI Reference		2023/24 or previous result	2024/25 or most recent						
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile	How we compare in Wales * to ****
19	<b>Number of properties (homes and businesses) at <u>medium or high risk</u> of flooding from rivers, tidal or surface water</b>	<b>5,443 properties (2019)</b>	No Target set	<b>6,919 properties (2024)</b>	Not applicable	▼	<b>93,669</b> Properties in Wales	<b>2,434 properties</b>	*
		Flooding is always a concern in Carmarthenshire. According to 2024 data from Natural Resources Wales, over 18,000 businesses and homes are at risk from either river, tidal or surface water flooding. This is an increase from the 15,000 in 2019. There were increases in the number of properties at <b>high or medium risk</b> of flooding between 2019 and 2024 in all three categories. Risks from river flooding increased by 28%, sea by 20%, and surface water by 27%. <b>In 2019, over 5,400 residential and non-residential properties in Carmarthenshire were at high or medium risk of flooding and has now risen to just under 7,000. It's predicted that, due to climate change, this will more than double to over 15,500 by 2120.</b> The increasing threat of the climate and nature emergencies places greater emphasis on the need for suitable and proportionate flood defences to protect those at greatest risk. Through the Council's Flood and Water Management Act and Shoreline Management Plan, a number of interventions have been completed. This includes the installation of new defences and upgrades made to existing defences.							
20	<b>The climate emergency is being addressed locally</b>  <i>Average Index Score (AIS) Key: A score below 0 indicates overall disagreement; A score between 0 and 1 indicates overall agreement, and a score between 1 and 2 indicates overall strong agreement.</i>	<b>-0.05 (AIS Score)</b>	No Target set	<b>-0.10 (AIS Score)</b>	Not applicable	▼	Not applicable		
		Our 2024 residents survey received just over 3,500 respondents, with the largest proportion (42%) of answering 'neither' when asked whether the climate emergency is being addressed locally. This is a consistent with the previous year. Further analysis indicates that with the exception of those that answered 'neither', slightly more people disagree (24%) than agree (19%). This might suggest that people are unaware of the measures put in place to address what is one of the most pressing issues of our time.							

Definition / PI Reference		2023/24 or previous result	2024/25 or most recent						
		Our Result	Target	Actual Result	Target Met 😊 or 😞	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile	How we compare in Wales * to ****
WBO3c - Thematic Priority - Welsh Language and Culture									
21	% of all usual residents aged 3 years and over that Can speak Welsh	43.9% (2011 Census)	No Target set	39.9% (2021 Census)	Not applicable	▼	17.8%	21.2%	****
		<p>The 2021 Census results published in December 2022 saw a further decline in the number of Welsh speakers in Carmarthenshire - down to 39.9% of the population, equating to 72,838 Welsh speakers. The only age group that has seen a very slight increase are those aged 25 to 34, with decreases visible within all other age categories. The most significant reduction in people able to speak to Welsh are for those aged 65 to 74, with a 9.4 percentage point decrease. However, all age groups over 65 show a large decrease. All local authorities saw a decrease in the percentage of children aged 3 to 15 reported as being able to speak Welsh between 2011 and 2021 (see details below).</p> <p>Our 'Strategy to Promote the Welsh Language in Carmarthenshire 2023-28' sets out what needs to be done to restore the Welsh language in the county by increasing the numbers of those who can speak Welsh, increasing the situations where people can speak Welsh, raising the status of the language, supporting communities to maintain the language, and by having a positive effect on population movements.</p>							
22	% of all usual residents aged 3 to 15 that can speak Welsh	57.7% (2011 Census)	No Target set	55.1% (2021 Census)	Not applicable	▼	32.0%	34.7%	****
		<p>All local authorities saw a decrease in the percentage of children aged 3 to 15 reported as being able to speak Welsh between 2011 and 2021.</p> <p>At a national level, it is thought that the decrease in both the number and percentage of people aged three years or older able to speak Welsh is mainly driven by a fall among children and young people who reported as being able to speak Welsh.</p> <p>In Carmarthenshire, the numbers of those aged 3 to 15 able to speak Welsh is just over 15,000 - a decrease of 500, a 2.6 percentage point reduction.</p> <p>Decreases were also visible within the 16 to 64 and 65 and over age categories, although at more significant levels than the younger age group. There is a 8.7 percentage point decline in those aged over 65 able to speak to Welsh.</p>							

Definition / PI Reference		2023/24 or previous result	2024/25 or most recent						
		Our Result	Target	Actual Result	Target Met 😊 or ☹️	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile	How we compare in Wales * to ****
23	% of people attending or participating in arts, culture or heritage activities at least three times a year	64.2% (2019/20)	No Target set	75.9% (2022/23)	Not applicable	▲	72.1%	76.0%	***
		According to the latest National Survey for Wales data from 2022/23, Attendance/Participation in Arts, Culture, or Heritage Activities has increased on the previous results of 2019/20. This isn't surprising as the previous data covered the start of Covid Restrictions. Attending and/or participating in arts, culture, or heritage events is linked to improved general health and well-being. Such events also underpin the creation of a sense of place and national identity.							
24	Number of complaints relating to Welsh Language Standards received (Comp/002)	8	No Target set	4	Not applicable	▲	Not applicable		
		The Corporate Complaints Team manages any complaints received about non-compliance with the Welsh Language (Wales) Measure 2011 or by the Welsh Language Commissioner and their office. During 2024/25, four complaints were received in relation to the lack of Welsh-medium services.							
25	% of staff at Level 3 or above of the Welsh language skills framework (excl. school based staff) (Cym/001)	29.1%	No Target set	38.2%	Not applicable	▲	Not applicable		
		The overall number of staff with Level 3 or above Welsh Language skills has increased from 1,930 to 2,570 - a 33% increase.							
26	It's important that the Welsh language is promoted and protected.  <i>AIS Key: A score below 0 indicates overall disagreement; A score between 0 and 1 indicates overall agreement, and a score between 1 and 2 indicates overall strong agreement.</i>	0.74 (AIS Score)	No Target set	0.70 (AIS Score)	Not applicable	▼	Not applicable		
		Our 2024 residents survey received just over 3,500 respondents, with the majority of respondents agreeing that it is important to promote and protect the Welsh language. However, some residents expressed opposing views. Scores were highest for respondents living in the Aman (0.78), Teifi (0.77), and Gwendraeth (0.72) community areas. This is unsurprising given that these areas are home to the highest proportion of Welsh speakers as a total of their population. Furthermore, the score was significantly higher amongst the 16 to 24 age group and those who can speak Welsh.							
27	The number of staff that completed Welsh language skills learning and improvement courses during the year (Cym/003)	242 (Academic Year 2022/23)	No Target set	179 (Academic Year 2023/24)	Not applicable	▼	Not applicable		
		This measure is based on the Academic Year (September to August), with 179 members of staff attending various levels of Welsh Learning courses between September 2023 and June 2024.							



Definition / PI Reference		2023/24 or previous result	2024/25 or most recent					
		Our Result	Target	Actual Result	Target Met 😊 or ☹️	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile
WBO3d - Thematic Priority - Community Safety and Cohesion								
28	I like living in Carmarthenshire	1.16 (AIS Score)	No Target set	1.16 (AIS Score)	Not applicable	▼	Not applicable	
	Average Index Score (AIS) Key: A score below 0 indicates overall disagreement; A score between 0 and 1 indicates overall agreement, and a score between 1 and 2 indicates overall strong agreement.	Our 2024 residents survey received just over 3,500 respondents. Overall, there remains strong agreement (82%) from respondents that they like living in Carmarthenshire. Scores were highest for the Tywi and Teifi community areas and lowest in Llanelli. It is also interesting to note that scores were lowest amongst the younger age group.						
29	I feel that I can live the life I want to live without the fear of judgment or prejudice.	0.49 (AIS Score)	No Target set	0.54 (AIS Score)	Not applicable	▲	Not applicable	
	Average Index Score (AIS) Key: A score below 0 indicates overall disagreement; A score between 0 and 1 indicates overall agreement, and a score between 1 and 2 indicates overall strong agreement.	Our 2024 residents survey received just over 3,500 respondents. Respondents largely agree that they are able to live the life they want to live without the fear of judgment or prejudice. However, agreement to this statement was lower amongst members of the LGBTQ+ community and respondents who have disabilities. This is a luxury which is not afforded to everyone across the world, therefore, it is testament to the nature of Carmarthenshire as a place and its people that overall residents feel that they can be themselves. This is an integral part of feeling a sense of belonging and is one of the main contributors to overall happiness. Happier people live happier lives which, in turn, allows them to make positive contributions to their communities						
30	I feel safe in my community.	0.55 (AIS Score)	No Target set	0.61 (AIS Score)	Not applicable	▲	Not applicable	
	Average Index Score (AIS) Key: A score below 0 indicates overall disagreement; A score between 0 and 1 indicates overall agreement, and a score between 1 and 2 indicates overall strong agreement.	Carmarthenshire has one of the lowest crime rates of all counties in Wales. A positive score to this statement substantiates this, with 67% of the over 3,500 respondents agreeing that they feel safe in their communities. However, there is disparity within local community areas, with Llanelli exhibiting a comparably lower score than other areas. Whilst that is the case, the score has improved on the previous year, suggesting that sentiments have improved since the conclusion of the emotive events at the Stradey Park Hotel.						
31	% of food establishments that meet food hygiene standards (PAM/023)	99.13%	95.00%	99.22%	😊	▲	Not applicable	
		Food hygiene standards in Carmarthenshire food establishments continue to be high in 2024/25 at over 99%.						

Definition / PI Reference		2023/24 or previous result	2024/25 or most recent						
		Our Result	Target	Actual Result	Target Met 😊 or ☹️	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile	How we compare in Wales * to ****
32	% of high risk Trading Standard businesses that were liable to a programmed inspection that were inspected (PPN/001i)	49.0%	100%	100.0%	😊	▲	Not applicable		
		All 173 (100%) Trading Standards businesses that were due a programmed inspection during 2024/25 were completed. This is much improved on the 2023/24 performance.							
WBO3e - Service Priority - Leisure and Tourism									
33	Number of library visits per 1,000 population (LCL/001)	3,490 per 1,000 population	3,507 per 1,000 population	3,937 per 1,000 population	😊	▲	Not applicable		
		There were almost 750,000 visits (in person and online) to our libraries during 2024/25. This a 13% improvement on the previous year of 660,000. This increase was achieved through various events in our libraries all over the county such as Makerspace events, Saturday Clubs, Digital Training Sessions, Crochet and Sewing Clubs, World Book Day visits, Christmas Craft Fayres, etc. Our digital visits continue to remain high, with customers benefitting from our range of digital eBooks, audiobooks, newspapers, magazines, and training apps.							
34	Number of visits to leisure centres per 1,000 population (PAM/017)	8,487 per 1,000 population	8,732 per 1,000 population	10,214 per 1,000 population	😊	▲	Not applicable		
		The number of visitors to our leisure centres during 2024/25 are at an all time high - just below 2m (1,941,547). This equates to just over 10,000 visits per 1,000 population. Growth in fitness sales (especially in rural settings), improvements in group sessions, and data capture have all helped improve attendance.							
WBO3f - Service Priority - Waste									
35	% of waste reused, recycled or composted (PAM/030)	70.49%	70.00%	71.27%	😊	▲	66.59% (2023/24)	70.38% (2023/24)	****
		Our recycling figure for 2024/25 continues to improve. This is despite some issues with wood recycling during the year that were resolved before the end of the financial year. We have exceeded the National Recycling Target of 70% by the end of March 2025. The most recent published comparative figures for 2023/24 show that the recycling rate across Wales was 66.59%, which increased slightly from 65.71% in 2022/23. At that point, Carmarthenshire was above this at 70.49%, the 6 <sup>th</sup> highest figure in Wales. Comparative data for 2024/25 will not be published until January 2026.							

Definition / PI Reference		2023/24 or previous result	2024/25 or most recent						
		Our Result	Target	Actual Result	Target Met 😊 or ☹️	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile	How we compare in Wales * to ****
36	Kilograms of Local Authority residual waste that is not reused, recycled or composted during the year per person (PAM/043)	121Kg per person	130Kg per person	122Kg per person	😊	▼	168Kg (2023/24)	145Kg (2023/24)	****
		The average municipal waste per person not recycled remains fairly static at 122Kg at the end of 2024/25, compared to 121Kg in 2023/24. The most recently published comparative figures for 2023/24 show that Carmarthenshire were better than the all-Wales rate and had the 2 <sup>nd</sup> best figures in the country. The 2024/25 comparative data will not be published until January 2026.							
37	% of waste sent to landfill (WMT/004)	2.01%	6.00%	1.31%	😊	▲	Not applicable		
		The result has met our local target but not the national target of zero waste to landfill by 2025. However, only 1.31% was sent to landfill. There are no implications as Welsh Government's requires that 'Landfill will be eliminated as far as possible, with the view that the Local Authority is striving towards +70% reuse and recycling targets.'							
38	% of our roads that are clean based on the Cleanliness Indicator Score (STS/005a)	71.6%	77.0%	70.8%	☹️	▼	Not applicable		
		The Local Environmental Audit and Management System (LEAMS) Surveys that took place during 2024/25 shows that smoking related litter and fast-food litter are the predominant litter found in the streets of Carmarthenshire. In addition, black and blue bags discarded in our streets have also influenced the levels of litter found, particulrarily in the Llanelli area. The authority has commenced with the anti-litter communication plan to support the authority's strategy in tackling the issues of litter that blight the authority. Once completed, a local action plan will be developed that will include engagement with key businesses, communicate a clear anti-litter message, and set out how we will work with the local community and volunteer groups to reduce litter, and also identify the enforcement actions for those that continue to litter.							
39	Average number of working days taken to clear fly tipping incidents (PAM/035)	2.3 days	4 days	2.2 days	😊	▲	Not applicable		
		The average number of days taken to clear fly tipping incidents has improved to 2.2 days during 2024/25 with just under 1,700 reported incidents cleared.							

Definition / PI Reference		2023/24 or previous result	2024/25 or most recent						
		Our Result	Target	Actual Result	Target Met 😊 or ☹️	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile	How we compare in Wales * to ****
40	<b>My local environment is pleasant and well looked after</b>	<b>0.04</b> (AIS Score)	No Target set	<b>0.03</b> (AIS Score)	Not applicable	▼	Not applicable		
	<i>Average Index Score (AIS) Key: A score below 0 indicates overall disagreement; A score between 0 and 1 indicates overall agreement, and a score between 1 and 2 indicates overall strong agreement.</i>	Although the majority (46%) of our just over 3,500 residents survey respondents agree that their local environment is pleasant and well looked after, there is a relatively high proportion which disagree (37%). The overall score has worsened very slightly on the previous year's result. It is interesting to note that the score for the Llanelli community area was significantly lower than the overall score at (-0.36). This translates to disagreement being expressed by over 51.7% of respondents from the Llanelli area. Conversely, areas scoring the highest were Tywi (0.52) and Teifi (0.21).							
WBO3g - Service Priority - Highways and Transport									
41	<b>% of 'A' Class Roads in poor conditions (PAM/020)</b>	<b>3.1%</b> <b>2022/23</b>	3.5%	<b>3.1%</b> <b>2024/25</b>	😊	▼	Not applicable		
		No surveys were completed during 2023/24 but were completed in early part of 2024/25. The results of which are compared to the 2022/23 and shows a steady state result for our A roads. The results show effective use of funds and targeted investment using risk-based, evidence-led prioritisation model. Prioritising investment in the busier parts of the network reduces investment in our unclassified roads which continue to deteriorate.							
42	<b>% of 'B' Class Roads in poor conditions (PAM/021)</b>	<b>2.4%</b> <b>2022/23</b>	3.5%	<b>2.9%</b> <b>2024/25</b>	😊	▼	Not applicable		
		No surveys were completed during 2023/24 but were completed in the early part of 2024/25. Compared with the results of 2022/23, there is a slight level of deterioration of our B roads. However, this is within the predicted range. This shows effective use of funds and targeted investment using risk-based, evidence-led prioritisation model. Prioritising investment in the busier parts of the network reduces investment in our unclassified roads which continue to deteriorate.							

Definition / PI Reference		2023/24 or previous result	2024/25 or most recent						
		Our Result	Target	Actual Result	Target Met 😊 or ☹️	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile	How we compare in Wales * to ****
43	% of 'C' Class Roads in poor conditions (PAM/022)	10.1% 2022/23	10.0%	9.7% 2024/25	😊	▲	Not applicable		
		No surveys were completed during 2023/24 but were completed in early part of 2024/25. Compared to the 2022/23, there is a slight improvement in the result for our C roads. This shows effective use of funds and targeted investment using risk-based, evidence-led prioritisation model. Prioritising investment in the busier parts of the network reduces investment in our unclassified roads which continue to deteriorate. Please be aware that these surveys do not cover our unclassified roads which equates to over 45% of our road network and, therefore, only conveys part of the story.							
44	The services that I need are easily accessible to me  <i>Average Index Score (AIS) Key: A score below 0 indicates overall disagreement; A score between 0 and 1 indicates overall agreement, and a score between 1 and 2 indicates overall strong agreement.</i>	-0.05 (AIS Score)	No Target set	-0.11 (AIS Score)	Not applicable	▼	Not applicable		
		Our 2024 residents survey received just over 3,500 respondents and whilst many responded ‘neither’ (29%), slightly more respondents disagreed (35%) than agreed (33%) that they are able to access the services that they need. The score has worsened slightly on the previous year, indicating that sentiments have not returned to what was a positive score in 2022. Location based trends indicated that the Teifi and Gwendraeth community areas scored lowest.							
45	There are good public transportation links around me  <i>Average Index Score (AIS) Key: A score below 0 indicates overall disagreement; A score between 0 and 1 indicates overall agreement, and a score between 1 and 2 indicates overall strong agreement.</i>	-0.45 (AIS Score)	No Target set	-0.59 (AIS Score)	Not applicable	▼	Not applicable		
		Our 2024 residents survey received just over 3,500 respondents. Most respondents either strongly disagreed (32%) or disagreed (24%) with the statement ‘there are good transportation links around me’. The score has declined when compared with last year. Further analysis indicates that scores were lowest from respondents living in the Tywi (-0.99) and Gwendraeth (-0.72) community areas. This is to be expected given these areas include some of the County’s most rural wards. Poor transportation links are detrimental, not only to the people living, working, and learning in the County, but also to the local economy. It inhibits people from seeing their families and friends, accessing services, well-being activities and work, and stunts economic growth by limiting social mobility and can act as a barrier to business growth.							

**WBO4 - To further modernise and develop as a resilient and efficient Council (Our Council)**
**Our Corporate Data Suite with our Indicators and Measures of success - 2024/25**

		How well have we done?	How well are we doing?					
			See explanation of performance			All Wales Comparative Info.		
Definition / PI Reference		2023/24 or previous result	2024/25 or most recent					
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile
WBO4a - Overarching								
1	I can access Council services through my preferred language	1.37 (AIS Score)	No Target set	1.37 (AIS Score)	Not applicable	▼	Not applicable	
	Average Index Score (AIS) Key: A score below 0 indicates overall disagreement; A score between 0 and 1 indicates overall agreement, and a score between 1 and 2 indicates overall strong agreement. Our 2024 residents survey received over 3,500 respondents, with the vast majority of respondents agreeing that they can access Council services through their preferred language, depicted by an AIS score of 1.37. This is the highest score exhibited under this theme, as has been the case for the previous two years.							
2	When I access Council services, I find the staff to be approachable and friendly (AIS Score)	0.77 (AIS Score)	No Target set	0.77 (AIS Score)	Not applicable	▼	Not applicable	
	Most (68%) respondents agree that staff are approachable and friendly when accessing Council Services. The score has remained consistent with the previous year. However, there were some examples in the comments whereby some find the Council to be unapproachable.							
3	I can easily access up to date information about Council services (AIS Score)	0.46 (AIS Score)	No Target set	0.41 (AIS Score)	Not applicable	▼	Not applicable	
	Most respondents (55%) feel that they can easily access up to date information about Council services indicated by a score of 0.41. However, this is a slight decrease on the previous year.							

Definition / PI Reference		2023/24 or previous result	2024/25 or most recent						
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile	How we compare in Wales * to ****
4	I find contacting the Council simple and easy (AIS Score)	0.28 (AIS Score)	No Target set	0.30 (AIS Score)	Not applicable	▲	Not applicable		
		Most (52%) respondents agree that they find contacting the Council simple and easy, indicated by a score of 0.30. This is a slight increase on the previous year. A possible contributory factor to this improvement could be the introduction of the options menu to calls received by the Contact Centre. Although there were a few examples noted in comments whereby respondents have experienced difficulty.							
5	The Council provides good quality services overall (AIS Score)	0.17 (AIS Score)	No Target set	0.07 (AIS Score)	Not applicable	▼	Not applicable		
		Respondents are mainly in agreement that the Council provides good quality services overall. However, this is a relatively low positive score of 0.07, which translates to 43% agreement and 31% disagreement. 24% indicated 'neither' and the remaining 2% selected 'Don't know'. The score has seen a 0.10 decline on the same result for the previous year. An additional question was included this year to gain quantitative intelligence on resident satisfaction with several specific service areas. Waste Management received the highest positive score with 0.38, followed by Leisure, Cultural, and Tourism Services with 0.07. Highways and Transport was lowest with a negative score of -0.77 followed by Housing and Homelessness Services with -0.33.							
6	The Council lets people know how it's performing (AIS Score)	-0.12 (AIS Score)	No Target set	-0.02 (AIS Score)	Not applicable	▲	Not applicable		
		Responses were mixed with regards to the degree that residents feel that the Council lets them know how it's performing. The largest proportion (29%) of respondents selected 'neither' which is perhaps indicative of a wider issue whereby residents are not aware of how to access this information. This is consistent with trends seen last year.							

Definition / PI Reference		2023/24 or previous result	2024/25 or most recent						
		Our Result	Target	Actual Result	Target Met 😊 or ☹️	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile	How we compare in Wales * to ****
7	The Council provides opportunities for me to participate in decision-making (AIS Score)	-0.19 (AIS Score)	No Target set	-0.11 (AIS Score)	Not applicable	▲	Not applicable		
		Views were also mixed regarding ‘the Council provides opportunities for residents to participate in decision-making.’ There is a desire among respondents for decision-making that is more responsive, transparent, and tailored to the diverse needs of individual communities. Many (31%) indicated ‘neither’ which substantiates the importance of consultations in providing residents with opportunities to share their views. This mirrors feedback received last year.							
8	The Council makes good use of the financial resources available to them (AIS Score)	-0.46 (AIS Score)	No Target set	-0.54 (AIS Score)	Not applicable	▼	Not applicable		
		A negative score indicated for ‘the Council makes good use of the financial resources available to us.’ where the score saw a further 0.08 decline from the previous year - a second consecutive year that this has decreased.							
9	Investment is focused in the correct areas (AIS Score)	-0.57 (AIS Score)	No Target set	-0.64 (AIS Score)	Not applicable	▼	Not applicable		
		There's a sentiment that financial resources could be better allocated, with suggestions for more investment in education, social care, and support for the arts to promote tourism and economic growth.							
WBO4b - Organisational Transformation - Efficiencies and Value for Money									
Measure identification currently under development									
WBO4c - Organisational Transformation - Income and Commercialisation									
10	Subsidy per user at our Leisure Centres (Budget divided by attendances) (Leis/009)	£2.45	£1.55	£1.13	😊	▲	Not applicable		
		Through effective management of budget and a significant increase in activity attendances, it is pleasing to see that the end of year subsidy per user is both significantly improved from last year and ahead of target.							
WBO4d - Organisational Transformation - Workplace									
Measure identification currently under development									



Definition / PI Reference		2023/24 or previous result	2024/25 or most recent					
		Our Result	Target	Actual Result	Target Met 😊 or ☹️	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile
WBO4e - Organisational Transformation - Workforce								
11	Number of apprentices on formal recognised apprenticeship schemes per 1,000 employees (PAM/044)	16.1	12.0	18.4	😊	▲	Not applicable	
		124 council employees were on formal recognised apprenticeship schemes during 2024/25. This is higher than expected and an increase on the previous year.						
12	% of employees from minority ethnic communities 1.3.4.4	0.94%	No Target set	1.08%	Not applicable	▲	Not applicable	
		There were 91 Council employees from minority ethnic communities at the end of March 2025.						
WBO4f - Organisational Transformation - Service Design and Improvement								
Measure identification currently under development								
WBO4g - Organisational Transformation - Customers and Digital Transformation								
13	Number of calls received at the Contact Centre (M&M/005)	175,859	175,000	179,191	😊	▲	Not applicable	
		The number of calls at our Contact Centre has now settled since the introduction of the 'Options' menu in early 2023.						
14	Average speed to answer calls to the Contact Centre. (minutes and seconds) (M&M/006)	1.05 minutes	5.00 minutes	2.04 minutes	😊	▼	Not applicable	
		The average speed to answer calls at our Contact Centre has now settled since the introduction of the 'Options' menu in early 2023.						
15	Number of user sessions to the County Council website (M&M/001)	4,564,455	5,064,455	4,654,783	☹️	▲	Not applicable	
		The number of user sessions to the Council's Website during 2024/25 increased by 2% to just over 4.65 million. This is a slight improvement on the previous year but did not meet our target of just over 5 million.						
WBO4h - Organisational Transformation - Decarbonisation and Biodiversity								
Measure identification currently under development , but also see WBO3 Thematic Priority: Decarbonisation and Nature Emergency								
WBO4i - Organisational Transformation - Schools								
Measure identification currently under development, but also see WBO1 Service Priority: Education								

## 5 - Core Business Enablers

### Our Corporate Data Suite with our Indicators and Measures of success - 2024/25

		How well have we done?	How well are we doing?						
			See explanation of performance				All Wales Comparative Info.		
Definition / PI Reference		2023/24 or previous result	2024/25 or most recent						
		Our Result	Target	Actual Result	Target Met 😊 or 😞	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile	How we compare in Wales * to ****
5a - Information and Communication Technology (ICT)									
1	% of Freedom of Information Act request responded to in 20 working days (2.1.1.17)	94.37%	90.00%	93.28%	😊	▼	Not applicable		
		Just over 93% of Freedom of Information Act requests were responded to by the required time of 20 working days during 2024/25. There was a slight reduction in the number of requests received - 789, compared to 870 in 2023/24.							
5b - Marketing and Media (including Customer Services)									
Measure identification currently under development, see WBO4g - Organisational Transformation - Customers and Digital Transformation									
5c - Legal									
Measure identification currently under development									
5d- Planning									
2	Percentage of all planning applications determined in time. (PLA/018)	87.5%	85.0%	91.6%	😊	▲	90.5% (2024/25)	97.5% (2024/25)	**
		1,336 planning applications were determined during the year, with 1,224 determined on time (91.6%). This has exceeded the target of 85% and an improvement on the previous year. This is just above the all-Welsh rate of 90.5%.							
3	Percentage of planning appeals dismissed. (PLA/019)	70.4%	75.0%	78.1%	😊	▲	Not applicable		
		Of the 32 planning appeals received during 2024/25, 25 were dismissed (78.1%). Therefore, this is on target and improved on the previous year's result of 70.4%. It also exceeds the Welsh Government Performance Framework for 'Good' of 66%.							

Definition / PI Reference		2023/24 or previous result	2024/25 or most recent						
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile	How we compare in Wales * to ****
4	Average no. of Days Taken to Take Positive Planning Enforcement Action (PLA/022)	306 days	180 days	360 days	☹	▼	Not applicable		
		The average number of days taken to take positive planning enforcement action during 2024/25 has increased again. A significant number of cases were taken through to prosecution. Figures represent the length of time to prosecute a case which has significant delay that we have no control.							
5e- Finance									
5	The percentage of council tax due for the financial year which was received by the authority. (CFH/007)	97.01%	97.50%	96.41%	☹	▼	95.60%	96.19%	****
		In year collection is down against the target of 97.5% but ongoing collection in the form of payment plans and enforcement action continues. Despite a drop in the collection rate, we continue to have the 5 <sup>th</sup> highest collection rate in Wales and above all-Wales figures.							

Definition / PI Reference		2023/24 or previous result	2024/25 or most recent						
		Our Result	Target	Actual Result	Target Met 😊 or 😞	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile	How we compare in Wales * to ****
6	Revenue Outturn Expenditure Revenue expenditure is total local authority expenditure on all services, plus debt financing, but net of any income from sales, fees, and charges and other non-grant sources.	£512,250,428 2022/23	No target set	£567,083,437 2023/24	Not applicable	▲	Not applicable		
		The Revenue Outturn Expenditure for 2023/24 is broken down to the following services:- • <b>Education £210,790,737</b> (including primary, secondary, and special schools: staff salaries, repairs and maintenance, school catering, and adult education.) • <b>Social Services £166,690,366</b> (including children and families services: children's homes, fostering and adoptive services. Home care and nursing homes; care for the elderly; care for people with physical, mental, or learning disabilities; asylum seekers, and substance misuse.) • <b>Council Fund Housing and Housing Benefit £47,584,998</b> (including registered social landlords, housing advice, advances and the homeless, housing benefit payments, and administration.) • <b>Local Environmental Services £33,267,199</b> (including cemetery, cremation, and mortuary services; environmental health; street cleansing; waste collection and disposal; and National Park expenditure.) • <b>Roads and Transport £15,042,191</b> (including construction and structural maintenance of public roads, footways, cycle paths and other public rights of way; street lighting& road safety) • <b>Libraries, Culture, Heritage, Sport and Recreation £16,027,537</b> (including museums, galleries and arts development; theatres and public entertainment; repairs to historic buildings; sports development and facilities, including leisure centres and swimming pools; tourism; and promotion of open spaces.) • <b>Planning and Economic Development £17,204,379</b> (including building and development control; community and economic development; planning policy; and environmental issues.) • <b>Council Tax Benefit and Administration £5,522,486</b> (including council tax benefit and council tax benefit administration (net of council tax benefit grant); and local tax collection.) • <b>Other Revenue Expenditure £54,953,545</b> (including coast protection and flood defences; emergency planning, central administration and debt financing.)							
5f- Procurement									
Measure identification currently under development									

Definition / PI Reference		2023/24 or previous result	2024/25 or most recent					
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile
5g- Internal Audit								
7	Actual achievement against Annual Audit Plan. (6.4.1.3)	89%	90%	85%	☹	▼	Not applicable	
		While this is slightly below target at 85%, the audit plan has progressed well throughout the year, despite the team operating with a vacancy for approximately six months. It is encouraging to report that all audit assignments have been initiated and are well underway. As such, we are confident that the audit plan will soon be fully concluded in the early part of 2025/26.						
8	% of management responses received within 15 working days of the draft Internal Audit report being issued. (IA/002)	68%	80%	61%	☹	▼	Not applicable	
		Timely receipt of responses to audit reports continues to present a challenge, with only 61% of responses received within the target timeframe of 15 working days. These delays have a consequential impact on the overall delivery of the audit plan. Further communication issued to Heads of Service to express the importance of responding to Internal Audit reports in a timely manner.						
5h- People Management								
9	The number of people that are proud to work for the Council (Annual Employee Engagement survey) (1.3.4.7)	1.06 (AIS Score)	1.10 (AIS Score)	1.15 (AIS Score)	☺	▲	Not applicable	
	Average Index Score (AIS) Key: A score below 0 indicates overall disagreement; A score between 0 and 1 indicates overall agreement, and a score between 1 and 2 indicates overall strong agreement.	We received over 1,600 responses to our staff survey during 2024/25, again with an overall strong agreement that our staff feel proud to work for the Council. With an AIS score of 1.15, this is a further improvement for 2024/25. The results and comments were analysed and findings discussed at corporate and departmental levels. Local actions were agreed to address some of the areas requiring improvement.						
10	The number of people that would recommend the Council as an employer (Annual Employee Engagement survey) (1.3.4.8)	1.10 (AIS Score)	1.20 (AIS Score)	1.17 (AIS Score)	☹	▲	Not applicable	
	Average Index Score (AIS) Key: A score below 0 indicates overall disagreement; A score between 0 and 1 indicates overall agreement, and a score between 1 and 2 indicates overall strong agreement.	We received over 1,600 responses to our staff survey during 2024/25, with the number of staff that would recommend the Council as an employer continues to increase with an overall strong agreement AIS score of 1.17. The results and comments were analysed and findings discussed at corporate and departmental levels. Local actions were agreed to address some of the areas requiring improvement.						

Definition / PI Reference		2023/24 or previous result	2024/25 or most recent						
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile	How we compare in Wales * to ****
11	% of senior management posts filled by women. 1.3.2.4	29.5%	No Target set	31.0%	Not applicable	▲	Not applicable		
		As at the of March 2025, 6 of the 20 Managerial posts were filled by women, compared to 7 out of 22 and the end of March 2024.							
12	The number of working days lost to sickness absence per employee. (PAM/001)	11.1 days	10.8 days	11.5 days	☹	▼	11.7 days (2023/24)	10.3days (2023/24)	***
		There has been a slight increase in the average sickness absence of council employees during 2024/25, increasing from 11.1 days to 11.5 days. This is well above the pre-covid levels of around 10 days. The People Management division provides advice and support for managers, who have the responsibility to manage attendance. The Human Resources Business Partners support departments and divisions by providing the sickness data and analysis for managers to plan appropriate action to ensure cases are managed and employees supported, in line with our sickness policies and guidelines. Trends are monitored closely. The Health and Wellbeing team support with proactive initiatives and bespoke interventions. The team also raise awareness of key health topics. Occupational Health professionals provide medical opinion for employees who are referred and provide recommendations to managers on reasonable adjustments, prognosis and fitness for work. Managers need to focus on managing attendance, to ensure continuity of service and to provide the necessary support for return to work or to maintain work.							
13	% of local authority employees declaring that they are disabled under the terms of the Equality Act 2010. 1.3.4.5	12.36%	No Target set	13.17%	Not applicable	▲	Not applicable		
		1,108 Council employees declared themselves as disabled at the end of March 2025 compared to 1,027 at the end of March 2024.							
5i- Democratic Services									
Measure identification currently under development									

Definition / PI Reference		2023/24 or previous result	2024/25 or most recent					
		Our Result	Target	Actual Result	Target Met 😊 or ☹️	Did we improve ▲ or ▼	All-Wales Rate	Welsh Best Quartile
5j - Policy and Performance								
14	% of complaints completed within statutory deadline (Comp/001)	61.4%	100.0%	61.2%	☹️	▼	Not applicable	
		The end of year result of 61.2% is showing a slight decline on 2023/24 result of 61.4. Due to the nature of complaints becoming more complex and the communication from complainants becoming more detailed, meeting the statutory response timescales is increasingly challenging.						
5k- Electoral Services and Civil Registration								
Measure identification currently under development								
5l - Estates and Asset Management								
15	% performance against target to generate capital receipts to support the capital program (2.1.2.12)	142.20%	100% (of £1.275m)	72.84%	☹️	▼	Not applicable	
		Unfortunately, a major receipt expected from a disposal in 2024/25 did not materialise in time which meant that the capital receipt was delayed and accordingly the target not met. The significant capital receipt of £550,000 will now included in the 2025/26 capital program.						
5m - Risk Management								
16	% Response to letters of claim - issuing acknowledgement letter to claimant / claimant`s legal representative, and referral of claim to appropriate Insurer within 6 working days of receipt at the Risk Management Section. (6.4.2.3.)	94%	95%	94%	☹️	▼	Not applicable	
		The result is marginally off target at end of year and a consistent result to last year.						
17	% of motor vehicle incidents reported to Risk Management within 5 working days (RM/001)	53%	48%	75%	😊	▲	Not applicable	
		75% of fleet vehicle incidents were reported to Risk Management within 5 working days during 2024/25. This is a good improvement on the previous year.						
5n- Business Support								
There are no measures currently within this theme.								