



## Improvement Agreement between Carmarthenshire County Council and the Welsh Assembly Government



Improvement Agreements are a successor to Policy Agreements that retain the focus on local government service improvements and the use of a grant as a central lever for improvement. Improvement Agreements are structured to demonstrate local authorities' contribution to the **One Wales agenda**, with activity around 4 strategic themes.

Local authorities are required to focus their improvement activity in areas of local priority where change and progress is most needed. This process of self-evaluation was supported by the Assembly Government and the selection of outcomes, evidence, and targets was subject to a process of discussion with Assembly officials with the emphasis on local authorities to choose the broad outcomes that best represent their local priorities.

Improvement Agreements are linked to a pro rata grant the Improvement Agreement Grant (IAG) this grant will be paid to a local authority according to the level of improvement they achieve and outcomes they have delivered under the Agreement.

### Carmarthenshire County Council's IAG :-

The Strategic Objectives	Selected Outcome areas	Pages
<b>A Healthy, Fair and Just Society – Adults</b>	Provision of Facilities at Home	2
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# IAG – A Healthy Fair and Just Society Adults– Provision of Facilities at Home

## What we are trying to achieve

To improve the way in which we support older people to live at home

A. Housing Adaptations

B. Care-line and Tele-care

## Current Strengths

- Providing clear strategic direction for improving housing services and engaging staff and partners through the implementation of the Local Housing Strategy.
- Continuing to deliver home improvement in the two new Renewal Areas following the success of two previous schemes in South Llanelli and Ammanford Town, both of which have successfully reduced levels of unfitness to below 1%.
- Achieving Telecare Services Association accreditation which will enable us to continually improve services to our customers.
- Working in collaboration with City and County of Swansea which has trebled the number of connections to Careline Control in Llandeilo.
- Over 7,347 residents in Carmarthen have Careline and through a partnership agreement we provide additional careline support to 13,000 residents within the City and County of Swansea.
- The development of a joint commissioning strategy for older people
- An adaptations policy has been developed which will improve the way in which we support older people to live at home

## Areas for Improvement and Key Risks

- Effectively managing the demand for DFGs and Adaptations through the development of better housing advice, more appropriate housing options and improved partnership working.
- Integrating Telecare and Careline to ensure a consistent approach to service delivery




## Improvement Planned

	Actions	2008/09	2009/10
<b>A</b>	<b>Support older people to live at home - Housing Adaptations</b>		
	Reduce the time taken to deliver Disabled Facilities Grants (See PI Targets below) and introduce home visits to assist vulnerable applicants making an application	<b>31.03.09</b>	<b>31.03.10</b>

<b>B</b>	<b>To improve the way in which we support older people to live at home Care-line and Tele-care</b>		
	Achieved TSA (Telecare Services Association) accreditation in the Careline service in May 2008	<b>31.05.08</b>	
	Increase the number of Telecare packages issued by 670, (from 0 to 670 during 2008/09) and by 100 from (670 to 770 during 2009/10)	<b>31.03.09</b>	<b>31.03.10</b>
	Achieve at least an average of 90% customer satisfaction for the Careline service for 2008/9 and 2009/10	<b>31.03.09</b>	<b>31.03.10</b>

Indicators		Baseline	Target's	
		2007/08	2008/09	2009/10
<b>A</b>	Housing Adaptations ( Support older people to live at home )			
	PSR/002 - The average number of calendar days taken to deliver a Disabled Facilities Grant.	472	370	330

#### Further Information :-

	Name	 Telephone	 E Mail
Project Leader	Robin Staines	01267 228960	RStaines@carmarthenshire.gov.uk
<b>PROGRESS</b>	<a href="http://www.carmarthenshire.gov.uk/performance">www.carmarthenshire.gov.uk/performance</a>		
Key Strategies: Health, Social Care & Well Being Strategy; Housing Strategy; Adaptations Policy, Private Sector Housing Renewal policy; Empty Homes Strategy; Supporting People; Joint Review Action Plan ; Developing Modern Services for Older People – the Joint Commissioning Strategy for older people 2008-11; Developing Modern Services – the Business case for reshaping Older People's and Physical Disabilities services;			
Key Partners: - Care and Repair, City and County of Swansea, Ceredigion Council, Private landlords; Housing Associations; Police & Probation Services; Tenant & resident groups; Building Services; Regeneration and Leisure; Welsh Assembly Government; Carmarthenshire NHS Trust ; Local Health Board ; Volunteer and Independent Sector Providers.			

# IAG – A Healthy, Fair and Just Society - Adults – Accessing Benefits

## What we are trying to achieve

### Improve access and raise awareness of Housing and Council Tax Benefit

- A. Raise awareness of Housing Benefit and Council Tax Benefits 'take-up'      B. Improve access to Housing Benefit and Council Tax Benefits

## Current Strengths

- A 'Good' Performance score was achieved from the Benefit Fraud Inspectorate Review undertaken by the Department of Works and Pensions.
- WAG funding for Take-up Campaigns

## Areas for Improvement and Key Risks




- Uncertainty over the impact of the new WAO Inspection regime (replacing BFI)

## Improvement Planned

Actions		2008/09	2009/10
<b>A</b>	<b>Raise awareness of Housing Benefit and Council Tax Benefits 'take-up'</b>		
	Undertake a direct and indirect marketing campaign		
	<b><u>Direct Contact:</u></b>		
	o Adopt "take-up campaign" software module	<b>31.03.09</b>	
	o Direct targeting of households in arrear with Council Tax or Rent that are not currently on Housing /Council Tax benefit	<b>31.03.09</b>	
	o Direct targeting of other households that are not currently on Housing /Council Tax benefit		<b>31.03.10</b>
	<b><u>Indirect - Promotion / Publicity</u></b>		
	o Via 50+ scheme – Newsletter/Insert, General publicity via Community News and other appropriate communication ,Radio Communication via Radio Carmarthenshire	<b>31.03.09</b>	<b>31.03.10</b>

	<p><b><u>Questionnaires</u></b></p> <ul style="list-style-type: none"> <li>○ Develop questionnaires to obtain customer feedback</li> <li>○ Improve on customer satisfaction from the results of the customer questionnaire survey</li> </ul>	<b>31.03.09</b>	<b>31.03.10</b>
	Aim to increase the number of New Claims received to above 9082 claims within a financial year.	<b>31.03.09</b>	<b>31.03.10</b>
<b>B</b>	<b>Improve the access to Housing Benefit and Council Tax Benefits</b>		
	<ul style="list-style-type: none"> <li>• Address actions from the Wales Audit Office Inspection</li> </ul>	<b>31.03.09</b>	<b>31.03.10</b>

Further Information :-

	Name	 Telephone	 E Mail
Project Leader	Chris Moore	01267 224160	CMoore@carmarthenshire.gov.uk
PROGRESS	<a href="http://www.carmarthenshire.gov.uk/performance">www.carmarthenshire.gov.uk/performance</a>		
Key Strategies :- Local Housing Allowance Safeguards Policy	<a href="http://www.carmarthenshire.gov.uk/eng/index.asp?locID=3068">www.carmarthenshire.gov.uk/eng/index.asp?locID=3068</a>		

## IAG – Improving Educational Attainment

Children's and Young Peoples Plan – Core Aim 2 – All children and young people have a comprehensive range of education and learning opportunities

### What we are trying to achieve

**For all children and young people to have a comprehensive range of education and learning opportunities**

- A.** Maintain and improve standards through effective support and challenge to schools and other learning settings
- B.** To engage children and young people in full time education

### Current Strengths

- Very good improvement in pupils' performance through key stages 2 and 3 up to key stage 4
- An improvement in grades awarded for standards and quality of education through Estyn inspection of schools
- Good quality continuing professional development and most school improvement programmes, in line with priorities in school development plans
- Clear Behaviour Management Strategy is in place for schools

### Areas for Improvement and Key Risks

- Continually maintaining and improving the comparatively high standards of all learners in a range of learning settings
- Ensuring that all schools are challenged robustly and supported effectively to improve upon current performance in relation to previous performance in the key stage, pupils' performance in previous key stages, and compared to similar schools

### Improvement Planned

	Actions	2008/09	2009/10
<b>A</b>	<b>Maintain and improve standards through effective support and challenge to schools and other learning settings</b>		
	Support schools to become self-challenging and to maintain and improve the percentage recognised as having good or outstanding performance in standards and quality of teaching through Estyn inspections, against the 5 point scale grading	<b>31.03.09</b>	<b>31.03.10</b>

system		
To increase the number achieving Healthy Schools accreditation from 87% to 98% in 08/09 and to 99% in 09/10	<b>31.03.09</b>	<b>31.03.10</b>

<b>B</b>	<b>To engage children and young people in full time education</b>		
	Build partnerships between schools, parents and carers to ensure learning and attendance at school is supported at home – (particularly Produce & disseminate guidance to Schools on Attendance through the Schools Partnership Agreement & the Information booklet on the Education Welfare Service for Parents & Schools)	<b>31.03.09</b>	
	Deliver investment to the value of approximately £18.4 million between April 2008 and March 2009, including opening the new school buildings at Queen Elizabeth High School by 30.09.08	<b>31.03.09</b>	

	Indicators	Baseline	Target's	
		2007/08	2008/09	2009/10
<b>A</b>	<b>Maintain and improve standards through effective support and challenge to schools and other learning settings</b>			
	EDU/011 - The average external qualifications point score for 16 year olds, in learning settings maintained by the local authority	<b>352</b>	<b>360</b>	<b>368</b>
<b>B</b>	<b>To engage children and young people in full time education</b>			
	EDU/009a - The average number of school days that permanently excluded pupils did not receive an offer of full time appropriate education provision during the academic year	<b>10.1</b>	<b>10.0</b>	<b>9.9</b>

**Further Information :-**

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Project Leader	Wyn Williams	01267 228102	WWilliams@carmarthenshire.gov.uk
PROGRESS	<a href="http://www.carmarthenshire.gov.uk/performance">www.carmarthenshire.gov.uk/performance</a>		
Key Strategies: - The Children and Young People's Plan (2008-11) and the Young People's Partnership Strategy and annual delivery plans.		<a href="http://www.carmarthenshire.gov.uk">www.carmarthenshire.gov.uk</a>	

## IAG – Provision of Care - Children

Children's and Young people's Plan – Core Aim 3: Health, Freedom From Abuse and Exploitation

### What we are trying to achieve

#### Good Health, Freedom from Abuse and Exploitation

- A. Keeping Children Safe
- B. Keeping Children Healthy
- C. Ensuring Children and Young People Fulfil their Potential

### Current Strengths

- Service Judged to be performing well by the CSSIW.
- Part of a department that is one of only two in Wales to be *highly commended* in the Excellence Wales Awards for our success in 'Protecting & fulfilling the lives and futures of our children', as well as being UK finalist in the Guardian Newspaper Award and APSE awards for the quality of our family support work
- Implemented a Successful placement strategy for looked after children increasing placement choice and improving outcomes.

### Areas for Improvement and Key Risks

- Improving the experience of young people transferring from children's services to adult services
- Ensuring that the service is able to identify, manage and take action to protect of children at risk in the community
- Recruiting and retaining sufficient social work staff and front line managers
- Ensuring the continued effective integration of Children and Education Services

### Improvement Planned

	Actions	2008/09	2009/10
<b>A</b>	<b>Keeping Children Safe</b>		
	Develop, launch and implement the Local Safeguarding Board action plan for Carmarthenshire	<b>31.03.09</b>	
	Promoting safeguarding through the establishment of a guide for schools and the creation of a safeguarding website		<b>31.03.10</b>
	Minimise Social Work vacancies to remain below 12% by improving recruitment and retention	<b>31.03.09</b>	<b>31.03.10</b>

<b>B</b>		<b>Striving to Keep Children Healthy</b>	
	Implement the Corporate parenting Strategy for looked after children and improve outcomes and participation for looked after children	<b>31.03.09</b>	
	Ensure that a minimum of three consultation events with looked after children, and also three events with children with disabilities and their families take place during the year. With approximately 50 different children (approximately 10%) attending at least one event during the year.		<b>31.03.10</b>
<b>C</b>		<b>Ensuring Children and Young People Fulfil their Potential</b>	
	Implement the behaviour strategy for schools	<b>31.03.09</b>	
	Establish a new learning centre for children in support of the behaviour strategy		<b>31.03.10</b>
	To improve the experience of young people with disabilities transferring from children's services to adult services :- <ul style="list-style-type: none"> <li>• create an action plan and develop the necessary infrastructure for the set up of a transition team</li> <li>• set up the transition team</li> <li>• establish a single link worker for 16-25 year olds</li> </ul>	<b>31.03.09</b>	<b>31.10.09</b> <b>31.03.10</b>

Indicators		Baseline	Target's	
		2007/08	2008/09	2009/10
<b>A Keeping Children Safe</b>				
	SCC/021---The percentage of looked after children reviews carried out within statutory timescales	85.7	<b>87.0 - 100%</b>	<b>90.0 – 100%</b>
	SCC/006---The percentage of referrals during the year on which a decision was made within 1 working day	88.2	<b>90.0 – 100%</b>	<b>93.0 – 100%</b>

**Further Information :-**

	Name	 Telephone	 E Mail
Project Leader	<b>Jake Morgan</b>	01267 228976	JakeMorgan@carmarthenshire.gov.uk
Key Strategies: - The Children and Young People's Plan (2008-11) and the Young People's Partnership Strategy and annual delivery plans.			<a href="http://www.carmarthenshire.gov.uk">www.carmarthenshire.gov.uk</a>

# IAG – Sustainable Communities – Reducing our Carbon Footprint

## What we are trying to achieve

### Reducing Carbon (CO<sub>2</sub>) Emissions

- A. Our Council Buildings
- B. Council Housing Stock

- C. Private Housing Stock

## Current Strengths

Strong Member support, including Policy and Resources Scrutiny Committee Task & Finish Groups on climate change impacts of Council buildings

- Climate Change Strategy approved by County Council.
- Council's energy management system recognised under Energy Efficiency Accreditation Scheme.
- 63% of the Council's electricity purchased from renewable sources.
- *Excellence Wales Awards 2008* – commendation for environmental services under the theme 'clean, green, managed and enjoyed'.

## Areas for Improvement and Key Risks

- Challenges associated with climate change including increasing energy costs.
- Improvement to energy / CO<sub>2</sub> monitoring and reporting systems to meet challenges of Carbon Reduction Commitment and carbon trading.

## Improvement Planned

	Actions	2008/09	2009/10
<b>A</b>	<b>Our Council Buildings - Reducing Carbon (CO<sub>2</sub>) Emissions</b>		
	Enhance reporting of energy / CO <sub>2</sub> performance by producing Display Energy Certificates (DECs) for all appropriate Council buildings with floor area > 1,000 m <sup>2</sup> .	<b>31.12.08</b>	
	Establish targets to improve operational rating of buildings covered by DECs.		<b>30.04.09</b>
<b>B</b>	<b>Council Housing Stock - Reducing Carbon (CO<sub>2</sub>) Emissions</b>		
	Improve energy efficiency of the Council Housing stock as part of the Carmarthenshire Homes Standard programme by increasing the number of homes with:- <ul style="list-style-type: none"> <li>• Loft insulation by 1,500 (0-1500) in year 1, and by 1,500 (1500 – 3000) in year two</li> </ul>	<b>31.03.09</b>	<b>31.03.10</b>

	<ul style="list-style-type: none"> <li>Cavity wall insulation by 1500 (from 4010 to 5510) in year 1 and by 1000 (from 5510 to 6510) in year two</li> </ul>	<b>31.03.09</b>	<b>31.03.10</b>
<b>C</b>	<b>Private Housing Stock - Reducing Carbon (CO<sub>2</sub>) Emissions</b>		
	Ensure we improve the energy efficiency of homes within the private sector through a partnership with an external service provider by increasing the number of homes with :-		
	<ul style="list-style-type: none"> <li>Loft insulation by 500 (0-500) in year 1 and by 500 (500-1000) in year two</li> </ul>	<b>31.03.09</b>	<b>31.03.10</b>
	<ul style="list-style-type: none"> <li>Cavity wall insulation by 500 (0-500) in year 1 and by 500 (500-1000) in year two</li> </ul>	<b>31.03.09</b>	<b>31.03.10</b>

Indicators		Baseline	Targets	
		2007/08	2008/09	2009/10
<b>B</b>	<b>Council Housing Stock - Reducing Carbon (CO<sub>2</sub>) Emissions</b>			
	7.5.2.28 - Reduce carbon dioxide emissions in the council housing stock	<b>45,116 tonnes</b>	<b>43,116 tonnes</b>	<b>42,116 tonnes</b>

#### Further Information :-

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Project Leader	<b>Chris Burns</b>	01267 224112	CPBurns@carmarthenshire.gov.uk
PROGRESS	<a href="http://www.carmarthenshire.gov.uk/performance">www.carmarthenshire.gov.uk/performance</a>		
Key Strategies: Wales - One Wales, Wales Environment Strategy, Carmarthenshire - Community Strategy, Corporate Strategy, Improvement Plan, Sustainable Development Strategy, Climate Change Strategy, Carbon Management Plan, Housing Strategy, Asset Management Plan			

# IAG – SUSTAINABLE COMMUNITIES – HOUSING MATTERS

## What we are trying to achieve

### Further Improving the Housing Service

- |   |   |
|---|---|
| A. Promoting Access and Choice                        | B. Providing better services              |
| C. Improving the quality of homes and the environment | D. Supporting individuals and communities |

### Current Strengths

- Providing clear strategic direction for improving housing services and engaging staff and partners through the implementation of the Local Housing Strategy
- Continuing to deliver home improvements in the two new Renewal Areas following the success of two previous schemes in South Llanelli and Ammanford Town, both of which have successfully reduced levels of unfitnes to below 1%
- Continuing to prevent people becoming homeless through better housing advice and delivering sustainable housing options
- Scrutiny task and finish group has reviewed voids and developed an improvement plan, which is currently being implemented
- There is a clear framework in place to deliver the Carmarthenshire Home Standard which will improve the quality of over 9,000 Council homes and through an environmental works programme which is linked to the standard improve the quality of the local environment.

### Key Risks

- Ensuring that the Business Plan to support the delivery of the Carmarthenshire Homes Standard is still financially viable.
- Improving homeless operational procedures in terms of casework management; recording of information and training issues in order to ensure a fair and consistent approach to all our customers.
- Delivering affordable housing within Carmarthenshire so that people are able to live in the county
- Reducing the number of Older people's delayed transfer of care for social care reasons

### Improvement Planned

Actions		2008/09	2009/10
<b>A</b>	<b>Promoting Access and Choice</b>		
	Increase the number of affordable housing in the County by 44 homes (from 11,896 to 11,940 homes) in the first year and by 160 homes in the second year (from 11,940 to	<b>31.03.09</b>	<b>31.03.10</b>

	12,100 homes (excluding those funded through the social housing grant)		
<b>B</b>	<b>Providing Better Services</b>		
	Develop a social lettings agency with regard to increasing housing supply by developing 15 additional properties in 2008/9	<b>31.03.09</b>	
<b>C</b>	<b>Improving the quality of homes and the environment</b>		
	Increase the number of council houses with: - <ul style="list-style-type: none"> <li>• with <u>Fuel efficient</u> central heating systems by 500 (from 481 to 981) in the first year and by 700 (from 981 to 1681) in the second year</li> <li>• PVCu Windows and doors by 850 (from 6,313 to 7,163) in the first year and by 1,000 (from 7,163 to 8,163) in the second year</li> </ul>	<b>31.03.09</b>	<b>31.03.10</b>
		<b>31.03.09</b>	<b>31.03.10</b>
<b>D</b>	<b>Supporting individuals and communities</b>		
	Utilise up to 10 current vacant Council homes (from 0 - 10) so that they can be used as short term accommodation for older people to allow them to be discharged from hospital	<b>31.03.09</b>	

Indicators		Baseline	Target's	
		2007/08	2008/09	2009/10
<b>A</b>	<b>Promoting Access and Choice</b>			
	HHA/014 b) The average number of days all homeless families with children spent in Bed and Breakfast accommodation	29	25	24

**Further Information :-**

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Project Leader	Robin Staines	01267 228960	RStaines@carmarthenshire.gov.uk
PROGRESS	www.carmarthenshire.gov.uk/performance		

Key Strategies: Health, Social Care & Well Being Strategy; Housing Strategy; Re-housing and Homelessness Strategy; HRA Stock Business Plan; Private Sector Housing Renewal policy; Affordable Homes Commitment; Achieving Affordable Warmth in Carmarthenshire; and the Housing Advice Strategy, Joint Commissioning Strategy for Older People

Key Partners: - Private landlords; Housing Associations; Police & Probation Services; Tenant & resident groups; Building Services; Regeneration and Leisure; Welsh Assembly Government

# IAG – A prosperous, cultural and diverse society – Supporting Local Businesses

## What we are trying to achieve

### Supporting Local Businesses through advice and financial assistance

- A. An effective Account Management service
- B. Supporting new and existing Businesses in key sectors
- C. Prompt payment of undisputed invoices

## Current Strengths

Providing quality Business Support

- Staff that are flexible to meet local businesses needs
- Established data management system for the purpose of measuring, reviewing and reporting performance.
- 1st LA in Wales to receive Convergence funding as lead authority for Collaborative Business Support project with 3 other Counties
- Inter-Departmental Working Group established to monitor and address under performance in the payment of invoices.

## Areas for Improvement and Key Risks

- Ensuring consistent approach to Account Management of Carmarthenshire Businesses
- Lack of Business Finance to support new start-ups and existing businesses
- To improve speed of invoice processing for those invoices outside of target.

## Improvement Planned

	Actions	2008/09	2009/10
<b>A</b>	<b>An effective Account Management Service</b>		
	Will seek consistent quality in provision of business support through ensuring all Business Development officers have or are working towards NVQ 4 level qualification		<b>31.03.10</b>
	We will work with DE&T to ensure consistency of account management provision within Carmarthenshire and agree a set of mutual standards and criteria.	<b>31.03.09</b>	
	Identify an Account Managed Companies "Customer" satisfaction benchmark for 2008/9 and an improvement for 2009/10	<b>31.03.09</b>	<b>31.03.10</b>

<b>B</b>	<b>Supporting new and existing Businesses in key sectors</b>		
	Ensure funding is used to support new and existing businesses by delivering capital financial assistance	<b>31.03.09</b>	<b>31.03.10</b>
<b>C</b>	<b>Prompt payment of undisputed invoices</b>		
	To introduce new major upgrade on the corporate financial software in order to enhance invoice processing times within the Authority.		<b>31.08.09</b>

Indicators		Baseline	Target's	
		2007/08	2008/09	2009/10
<b>A</b>	<b>An effective Account Management Service</b>			
	<b>5.6.3.20-</b> Number of Companies that are Account managed	53	<b>64</b>	76
<b>B</b>	<b>Supporting new and existing Businesses in key sectors</b>			
	<b>5.6.3.21-</b> Number of new and existing businesses financially supported in Carmarthenshire based on the Convergence funding.	New Convergence funding	<b>30</b>	102
<b>C</b>	<b>Prompt payment of undisputed invoices</b>			
	<b>CFH/006</b> - The percentage of undisputed invoices which were paid in 30 days	81.8 %	85.0 – 100%	87.0 – 100%

#### Further Information :-

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Project Leader	John S Davies	01269 590226	JSDavies@carmarthenshire.gov.uk
PROGRESS	<a href="http://www.carmarthenshire.gov.uk/performance">www.carmarthenshire.gov.uk/performance</a>		
Key Strategies : Carmarthenshire Connexions	<a href="#">www link</a>		
Key Partners: - DE&T; DCELLS; Swansea Bay Partnership			

## IAG – A prosperous, cultural and diverse society – Our Community Facilities

### What we are trying to achieve

#### Improving our facilities and increasing participation

- A. Countryside and Coast
- C. Cultural and the Arts

- B. Leisure Facilities
- D. Libraries

### Current Strengths

- Leisure Vision 2007-2012
- Number 's gone through the GP referral Scheme
- Exceeding Public Library standards average
- QUEST - Quality score in Sports Development

### Areas for Improvement and Key Risks

- Ensure long term rights of way maintenance programme following adoption of ROWIP

### Improvement Planned

	Actions	08/09	09/10	PID
<b>A</b>	<b>Countryside and Coast</b>			
	Work with partners to extend access to the countryside by opening at least 150km of rights of way every year	<b>31.03.09</b>	<b>31.03.10</b>	
<b>B</b>	<b>Leisure Facilities</b>			
	Develop new athletic stadium facilities in Llanelli (linked to Scarlets Stadium), specifically an indoor training barn and athletics track.	<b>31.03.09</b>		yes
	Gain quality management accreditation for all of our leisure services			
	• Quest Accreditation for Leisure Centres – internal assessment	<b>31.03.09</b>		
	• Quest Accreditation for Leisure Centres – external assessment		<b>31.03.10</b>	
<b>C</b>	<b>Culture and Arts</b>			
	Phased upgrade Lyric Theatre in light of commercial cinema coming to Carmarthen and funding refurbishment work secured from arts council for Wales. Lyric to close April 09, backstage facility improvements planned together with rehearsal & changing rooms to be built with some front of house improvements		<b>31.03.10</b>	
	Improve Net Satisfaction ratings of users of individual arts facilities, events and	<b>31.03.09</b>	<b>31.03.10</b>	

	services supported by the Local Authority			
<b>D</b>	<b>Libraries</b>			
	Develop the library service according to its Three-Year Plan, based on the Third Framework of Public Library Standards, in a stepped approach. Monitor the new Third Standard through an annual report for 2008/09		<b>31.10.09</b>	
	Produce an internal draft annual report on the Public Library Standards 2009/10, highlighting Year on year improvement for Libraries against the 2008/09 report.		<b>31.03.10</b>	yes

	Indicators	Baseline	Target's	
		2007/08	2008/09	2009/10
<b>B</b>	Number of attendances at Sporting Opportunities facilitated by the Sports Development Unit	<b>122,727</b>	<b>122727</b> (2%)	<b>125181</b> (2%)
<b>D</b>	LCL/001 : The number of people using Public Library Services during the year per 1,000 population	<b>5180</b>	<b>5193</b> (extra 10,000 visits)	<b>5222</b> (extra 10,000 visits)

#### Further Information :-

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Project Leader	Ian Jones	01267 228309	IJones@carmarthenshire.gov.uk
PROGRESS	<a href="http://www.carmarthenshire.gov.uk/performance">www.carmarthenshire.gov.uk/performance</a>		
Key Strategies :- Wales Spatial Plan, Climbing Higher, Wales Environment Strategy, Carmarthenshire Unitary Development Plan, Sustainable Development Strategy, Carmarthenshire Connexions Leisure Vision, Climate Change Strategy, Customer Focus Action Plan, Three-Year Library Plan on the Second Framework of WAG Public Library Standards		<a href="http://www.carmarthenshire.gov.uk/leisure">www.carmarthenshire.gov.uk/leisure</a>	

## Monitoring the delivery of the agreement and how we will evidence success

### Improvement Agreement Grant payment stages

The first instalment of the IAG is paid for signing up to the agreement.

The next grant instalment will be paid based on performance in 2008/09 (Pro rata to performance results)

The third payment will be based on performance in 2009/10 (Pro rata to performance results)

The actions and targets set out in this agreement fall out of our improvement processes. The actions and targets are integrated into our statutory published Improvement Plan for 2008/09 and Service Business Plans. These actions and measures will be monitored quarterly and reported to CMT, Executive Board and Scrutiny.

### Total Actions & Measures included in the Improvement Agreement Grant

The Strategic Objectives	Outcomes Selected per objective	Action 2008/09	Actions 2009/10	PI
<b>A Healthy, Fair and Just Society – Adults</b>	Provision of Facilities at Home	4	3	1
	Accessing Benefits	6	5	0
<b>A Healthy, Fair and Just Society - Children</b>	Improving Educational Attainment	4	2	2
	Provision of Care	5	6	2
<b>Sustainable Communities</b>	Reducing our Carbon Footprint	5	5	1
	Housing Matters	5	3	1
<b>A prosperous cultural and diverse society</b>	Supporting local businesses	3	4	3
	Our Community Facilities	4	6	2
<b>Total</b>		<b>36</b>	<b>34</b>	<b>12</b>

### Progress Assessment Reporting

- We will meet with WAG at half year and complete a progress assessment report at end of year. Wales Audit Office will also report on our progress.
- We will also report progress within our Improvement Plan
- To facilitate these payment eligibility judgements we will maintain clear evidence on baselines and progress made.

## Balanced Improvement Evidence

As required in this agreement there is a 'basket' of qualitative and broad evidence with quantitative data such as performance indicators to get a more complete picture of progress

	Paragraph 11 of the Wales Assembly Government Improvement Agreement Prospectus outlines <b>sources of evidence used in the agreement.</b>							
WAG GUIDANCE - Each outcome should be supported by a range of evidence, i.e. the means by which success in attaining that outcome will be assessed. In contrast to policy agreements, which relied on single performance indicators to quantify performance, each outcome in an Improvement Agreement should include a wider range of evidence from different sources. While performance indicators remain important sources of objective and comparable evidence, they do not necessarily yield a full picture of service quality or of users' experience of it. Any range of evidence is acceptable provided that it draws on diverse sources (e.g. not just a few PIs) and that all of it relates to the quality of the service(s) concerned and the attainment of the outcome sought. There is no fixed or minimum number of sources of evidence per measure, although in most cases it would not be possible to describe progress adequately with only one or two sources. Paras 9 11 IAG prospectus	PI	Satisfaction data - citizen surveys, views of citizens panels and similar, number of complaints	Service usage levels	Audit, regulatory and inspection findings	Recognition by an external award or accreditation scheme	Completion of a project or programme (e.g. the construction of a new amenity)	Introduction of a new means of service delivery	
<b>Provision of Facilities at Home</b>	1	2	2		1		2	<b>8</b>
<b>Accessing Benefits</b>		2	4	2			3	<b>11</b>
<b>Improving Educational Attainment</b>	2			2	2	1	1	<b>8</b>
<b>Provision of Care</b>	2	3	2			1	5	<b>13</b>
<b>Reducing our Carbon Footprint</b>	1		8		1		1	<b>11</b>
<b>Housing Matters</b>	1		6				2	<b>9</b>
<b>Supporting Local Business</b>	3	2	2		2		1	<b>10</b>
<b>Our Community Facilities</b>	2	2	2	1	2	2	1	<b>12</b>
	<b>12</b>	<b>11</b>	<b>26</b>	<b>5</b>	<b>8</b>	<b>4</b>	<b>16</b>	<b>82</b>