

# Adroddiad Blynyddol y Cyngor 2023/24

Gorffennaf 2024

# The Council's Annual Report 2023/24

July 2024



# ATODIADAU APPENDICES

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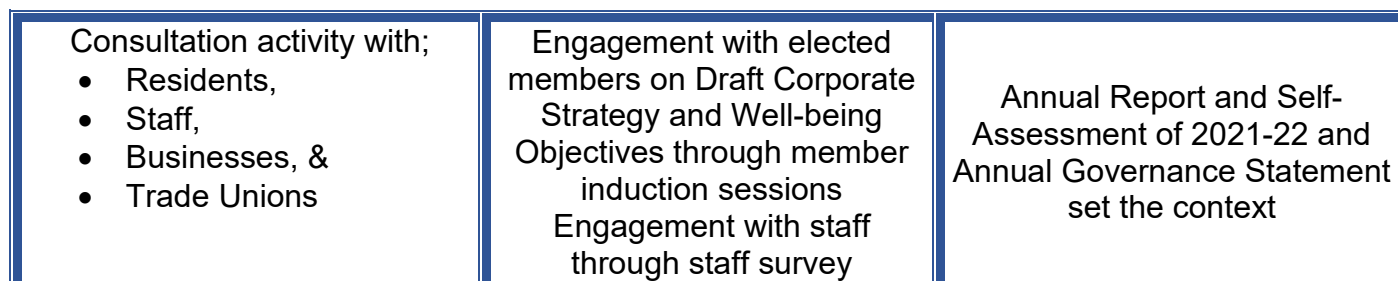
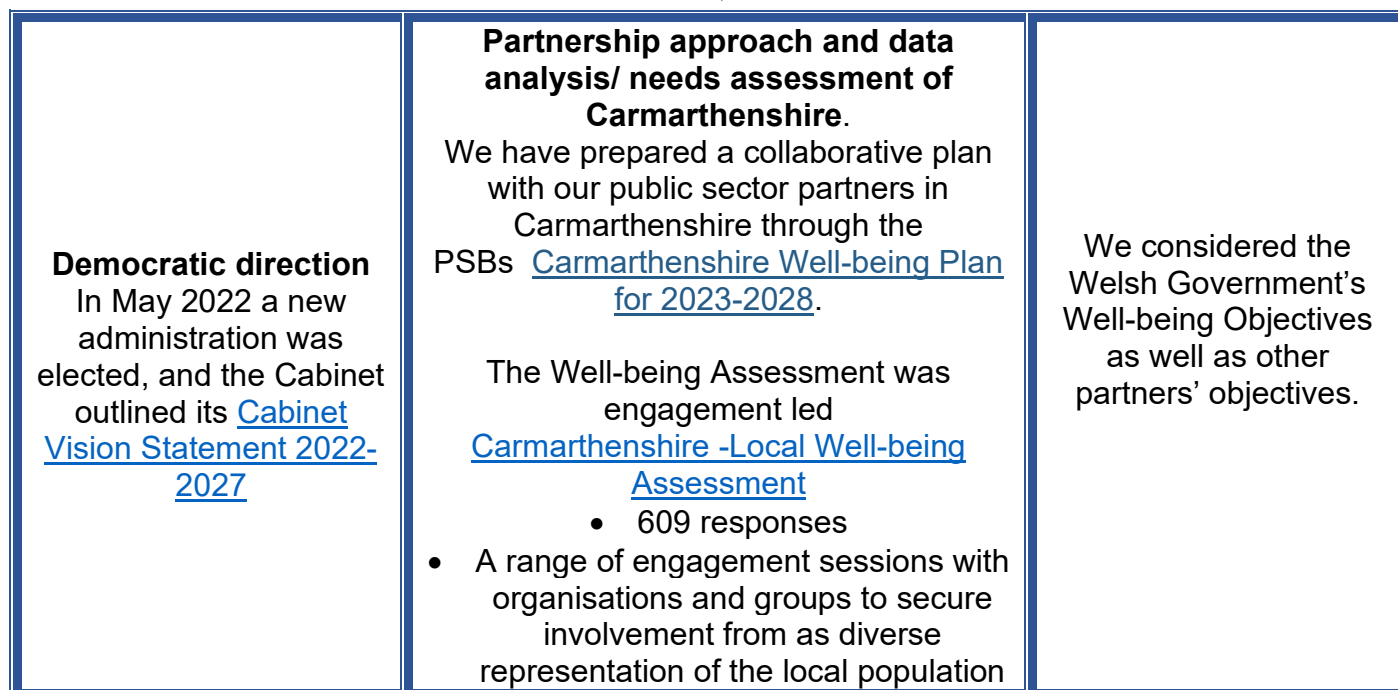


## How our Well-being Objectives were identified

When our Corporate Strategy 2018-23 'Life is for Living, let's start, live and age well in a healthy, safe and prosperous environment' was due for renewal. The impact of Covid 19, the Climate emergency, Cost of Living crisis and Transformation needs all set the scene for a revised approach. The Local Government Elections in May 2022 was a good opportunity to review and refresh our Well-being Objectives.

Our previous Corporate Strategy had 13 Well-being Objectives and it was felt that a more compact set of priorities was required.

Business Planning Engagement and Assurance sessions in November-December 2021 with Departmental Management Teams identified change was needed to a more thematic approach.



All Cabinet/Scrutiny Councillor workshop January 2023  
February 2023 - Cabinet & County Council

Business planning was redesigned to fully align with Well-being Objectives.

New Corporate Strategy and Well-being Objectives

Delivery of the Corporate Strategy outlined in business plans, a redesigned approach to align to the new Well-being Objectives – 2 phase approach:

1. **Identify Actions, Measures & Risks**
2. **Self-assessment of performance**

The introduction of the Integrated Impact Assessment for all Cabinet/Full Council proposals from April 2023 ensured the 5 ways of working (and other impact assessment requirements) were embedded into the Council’s work.

**Applying the sustainable development principles and 5 ways of working**

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.’*

5 ways of working

<b>Long term</b>	<b>Prevention</b>	<b>Integration</b>	<b>Collaboration</b>	<b>Involving</b>
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Promotion of the Well-being Act specifying on the SD principle and the 5 Ways of Working through training workshops, seminars and promotion

Consideration of the 7 National Goals and how the Council can maximise its contribution to those goals was central to the development of the new corporate strategy and Well-being Objectives.	Business Planning redesigned to align to the new Well-being Objectives – 2 phase approach: <ol style="list-style-type: none"> <li>1. Identify Actions, Measures &amp; Risks</li> <li>2. Self-assessment of performance</li> </ol>
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**Long Term**  
Cabinet Vision Statement & Corporate Strategy

**Prevention**  
 This is a guiding principle across our priorities but particularly as follows;  
 WBO 1 - Prevention and early intervention.  
 WBO 2 - Tackling Poverty  
 WBO 3 – Decarbonisation/Climate Emergency  
 WBO 4 - Transformation has reducing failure demand at its core.

**Integration**  
 Purpose of the new Corporate Strategy & Well-being Objectives is to enable greater integration across Council services with a focus on key Thematic and Service Priorities.

**Collaboration**  
 All WBO include elements of working with partners to meet specific goals within each objective

**Involving**  
 Many stakeholders involved in the development of the Well-being Objectives.

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

<b>Mwy Cyfartal</b> More Equal	<b>Iachach</b> Healthier	<b>Cydnerth</b> Resilient	<b>Llewyrchus</b> Prosperous
<b>Cyfrifol ar Lefel</b> Fyd-eang Globally Responsible	<b>Diwylliant Bywiog Lle</b> mae'r Gymraeg yn Ffynnu Vibrant Culture and Thriving Welsh Language	<b>Cymunedau</b> Cydlynus Cohesive Communities	

Well-being Objectives	7 National Well-being Goals						
	More Equal	Healthier	Resilience	Prosperity	Global Responsibility	Vibrant Culture and Welsh Language	Cohesive Communities
1. Enabling our children and young people to have the best possible start in life.  (Start Well)	✓	✓	✓	✓	✓	✓	✓
2. Enabling our residents to live and age well.  (Live & Age Well)	✓	✓	✓	✓	✓	✓	✓
3. Enabling our communities and environment to be healthy, safe and prosperous.  (Prosperous communities)	✓	✓	✓	✓	✓	✓	✓
4. To further modernise and develop as a resilient and efficient Council.  (Our Council)	✓	✓	✓	✓	✓	✓	✓

## 2023/24 Performance Self-Assessment – Corporate Overview

### Our Approach

Under the Local Government and Elections (Wales) Act 2021 we have a duty keep under review the extent to which we are fulfilling the below 'performance requirements':

- The extent to which we are exercising our functions effectively;
- The extent to which we are using resources economically, efficiently and effectively; and
- Ensuring our governance is effective for securing the above.

Based on these requirements our self-assessment is set out in three parts, each includes a mixture of quantitative and qualitative elements. This ensures that we gather comparable numerical information through the scored elements which is then balanced through the more detailed evidence gathered through the qualitative elements.

The Council's well-being objectives and the duties placed upon us through the Well-being of Future Generation (Wales) Act (WBFGA) form the foundation of everything that we do as an organisation.

**Part 1** of our self-assessment therefore focusses on the sustainable development principle demonstrated through the five ways of working. We 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. Service areas were asked to assess how well they were applying the sustainable development principle on a 1-5 rating basis. 1 being weak and 5 being strong.

**Part 2** focusses on the degree to which we are using our resources economically, efficiently and effectively which is placed in the context of the seven corporate areas of note identified within the Acts.

Detailed scoring matrices have also been included for workforce planning, digital maturity and data maturity. It isn't a direct requirement that we focus on these elements, but the self-assessment process provides the opportune time to gather this intelligence at a service-based level for the entire organisation.

**Part 3** focusses on governance arrangements and the degree to which these arrangements are effective for securing the two requirements covered in parts 1 and 2.

Each of the Council's service divisions have undertaken their own self-assessment and these have been correlated by department to prepare departmental overviews which in turn have been used to prepare this corporate overview.

## Corporate Overview

The Council's service areas collaborate and integrate to deliver our Corporate Strategy and we monitor the actions and measures set. Progress on these actions and measures can be monitored by Cabinet Portfolios, Scrutiny Committee, Cabinet Vision Statement, Well-being Objective and by Department and Service. **74%** of our actions and targets were achieved for the year.

Department	Function	On Target	
		actions & measures	%
<b>Chief Executive</b>	People Management	<b>108</b>	<b>83%</b>
	Regeneration, Policy and Digital		
	Administration and Law		
	Media & Marketing		
	Electoral & Civil Registration		
	Business Support		
<b>Education &amp; Children</b>	Children's Services	<b>38</b>	<b>81%</b>
	Strategy and Learner Support		
	Education & Inclusion		
	Access to Education		
<b>Communities</b>	Adult Social Care	<b>49</b>	<b>69%</b>
	Integrated Services		
	Housing & Public Protection		
	Leisure Services		
	Business Support and Commissioning		
	Housing Property and Strategic Projects		
<b>Place &amp; Infrastructure</b>	Waste and Environmental	<b>76</b>	<b>61%</b>
	Highways and Transportation		
	Service Improvement and Transformation		
	Place and Sustainability		
	Property Design and Maintenance		
<b>Corporate Services</b>	Revenue & Financial Compliance	<b>39</b>	<b>87%</b>
	Financial Services		

Overall performance on delivering the actions and measures aligned to the Corporate Strategy:

2023/24	On Target	Off Target
<b>Number of actions and targets set</b>	<b>310</b>	<b>102</b>
<b>%</b>	<b>74%</b>	<b>24%</b>

Not Available = 2%

Overall functions performed effectively with 74% of planned actions and targets achieved. Any off-target areas were explained and remedial action set.

## Overarching Themes and Findings

Based on the individual division returns and departmental overviews the following overarching themes and findings have been identified.

Overall score for the Council based on departmental functionality scores – 4.

### Part 1 - Applying the Sustainable Development Principle – The Five Ways of Working

Five Ways of Working	Score
Integration	4
Long-term focus	4
Involvement	3.9
Collaboration	4.3
Prevention	3.9

Integration
Service level and departmental level strategies and plans are aligned to the Corporate Strategy, however there are further opportunities to strengthen integration of actions with partners to ensure the consideration of the national well-being goals and other organisations' objectives.
There is good integration across the organisation, however, there are further opportunities to consolidate this when tackling significant whole-population challenges.
Long Term
Plans and strategies are (in the main) medium-term, which aligns to the Corporate Strategy. However, a long-term vision which clearly details the desired long-term future does not formally exist for the organisation (or departments within it) which presents an opportunity.
Data is used to inform performance monitoring, however, there is further scope to identify and utilise future trends data and horizon scanning to inform our understanding of future trajectories allowing for better planning.
Involvement
The organisation consults on a regular basis with residents and service users, however, in the main this is on an as and when basis rather than being a continuous two-way conversation. There are opportunities to explore mechanisms which support this.
The degree to which the service-user perspective is considered at both planning and delivery levels is improving, however, the degree to which this information is viewed and utilised corporately needs to improve, ensuring that this information forms an important element of performance monitoring.
There are opportunities to further consolidate the way in which we communicate the impact of involving residents and service users in our decision-making processes.
Collaboration
Collaboration across the organisation is good however there is scope to further identify how our well-being objectives can be supported by partners and how we can support their well-being objectives.
Prevention
The challenges that we are trying to prevent are linked to long-term trends and are included at the core of the Corporate Strategy, however, strengthening our approach to horizon scanning will support preventative service delivery.
There is a need to ensure that the Prevention Strategy, which is being led by the Communities Department, is extended and develops to become a whole population approach to prevention which applies across the Council. It is envisaged this will reduce demand for statutory intervention and maximise the potential of individuals.

## Part 2 - Is the Organisation using its Resources Economically, Efficiently and Effectively?

Corporate Areas	Overall Score	Main Findings
Corporate Planning	4	The annual business planning process needs to be less rushed and achieve wider engagement across and within departments to ensure greater integration.
		Whilst there is strong alignment to the Corporate Strategy there are further opportunities for the increased integration and consideration of the 'outcomes that we hope to achieve' in corporate planning.
		Further integration of corporate priorities i.e. Corporate Strategy, Cabinet Vision Statement etc. would allow for more efficient progress reporting processes.
Financial Planning	4	Stronger engagement from departments in terms of the budget setting process is required as well as greater ownership from a monitoring perspective in some areas.
		The challenging financial position in terms of depleting resources reduces the ability to make preventative financial choices, however there is recognition that this is important.
Procurement	3.9	There is a need to ensure the Council complies with the new Social Partnership and Public Procurement Act with a particular focus on considering socially responsible public procurement.
		There is recognition that more can be done to improve overall alignment and information sharing between the Procurement function and some service areas. There are aims to strengthen collaboration to ensure a more strategic and efficient procurement process which considers both cost and long-term value.
		Capacity to undertake required due diligence (especially with regards to contract management) has also been noted as an issue.
Risk Management	4.3	In some areas it would be prudent to ensure alignment between project-based risk registers to broader departmental and corporate level risk registers.
		It would be prudent to ensure that Business Continuity Plans exist for each service area and that these are held corporately as well as locally.
Media & Marketing	3.7	There is recognition that further work to support residents to understand our current financial position and why we utilise resources in the way that we do would be beneficial.
		In some areas there are improvements which can be made to processes, communication and forward planning which would support an enhanced working relationship between specific service areas and the Media and Marketing function.
		There is a need to manage public expectation in terms of what we can offer/do – resources and capacity do not always match up with public expectations of what we can deliver. There is increasing demand and complexity for services at a time of reduced resources and capacity.
Asset Management	4	There is recognition that some specific areas require improvements in their approach to asset management to ensure long-term sustainability and the safeguarding of vulnerable assets.
Performance Management	4.2	There is a need to ensure that progress monitoring approaches for service-based and departmental level plans and strategies more closely align to corporate approaches.
		The self-assessment process should be further refined, ensuring that it is a meaningful exercise for service areas.
		Departmental level performance management processes should align to corporate approaches to ensure consistency and provide assurance that relevant information and data is being viewed and considered at a corporate level.



## Workforce Planning

Element	Level	Average Score
<b>Key elements of Workforce Planning</b>	Having workforce models/plans for some services within a division	3.2
<b>Data</b>	Single data source for workforce data within the division. Standardisation of roles and available organisational charts	3.2
<b>Demand</b>	One off model of demand for single initiative, service or department.	3.2
<b>Supply</b>	Basic gathering of internal workforce variables. Short term (annual) projections. General trends of labour availability and costs tracked	3.0
<b>Gap Analysis</b>	Event driven analysis of shortfall / surpluses. Key skill need prediction. Some analysis of turnover.	3.2
<b>Action Planning</b>	Service level plans for recruiting/ retention. Quick acting approaches (i.e. agency staff).	3.0
<b>Governance</b>	Service leads in some service areas with WFP responsibilities.	3.2
<b>Average Workforce Planning Score for the Organisation:</b>		<b>3.1</b>

## Data Maturity

Element	Level	Average Score
<b>Use of data</b> How well do you use data as a service?	We monitor data on a regular basis and strategic planning and decision making is becoming considerably data informed.	3.8
<b>Quality of the data</b> What is the quality of the data that you collect/use as a service?	Data is consistently collected, and it is regularly checked for validity and accuracy.	3.8
<b>Data Analysis</b> How well do you analyse the data that you use as a service?	We conduct descriptive analysis and are starting to explore more advanced analytical processes to delve further into the data. We are learning to create more sophisticated ways of presenting data	3.4
<b>Leadership and Culture</b> How is data regarded within the service?	We are becoming more engaged, and we are asking the right questions of the data and are active in harnessing its value.	4.2
<b>Skills base and Capacity</b> What is the skills base and capacity of the workforce within the service with regards to data?	Some dedicated data specific resource within the service with adequate levels of skills and capacity to do what needs to be done at the moment.	3.2
<b>Tools used</b> What kind of tools do you utilise to store, analyse and organise your data?	Data is fully stored in secure digital systems. Most tools are up to date and replacements are planned for poorer tools. Some integration is beginning to occur between systems and across departments and service areas. Investment is being committed to new tools	3.6
<b>Average Data Maturity Score for the Organisation:</b>		<b>3.7</b>

## Digital Maturity

Element	Level	Average Score
<b>Digital Transformation &amp; Change (capacity)</b> How ready and capable do you feel your service is to respond to emerging digital trends and challenges, and to adopt new ways of working through technology.	Moderate agility, with efforts to adapt to emerging trends but room for improvement in responsiveness.	3.2
<b>Digital Leadership</b> How confident and capable do you feel your leadership team/s are in providing digital leadership, when necessary, i.e. when designing services, implementing change etc.	The leadership team has some basic understanding and capability in digital leadership, but there are gaps in their knowledge and execution.	3.4
<b>Customer Experience &amp; Service Delivery</b> How effectively does your service utilise online digital channels to enhance customer experience and deliver end to end online transactional services?	Basic digital service delivery, some room for improvement.	3.4
<b>Paperless Working</b> To what extent do you feel your services have transitioned to being paperless, where reasonable.	Our internal services have largely transitioned to digital platforms, significantly reducing paper consumption, though there are some lingering paper-based practices.	3.6
<b>Hardware &amp; Devices</b> How adequately equipped do you feel your service is with the necessary hardware and devices to effectively deliver? (laptops, PC's, tablets, smartphones etc)	Well equipped - Most necessary hardware and devices are available, enabling effective delivery.	3.8
<b>Software &amp; Applications</b> How effectively are you leveraging digital tools and applications to streamline workflows and improve efficiency?	Moderate use of digital tools and applications, resulting in some streamlining of workflows and moderate improvement in efficiency	3.0
<b>Digital Content &amp; Information</b> How organised and accessible is digital content and information within your service? (SharePoint, file storage etc).	Well-organised digital content & information, easily retrievable and navigable.	3.6
<b>Digital Communication &amp; Collaboration</b> How effectively does your service utilise digital platforms for communication and collaboration?	Effective use, facilitating collaboration and communication.	3.8
<b>Data Management &amp; Security</b> How effectively is sensitive data managed and protected within your service and how capable do you feel in achieving this? (good GDPR and cyber security practice and behaviour)	Sensitive data is well managed and protected, with strong adherence to GDPR and cybersecurity practices. There's high capability and confidence in maintaining these standards effectively.	3.8
<b>Average Digital Maturity Score for the Organisation:</b>		<b>3.5</b>

### Part 3 - Are Governance Arrangements Effective?

The Annual Governance Statement for 2023/24 as included in our [Statement of Accounts](#) indicates that an Internal Audit Review found that the Corporate Governance arrangements of the Council are acceptable.

Findings of Internal Audit Review of Annual Governance Statement & Corporate Governance	
Post Review Assurance Level	Description for Assurance Level
ACCEPTABLE	Moderate controls, some areas of non-compliance to agreed controls
	Medium/Low risk of not meeting objectives
	Medium/Low risk of fraud, negligence, loss, damage to reputation
<i>Internal Audit found no fundamental control issues to be addressed as a high priority.</i>	

### New Governance Issues Identified in the Annual Governance Statement for 2023/24

Governance Issues Action Plan			
ISSUE REF	ACTION	RESPONSIBLE OFFICER	TARGET DATE
<b>Integrity &amp; Values</b>			
AGS 2023/24 No.1	Develop and improve Standards Committee decision making and through the learning from the National Standards Forum	Monitoring Officer	March 2025
AGS 2023/24 No.2	Ensure that the Annual Governance Statement plays its part in the Council's self-assessment.	Corporate Policy & Partnership Manager Head of Revenues & Financial Compliance	March 2025
<b>Openness &amp; Engagement</b>			
AGS 2023/24 No.3	Involvement strategy to be developed, with a view to making our consultations more effective.	Media & Marketing Corporate Policy & Partnership Manager	January 2025
AGS 2023/24 No.4	Develop and improve the way in which performance information is shared.	Corporate Policy & Partnership Manager	March 2025
AGS 2023/24 No.5	Improve the use and monitoring of complaints information and intelligence to support learning and service improvement,	Corporate Policy & Partnership Manager	March 2025

	for both Corporate and Social Care complaints.		
AGS 2023/24 No.6	Ensure alignment of the Council's Communication Plan with the new Corporate Strategy and Well-being Objectives	Corporate Policy & Partnership Manager  Media & Marketing	September 2024
<b>Making a Difference</b>			
AGS 2023/24 No.7	Introduce the Council Corporate Data Suite for use to support performance management against the Corporate Strategy and key policy areas	Corporate Policy & Partnership Manager	September 2024
<b>Valuing our People: Engaging, Leading &amp; Supporting</b>			
AGS 2023/24 No.8	Safeguarding - Finalise Volunteer policy and database	Assistant Chief Executive	December 2024
AGS 2023/24 No.9	Further develop the workforce data via performance dashboard	Assistant Chief Executive	December 2024
AGS 2023/24 No.10	To ensure the requirements of the Social Partnership and Public Procurement (Wales) Act 2023 are embedded as appropriate across the Council: Part 1: The Social Partnership Council Part 2: Social Partnership & Sustainable Development Part 3: Socially responsible public procurement	Part 1 & 2: Assistant Chief Executive (People Management) Part 3: Head of Revenues and Financial Compliance	March 2025
<b>Managing Risk, Performance &amp; Finance</b>			
AGS 2023/24 No.11	Continue to develop and improve on risk management arrangements, through reporting of risks.	Head of Revenues & Financial Compliance	March 2025
AGS 2023/24 No.12	Draft accounts sign off should be concluded by 30th June, and final approved by 30th September, timetable and processes have	Head of Financial Services	September 2024

	been amended to ensure delivery against the closure timetable.		
<b>Good Transparency &amp; Accountability</b>			
AGS 2023/24 No.13	Ensure a robust approach applied to Cyber security and sustainable solutions are implemented for Information Governance.	Chief Digital Officer	March 2025

## Annual Governance Statement

The Council sees Corporate Governance as:

*“doing the right things, in the right way, for the right people in a timely, inclusive, open, honest and accountable manner.”*

Our [Governance Framework](#) comprises the systems and processes, and cultures and values, by which the Council is directed and controlled and its activities through which it accounts to, engages with and leads the community. It enables us to monitor the achievement of our strategic objectives and to consider whether those objectives have led to the delivery of appropriate, cost-effective services.

The Council details how it deals with all aspects of Governance through its [Constitution](#) which defines the standards, roles and responsibilities of the Executive, its Members, Committees and its Officers. The Constitution includes a Scheme of Delegation outlining the [decision-making process](#), considering the relevant legislation.

The Annual Governance Statement for 2023/24 as included in our [Statement of Accounts](#) indicates that an Internal Audit Review found that the Corporate Governance arrangements of the Council are acceptable.

<b>Table - Internal Audit Report extract: Findings of Carmarthenshire County Council Internal Audit review of AGS and Corporate Governance</b>	
<b>Post Review Assurance Level</b>	<b>Description for Assurance Level</b>
Acceptable	Moderate controls, some areas of non-compliance to agreed controls Medium/Low risk of not meeting objectives Medium/Low risk of fraud, negligence, loss, damage to reputation
Internal Audit found no fundamental control issues to be addressed as a high priority.	

Good progress has been made against the actions identified in previous Annual Governance Statements as noted below;

<b>SOURCE</b>	<b>ISSUES</b>	<b>ACTIONS/PROGRESS</b>		<b>STATUS</b>
AGS 2020/21 No.2	Implement The Local Government and Elections (Wales) Act requirements.	May 2022	The elements that have not been implemented to date have a timetable that needs to be met to deliver the Act's requirement / timescale.  Elements of performance & governance implemented. Elections – in hand	Ongoing  Parts of the Legislation that needed to be implemented have been completed. Self-assessment element has been incorporated.  Awaiting guidance from WLGA re: panel assessment.  Part completed – performance element completed.

AGS 2021/22 No.1	Develop recruitment strategy and workforce plan alongside implementation of new recruitment software to ensure recruitment service can be streamlined and maintained.	March 2023	<p>In progress – new software in place – testing system and rolling out training – from March 2023</p> <p>Strategy will follow once system in place.</p> <p>New recruitment system is in place and training is continuing. (March 2024). Recruitment strategy is being drafted and will be consulted upon during summer/early autumn 2024.</p>	<p>Commenced.</p> <p>Testing complete and post test updates to the system underway. (May 2023). Workforce strategy to CMT 30 March Dedicated workforce related CMT meeting on 4<sup>th</sup> May and progress on new software Strategy to Pre cabinet on 18<sup>th</sup> May</p>
AGS 2021/22 No.4	Develop an Engagement and Consultation plan for the local authority.	March 2023	Work has commenced – reflecting on the staff survey findings and IIP	<p>Commenced</p> <p>Engagement with TU – introduced a joint consultancy forum – group leaders and Chief also attends. Aim to improve engagement and consultation</p> <p>Staff feedback completed</p>
AGS 2021/22 No.5	Further development work on handling complaints and investigating complaints.	March 2023	<p>Piece of work being carried out on the resource needed to investigate complaints.</p> <p>Triangulate this with FOIA and Member enquiry</p>	<p>Commenced</p> <p>Review of handling of complaints has been completed. Next piece of work to review the investigation process at stage 2 for consistency in approach and standards needed.</p>
AGS 2021/22 No.6	Review the customer service that we as a Council provide and how we can further improve the customer journey	March 2023	From 1 <sup>st</sup> December 2022 – Development of Hwbs – more access to customers – thematic days introduced.	<p>Commenced</p> <p>Falls into the Digital Customer Transformation workstream – which monitors the progress. SPF Funding – Hwb Fach y Wlad – to be implemented</p>

AGS 2021/22 No.12	Review the Governance arrangements for both Local Authority Trading Companies (LATC) with a view to aligning the arrangements and clarifying the roles of Members and Scrutiny Committees in relation to the LATCs.	March 2023	Monitoring Officer review carried out and completed. Report is being finalised.  CWM taking a governance review report to the CWM Board.	Commenced  Update: Monitoring Officer Governance update review carried out and completed. Report is being finalised.  CWM has taken a governance review report to the CWM Board. – Cwm action Complete
AGS 2022/23 No.4	Governance and Audit Committee Annual Report to be produced and consideration given as to whether the annual report be presented to full Council.	30 June 2024		The Chair will be presenting his report to the next meeting, then it will be presented to full Council.

## Completed Actions

2022/23 GOVERNANCE ISSUES - ACTIONS COMPLETED	
ISSUE REF	ACTION
AGS 2021/22 No.8	Establish clear governance mechanism to drive progress against each Well-being Objective and identify priority themes and service areas to support delivery of the well-being objectives.
AGS 2022/23 No. 1	To embed the governance arrangements around the New corporate strategy and Well-being objectives 2022-27  Governance mechanisms now in place – completed.
AGS 2022/23 No.2	We will ensure that Corporate Performance Management and Internal Audit work together, to ensure that the Annual Governance Statement plays its part in the Overall Council's Self-Assessment.  Self-assessment is now complete as part of the Annual Report 2022/23 and will be revisited annually
AGS 2022/23 No.3	Data Insight Team to support in the development and analysis of consultation activity arising from the Local Government and Elections Act (specifically with residents, businesses, trade unions and staff).  Two cycles of consultation have been completed and will now be an annual commitment.



**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 - 2023/24**

	How well have we done?	How well are we doing?						
		See explanation of performance				All Wales Comparative Info.		
Definition / PI Reference	2022/23 or previous result	2023/2024 or most recent						
	Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Average	Welsh Best Quartile	How we compare in Wales * to ****
<b>WBO1 Overarching</b>								
<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>	31.3% (2019/20)	No Target	34.6% (2020/21)	Not applicable	▼	31.3%	28.4%	***
1	<p>Child poverty rates have generally been on an upward trend in the county with a 5.3 percentage point increase between 2014/15 at 29.3% and 2020/21 at 34.6%. This is consistent with trends seen nationally. 2020/21 data of 34.6% translates to nearly 11,250 children and exceeds the Wales average by 0.6%. This is the 11th highest level of all local authorities in Wales which is an improvement on the 12th highest level the previous year.</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, health care and education may be compromised.</p> <p>The Council has seen increasing demand for many of its services and support systems following the pandemic, exacerbated now by the effects of the cost-of-living crisis which is 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		2022/23 or previous result	2023/2024 or most recent						
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Average	Welsh Best Quartile	How we compare in Wales * to ****
2	% children aged 4 to 5 years of age, Overweight or Obese	31.4% (2021/22)	No Target set	30.5% (2022/23)	Not applicable	▲	24.8%	23.2%	*
		<p>Childhood Obesity Levels in Carmarthenshire is the highest in Wales. As of 2022/23 in Carmarthenshire 30.5% of 4-5 year olds were overweight or obese, this is the highest levels in Wales. Despite a slight reduction in % from the previous year, the actual number of 4-5 year olds classed as overweight or obese has increased from 510 in 2021/22 to 524 in 2022/23. 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, such as 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	27.37 (per 10,000 population) (2021/22)	No Target set	34.08 (per 10,000 population) (2022/23)	Not applicable		47.72 per 10,000 population	Not applicable	Not applicable
		<p>The numbers of children on the child protection register continues to increase from 27 to 34 children per 10,000 of the population between 2021/22 and 2022/23, despite this, the level is significantly below the Welsh average of 47 per 10,000 population. The actual number increased from 102 in 2021/22 to 125 in 2022/23, figures for 23/24 indicate a reduction, with 100 children recorded as being on the register. This shows that a year on year figures do fluctuation.</p> <p>Decisions to register/de-register names of children on the Child Protection Register are made at multi-disciplinary case conferences and cases are also regularly reviewed in line with Welsh Government procedures.</p>							

Definition / PI Reference		2022/23 or previous result	2023/2024 or most recent						
		Our Result	Target	Actual Result	Target Met 😊 or 😞	Did we improve ▲ or ▼	Welsh Average	Welsh Best Quartile	How we compare in Wales * to ****
<b>WBO1a - Thematic Priority - Healthy Lives - prevention / early intervention</b>									
4	% of Live single births with a birth weight of under 2,500g	6.5% (2022)	No Target set	5.0% (2023)	Not applicable	▲	6.1%	5.5%	****
		<p>The most recent data for 2023 indicates that the level of low birth weights in Carmarthenshire has reduced. These latest figures shows our figures are lower than the Welsh average of 5.5% and we have the third lowest level of low birth weights in Wales.</p> <p>Babies born with a low birth weight are at an increased risk of developing health problems. It is positive therefore, that generally, the percentage of babies born with a low birth weight has been decreasing in Carmarthenshire.</p>							
5	Number of children looked after by local authorities at 31 March per 10,000 population aged under 18	45.62 (per 10,000 population) (2021/22)	No Target set	51.80 (per 10,000 population) (2022/23)	Not applicable		116.44 per 10,000 population	Not applicable	Not applicable
		<p>We continue to have the lowest number of looked after children per 10,000 population under 18 years of age in Carmarthenshire compared to other authorities in Wales, and well below the Welsh average of 116.44. Our figure at the end of March 2023 was 51.80 per 10,000 population, this equates to 190 looked after children. At the end of March 2024 this increased to 259, a 36% increase, the comparative data for this per 10,000 population will not be available until late 2024, but we have been low in the context of other local authorities for many years.</p>							
6	Number of children looked after in foster placements at 31 March	149 children March 2023	No Target set	209 children March 2024	Not applicable		4,995 (Wales Total March 2023)	Not applicable	Not applicable
		<p>There is an increase in the number of Looked After Children in Foster Placements at the end of March 2024, which aligns with the increase in the number of looked after children. 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.</p>							

Definition / PI Reference		2022/23 or previous result	2023/2024 or most recent						
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Average	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)	215,491	226,266	211,004	☹	▼	Not applicable		
		Although the 2023/24 result did not meet the target the team shifted their focus to where the demand was high and there was less focus on mass participation of direct delivery. In addition we were 2 members of staff less for 9 months due to illness and maternity thus leaving parts of the service undeliverable.							
8	% of children who can swim 25m aged 11 (3.4.2.1)	41.5% (21/22 Academic Year)	45.0%	37.2% (22/23 Academic Year)	☹	▼	Not applicable		
		Unfortunately there is a reduction in the % of children age 11 that can swim 25m. The results are reflective of inactivity of school swimming due to Covid-19 related aspects. Some children have not attended swimming before and have a lower starting point than previously. Schools generally are swimming for less time than previous years (e.g. 10 days rather than 15) as schools either could not afford the travel expenditure or struggled with workforce to release staff to accompany the children to the leisure centres.							
9	The number of new assessments completed for children during the year, that were completed within statutory timescales (CH/006a/012)	83.0%	83.6%	63.0%	Not applicable	Not applicable	Not applicable		
		Please note the change of definition and methodology of this measure by Welsh Government during 2023/24 which in turn has dramatically reduced the result but is now far more useful and meaningful as a measure but is no longer comparable with previous years. The 2023/24 result of only 63% of new assessments completed within the 42 working days timescale does seem low, but the service area believe that the quality of assessments is more meaningful as opposed to the completion within timescales, this is covered by the quality assurance framework which is in place to ensure assessments and plans are outcome focused, co-produced, and evidence the voice of children and young people.							

Definition / PI Reference		2022/23 or previous result	2023/2024 or most recent						
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Average	Welsh Best Quartile	How we compare in Wales * to ****
10	% of Children in care who had to move 3 or more times (CH/043)	7.4% (14/190)	6.8%	8.5% (22/259)	☹	▼	Not applicable		
		<p>The target of 6.8% was not achieved during 2023/24 with 22 of the 259 looked after children having three or more moves during the year compared to 7.4% (14 out of the 190 looked after children) in 2022/23. There was a 36% rise in the number of Children Looked After on 31st March 2024 to 259 compared to 190 the previous year. 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.</p> <p>A foster care review has been completed and an action plan agreed and development work is continuing to increase the range and type of placements for Children Looked After through the department's residential strategy for children and fostering service transformation plan.</p>							
<b>WBO1b - Service Priority - Early years</b>									
11	Number of Registered Childcare Places available in Carmarthenshire	4,165 (2016/17)	No Target set	4,772 (June 2021)	Not applicable	▲	Not applicable		
		<p>This data is collected every five years by the Family Information Service and published in Carmarthenshire Childcare Sufficiency Assessment (2022-27). This report shows that since the last assessment in 2016, there has only been a 15% increase in the number of registered childcare places available in Carmarthenshire, far less than demand. Of these available placements 54% of them are Welsh medium places which is only a 3% increase on the 2016 figures.</p>							

Definition / PI Reference		2022/23 or previous result	2023/2024 or most recent						
		Our Result	Target	Actual Result	Target Met 😊 or ☹️	Did we improve ▲ or ▼	Welsh Average	Welsh Best Quartile	How we compare in Wales * to ****
<b>WBO1c - Service Priority - Education</b>									
12	% of Year 11 leavers Not in Education, Employment or Training (NEETs) (PAM/009)	1.9%	1.0%	2.3%	☹️	▼	2.0%	1.5%	**
	<p>A significant decline in the number of Year 11 leavers not in Education, Employment or Training during 2023/24 with 2.3% (46 out of 1,987) compared to 1.9% (36 out of 1,914) the previous year. The result is now ranked 17th in Wales, down from 10th the previous year and above the Welsh average of 2.1%. The Youth Support Service has delivered post 16 transition youth work in line with Welsh Government Youth Engagement and Progression Framework though out the last year. There has been work undertaken to ensure that knowledge of the framework is understood within Education and Children`s Services Department.</p>								
13	% of Year 13 leavers Not in Education, Employment or Training (NEETs) (5.1.0.2)	3.8%	2.5%	5.0%	☹️	▼	3.6%	2.4%	*
	<p>A significant decline in the number of Year 13 leavers not in Education, Employment or Training during 2023/24 with 5.0% (31 out of 616) compared to 2.5% (26 out of 691) the previous year. The result is now ranked 18th in Wales, down from 16th the previous year and above the Welsh average of 3.6%. The Youth Support Service has delivered post 16 transition youth work in line with Welsh Government Youth Engagement and Progression Framework though out the last year. There has been work undertaken to ensure that knowledge of the framework is understood within Education and Children`s Services Department.</p>								
14	% of pupil attendance in Primary Schools (PAM/007)	89.5%	90.0%	91.1%	😊	▲	Not applicable		
	<p>Nationally, the percentage of half-day sessions missed by primary school-aged pupils has increased to 8.5% between 2018/19 and 2022/23. This trend is reflected in the result of 91.1% (8.9% absence) compared to 93.9% (6.1% absence) in 2018/19. However this is an improvement on last years (2022/23) result of 89.5%. Absence has increased as consequence of the pandemic, examples of reasons i.e. 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 the Local Authority in July 2023 recognised improving school attendance as a recommendation. Therefore a revised Attendance Strategy is being produced which will encompass all aspects of attendance/absence.</p>								

Definition / PI Reference		2022/23 or previous result	2023/2024 or most recent						
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Average	Welsh Best Quartile	How we compare in Wales * to ****
15	<b>% of pupil attendance in Secondary Schools (PAM/008)</b>	83.0%	85.5%	<b>86.4%</b>	☺	▲	Not applicable		
		<p>Nationally, the percentage of half-day sessions missed by secondary school-aged pupils has doubled to 12.5% between 2022/23 and 2018/19. This trend is reflected in the result of 86.4% (13.6% absence) compared to 93.5% (6.5% absence) in 2018/19. However this is an improvement on the last Academic years (2022/23) result of 83%.</p> <p>Absence increased as consequence of the pandemic, examples of reasons i.e. decline in behaviour leading to an increase in fixed term exclusion; a rise in illness and medical appointments; a rise in family holiday's.</p> <p>The Estyn inspection of the Local Authority in July 2023 recognised improving school attendance as a recommendation. Therefore a revised Attendance Strategy is being produced which will encompass all aspects of attendance/absence.</p>							
16	<b>Residents that think schools provide young people with a good level of education</b>	<b>0.52 (AIS Score)</b>	No Target set	<b>0.41 (AIS Score)</b>	Not applicable	▼	Not applicable		
		<p><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></p> <p>Our 2023 residents survey received almost 4,000 respondents indicating that there was overall agreement that local schools provide children and young people with a good education with an Average Index Score (AIS) of 0.41. This is a slight decline on the 2022 score of 0.52 but continues to be an overall agreement.</p>							



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

**Our Corporate Data Suite with our Indicators and Measures of success - 2023/24**

		How well have we done?	How well are we doing?						
			See explanation of performance				All Wales Comparative Info.		
Definition / PI Reference		2022/23 or previous result	2023/2024 or most recent						
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Average	Welsh Best Quartile	How we compare in Wales * to ****
<b>WBO2 - Overarching</b>									
1a	<b>Healthy life expectancy at birth (Male)</b> <i>Healthy Life Expectancy measures the number of years someone is expected to live in good health.</i>	<b>60.4 years</b> (2017-19)	No Target set	<b>59.7 years</b> (2018-20)	Not applicable	▼	<b>61.5 years</b>	<b>63.4 years</b>	*
	<p>Generally, people are living longer than ever before due to advancements in health care and a general improvement in living standards. However, there are variations in Healthy Life Expectancy between sex and where a person lives. Healthy Life Expectancy for males in Carmarthenshire is lower than that for females and saw a decrease between 2017-19 and 2018-20 from 60.4 to 59.7 days. This is the 18th lowest level of all local authorities in Wales and is less than the Wales average of 61.5 years.</p> <p>Data based on the Welsh Index of Multiple Deprivation shows that the gap in male healthy life expectancy in Carmarthenshire between the most and least deprived is 10.8 years, this is lower than Wales average gap of 13.3 years.</p>								
1b	<b>Healthy life expectancy at birth (Female)</b>	<b>61.1 years</b> (2017-19)	No Target set	<b>61.8 years</b> (2018-20)	Not applicable	▲	<b>62.4 years</b>	<b>65.8 years</b>	**
	<p>Female Healthy Life Expectancy increased over the same time period from 61.1 to 61.8 years. This is the 13th lowest level of all local authorities and is also less than Wales average of 62.4.</p> <p>This is an important consideration in Carmarthenshire as the county is home to an above average level of people aged over 65, which, when coupled with a Healthy Life Expectancy which is below average, could result in increased pressure on health and social care services.</p> <p>The gap in female healthy life expectancy in Carmarthenshire between the most and least deprived is 8.9 years, this is almost half that of Wales average gap of 16.9 years.</p>								

Definition / PI Reference		2022/23 or previous result	2023/2024 or most recent						
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Average	Welsh Best Quartile	How we compare in Wales * to ****
2	<p><b>Households in material deprivation</b></p> <p><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></p>	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 Wales average figure of 15.3%, 7th highest level of all local authorities in Wales and an increase on figures for 2021/22 (12%). This increasing trend is in line with generally increasing trends for poverty rates. The ongoing cost of living crisis is also likely having a detrimental impact on household deprivation levels. 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	<p><b>Adult mental well-being score</b></p> <p><i>Based on the Warwick Edinburgh mental wellbeing scale - score between a minimum of 14 to a maximum of 70.</i></p>	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. 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 a Wales level. Carmarthenshire's position relative to the other local authorities in Wales is the 10th lowest, compared with 11th lowest for the previous year. Findings of a recent residents' consultation indicate that there was overall agreement from respondents that consideration should be given to supporting 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		2022/23 or previous result	2023/2024 or most recent						
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Average	Welsh Best Quartile	How we compare in Wales * to ****
4	<b>Adults who have 2 or more healthy lifestyle behaviours</b>  <i>Healthy lifestyle behaviours are defined as:</i> <ul style="list-style-type: none"> <li>• Not smoking,</li> <li>• Being a healthy weight,</li> <li>• Eating five fruits/vegetables a day,</li> <li>• Not excessively drinking alcohol, and</li> <li>• Undertaking physical exercise in line with guidelines.</li> </ul>	92.4% (2021/22)	No Target set	92.5% (2022/23)	Not applicable	▲	92.3%	93.4%	***
	<p>According to the National Survey for Wales the number of adults with 2 (or more) Healthy Lifestyle Behaviours in Carmarthenshire has increased slightly from 92.4% to 92.5%. This has translated to the county exhibiting the 9th highest figure of all local authorities in Wales, an improvement from 13th the previous year. This is slightly higher than the Wales average which sits at 92.3%. Continued improvement for this measure would likely translate to an improvement in Healthy Life Expectancy.</p>								
<b>WBO2a - Thematic Priority - Tackling Poverty</b>									
5	<b>% of Households Living in Poverty</b>  <i>Poverty is defined as 60% of GB Median Income (60% of £39,294 = £23,576 for 2023)</i>	34.5% (2022)	No Target set	34.6% (2023)	Not applicable	▼	33.5%	32.6%	**
	<p>The most recently available data (2023) suggests that 34.6% of all households in Carmarthenshire are living in poverty, this translates to around 28,700 households. This is a slight increase since last year which mirrors trends seen nationally.</p> <p>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.</p>								

Definition / PI Reference		2022/23 or previous result	2023/2024 or most recent						
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Average	Welsh Best Quartile	How we compare in Wales * to ****
6	<b>Median Gross Weekly Income</b>	£617.80 (2022)	No Target set	£678.60 (2023)	Not applicable	▲	£636.10	£646.00	****
		<p>The most recent data for shows a significant increase in the average Gross Weekly earnings in Carmarthenshire, from £617.80 (2022) to £678.60 (2023) with the second highest figures in Wales. Carmarthenshire figures have been higher than the Welsh average for the last few years, but the gap has increased significantly, with the Welsh average currently at £636.10. We continue to be below the UK average of £681.70, but the difference is slowly closing.</p> <p>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 five authorities including Carmarthenshire. Our Gross hourly earnings for Female Full-time workers is £1.72 more than male workers, this has increased from 62p in 2022.</p> <p>Earnings have a direct effect on a person’s life, impacting every decision that is made. This becomes particularly difficult if a person’s earnings do not allow them to meet their basic needs and made worse if wage growth does not coincide with the rate of inflation, the effects of which many are facing right now.</p> <p>The Council is committed to supporting people to maximise their incomes and access the support that they are entitled to.</p>							
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>	5.67 Ratio (2022)	No Target set	5.32 Ratio (2023)	Not applicable	▲	6.07 Ratio	5.25 Ratio	****
		<p>Carmarthenshire’s current ratio is 5.32 which is significantly lower than the highest ratio in Wales of 9.67, and well below the Welsh average of 6.07. This is the 7th lowest level of all local authorities as of 2023. Whilst increases were seen over recent years these now seem to be reducing. It should be noted that housing affordability will vary between smaller areas within the county.</p> <p>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 then the more money households have to spend on the other things that they need which in turn increases their quality of life. Residents indicated via a recent consultation that it is important that local people are supported to buy homes locally.</p>							

Definition / PI Reference		2022/23 or previous result	2023/2024 or most recent						
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Average	Welsh Best Quartile	How we compare in Wales * to ****
8	<b>Households successfully prevented from becoming homeless (PAM/012)</b>	71.6%	72.0%	72.1%	☺	▲	59.0% (2022/23)	61.5% (2022/23)	****
		The good performance continues and has been achieved through a number of factors including the creation of the Housing Hwb Team; changes to operational practices; the direct allocation of homes to people in greatest need through the adoption of the Emergency Allocations Policy; and continuation of Welsh Government grant funding. The most recent homeless prevention comparative data (2022/23) shows a much-improved position of 4th compared to 14th in the previous year. This is despite having the 3rd highest number of households threatened with homelessness during 2022/23 with 630. Our improved result has taken us above the Welsh average for the first time since 2016/17.							
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>	0.23 (AIS Score)	No Target set	0.24 (AIS Score)	Not applicable	▼	Not applicable		
		Our 2023 residents survey received almost 4,000 respondent, where responses to this statement were mixed. However a higher proportion overall agree that poverty is a problem in their area with an Average Index Score (AIS) of 0.24. This is a slight decline on the 2022 score of 0.23 but continues to be an overall agreement.							
10	<b>Average time for processing new Housing/Council Tax Benefit claims (6.6.1.2)</b>	18.46 days	17 days	13 days	☺	▲	Not applicable		
		The average number of days to process new Housing/Council Tax Benefit Claims has reduced greatly during 2023/24 to 13 days, which are almost back down to pre-covid results.							
11	<b>Average time for processing Housing/Council Tax Benefit notifications of changes of circumstances (6.6.1.3)</b>	3.62 days	4 days	3.02 days	☺	▲	Not applicable		
		The average number of days to process Housing/Council Tax Benefit change of circumstances has reduced slightly during 2023/24 to just over 3 days and well within the target.							
12	<b>Number of individuals supported through Council employability schemes to earn a real living wage (EconD/023)</b>	204	200	158	☹	▼	Not applicable		
		158 individuals were supported through Council employability schemes to earn the real living wage during 2023/24, this is a decline in number compared to 204 in the previous year. Many of the clients supported were still receiving advice and guidance at the end of the financial year as they experience multiple barriers and have complex needs. Therefore, additional support is needed before they access employment opportunities.							

Definition / PI Reference		2022/23 or previous result	2023/2024 or most recent					
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Average	Welsh Best Quartile
<b>WBO2b - Service Priority - Housing</b>								
13	<b>Average number of calendar days taken to complete all housing repairs (PAM/037)</b>	6.3 days	10 days	27.6 days	☹	▼	Not applicable	
		<p>It took an average of 27.6 calendar days to complete all council housing repairs during 2023/24, this was a dramatic increase on the previous year's average of 6.3 days. The main reason was the active targeting and clearing the backlog of oldest jobs occurred from work that was unable to be completed during Covid, as well as lack of materials and contract capacity. These situations have now improved, and backlog of old jobs have mainly been cleared. The volume of repair requests also continues to rise year on year</p>						
14	<b>Number of private sector empty properties returned to use through direct intervention (HS-EMP/001)</b>	143 properties	167 properties	104 properties	☹	▼	Not applicable	
		<p>Most of the resources has focussed on National Grant Scheme Wales targeted toward empty home owners that will become occupiers. It is very resource heavy with little reward for the intervention particularly towards the end of 2023/24, during the year 199 enquiries were received for the scheme with 52% being cancelled (at various stages), of the 116 that were surveyed only 43 (37%) were approved by Rhondda Cynon Taf County Borough Council but we have committed up to £2.6m of funding. Unfortunately the target wasn't met for 2023/24 as but these will be included in 2024/25 performance through completion of grants or when they are returned to use where they haven't progressed with the grant but had advice. Majority of the work on the on the National Grant Scheme has been completed and will need to be monitored following approval with Rhondda Cynon Taf and ensure we maximise the full grant allocation and income (fees). With the additional Empty Homes Support Officers now in place (March/ April 2024) and the introduction of the Council Tax premiums we will refocus our attention on enforcement activity to recover debt and force empty homes back into use.</p>						

Definition / PI Reference		2022/23 or previous result	2023/2024 or most recent						
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Average	Welsh Best Quartile	How we compare in Wales * to ****
15	% of rent lost due to properties being empty (PAM/039)	3.5%	2.6%	2.2%	☺	▲	Not applicable		
		The % rent lost due to properties being empty has now reduced back to a more acceptable level of 2.2%, compared to 3.5% the previous year. There have been a number of changes introduced over the last 21 months to drive improvement e.g. a new letting standard. We will continue to implement further improvement actions over the months to come, as laid out in our Void Action Plan and approved by Improvement Board.							
<b>WBO2c -Service Priority - Social Care</b>									
16	Number of people waiting in hospital for domiciliary care (ASC-001)	35 people @ end of March 2023	No Target set	7 people @ end of March 2024	Not applicable	▲	Not applicable		
		The number of people waiting in hospital for domiciliary care varies during the year and is an 'as at' figure captured at the end of each month. At the end of March 2024, 7 people were waiting in hospital for domiciliary care, this is an improvement on the figure of 35 @ end of March 2023.							
17	% of people referred to the National Exercise Referral scheme that complete the 16 week programme (PAM/041)	51.8%	50.0%	70.2%	☺	▲	Not applicable		
		The number of referrals to the exercise programme have increase dramatically, with 1,537 received during 2023/24 the highest since the scheme started. Unfortunately, the number that are allowed to attend the scheme is limited due to resources, with just over 36% during 2023/24. The positive news is over 70% (316/450) of those that started the scheme actually completed the 16-week programme during 2023/24, this is the highest rate of completion since recording the data.							
18	The average number of calendar days taken to deliver a Disabled Facilities Grant (DFG/001)	277 days	275 days	273 days	☺	▲	Not applicable		
		Despite the average number of days to deliver a Disabled Facilities Grant being on target and showing a very slight improvement during 2023/24, the result continues to be high at 273 days. There was a 14% increase in the number of adaptations completed in the year compared to 2022/23. The demand for adaptations are high, with work required for more complex needs.							

**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 - 2023/24**

	How well have we done?	How well are we doing?	
		See explanation of performance	All Wales Comparative Info.

Definition / PI Reference	2022/23 or previous result	2023/2024 or most recent						
	Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Average	Welsh Best Quartile	How we compare in Wales * to ****

**WBO3 - Overarching**

		£16,735 (2020)	No Target set	£17,419 (2021)	Not applicable	▲	£18,038	£18,429	**
1	<p><b>Gross Disposable Household Income per head</b></p> <p><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></p>	<p>Disposable Household Income is Rising but Levels Remain Below National Averages. In 2021, gross disposable household income (GDHI) per head in the UK saw a growth of 3.7% when compared with 2020; this is the same in England, while Northern Ireland saw a growth of 4.0%. Of the home nations, Wales saw the highest growth with 4.9%, and the lowest was in Scotland with 2.4%. Despite the highest % growth, Wales has the second lowest rate of the home nations with £18,038 behind Northern Ireland with £17,636. Carmarthenshire saw growth of 4.1% over the same time period to £17,419 in 2021, whilst this is positive, this level remains below the Wales average of £18,038 and is significantly below the UK average of £21,679. Inflation continues to be high with essential items like food and utilities having seen the most significant rises. This means that people are paying more for these items when in most cases their disposable income is not increasing at the same rate. This causes pressure for households and can ultimately result in a decline to living standards, impacting health, safety and prosperity. Whilst this is directly related to support mechanisms detailed in WBO 2, the Council also recognises the important role the local economy has to play in this respect, in providing local people with opportunities to access meaningful information or support to maximise their employability prospects.</p>							



Definition / PI Reference		2022/23 or previous result	2023/2024 or most recent						
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Average	Welsh Best Quartile	How we compare in Wales * to ****
2	<b>Number of people killed and seriously injured on the roads</b>	<b>83 people (2022)</b>	No Target set	<b>138 people (2023)</b>	Not applicable	▼	<b>1,126 Welsh total</b>	<b>25 people</b>	<b>*</b>
		<p>During 2023, unfortunately 138 people were killed or seriously injured (KSI) on Carmarthenshire roads, this is the second highest figure in Wales after Powys with 153 and is a 66% increase on the 2022 figures. There was a 59% increase in the number of motorcyclists KSI from 17 in 2022 to 27 in 2023, and the highest increase was for those 16-24 year olds with 76% from 17 in 2022 to 30 in 2023, 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.</p>							
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>	<b>4.2 (µg/m3) (2020)</b>	No Target set	<b>4.3 (µg/m3) (2021)</b>	Not applicable	▼	<b>6.9 (µg/m3)</b>	<b>4.1 (µg/m3)</b>	<b>***</b>
		<p>After a positive period of reducing levels of Nitrogen Dioxide in the air in Carmarthenshire in recent years, unfortunately there been a slight increase from 4.2 (µg/m3) in 2020 to 4.3 (µg/m3) in 2021. This compares positively with the Wales average of 6.9 (µg/m3) and the county continues to have the 8th 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</b>	<b>16,381 crimes</b>	No Target set	<b>14,024 crimes</b>	Not applicable	▲	Not applicable		
		<p>Total Crime in Carmarthenshire has reduced by over 14% during 2023/24 to 14,024, compared to 16,381 during 2022/23. The highest form of crime continues to be Violence Against the Person with 48% of the total crime.</p>							

Definition / PI Reference		2022/23 or previous result	2023/2024 or most recent						
		Our Result	Target	Actual Result	Target Met 😊 or 😞	Did we improve ▲ or ▼	Welsh Average	Welsh Best Quartile	How we compare in Wales * to ****
<b>WBO3a - Thematic Priority - Economic Recovery and Growth</b>									
5a	<b>Employment Rates</b>	71.7% (March 2023)	No Target set	72.0% (March 2024)	Not applicable	▲	73.5% (March 2024)	76.0% (March 2024)	**
		Employment figures have increased slightly in Carmarthenshire as at end of March 2024 to 72.0% compared to 71.7% at the end March 2023. This is below the Welsh and UK averages of 73.5% and 75.4% respectively.							
5b	<b>Unemployment Rates</b> <i>A person is unemployed if they are actively seeking or are available for work</i>	2.9% (March 2023)	No Target set	3.0% (March 2024)	Not applicable	▼	3.5% (March 2024)	Not applicable	
		Unemployment figures have increased slightly in Carmarthenshire as at end of March 2024 to 3.0% compared to 2.9% at the end March 2023. This is better than the Welsh and UK averages of 3.5% and 3.8% respectively.							
6a	<b>Working Age adults qualified to Level 4 or above</b>	40.0%	No Target set	46.3%	Not applicable	▲	45.0%	47.4%	***
		The proportion of those aged 18-64 qualified to Level 4 or above in Carmarthenshire continues to increase. The most recent data (Dec 2023) indicates further improvement to 46.3%, which compares positively with the average for Wales which sits at 45.0%. 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	<b>Working Age adults with no Qualifications</b>	7.0%	No Target set	5.3%	Not applicable	▲	7.9%	5.5%	****
		The proportion of those aged 18-64 with no qualifications has been on a downward trend in recent years. The most recent data (Dec 2023) indicates a further reduction to 5.3%, which compares positively with the average for Wales which sits at 7.9%. Carmarthenshire is well underway to meet Welsh Government's National Well-being Indicator Milestone - of ' <i>the percentage of working age adults with no qualifications will be 5% or below in every local authority in Wales by 2050</i> '. 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		2022/23 or previous result	2023/2024 or most recent						
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Average	Welsh Best Quartile	How we compare in Wales * to ****
7a	<b>Business births</b>	820 (2021)	No Target set	630 (2022)	Not applicable	▼	12,090 (Wales total)	675	***
		<p>Following some stagnation between 2017 and 2019, business birth rates in the county showed signs of improvement during 2021 with 820 business births, but this was short lived. The most recent data for 2022 shows that 630 business opened/started, 190 lower than the previous year. The impact of the economic crises and soaring energy bills has impacted on many businesses and deterring people to open new businesses.</p> <p>The largest new businesses were seen in the Construction sector with 115 (compared to 150 the previous year), followed by Transport &amp; Storage and Accommodation &amp; Food Services both with 85, far lower than previous years with 155 and 110 respectively.</p>							
7b	<b>Business deaths</b>	650 (2021)	No Target set	700 (2022)	Not applicable	▼	11,660 (Wales total)	335	*
		<p>Unfortunately, there seems to be a continued increase in the number of business deaths from 2020 with 490, 2021 with 650, to 700 in 2022, the highest number since 2017. From the impact of Covid to the economic crises, soaring energy bills, and recruiting staff, all these have and are making running a business very challenging. Carmarthenshire has the 6th highest number of business deaths of all authorities in Wales behind Cardiff, Rhondda Cynon Taf, Swansea, Flintshire and Newport.</p>							
8	<b>The number of Direct Jobs created (including jobs accommodated &amp; placed into Jobs) with Regeneration assistance (EconD/009)</b>	1,350	858	669	☹	▼	Not applicable		
		<p>669 direct jobs created across Carmarthenshire with Regeneration assistance during 2023/24, although this is good news, this did not reach the intended target, the reasons for this are delays in commencement and completion of some third party grant schemes, but these will come into fruition during 2024/25.</p>							
9	<b>The number of Indirect Jobs created (indirect and construction Jobs) with Regeneration assistance (EconD/010)</b>	116	387	286	☹	▲	Not applicable		
		<p>286 Indirect construction jobs created via Cross Hands Plot 3, Pentre Awel, Town centre Loan, Transforming Towns Strategic projects, Carmarthen Hwb, Llandeilo Market Hall, ARDF and Carmarthenshire Rural Enterprise Fund (CREF), this is less than anticipated for the year. Delays to commencement of significant direct delivery and third party grant funded construction projects have resulted in target not being realised. Outputs will now be realised in 2024/25.</p>							

Definition / PI Reference		2022/23 or previous result	2023/2024 or most recent						
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Average	Welsh Best Quartile	How we compare in Wales * to ****
10	The number of people helped into volunteering with Regeneration assistance (EconD/005)	759	555	722	☺	▼	Not applicable		
		722 people were helped into volunteering with Regeneration assistance via Bureau, C4W+, SPF Rural Investment Fund, Shared Prosperity Fund Skills 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)	1,628	3,229	3,595	☺	▲	Not applicable		
		3,595 weeks of training recruitment was delivered through Community Benefits during 2023/24 this is well above the target and over double the amount for 2022/23 of 1,628.							
12	The level of Private Sector Investment / external funding secured (£) (EconD/008)	£11,903,638	£31,580,893	£35,039,140	☺	▲	Not applicable		
		Over £35m of funding was secured during 2023/24 by Economic Development via Private Sector Investment and various successful applications for external funding. This is a huge achievement.							
13	Number of additional affordable homes in the County (7.3.2.24)	323	303	331	☺	▲	Not applicable		
		Our plan sets the vision to support the delivery of over 2000 homes for rent and sale over the next 5 years (Feb 2022- Dec 2027). The plan is based on meeting housing need and stimulating economic growth across the County creating jobs, building strong sustainable communities and growing the green economy. The programme for 2023/24 focused on buying private sector homes for general and specialist housing need, bringing empty homes back in to use and developing new homes, including the conversion of the former Spilman street council offices into 12 apartments. The 2023/24 result of 331 additional affordable homes, exceeded target. with 654 properties delivered since April 2022.							

Definition / PI Reference		2022/23 or previous result	2023/2024 or most recent						
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Average	Welsh Best Quartile	How we compare in Wales * to ****
14	<b>Businesses are supported within the local 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>	-0.01 (AIS Score)	No Target set	-0.24 (AIS Score)	Not applicable	▼	Not applicable		
		Our 2023 residents survey received almost 4,000 respondents, 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 those that answered neither or don't know, disagreement levels were higher than agreement levels. 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.							
15	<b>Local people are well supported to take advantage of local opportunities</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>	-0.05 (AIS Score)	No Target set	-0.16 (AIS Score)	Not applicable	▼	Not applicable		
		Our 2023 residents survey received almost 4,000 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 slightly more people disagreeing than agreeing. Further analysis indicates that scores were lowest for respondents living in the Llanelli community area. In addition, respondents with caring responsibilities, those with a household income of below £30,000 per year and veterans also indicated lower scores.							
16	<b>% of "major" applications determined within time periods required (PLA/009)</b>	72.4%	80.0%	69.7%	☹	▼	Not applicable		
		The 2023/24 result is off target and showing a decline in performance compared to 2022/23. The determination of 10 historic cases is impacting on the overall result. It should be noted that the Welsh Government rating of 'Good' is 60%. An agreed realignment of the service giving focus on strategic development will facilitate in meeting the target for this measure							
17	<b>% of undisputed invoices which were paid in 30 days (CFH/006)</b>	95.6%	95.0%	94.9%	☹	▼	Not applicable		
		Just under 95% of invoices were paid within 30 days during 2023/24, this is off target and a decline on 2022/23, but there has been a 5% increase in the number of invoices paid compared to the previous year. Reports are distributed to all departmental business support managers to review. Those areas not meeting the target should be addressed and investigated further.							

Definition / PI Reference		2022/23 or previous result	2023/2024 or most recent						
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Average	Welsh Best Quartile	How we compare in Wales * to ****
<b>WBO3b - Thematic Priority - Decarbonisation / Climate &amp; Nature Emergency</b>									
18	<b>Low Carbon Energy Generation by Local Authority (in MW).</b>	<b>324 MW of energy</b>	No Target set	<b>333 MW of energy</b>	Not applicable	▲	<b>4,349 MW of energy for Wales</b>	<b>258 MW of energy</b>	<b>****</b>
		<p>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.</p> <p>The most recent data for 2022 indicates that there was a total of 8,104 projects in Carmarthenshire generating 333MW of energy. This is the third highest level in Wales and an increase on 2021 figures.</p>							
19	<b>Number of properties (homes and businesses) at <u>medium or high risk</u> of flooding from rivers, tidal or surface water</b>	Not available	No Target set	<b>5,443 properties</b>	Not applicable	Not applicable	<b>286,170 Properties in Wales</b>	<b>2,339 properties</b>	*
		<p>Flooding is always a concern in Carmarthenshire, and according to Natural Resources Wales (2019), over 15,000 Business and Homes are at Risk from either River, Tidal or Surface Water Flooding, with over 5,400 of these are at Medium or High Risk.</p> <p>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 &amp; Water Management Act and Shoreline Management Plan a number of interventions have been completed, including the installation of new defences and upgrades made to existing defences.</p> <p>According to the National Survey the level of concern about flooding expressed by Carmarthenshire respondents has increased from 36.2% in 2018/19 to 49.3% in 2022/23. This exceeds the Welsh average of 44.7%.</p>							
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>-0.10 (AIS Score)</b>	No Target set	<b>-0.05 (AIS Score)</b>	Not applicable	▲	Not applicable		
		<p>Our 2023 residents survey received almost 4,000 respondents, with the largest proportion of respondents indicated 'neither' when asked whether the climate emergency is being addressed locally. Further analysis indicates that with the exception of those that answered 'neither', slightly more people disagree than agree. 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.</p>							

Definition / PI Reference		2022/23 or previous result	2023/2024 or most recent						
		Our Result	Target	Actual Result	Target Met 😊 or 😞	Did we improve ▲ or ▼	Welsh Average	Welsh Best Quartile	How we compare in Wales * to ****
<b>WBO3c - Thematic Priority - Welsh Language &amp; Culture</b>									
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, which is equivalent to 72,838 Welsh speakers.</p> <p>The only age group that has seen a very slight increase are those aged 25-34, with decreases visible within all other age categories. The most significant reduction in people able to speak to Welsh are for those aged 65-74, with a 9.4 percentage point decrease, but 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 -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 3-15 able to speak Welsh is just over 15,000, a decrease of 500 which is a 2.6 percentage point reduction.</p> <p>Decreases were also visible within the 16-64 and 65+ age categories although at more significant levels than the younger age group. To expand, the decline in those aged over 65 able to speak to Welsh translates to a percentage point decrease of 8.7.</p>							

**APPENDIX 5**

Definition / PI Reference		2022/23 or previous result	2023/2024 or most recent						
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Average	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 of 2022/23, Attendance/Participation in Arts, Culture or Heritage Activities have 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)	6	No Target set	8	Not applicable	▼	Not applicable		
		Eight complaints were received during 2023/24 relating to Welsh Language Standards, this is a slight increase on the previous year.							
25	% of staff at Level 3 or above of the Welsh language skills framework (excl. school based staff) (Cym/001)	Not available	No Target set	Not available	Not applicable		Not applicable		
		Data for this measure is not robustly available from the current software. New updated software is in the process of being installed, therefore we hope that full comprehensive data will be available in the near future.							
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>	0.69 (AIS Score)	No Target set	0.74 (AIS Score)	Not applicable	▲	Not applicable		
		Our 2023 residents survey received almost 4,000 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 Teifi (0.86), Aman (0.84) and Gwendraeth (0.78) 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 16-24 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)	227 (Academic Year 2021/22)	No Target set	242 (Academic Year 2022/23)	Not applicable	▲	Not applicable		
		This measure is based on the Academic Year (September - August) with 242 members of staff attending various levels of Welsh Learning courses between September 2022 and June 2023.							



Definition / PI Reference		2022/23 or previous result	2023/2024 or most recent					
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Average	Welsh Best Quartile
<b>WBO3d - Thematic Priority - Community Safety and Cohesion</b>								
28	<b>I like living in Carmarthenshire</b>	1.32 (AIS Score)	No Target set	1.16 (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>	<p>Our 2023 residents survey received almost 4,000 respondents, and overall there's a strong agreement 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.</p> <p>90.3% of Carmarthenshire respondents to the National Survey indicate that they are satisfied with their local area as a place to live, which is an increase on the previous result of 88.4%.</p>						
29	<b>I feel that I can live the life I want to live without the fear of judgment or prejudice.</b>	0.71 (AIS Score)	No Target set	0.49 (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>	<p>Our 2023 residents survey received almost 4,000 respondents, who largely agreed that they are able to live the life they want to live without the fear of judgment or prejudice, although the score has decreased slightly from the previous year. 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.</p>						
30	<b>I feel safe in my community.</b>	0.78 (AIS Score)	No Target set	0.55 (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>	<p>Our 2023 residents survey received almost 4,000 respondents, who largely agreed that they feel safe in their community. Carmarthenshire has one of the lowest crime rates of all counties in Wales and a positive score to this statement reflects this.</p> <p>However, there is disparity within local community areas, with Llanelli exhibiting an overall negative score of -0.08 which represents a significant level of disagreement, but this survey took place during the controversial situation at the Stradey Park Hotel, and local residents took the opportunity to share their views through this consultation.</p>						

Definition / PI Reference		2022/23 or previous result	2023/2024 or most recent						
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Average	Welsh Best Quartile	How we compare in Wales * to ****
31	% of food establishments that meet food hygiene standards (PAM/023)	99.07%	95.00%	99.13%	☺	▲	Not applicable		
		Food hygiene standards in Carmarthenshire food establishments continue to be high in 2023/24 at over 99%.							
32	% of high risk Trading Standard businesses that were liable to a programmed inspection that were inspected (PPN/001i)	100%	100%	49.0%	☹	▼	Not applicable		
		For 2023/24 we did not meet the 100% target and only achieved 49% result. The reason for this is that during the second half of the year, there was an increase in reactive high-risk criminal investigations and high-profile proactive work to tackle the sale of illicit vapes and the underage sale of vapes which required resources to be redirected from routine inspections. The high-risk premises liable for inspection were re-risk rated by nature of business, history of compliance and intelligence received so to ensure the highest-risk premises among them (e.g., petroleum storage premises, explosive storage premises, and those with the highest number of consumer complaints) were visited. All outstanding premises were prioritised in the first quarter of 2024-25.							
<b>WBO3e - Service Priority - Leisure &amp; Tourism</b>									
33	Number of library visits per 1,000 population (LCL/001)	2,740 per 1,000 population	2,754 per 1,000 population	3,490 per 1,000 population	☺	▲	Not applicable		
		There were over 660,000 visits (in person and online) to our libraries during 2023/24, this a 28% improvement on the previous year of 515,570. This increase was achieved through various events in our libraries all over the county such as Clip Corner in Carmarthen Library offering access to thousands of radio and TV programmes from the archives of BBC, S4C & ITV Wales, Santa visits, wreath and bauble making, chess club & film shows, together with World Book Day visits, Mother's Day & Easter Craft sessions and watercolour painting sessions. Our digital visits continue to remain high with customers benefitting from our range of digital eBooks, audiobooks, newspapers, magazines and training apps.							

Definition / PI Reference		2022/23 or previous result	2023/2024 or most recent						
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Average	Welsh Best Quartile	How we compare in Wales * to ****
34	Number of visits to leisure centres per 1,000 population (PAM/017)	7,017	7,169	8,487	☺	▲	Not applicable		
		<p>The number of visitors to our leisure centres during 2023/24 has reached 1.6m for the first time, this is 21% up on the previous year and is back to pre-covid levels. This has also been mirrored in the uptake of memberships and learn to swim in association with good growth in community-based activity. Investment has been ongoing into the facility infrastructure and the development of class programmes in rural sites has seen significant growth of membership at those locations notably St Clears and Llandoverly. Membership has also grown in Carmarthen, Amman Valley and Llanelli Leisure Centres. The new pitches at Amman Valley have also seen an uplift in regular bookings and footfall. Focus on retention and loyalty has helped to see retention improve plus using refer a friend across the year has been a great driver.</p>							
<b>WBO3f - Service Priority - Waste</b>									
35	% of waste reused, recycled or composted (PAM/030)	65.25%	67.00%	70.49%	☺	▲	65.71% (2022/23)	68.81% (2022/23)	**
		<p>Our recycling figures for 2023/24 has improved to 70.49% and have already met the National Target of 70% recycling by end of March 2025. The most recently published comparative figures for 2022/23 show the average recycling rates across Wales was 65.71 which increased slightly from 65.16% in 2021/22, and at that point we were below the Welsh average at 65.25%. Since the improvement during 2023/24 and already meeting the national target, it will be interesting how we compare with the rest of Wales when the comparative data for 2023/24 is published in January 2025.</p>							
36	Kilograms of Local Authority residual waste that is not reused, recycled or composted during the year per person (PAM/043)	144Kg per person	143Kg per person	121Kg per person	☺	▲	172Kg (2022/23)	150Kg (2022/23)	****
		<p>The average municipal waste per person not recycled has reduced further to 121Kg at the end of 2023/24, compared to 144Kg in 2022/23. The most recently published comparative figures for 2022/23 show that Carmarthenshire were better than the Welsh average and had the 4th best figures in Wales. The 2023/24 comparative data will not be published until January 2025.</p>							
37	% of waste sent to landfill (WMT/004)	4.89%	10.00%	2.01%	☺	▲	Not applicable		
		<p>The % of waste sent to landfill has reduced further during 2023/24 and is now down to 2.01%, this is well underway to meeting the National target of Zero Waste to landfill by 2025.</p>							

Definition / PI Reference		2022/23 or previous result	2023/2024 or most recent						
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Average	Welsh Best Quartile	How we compare in Wales * to ****
38	% of our roads that are clean based on the Cleanliness Indicator Score (STS/005a)	72.7%	77.0%	71.6%	☹	▼	Not applicable		
		Evidence from the Bi-monthly Local Environmental Audit and Management System (LEAMS) surveys conducted during 2023/24 show a decrease in the standards of Local Environmental Quality (LEQ), in particular to the months of October / December and February, evidence from the surveys have shown that refuse spillage have had an impact on the levels of litter found in the streets, this may have been contributed with the adverse weather experienced during this period. This has resulted in the measure being off target. Data from the LEAMS surveys are shared with key services following each survey. The issues identified in the reports will be taken forward to the LEQ Strategic group to seek an improvement on the measures.							
39	Average number of working days taken to clear fly tipping incidents (PAM/035)	2.8 days	4 days	2.3 days	☺	▲	Not applicable		
		The average number of days taken to clear fly tipping incidents has improved to 2.3 days during 2023/24 despite a 5% increase in the number of incidents from 1,615 to 1,701.							
40	My local environment is pleasant and well looked after <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>	0.14 (AIS Score)	No Target set	0.04 (AIS Score)	Not applicable	▼	Not applicable		
		Our 2023 residents survey received almost 4,000 respondents, although the majority tend to agree that their local environment is pleasant and well looked after there is a relatively high proportion which disagree. Some comments highlighted issues in relation to street cleansing, waste, litter and verge/hedgerow maintenance are possible contributing factors. It is interesting to note that the score for the Llanelli community area was significantly lower than the overall score at (-0.42). Conversely, areas scoring the highest were Tywi (0.51) and Taf Myrddin (0.29).							
<b>WBO3g - Service Priority - Highways &amp; Transport</b>									
41	% of 'A' Class Roads in poor conditions (PAM/020)	3.1%	3.5%	Not available	Not applicable		Not applicable		
		No surveys were completed in 2023/24, however, the surveys were completed in early part of 2024/25 and will be reported in the 2024/25 Annual Report.							

Definition / PI Reference		2022/23 or previous result	2023/2024 or most recent						
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Average	Welsh Best Quartile	How we compare in Wales * to ****
42	% of 'B' Class Roads in poor conditions (PAM/021)	2.4%	3.5%	Not available	Not applicable			Not applicable	
		No surveys were completed in 2023/24, however, the surveys were completed in early part of 2024/25 and will be reported in the 2024/25 Annual Report.							
43	% of 'C' Class Roads in poor conditions (PAM/022)	10.1%	10.0%	Not available	Not applicable			Not applicable	
		No surveys were completed in 2023/24, however, the surveys were completed in early part of 2024/25 and will be reported in the 2024/25 Annual Report.							
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	-0.05 (AIS Score)	Not applicable	▼		Not applicable	
		Our 2023 residents survey received almost 4,000 respondents, whilst many agreed that they are able to access the services that they need, a similar number of respondents indicated 'neither', with a further significant number of respondents disagreeing with this statement. This has resulted in a shift from overall agreement to overall disagreement when comparing this year's results with last year's. Location based trends align with those seen for the next statement on access to good public transport, with the lowest scores evident in the Tywi and Gwendraeth areas.							
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>	-0.41 (AIS Score)	No Target set	-0.45 (AIS Score)	Not applicable	▼		Not applicable	
		Our 2023 residents survey received almost 4,000 respondents, with most respondents either strongly disagreed or disagreed 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 (-0.94) and Gwendraeth (-0.66) 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, it also stunts economic growth by limiting social mobility and it 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 - 2023/24**

		How well have we done?	How well are we doing?						
			See explanation of performance			All Wales Comparative Info.			
Definition / PI Reference		2022/23 or previous result	2023/2024 or most recent						
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Average	Welsh Best Quartile	How we compare in Wales * to ****
<b>WBO4a - Overarching</b>									
1	<p><b>I can access Council services through my preferred language</b></p> <p><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></p>	1.40 (AIS Score)	No Target set	1.37 (AIS Score)	Not applicable	▼	Not applicable		
		Our 2023 residents survey received almost 4,000 respondents, the vast majority of respondents agree 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 was the case last year. Qualitative comments received were mixed, with some expressing frustration regarding receiving communications or seeing/hearing information in Welsh first when phoning or accessing online services. In contrast to this, others stated that they are not always able to communicate with the Council through the medium of Welsh.							
2	<p><b>When I access Council services, I find the staff to be approachable and friendly (AIS Score)</b></p>	0.82 (AIS Score)	No Target set	0.77 (AIS Score)	Not applicable	▼	Not applicable		
		Positively, the majority of respondents agree that staff are approachable and friendly when accessing Council Services. However, there were some examples in the comments whereby the customer service provided by some staff had fallen below the expectations of our residents.							
3	<p><b>I can easily access up to date information about Council services (AIS Score)</b></p>	0.50 (AIS Score)	No Target set	0.46 (AIS Score)	Not applicable	▼	Not applicable		
		Positively, most respondents feel that they can easily access up to date information about Council services.							

Definition / PI Reference		2022/23 or previous result	2023/2024 or most recent						
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Average	Welsh Best Quartile	How we compare in Wales * to ****
4	<b>I find contacting the Council simple and easy</b> <i>(AIS Score)</i>	0.31 <i>(AIS Score)</i>	No Target set	0.28 <i>(AIS Score)</i>	Not applicable	▼	Not applicable		
		<p>Most respondents (albeit a lower proportion) agree that they find contacting the Council simple and easy, indicated by a score of 0.28. As specified through comments, reported reasons for this are numerous, with notable examples including:</p> <ul style="list-style-type: none"> <li>•Difficulty in identifying the right person to speak to,</li> <li>•Long waiting times on calls,</li> <li>•Staff not returning calls or replying to emails,</li> <li>•Digital nature of some processes act as a barrier for some,</li> <li>•Website pages not user friendly and are perceived to be out of date,</li> <li>•Perceived lacking functionality of the 'My account' and 'Report' features</li> </ul>							
5	<b>The Council provides good quality services overall</b> <i>(AIS Score)</i>	0.27 <i>(AIS Score)</i>	No Target set	0.17 <i>(AIS Score)</i>	Not applicable	▼	Not applicable		
		<p>Respondents are mainly in agreement that the Council provides good quality services overall, however the relatively low positive score of 0.17 indicates that a reasonably notable proportion of respondents disagree with this statement. The score has seen a 0.10 decline on the same result for the previous year. Reasons behind these sentiments are numerous and are largely consistent with themes raised last year, which include:</p> <ul style="list-style-type: none"> <li>•Unreliable and infrequent waste collection,</li> <li>•Perceived lack of town centre regeneration,</li> <li>•Poor road conditions i.e. potholes,</li> <li>•Lack of street cleansing,</li> <li>•Long waits for housing repairs,</li> <li>•Increased litter and fly-tipping,</li> <li>•Lack of public transport,</li> <li>•Lack of street lighting,</li> <li>•A perceived underperforming social care service.</li> </ul>							



Definition / PI Reference		2022/23 or previous result	2023/2024 or most recent						
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Average	Welsh Best Quartile	How we compare in Wales * to ****
6	<b>The Council lets people know how it's performing</b> <i>(AIS Score)</i>	<b>-0.10</b> <i>(AIS Score)</i>	No Target set	<b>-0.12</b> <i>(AIS Score)</i>	Not applicable	▼	Not applicable		
		The responses were mixed with regards to the degree that residents feel that the Council lets them know how it's performing. The largest proportion 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							
7	<b>The Council provides opportunities for me to participate in decision-making</b> <i>(AIS Score)</i>	<b>-0.19</b> <i>(AIS Score)</i>	No Target set	<b>-0.19</b> <i>(AIS Score)</i>	Not applicable	▼	Not applicable		
		Views were also mixed regarding 'the Council provides opportunities for residents to participate in decision-making.' Many indicated 'neither' which substantiates the importance of consultations in providing residents with opportunities to share their views. A further large proportion disagree which highlights the importance of sharing with residents how their views have been taken on board following a consultation. This mirrors feedback received last year.							
8	<b>The Council makes good use of the financial resources available to them</b> <i>(AIS Score)</i>	<b>-0.33</b> <i>(AIS Score)</i>	No Target set	<b>-0.46</b> <i>(AIS Score)</i>	Not applicable	▼	Not applicable		
		Several comments were made in relation to council tax and the perceived wastefulness/misdirection of financial resources. This is corroborated by the negative score indicated for 'the Council makes good use of the financial resources available to us.' The score has seen a 0.13 decline on the same result for the previous year.							
9	<b>Investment is focused in the correct areas</b> <i>(AIS Score)</i>	<b>-0.41</b> <i>(AIS Score)</i>	No Target set	<b>-0.57</b> <i>(AIS Score)</i>	Not applicable	▼	Not applicable		
		A high proportion of respondents indicated 'neither' or 'don't know' to the statement of ' <i>The Council makes good use of the financial resources available to them</i> ', this is perhaps indicative of a wider issue whereby the public's understanding of how the Council utilises its financial resources is limited.							

**WBO4b - Organisational Transformation - Efficiencies and Value for Money**

Measure identification currently under development



Definition / PI Reference		2022/23 or previous result	2023/2024 or most recent					
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Average	Welsh Best Quartile
<b>WBO4c - Organisational Transformation - Income &amp; Commercialisation</b>								
10	Subsidy per user at our Leisure Centres (Budget divided by attendances) (Leis/009)	£1.80	£1.62	£2.45	☹	▼	Not applicable	
		The full year effect of the pay award is included in the budget, resulting in significantly increased operational expenditure. Despite the significant increase in activity attendances in Q4, this has had an adverse effect on the subsidy per user given staff costs are accountable for around two thirds of the controllable expenditure. We shall continue to review all areas of controllable expenditure, seek to increase income and attendances in order to reduce subsidy per user.						
<b>WBO4d - Organisational Transformation - Workplace</b>								
Measure identification currently under development								
<b>WBO4e - Organisational Transformation - Workforce</b>								
11	Number of apprentices on formal recognised apprenticeship schemes per 1,000 employees (PAM/044)	15.2	12.0	16.1	☺	▲	Not applicable	
		There was 107 council employees 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	0.86%	No Target set	0.94%	Not applicable	▲	Not applicable	
		There were 85 Council employees from minority ethnic communities at the end of March 2024 compared to 71 at the end of March 2023.						
<b>WBO4f - Organisational Transformation - Service Design &amp; Improvement</b>								
Measure identification currently under development								

Definition / PI Reference		2022/23 or previous result	2023/2024 or most recent					
		Our Result	Target	Actual Result	Target Met 😊 or 😞	Did we improve ▲ or ▼	Welsh Average	Welsh Best Quartile
<b>WBO4g - Organisational Transformation - Customers &amp; Digital Transformation</b>								
13	<b>Number of calls received at the Contact Centre (M&amp;M/005)</b>	238,297	250,000	175,859	😞	▼	Not applicable	
		An 'Options' menu to our telephone lines that directs customers to parts of the organisation that they require was set up at the beginning of the financial year. This has reduced the double handling of calls with the calls going directly to the required team rather than being passed on through the contact centre, this in turn has reduced the number of calls coming through the contact centre. Also, customers are choosing other means of contact e.g. email, social media, online forms etc. rather than the telephone. We launched Hwb Bach Y Wlad during the summer, where customer services staff deliver our services at locations within the Ten Towns project, this has also reduced the necessity for customers to phone. The contact centre continues to deal with calls where customers need our support the most and enquiries through other media whilst improving the customer experience.						
14	<b>Average speed to answer calls to the Contact Centre. (minutes and seconds) (M&amp;M/006)</b>	6.32 minutes	5.00 minutes	1.05 minutes	😊	▲	Not applicable	
		The introduction of the 'Options' menu detailed above, has seen the average speed taken to answer calls dramatically dropped to 1 minute compared to over 6 minutes last year.						
15	<b>Number of user sessions to the County Council website (M&amp;M/001)</b>	3,363,214	3,400,000	4,564,455	😊	▲	Not applicable	
		The number of user sessions to the Council's Website during 2023/24 increased by 37% compared to last year, and reached to over 4.5m sessions, the highest levels yet.						
16	<b>Number of Transactional Council Services available to the public online (ICT/003)</b>	53	56	61	😊	▲	Not applicable	
		During 2023/24 an additional 8 transactional council services were made available to the public online, such as:-eBilling for Council Tax, managing Direct Debits and applying for Exemptions; Planning Pre-Enquiry Service Form; Replacement Bus Pass are just a few. Over 60 transactional services have been added online in the last 10 years, which is an additional way to access these services.						
<b>WBO4h - Organisational Transformation - Decarbonisation and Biodiversity</b>								
Measure identification currently under development , but also see WBO3 Thematic Priority: Decarbonisation & Nature Emergency								
<b>WBO4i - Organisational Transformation - Schools</b>								
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 - 2023/24**

	How well have we done?	How well are we doing?						
		See explanation of performance					All Wales Comparative Info.	
Definition / PI Reference	2022/23 or previous result	2023/2024 or most recent						
	Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Average	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)	94.59%	90.00%	94.37%	☺	▼	Not applicable	
		Almost 95% of Freedom of Information Act requests were responded to by the required time of 20 working days during 2023/24 this is despite a 17% increase in the number of requests received which was 869, compared to 740 in 2022/23.						
2	% use of the ICT Self Service helpdesk (ICT/002)	65.8%	68.0%	65.6%	☹	▼	Not applicable	
		The numbers of staff that request IT support via the self-service helpdesk has reduced during 2023/24, this is mainly due to IT support staff being now located at County Hall Carmarthen, Ty Elwyn Llanelli and Ty Parcyrhyn Ammanford and whom conduct a floor walking to offer support. Customers now have better accessibility to IT support and will seek advice while we are on site.						

**5b - Marketing & Media including customer services**

Measure identification currently under development, see WBO4g - Organisational Transformation - Customers & Digital Transformation

**5c - Legal**

Measure identification currently under development

**5d- Planning**

3	Percentage of all planning applications determined in time. (PLA/018)	89.0%	85.0%	87.5%	☺	▼	85.5% (2023/24)	92.4% (2023/24)	**
		1,373 planning applications were determined during the year, with 1,202 determined on time (87.5%), therefore exceeding target of 85%, but performance has declined slightly since last year with 89%, this is due in part to the impact of resource constraints.							

Definition / PI Reference		2022/23 or previous result	2023/2024 or most recent						
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Average	Welsh Best Quartile	How we compare in Wales * to ****
4	Percentage of planning appeals dismissed. (PLA/019)	66.7%	75.0%	70.4%	☹	▲	Not applicable		
		Of the 27 planning appeals received during 2023/24, 19 were dismissed (70.4%), the result is below target of 75% but has improved on the previous year's result of 66.7%, it exceeds the Welsh Government Performance Framework for 'Good' of 66%.							
5	Average no. of Days Taken to Take Positive Planning Enforcement Action (PLA/022)	211 days	180 days	306 days	☹	▼	Not applicable		
		The average number of days take to take positive planning enforcement action during 2023/24 has increased greatly during 2023/24, this is mainly due to concentrating on the backlog cases, however, as these historic cases are closed, they continue to skew the average days.							
<b>5e- Finance</b>									
6	The percentage of council tax due for the financial year which was received by the authority. (CFH/007)	97.33%	97.50%	97.01%	☹	▼	95.97%	96.73%	****
		The 2023/24 collection rate is slightly under target and slightly lower than in 2022/23, but we have the 5th highest collection rate in Wales and above the Welsh average of 95.97%. Recovery action continued throughout the financial year, but due to the recent pandemic and cost of living crisis, low income households who are in employment are struggling to pay. We continue to take a pro active approach to recovery ensuring we provide relevant support and advice to those falling into arrears to ensure the best possible way forward with regard to repayment arrangements. We will continue to provide relevant information and signposting to ensure residents claim the council tax relief and benefits they are entitled to and signpost for relevant debt and benefit advice.							

Definition / PI Reference		2022/23 or previous result	2023/2024 or most recent						
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Average	Welsh Best Quartile	How we compare in Wales * to ****
7	<b>Revenue Outturn Expenditure</b> <i>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.</i>	£507,994,730 2021/22	No target set	£512,250,428 2022/23	Not applicable	▲	Not applicable		
		<p>The Revenue Outturn Expenditure for 2022/23 is broken down to the following services:-</p> <p><b>Education - £201,089,573</b> (including primary, secondary and special needs schools, including staff salaries, repairs and maintenance, school catering, and adult education)</p> <p><b>Social services £150,350,697</b> (including children and families services including 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)</p> <p><b>Council fund housing and housing benefit £48,323,752</b> (including registered social landlords, housing advice, advances and the homeless, housing benefit payments and administration)</p> <p><b>Local environmental services £29,895,461</b> (including cemetery, cremation and mortuary services, environmental health, street cleansing, waste collection and disposal. Includes National Park expenditure.)</p> <p><b>Roads and transport £16,794,528</b> (including construction and structural maintenance of public roads, footways, cycle paths and other public rights of way, street lighting, road safety and public)</p> <p><b>Libraries, culture, heritage, sport and recreation £14,265,588</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)</p> <p><b>Planning and economic development £14,294,642</b> (including building and development control, community and economic development, planning policy and environmental issues)</p> <p><b>Council tax benefit and administration £4,373,426</b> (including council tax benefit and council tax benefit administration (net of council tax benefit grant), and local tax collection)</p> <p><b>Other revenue expenditure £32,862,760</b> (including coast protection and flood defences, emergency planning, central administration and debt financing).</p>							
<b>5f- Procurement</b>									
Measure identification currently under development									

Definition / PI Reference		2022/23 or previous result	2023/2024 or most recent					
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Average	Welsh Best Quartile
<b>5g- Internal Audit</b>								
8	<b>Actual achievement against Annual Audit Plan. (6.4.1.3)</b>	83%	90%	89%	☹	▲	Not applicable	
		89% of the Audit plan was achieved during 2023/24, this is just off target, but is showing a slight improvement on the previous year. The Audit team was affected by some long term sickness during the year, and a staff vacancy for some months owing to the secondment of an Assistant Auditor. The vacant role has now been filled.						
9	<b>% of management responses received within 15 working days of the draft Internal Audit report being issued. (IA/002)</b>	38%	80%	68%	☹	▲	Not applicable	
		68% of management responses were received within 15 working days of the issue of the Draft Report during 2023/24, this has not met the target but is an improvement on the previous year. Further liaison with management to try to ensure that management responses are received to reports in a timely manner, and within the 15 working days target.						
<b>5h- People Management</b>								
10	<b>The number of people that are proud to work for the Council (Annual Employee Engagement survey) (1.3.4.7)</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>	1.04 (AIS Score)	1.10 (AIS Score)	1.06 (AIS Score)	☹	▲	Not applicable	
		We received just under 1,500 responses to our staff survey during 2023/24, and despite being off target, the result and AIS score of 1.06 shows that there is an overall strong agreement they our staff feel proud to work for the Council and has improved slightly from 2022/23. The comments provided by staff were analysed and a corporate response was prepared and submitted. The overall results were published on our Intranet and circulated to staff early December 2023. Departmental specific reports were also produced, which were discussed at Departmental and Senior Management Meetings.						
11	<b>The number of people that would recommend the Council as an employer (Annual Employee Engagement survey) (1.3.4.8)</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>	1.04 (AIS Score)	1.10 (AIS Score)	1.10 (AIS Score)	☺	▲	Not applicable	
		We received just under 1,500 responses to our staff survey during 2023/24, The result and an AIS score of 1.10 shows a slight improvement on the previous year and continues to be an overall strong agreement that our staff would recommend the Council as an employer The comments provided by staff were analysed and a corporate response was prepared and submitted. The overall results were published on our Intranet and circulated to staff early December 2023. Departmental specific reports were also produced, which were discussed at Departmental and Senior Management Meetings.						

Definition / PI Reference		2022/23 or previous result	2023/2024 or most recent						
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Average	Welsh Best Quartile	How we compare in Wales * to ****
12	% of senior management posts filled by women. 1.3.2.4	25.6%	No Target set	29.5%	Not applicable	▲	Not applicable		
		As at the of March 2024, 7 of the 22 Managerial posts were filled by women, compared to 6 out of 22 and the end of March 2023.							
13	The number of working days lost to sickness absence per employee. (PAM/001)	11.6 days	10.2 days	11.1 days	☺	▲	12.8 days (2022/23)	10.4days (2022/23)	***
		<p>There has been an improvement on the average sickness absence of council employees during 2023/24, reducing from 11.6 days to 11.1 days, but not back down to pre-covid levels of around 10 days.</p> <p>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 pro active 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.</p>							
14	% of local authority employees declaring that they are disabled under the terms of the Equality Act 2010. 1.3.4.5	11.93%	No Target set	12.36%	Not applicable	▲	Not applicable		
		1,027 Council employees declared themselves as disabled at the end of March 2024 compared to 970 at the end of March 2023.							
<b>5i- Democratic Services</b>									
Measure identification currently under development									



Definition / PI Reference		2022/23 or previous result	2023/2024 or most recent					
		Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Welsh Average	Welsh Best Quartile
<b>5j - Policy &amp; Performance</b>								
15	% of complaints completed within statutory deadline (Comp/001)	52.7%	60.0%	61.4%	☺	▲	Not applicable	
		The end of year result has exceeded target at 61.4% and shown an improvement on last year, this is positive news especially as the number of complaints dealt with in the year increased by 37%, from 1,420 in 2022/23 to 1,958 in 2023/24. The increase in the volume of complaints were mainly for around changes in refuse collection and delays in Housing repairs.						
<b>5k- Electoral Services &amp; Civil Registration</b>								
Measure identification currently under development								
<b>5l - Estates &amp; Asset Management</b>								
16	% performance against target to generate capital receipts to support the capital program (2.1.2.12)	36.07%	100.00%	142.20%	☺	▲	Not applicable	
		The target for 2023/ 2024 has been exceeded mainly due to the receipt achieved for Parc Dewi Sant.						
<b>5m - Risk Management</b>								
17	% 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.)	93%	95%	94%	☹	▲	Not applicable	
		This is only just off target for 2023/24 at 94% but is showing an improvement on the previous year's result of 93%. There was a slight dip in performance during November 2023 while time was spent training a new member of staff.						
18	% of motor vehicle incidents reported to Risk Management within 5 working days (RM1)	49%	40%	53%	☺	▲	Not applicable	
		53% of fleet vehicle incidents were reported to Risk Management within 5 working days during 2023/24. This is an improvement on previous year but there is more room for improvement.						
<b>5n- Business Support</b>								
There are no measures currently within this theme.								