

Digwyddiad Ymgysylltu â Rheolwyr Pobl

People Manager Engagement Event



25 Mehefin/June 2025

Rhaglen Programme

**Croeso, Jake Morgan,
Cyfarwyddwr Cymunedau**

9.30am/1.30pm

**Welcome, Jake Morgan,
Director for Communities**

**Catherine Evans, Uwch Reolwr,
Perfformiaid a Thrawsnewid Digidol**

9.45am/1.45pm

**Catherine Evans, Senior Manager,
Performance and Digital Transformation**

Lluniaeth

11.00am/3.00pm

Refreshments

Adnabod Gweithwr

11.15am/3.15pm

Employee Recognition

**Mae eich lechyd yn bwysig
- Hywel Thomas/Mari A Jones**

12:15pm/4.15pm

**Your Health Matters –
Hywel Thomas/Mari A Jones**

**Sylwdau Clo, Jake Morgan,
Cyfarwyddwr Adran Cymunedau**

12.25pm/4.25pm

**Closing Remarks,
Jake Morgan,
Director for Communities**

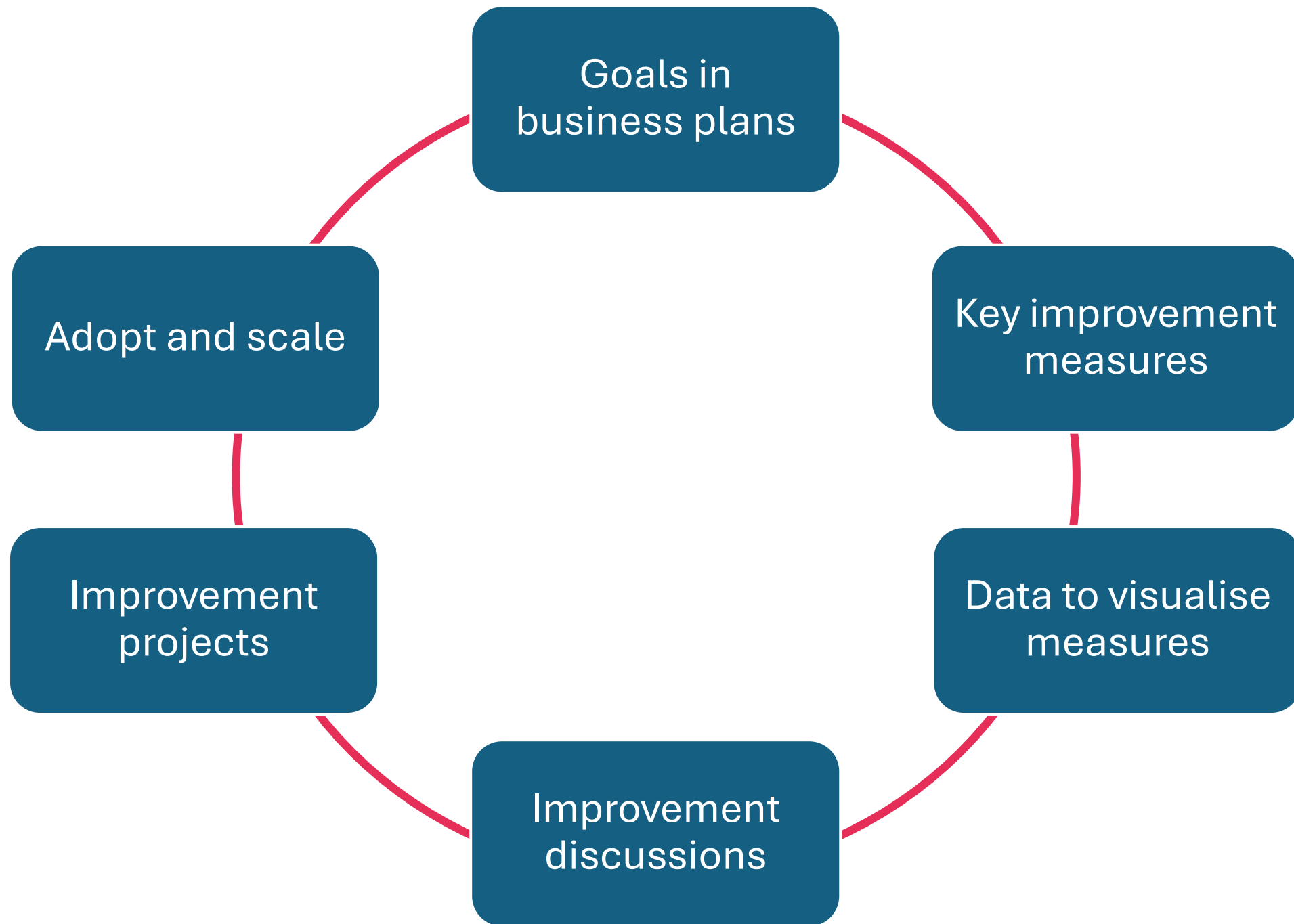
Jake Morgan

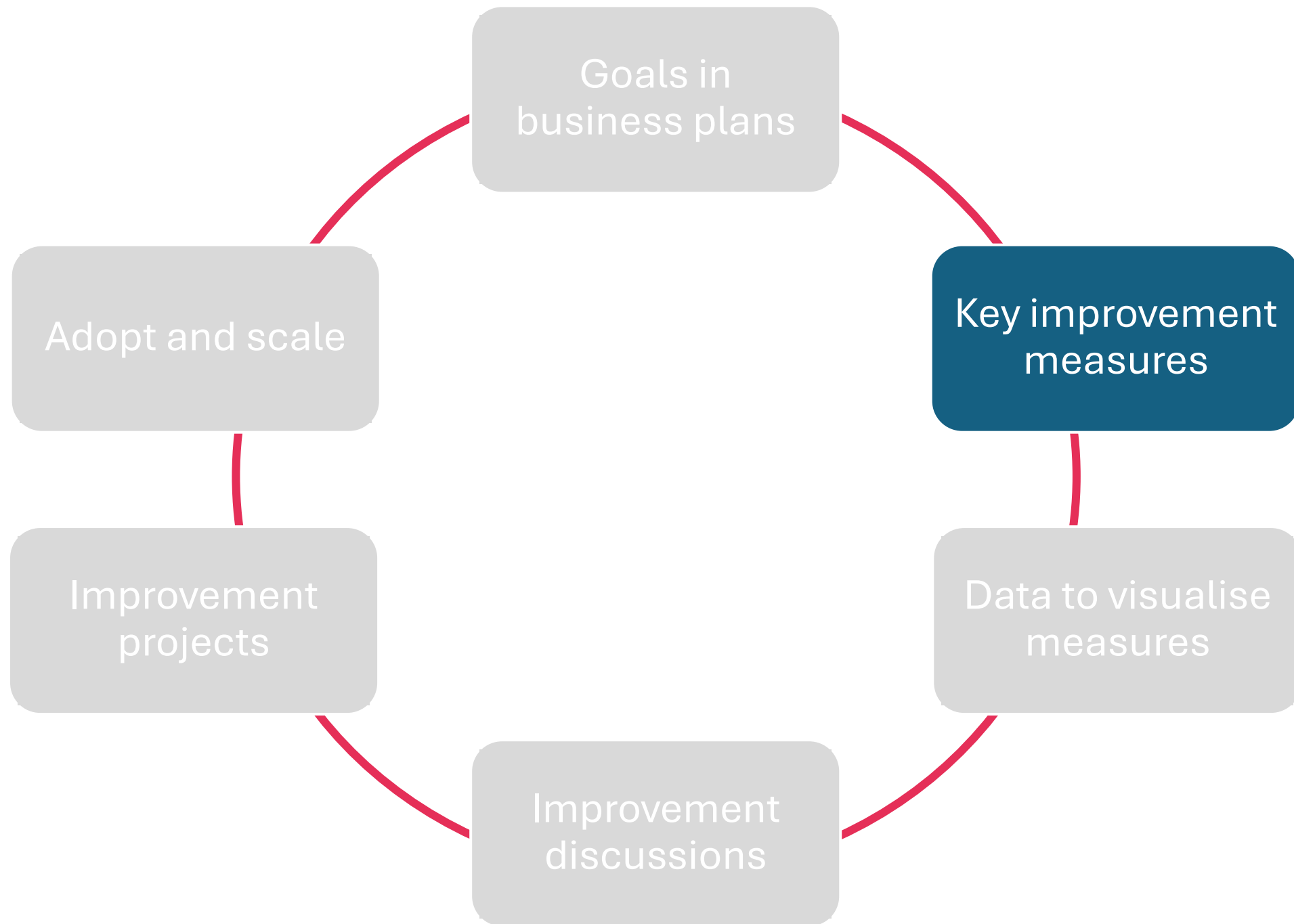
Cyfarwyddwr Cymunedau

Director for Communities



Catherine Evans
Uwch Reolwr
Perfformiad a Thrawsnewid Digidol
Senior Manager
Performance &
Digital Transformation





Social Services & Housing Scorecard

Our vision: **‘start well’, ‘live well’ and ‘age well’**

Quality & Safety

In 2025 / 26, our aim is to provide safe and compliant services

Resources

In 2025 / 26 we have an ambition to deliver services that are efficient and financially sustainable

People's Experience

In 2025 / 26 we have an ambition to have excellent services with good outcomes

Workforce

In 2025 / 26 we have an ambition to attract and retain an effective, engaged and supported workforce.

Quality & Safety

Our aim is to provide safe and compliant services

- **Fire risk** assessments
- **Fire remedial** works completed
- **Electrical Installation Condition Reports** (EICRs) in date & submitted to contract holder
- Improve the % of servicing in date for all **heating elements**
- Completed interventions at **High Risk Food Business establishments**
- Reduce the wait times for **Information Advice & Assistance (IAAs)**
- Increase the number of **unpaid carers** accessing support
- Reduce the number in **temporary accommodation** and associated cost

Resources Deliver services that are efficient and financially sustainable

- Increase the number of **units of accommodation** developed
- Increase **Gym and Swim income** & membership
- Manage **spend within allocated budget**
- Achieve the % **budget savings**
- Improve **occupancy rates**
- Reduce the **rent arrears** as a % of debit
- Improving levels of **debt recovery**
- Reduce the number and cost of **emergency and urgent repairs**
- Reduce the number of **disrepair claims**
- Reduce the # of **voids**

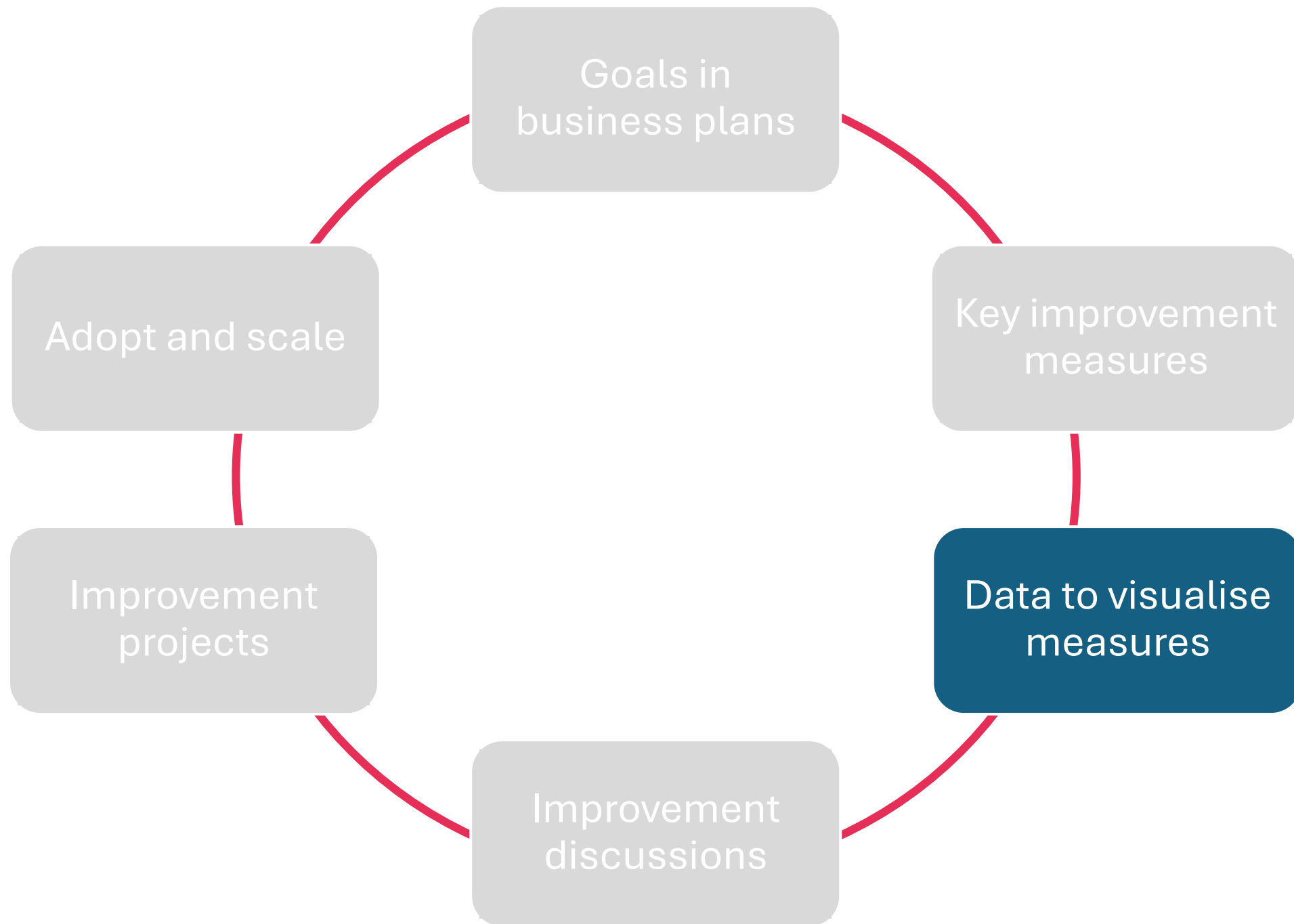
People's Experience: Excellent services with good outcomes

- Improve the % **social care complaints** receiving a regulated reply within the statutory timescales
- Number of **Compliments** received

Workforce: Attract and retain an effective, engaged and supported workforce.

- Reduce FTE days lost per FTE due to **staff sickness**
- **Turnover** rate (divisional level)
- Improve the % Staff who have had an **appraisal** in the previous 12 months
- Improve the % Staff completing **mandatory training** (inc. safeguarding)
- Reduce the number of hours and cost associated of **agency workers**
- **Staff survey:** My ideas and opinions are listened to and used to improve the way things are done, I know what is happening across the organisation, I regularly receive recognition or thanks from others for doing a good job, I know what my manager expects of me. (Quarterly staff survey – staff focus group to work up)

What metrics are important to your team?



Data for Scorecard



% of fire risk assessments up to date



Increase the % of fire risk assessments up to date (Sheltered Scheme Complexes, Communal Blocks and Walk-ups)

Managers
Opinion

HPSP

	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26
Total							405	405	405	405	405	405	405	406	406									
Total Valid							47	58	97	108	113	182	228	263	329									
Total %							12%	14%	24%	27%	28%	45%	56%	64%	81%									

Communities Directorate Scorecard:

Our vision and key goals

Social Services & Communities Directorate: Our vision: 'start well', 'live well' and 'age well'



Contents

Summary

Quality & Safety

- Fire risk assessments
- Fire remedial works
- Electrical Installation Condition Reports (EICRs)
- Lifting operations and lifting equipment regulations (LOLER)
- Heating Servicing
- Completed hygiene interventions at High Risk Food Businesses
- Completed standards interventions at High Risk Food Businesses
- Audit & inspection actions
- Wait times for Information, Advice and Assistance
- Unpaid carers accessing support
- Number in temporary accommodation and cost

Work Force

- % Staff sickness absence rate
- Turnover rate
- Staff appraisals
- Staff mandatory training
- Agency workers
- Staff survey scores

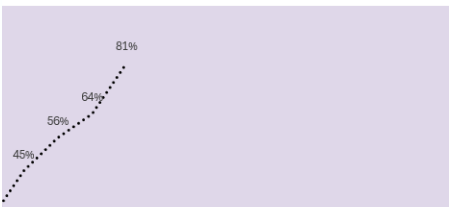
Peoples Experience

- Net promotor score (Leisure)
- Housing repairs service satisfaction
- Complaints: Adult Social Care Stage 1&2
- Complaints: Children Services stage 1&2
- Compliments

Resources

- Residential care, Home care, direct payments, supported living
- New accommodation units
- Gym and Swim income
- Spend against allocated budget
- Budget savings achieved
- Occupancy rates
- Rent arrears
- Debt recovery
- Emergency and urgent repairs
- Disrepair claims
- Housing voids

% of fire risk assessments up to date

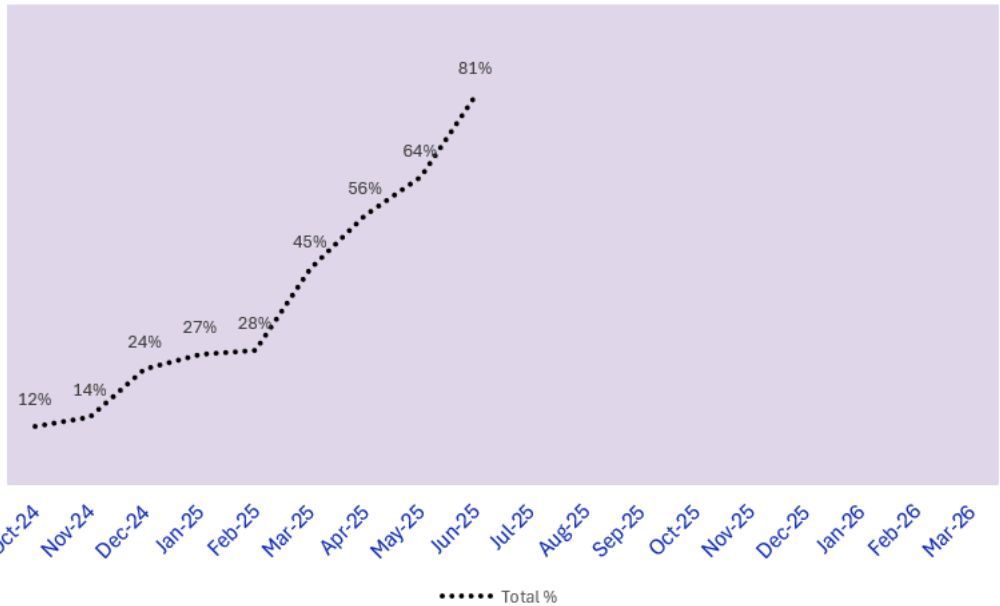


Comments

Steady progress is being made toward full FRA compliance. Currently, 81% of buildings have a valid Fire Risk Assessment (FRA) in place. All remaining assessments are scheduled to be completed by the end of August, ensuring 100% compliance.

(QS)-% Heat Serv. (QS) - EICRs (QS) - Fire Remedial Works (QS)-Fire Risk Assessments (PE) - Adult Comple

% of fire risk assessments up to date



Home

Responsible Officers Source

Summary

(QS)-% Heat Serv.

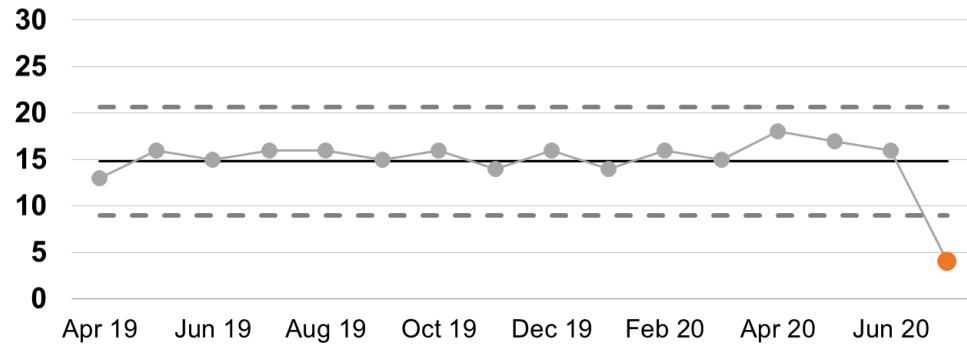
(QS) - EICR

Overview: What is SPC

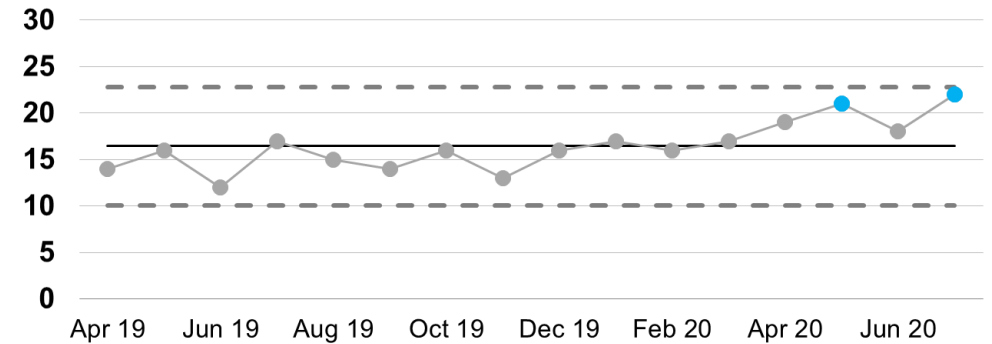
- An SPC chart, or Statistical Process Control chart, is a tool used to monitor change over time.
- It helps to distinguish between random variation and non-random variation, allowing for the identification of when a process is "out of control" and requires attention.
- Plotting data over time can help inform better decision making.

SPC rules

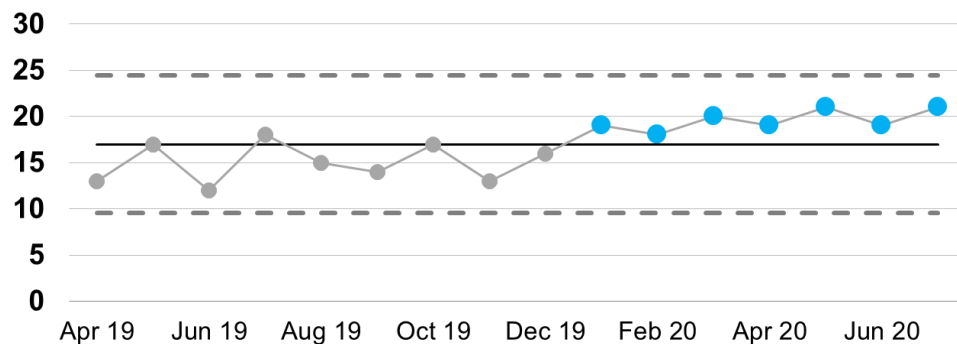
A single point outside the process limits



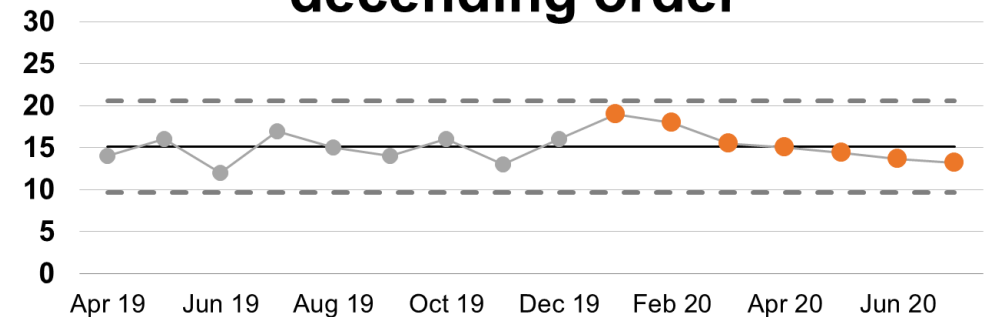
Two out of three points close to a process limit



A shift of points above / below the mean



A run of points in consecutive ascending or descending order



How do you measure the metrics that are important for your team?

Data training / Support

Coleg Sir Gar Courses

Page updated: 06/06/2023



Course Directory

Browse the full list of courses available to book onto



Expression

Fill in this form to book onto a course you are interested in

Short Courses on Microsoft Excel (other versions of Excel are available) (Fully funded for all)

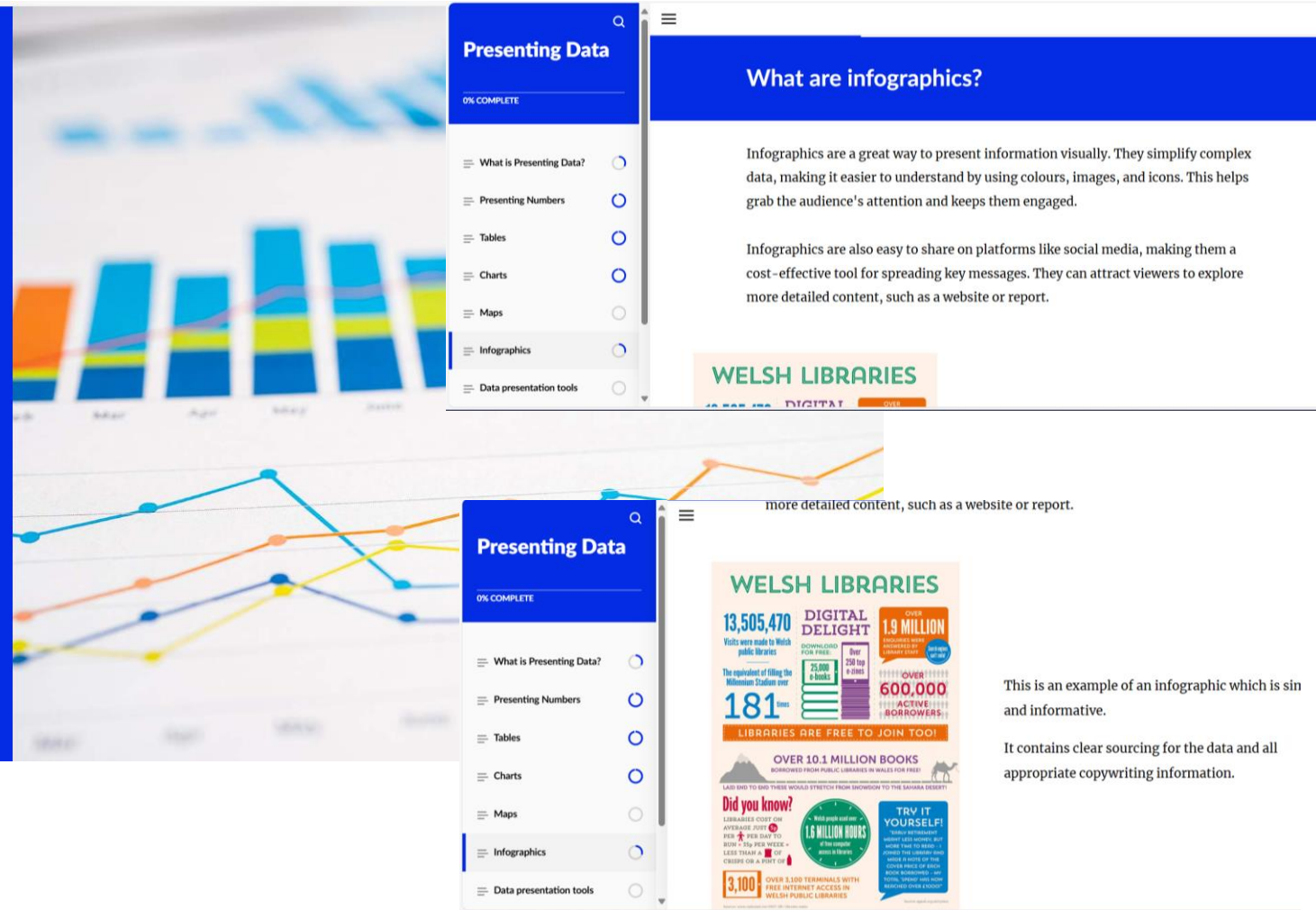
Excel 2021 - Course 1 - Introduction and Basics	2 Hours 20 Minutes
Excel 2021 - Course 2 - Cells and Worksheets	2 Hours 20 Minutes
Excel 2021 - Course 3 - Views and Layout	3 Hours
Excel 2021 - Course 4 - Formatting and Proofing	3 Hours 15 Minutes
Excel 2021 - Course 5 - Formulas and Functions	3 Hours 15 Minutes
Excel 2021 - Course 6 - Presenting Data Visually	2 Hours 10 Minutes
Excel 2021 - Course 7 - Sharing and Validating Data 2	2 Hours 10 Minutes
Excel 2021 - Expert - Advanced Charting and Data Analysis	2 Hours 45 Minutes
Excel 2021 - Expert - Advanced Functions, Consolidating and Auditing	2 Hours 45 Minutes
Excel 2021 - Expert - Advanced Formulas, Macros and External Data	3 Hours 30 Minutes
Excel for Business Analysts	7 Hours
Pivot Tables for Beginners	5 Hours 30 Minutes
Advanced PivotTables in Excel	7 Hours 30 Minutes

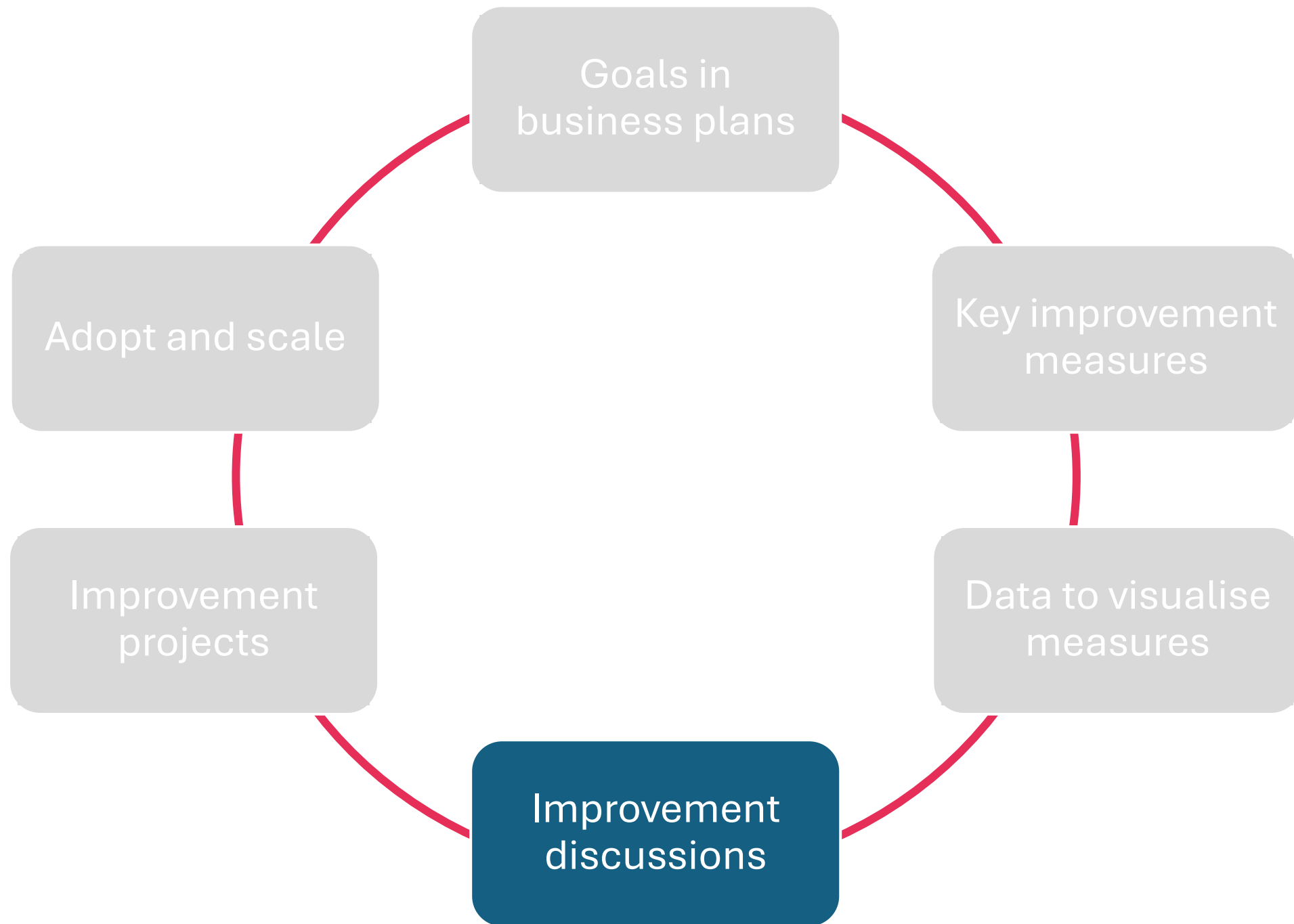


Data training / Support

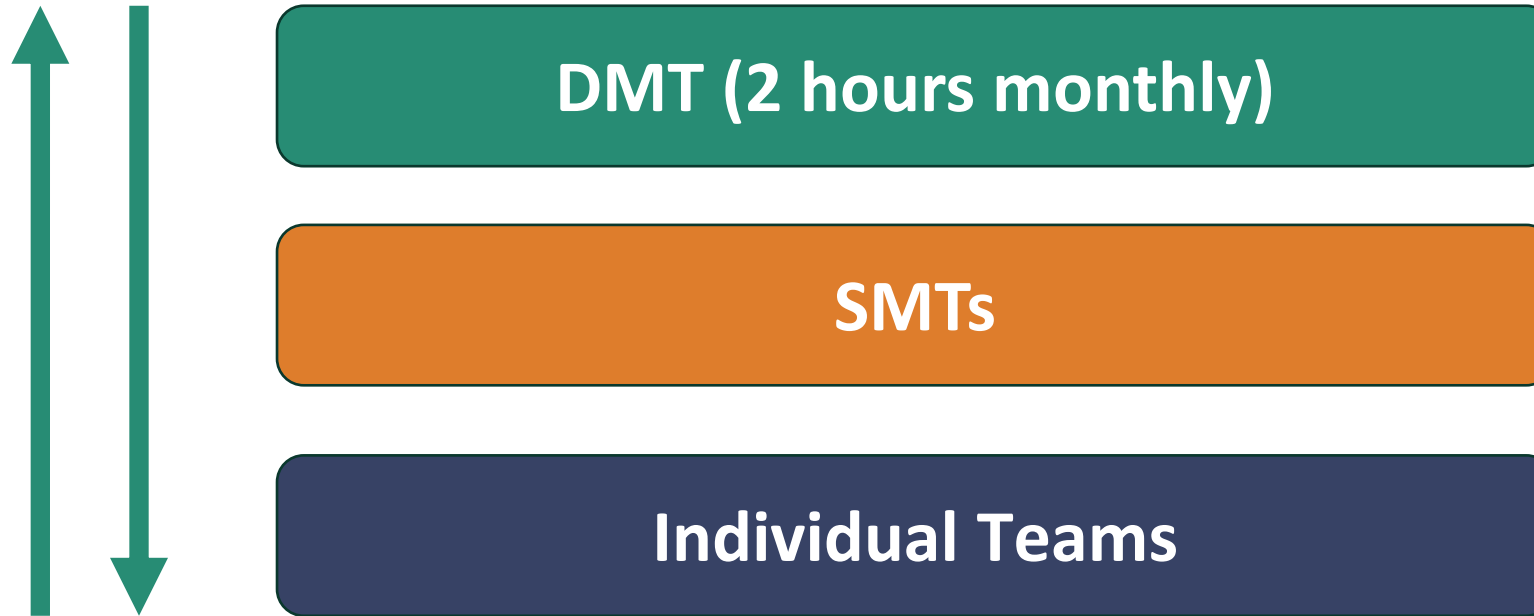
Presenting Data

START COURSE

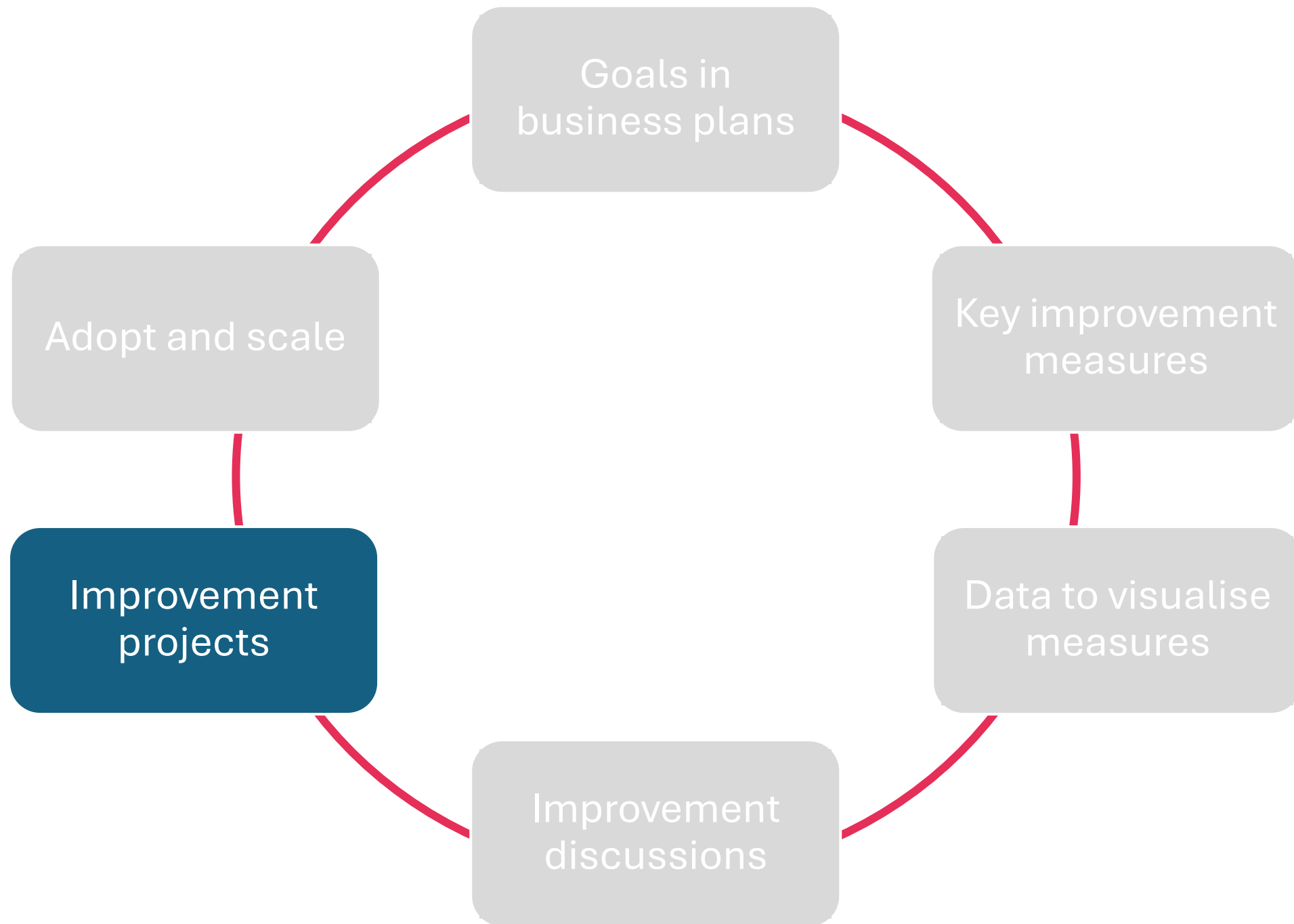




Improvement Discussions



How do you set aside time to discuss your team's performance?



Structured Improvement Discussions

- The following template is an improvement tool developed by Toyota.
- It can be used for problem solving, decision making, planning or reporting of a specific issue.
- It encourages the clear definition of a problem, its analysis and helps support clear actions for improvement
- Encourages teams to really understand the issue and how it can be resolved

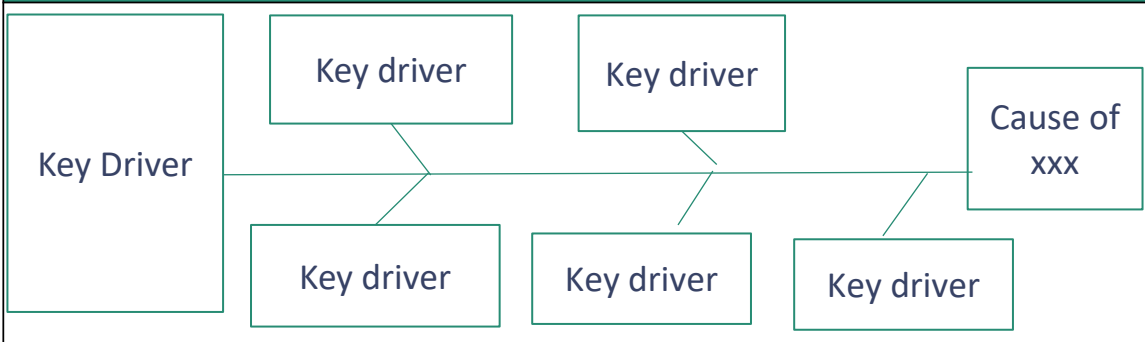
Structured Improvement Discussions

Title:		Lead:	
--------	--	-------	--

Background & current state –
What, where, when and how big is the problem?

Goal: What does good look like? & what metrics will you track?

Root Cause Analysis: Determine contributing factors using root cause analysis tools (Fish bone, 5Whys, Brainstorming)



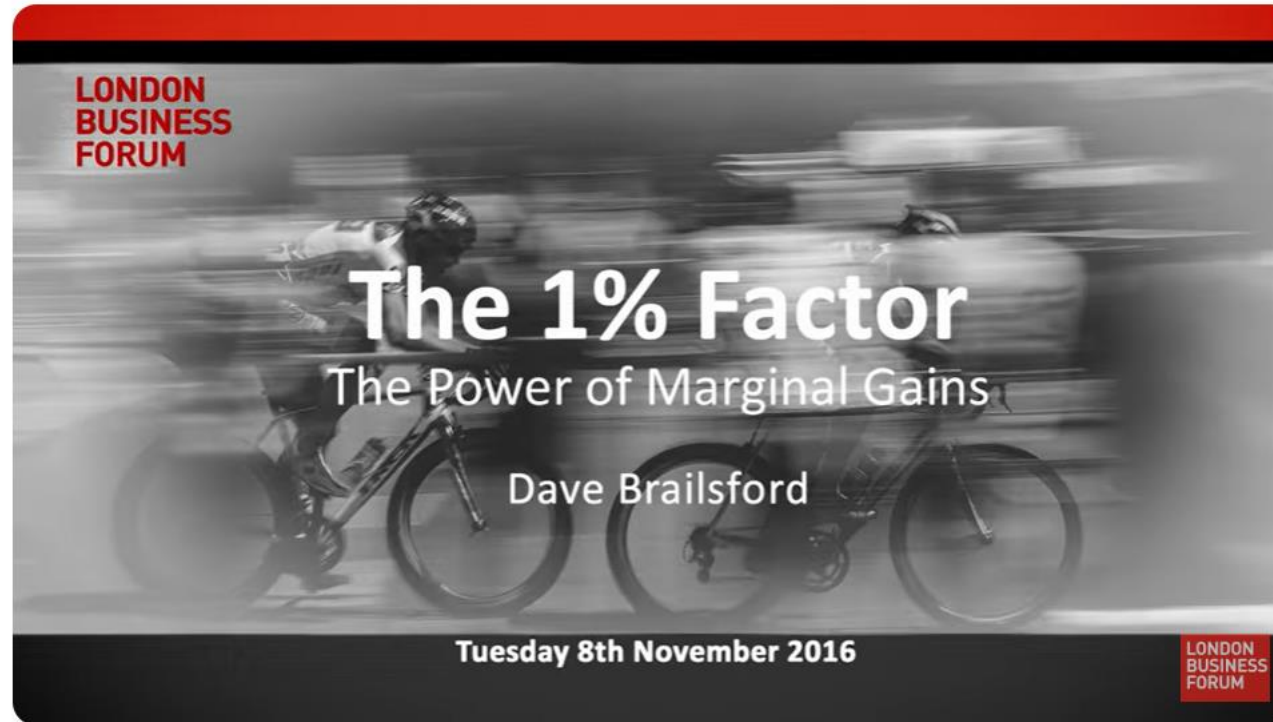
Action plan (Identify possible solutions and prioritise based on value and ease of implementation, actions, owners, deadlines and review dates)	Owner	By When	Complete Y/N

Improvement Tools – 5 whys



<https://youtu.be/BEQvq99PZwo>

Marginal gains

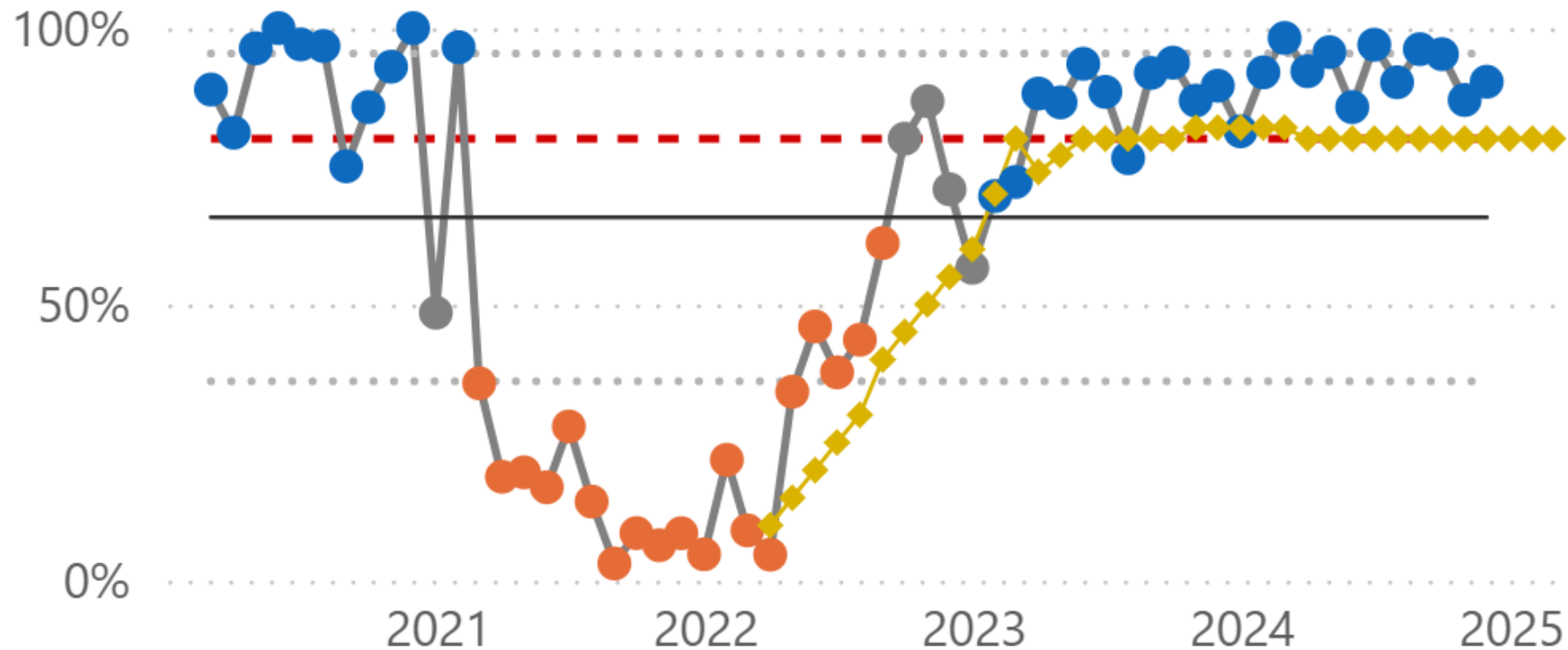


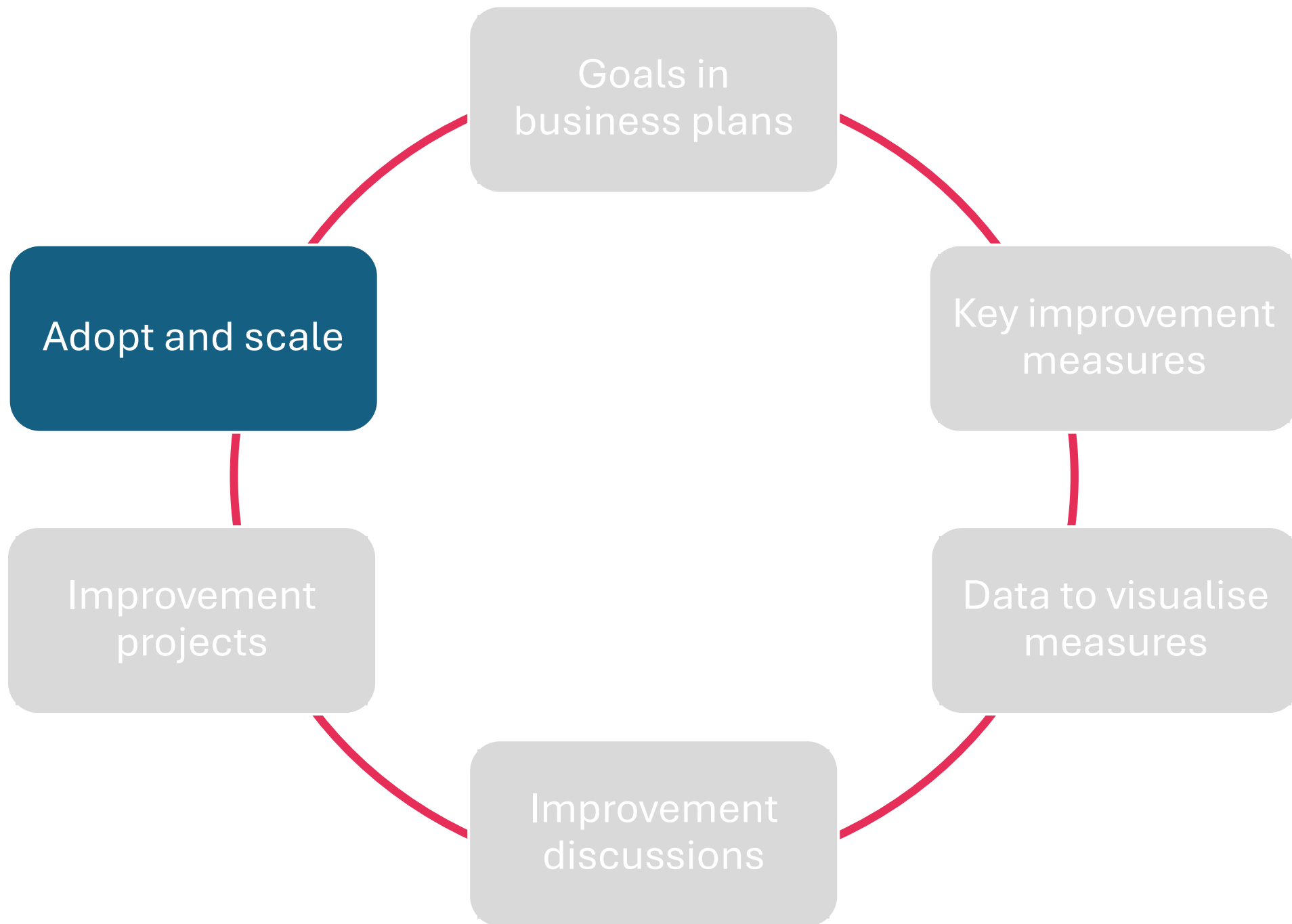
Sir Dave Brailsford - The 1% Factor

<https://www.youtube.com/watch?v=NQxYlu12ji8&feature=youtu.be>



**% mental health assessments undertaken within 28 days
(persons age 0-17)**





Cyngor Sir Gâr
Carmarthenshire
County Council
Ein Pobl - Our People

CymraegAudio / visual helpA-Z of Services

Menu

Our peopleLatest NewsWhat's onMyViewHwb for schoolsStaff ForumI would like...

Our people / Communities / Performance and Digital Transformation Team


Performance and Digital Transformation Team

Page updated: 19/06/2025

The project and programmes team help to support the co-ordination and delivery of key strategic projects within the Communities Directorate.


The Team efficiently manage key projects, ensuring compliance with Welsh Government statutory returns, overseeing critical systems like housing and public protection, and leveraging data innovations such as AI to enhance service delivery.

MORE FROM COMMUNITIES



Meet the team


MEET THE TEAM



Project Management

This page provides some information on the projects that have been supported and delivered by the project team, and some useful tools for you to use if you're running a project.


PROJECT MANAGEMENT



Data

Within the Communities Directorate, we are on a journey to ensure that data is accessible, understood and utilised in decision making at all levels.

DATA



Systems and Performance Support

Training and support for systems used within the department of communities.

SYSTEMS & PERFORMANCE SUPPORT

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Adopt and Scale: Data and Performance

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Carmarthenshire
County Council
Eis Pobl - Our People

Menu

Our people / Communities / Performance and Digital Transformation Team / Data

Data

Within the Communities Directorate, we are on a journey to ensure that data is accessible, understood and utilised in decision making at all levels.
Over the coming year, we will be developing various Power BI dashboards and tools to support each service area. Currently under development are:


Adult Social Care

- Integrated Social Care
- Children and Family Services
- Housing and Housing Property
- Workforce Data
- Social Services Complaints


Communities Departmental Scorecard


We are currently developing a Communities Departmental Scorecard, a strategic performance tool designed to track and evaluate progress against key objectives aligned with the Council's vision and mission. The Scorecard enables teams to monitor performance, identify areas for development, and make informed, data-driven decisions. Performance data is collected monthly and reviewed quarterly. Where performance metrics raise concerns, a focused 'deep dive' is conducted. Findings from these reviews are then presented back to the Performance Framework meeting. The performance tool will be updated monthly and will be available for all by clicking the icon below.

MORE FROM COMMUNITIES



Performance Tool
June 2025






Training and Support

There are training and support resources to help you further in understanding data. Presenting data course via Learner Experience Platform and Learning Management System Thingiverse

LEARNING AND DEVELOPMENT

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Carmarthenshire
County Council


33

Exercise

- Undertake a Structured Improvement Discussion for the measure on your table
- Work as a table or work in pairs to come up with an improvement plan for a measure
- Select someone to feedback key learning / action points

Lluniaeth

Refreshments

Adnabod Gweithwr

Employee Recognition

**Gwasanaeth Tai
Housing Services**

Rebecca Miller
Monika Zeberkiewicz
Gruff Rees

**Gofal Cymdeithasol i Oedolion
Adult Social Care**

Lukasz Lukasik
Sian Rowlands
Rebecca Mock

**Eiddo Tai a Phrosiectau Strategol
Housing Property & Strategic Projects**

Danielle Williams
Elaine Cummins

**Gwasanaeth Hamdden /
Leisure Services**

Huw Jones
Vivienne Jones
Alison Moody

**Gwasanaeth Integredig
Integrated Services**

Maud Sinoaia

**Cymorth Busnes a Chomisiynu
Business Support and Commissioning**

Vicki Bassett

**Cynrychiolwyr Adrannol
Divisional Representatives**



**Cydnabyddiaeth a
Gwerthfawrogiad Personol**



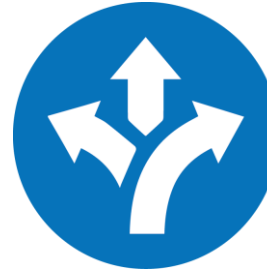
**Personal Recognition
and Appreciation**

Cydnabyddiaeth Tîm



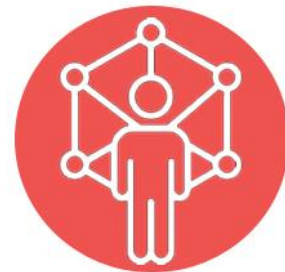
Team Recognition

Arferion Rheoli Hyblyg



**Flexible Management
Practices**

Eich Rôl fel Rheolwyr



Your Role as Managers



Cydnabyddiaeth a Gwerthfawrogiad Personol

Personal Recognition and Appreciation





What
Beth

Who
Pwy



When and How
Pryd a Sut

Why
Pam



Cydnabyddiaeth Tîm

- Mae cydnabod y tîm yn bwysig!
- Gwneud Amser
- Cysylltu
- Budd-daliadau

Team Recognition

- Recognising the team is important!
- Making Time
- Connecting
- Benefits



Arferion Rheoli Hyblyg

1. Oriau Gwaith Hyblyg
2. Opsiynau Gweithio o Bell a Hybrid
3. Ymreolaeth Swyddi
4. Cynlluniau Datblygu Personol
5. Cydnabyddiaeth ac Adborth
6. Amgylchedd Gwaith Cefnogol



Flexible Management Practices

1. Flexible Working Hours
2. Remote and Hybrid Working Option
3. Job Autonomy
4. Personalised Development Plans
5. Recognition and Feedback
6. Supportive Work Environment



Eich Rôl fel Rheolwyr

Beth yw eich rôl fel rheolwr?

Beth ydych chi'n mynd i'w wneud?

Yn eich gwahanol leoliadau sut ydych chi'n sicrhau bod yna ddiwylliant o wneud mwy?

Your Role as Managers

What is your role as a manager?

What are you going to do?

In your different settings how do you ensure that there is a culture of doing more?



Mae Eich Iechyd yn Bwysig

Your Health Matters



Mae Eich Iechyd yn Bwysig

Your Health Matters



Cefnogi Eich Tîm, Cryfhau Ein Cyngor – Pam Mae Eich Iechyd yn Bwysig

Mae Eich Iechyd yn Bwysig' yn rhaglen newid ymddygiad 16 wythnos i helpu gweithwyr sydd mewn perygl o absenoldeb neu sy'n profi absenoldeb ar hyn o bryd oherwydd pryderon iechyd.

Supporting Your Team, Strengthening Our Council – Why Your Health Matters

Your Health Matters' is a 16-week behavioural change programme to help employees at risk of or currently experiencing absence due to health concerns.

Cyflwyniad

Introduction

- Mae rheolwyr yn chwarae rôl allweddol wrth leihau absenoldeb salwch a chefnogi lles staff.
- Mae eich iechyd yn bwysig yn rhaglen strwythuredig sydd wedi'i thargedu at bobl sy'n profi problemau sy'n gysylltiedig â diabetes, rhoi'r gorau i ysmegu, BMI uchel ac sydd eisiau gwella iechyd a lles cyffredinol
- O fudd i chi, eich tîm, y staff, a'r cyngor yn ei gyfanrwydd - *Mae Eich Iechyd yn Bwysig yn mynd i'r afael â'r heriau hyn yn **uniongyrchol**.*
- Managers play a key role in reducing sickness absence and supporting staff well-being.
- *Your Health Matters* is a structured programme targeted at people experiencing issues linked to diabetes, smoking cessation, high BMI and wanting to improve general health and wellbeing.
- Benefit you, your team, the staff, and the council as a whole - *Your Health Matters* addresses these challenges **head-on**.

Sut mae'n gweithio?

How does it work?

Mae rhaglen 16 wythnos yn cynnig:

- ✓ Hyfforddiant iechyd a lles dan arweiniad arbenigwyr
- ✓ Cymorth gyda rheoli pwysau, risg diabetes, rhoi'r gorau i ysmegu, a gweithgarwch corfforol
- ✓ Gosod nodau wedi'u personoli a chynllunio camau gweithredu
- ✓ Data mesuradwy

A 16-week programme offering:

- ✓ Expert-led health and well-being coaching
- ✓ Support with weight management, diabetes risk, smoking cessation, and physical activity
- ✓ Personalised goal setting and Action planning
- ✓ Measurable data

Manteision i CHI

Benefits to YOU

- ✓ **Cyfraddau Absenoldeb Llai** – Mae cymorth iechyd rhagweithiol yn arwain at lai o ddiwrnodau salwch.
- ✓ **Gwell Cynhyrchiant** – Mae staff iachach yn fwy ymgysylltiedig ac effeithiol.
- ✓ **Gwell Morâl Tîm** – Mae amgylchedd gwaith cadarnhaol yn rhoi hwb i gymhelliant.
- ✓ **Cadw Cryfach** - Mae gweithwyr yn teimlo eu bod yn cael eu cefnogi a'u gwerthfawrogi.
- ✓ **Arbedion Cost** – Mae costau absenoldeb is o fudd i'r cyngor cyfan.
- ✓ **Reduced Absence Rates** – Proactive health support leads to fewer sick days.
- ✓ **Improved Productivity** – Healthier staff are more engaged and effective.
- ✓ **Better Team Morale** – A positive work environment boosts motivation.
- ✓ **Stronger Retention** – Employees feel supported and valued.
- ✓ **Cost Savings** – Lower absence costs benefit the entire council.

Manteision i STAFF

Benefits to STAFF

- ✓ **Cyn-asesiad i sicrhau bod y ffit cywir**
- ✓ **Cymorth wedi'i bersonoli** – Canllawiau wedi'u teilwra i fynd i'r afael â'u hanghenion iechyd penodol.
- ✓ **Gwell Iles** – Gwell iechyd corfforol a meddyliol, sy'n arwain at fywyd hapusach.
- ✓ **Mwy o Hyder** - Mae nodau cyraeddadwy yn helpu i adeiladu cymhelliant a hunan-barch.
- ✓ **Aelodaeth Actif Platinwm 1 mis** – mynediad i gyfleusterau Actif ac Actif Anywhere
- ✓ **Gwelliannau Iechyd Hirdymor** – Arferion Cynaliadwy ar gyfer dyfodol iachach.

- ✓ **Pre-assessment to ensure the right fit**
- ✓ **Personalised Support** – Tailored guidance to address their specific health needs.
- ✓ **Improved Well-being** – Better physical and mental health, leading to a happier life.
- ✓ **Increased Confidence** – Achievable goals help build motivation and self-esteem.
- ✓ **1-month Platinum Actif membership** – access to Actif facilities & Actif Anywhere
- ✓ **Long-Term Health Improvements** – Sustainable habits for a healthier future.

Beth sydd angen i chi ei wneud?

What do you need to do?

- Nodi staff a allai fod mewn perygl o absenoldeb neu sydd i ffwrdd o gwaith ar hyn o bryd oherwydd salwch.
- Cyfeiriwch nhw at *Mae eich iechyd yn bwysig* – rydym yn delio â'r gweddill.
- Annog cyfranogiad a chefnogi eu taith lles
- Ar-lein ac yn bersonol Galwch heibio i gael rhagor o wybodaeth

- Identify staff who may be at risk of absence or currently away from work due to health concerns mentioned
- Refer them to *Your Health Matters* – we handle the rest.
- Encourage participation and support their well-being journey
- Online and in person Drop ins for more information



Meddwl Terfynol

Gadewch i ni weithio
gyda'n gilydd i gadw ein
timau yn iach ac yn ffynnu.



Final Thought

Let's work together to
keep our teams healthy
and thriving.



“

Erbyn diwedd 2023 roeddwn wedi
cael digon, ac roedd yn amser newid.
Fi oedd y trymaf i mi fod erioed ac yn
dioddef o bryder ac iselder.

Ers i'r rhaglen ddod i ben, mae fy
iechyd meddwl yn dda a'r gorau ers
blynnyddoedd.

Daeth y rhaglen ar adeg pan oeddwn
ei angen fwyaf a byddwn yn annog
unrhyw un i ymuno. Dydw i ddim yn
gwybod ble byddwn i
bod hebdo.

”



“

By the end of 2023 I'd had enough,
and it was time to change. I was the
heaviest I'd ever been and suffering
with anxiety and depression.

Since the programme has finished,
my mental health is good and the
best it has been years.

The programme came at a time
when I needed it the most and i
would encourage anyone to join. I
don't know where i would
be without it.

”



Jake Morgan

Cyfarwyddwr Cymunedau

Director for Communities



Adborth

Hoffem glywed eich barn ar
y digwyddiad. Os gwelwch yn dda a allech chi gymryd
cwpl o funudau i gwblhau'r ffurflen werthuso,
trwy sganio'r Cod QR neu ewch i:

<https://carmarthenshire.welcomesyourfeedback.net/revg9s>

Feedback

We would like to hear your views on
the event. Please could you take a
couple of minutes to complete an evaluation form,
by scanning the QR Code or visit:

<https://carmarthenshire.welcomesyourfeedback.net/revg9s>



Diolch
Thank you

sirgar.llyw.cymru
carmarthenshire.gov.wales

