AGENDA

Neath Port Talbot
Castell-nedd Port Talbot
County Borough Council Cyngor Bwrdeistref Sirol

Y CABINET

DYDD MAWRTH, 25 EBRILL 2023

YN SYTH AR ÔL CYFARFOD PWYLLGOR CRAFFU POLISÏAU AC ADNODDAU'R CABINET

SIAMBR Y CYNGOR – CANOLFAN DDINESIG CASTELL-NEDD PORT TALBOT

RHAID GOSOD POB FFÔN SYMUDOL AR Y MODD DISTAW AR GYFER PARHAD Y CYFARFOD

Rhan 1

1. Penodi Cadeirydd

2. Cyhoeddiad y Cadeirydd

3. Datganiadau o fuddiannau

4. Cofnodion y Cyfarfod Blaenorol *(Tudalennau 3 - 6)*

5. Amser Cwestiynau Cyhoeddus
    Mae'n rhaid cyflwyno cwestiynau'n ysgrifenedig i'r Gwasanaethau Democrataidd, democratic.services@npt.gov.uk heb fod yn hwyrach na chanol dydd ar y diwrnod gwaith cyn y cyfarfod. Mae'n rhaid i'r cwestiynau ymwneud ag eitemau ar yr agenda. Ymdrinnir â chwestiynau o fewn cyfnod o 10 munud.

6. Strategaeth Gwrth-dwyll a Gwrth-lygredd Diwygiedig *(Tudalennau 7 - 18)*

7. Strategaeth Cyfranogiad y Cyhoedd Ddrafft 2023-2028 *(Tudalennau 19 - 122)*

8. Cynllun Corfforaethol - Rhaglen Newid Strategol ar gyfer y cyfnod o 2023-2024 *(Tudalennau 123 - 180)*

9. Eitemau brys
Unrhyw eitemau brys (boed yn gyhoeddus neu wedi'u heithrio) yn ôl disgresiwn y Cadeirydd yn unol â Rheoliad 5(4)(b) Offeryn Statudol 2001 Rhif. 2290 (fel y'i diwygiwyd).

K.Jones
Prif Weithredwr

Canolfan Ddinesig
Port Talbot

Dydd Mercher, 19 Ebrill 2023

Aelodau'r Y Cabinet:

Y Cynghorwyr   S.K.Hunt, S.A.Knoyle, N.Jenkins, D.M.Peters, J.Hurley, S.Harris, J.Hale, A.Llewelyn, W.F.Griffiths a/ac S.Jones

EXECUTIVE DECISION RECORD

CABINET

5 APRIL 2023

Cabinet Members:

Councillors: S.K.Hunt (Chairperson), S.A.Knoyle, N.Jenkins, J.Hurley,
S.Harris, J.Hale, A.Llewelyn and W.F.Griffiths

Officers in Attendance:

A.Thomas, A.Thomas, H.Jones, R.George, C.Furlow-Harris, M.Shaw,
A.James, C.John and T.Davies

1.   **APPOINTMENT OF CHAIRPERSON**

Agreed that Councillor S.K.Hunt be agreed as Chairperson for the
meeting.

2.   **CHAIRPERSONS ANNOUNCEMENT/S**

The Chair welcomed all to the meeting.

3.   **DECLARATIONS OF INTEREST**

No declarations of interest were received.

4.   **MINUTES OF PREVIOUS MEETING**

That the minutes of the previous meetings of Cabinet, held on 22
February and 1 March 2023, be approved as an accurate record.

5. **PUBLIC QUESTION TIME**

No questions from the public were received.

6. **WELSH LANGUAGE PROMOTION STRATEGY**

Decisions:

1. That approval be granted for a public consultation on the Welsh Language Promotion Strategy (attached at Appendix 2 to the circulated report) for a 4 week period.

2. That the Consultation responses be considered by the Welsh Language Promotion Strategy Task and Finish Group, and the final Welsh Language Promotion Strategy be brought back to Cabinet for decision, following this.

Reason for Decisions:

To ensure that Neath Port Talbot complies with the requirements of the Welsh Language Standards (No 1) Regulations 2015.

Implementation of Decisions:

The decisions will be implemented after the three day call in period.

Consultation:

This item will be subject to external consultation.

7. **PUBLIC PARTICIPATION STRATEGY**

This item was removed from consideration today's meeting, as an incorrect version of the Consultation report was circulated. The Strategy would be resubmitted to Cabinet at a later date.

8. **CORPORATE RISK MANAGEMENT POLICY**

Decision:

That the revised Corporate Risk Management Policy, as detailed within the circulated report, be approved.

Reason for Decision:

To support the council in discharging its duty to be efficient, transparent and accountable to local people and to observe high standards of corporate governance.

Implementation of Decision:

The decision will be implemented after the three day call in period.

9. **SINGLE TRANSFERABLE VOTE CONSULTATION RESPONSE**

Decision:

That the draft response, as detailed at Appendix 1 to the circulated report, be approved, and delegated authority be granted to the Chief Executive to submit this response, on the part of Neath Port Talbot County Borough Council.

Reason for Decision:

To respond to the Welsh Government's open consultation on the draft Local Elections (Principal Areas) (Single Transferable Vote) (Wales) Rules 2023.

Implementation of Decision:

The Chair of Scrutiny agreed that this item could be implemented immediately. There would therefore be no call in of this item.

10. **QUARTER 3 PERFORMANCE INDICATORS**

Decision:

That the monitoring report be noted.

50423

11. **<u>URGENCY ACTION UPDATE</u>**

   <u>Decision:</u>

   That the report be noted.

12. **<u>URGENT ITEMS</u>**

   No urgent items were received.

   CHAIRPERSON

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Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

CABINET

25th April 2023

Report of the Chief Finance Officer – Huw Jones

Matters for Decision

Wards Affected: All Wards

Revised Anti-Fraud & Corruption Strategy

1.   Purpose of the Report

The purpose of this report is to provide members with a copy of the revised Anti-Fraud & Corruption Strategy, for approval.

2.   Executive Summary

Neath Port Talbot County Borough Council (the Council) has a zero tolerance approach to fraud and corruption. This policy outlines how the Council delivers an effective approach to managing the risk of fraud and corruption. The Council is committed to maintaining the highest ethical standards.

The revised Anti-Fraud & Corruption Strategy is attached to this report as appendix 1.

3.   Background

The Council has a diverse workforce of approximately 6,300 staff and spends circa £450m per annum. The Council provides a wide range of services to its citizens both in-house and by commissioning services via public, private and third sector organisations.

In administering its responsibilities in relation to fraud, bribery and corruption whether from external parties or internally the Council is committed to an

effective Anti-Fraud and Corruption strategy. This strategy is an important tool in ensuring that both members and staff are aware of their responsibility when it comes to tackling fraud and corruption. It also provides a clear pathway for members, staff and members of the public to report any suspicions of fraudulent or corrupt practices.

4.   Financial Impacts

No implications.

5.   Integrated Impact Assessment

There is no requirement to undertake an Integrated Impact Assessment as this report is for monitoring/information purposes.

6.   Valley Communities Impacts

No implications.

7.   Workforce Impacts

No implications.

8.   Legal Impacts

No implications.

9.   Risk Management Impacts

This revised strategy will enhance the risk management arrangements currently in place.

10.   Consultation

There is no requirement for external consultation on this item.

11.   Recommendation

That members approve the content of the revised Anti-Fraud & Corruption Strategy.

12.   Reason for decision

To ensure that the Council has an up to date strategy.

13.   Appendices

Appendix 1 – Anti-Fraud & Corruption Strategy

Officer Contact:

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Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

ANTI-FRAUD/CORRUPTION STRATEGY

2022 - 2025

Version Control		Review Date
V1	Dec 2022	Nov 2025

Foreword

Neath Port Talbot County Borough Council has a zero tolerance to fraud and is committed to the highest standards of financial probity. We take our duty to protect the public funds we administer very seriously.

The Council administers significant public funds and is sometimes targeted by persons wishing to defraud the public purse. This policy provides a clear framework for the Council to investigate suspected fraud thoroughly, to prosecute wherever the evidence supports such action and seek recovery of defrauded monies through all possible legal means. This policy also applies to the Bribery Act 2010.

Preventing fraud is a whole council responsibility. Every Elected Member and every employee are expected to familiarise themselves with this policy and report promptly any suspicions of fraudulent activity.

1.   Stephen K Hunt   Karen Jones

2.   Leader NPTCBC   Chief Executive

1. **POLICY STATEMENT**

1.1   Neath Port Talbot County Borough Council (the Council) has a zero tolerance approach to fraud and corruption. This policy outlines how the Council delivers an effective approach to managing the risk of fraud and corruption. The Council is committed to maintaining the highest ethical standards.

2.2   The Council is committed to preventing, detecting and investigating all forms of fraud and corruption attempted on it externally or from within.

1.4   The Council will support prosecutions or apply other appropriate sanctions to those who attempt to commit acts of fraud or corruption.

3. **INTRODUCTION**

2.1   The Council has a diverse workforce of approximately 6,300 staff and spends circa £450m per annum. The Council provides a wide range of services to its citizens both in-house and by commissioning services via public, private and third sector organisations.

2.2   The Council's expectation on propriety and accountability is that members and all employees will lead by example and at all times will act with integrity and adhere to all relevant legislation, policies and procedures. All members and employees are expected to comply with their relevant code of conduct. In all its dealings the Council will act in accordance with the Nolan Principles of Standards in Public Life namely objectivity, openness, leadership, accountability, honesty, selflessness and integrity.

2.3   The Council also expects that all individuals and organisations that it deals with will act towards the Council with integrity and without thoughts or actions involving fraud or corruption.

2.4   In administering its responsibilities in relation to fraud, bribery and corruption whether from external parties or internally the Council is committed to an effective Anti-Fraud and Corruption strategy. This policy is designed to encourage prevention, promote detection and identify a clear pathway for investigation.

2.5   By virtue of the size and the diverse nature of the services provided the Council, it is at an ongoing risk of fraud and corruption. To mitigate the risk of fraud and corruption the Council is continuously improving processes with the aim of preventing and detecting fraud and corruption; minimising losses due to fraud and corruption and embedding the management of all risks including fraud across the organisation.

2.6   The Council's Anti-Fraud and Corruption Policy is based on a series of comprehensive procedures designed to frustrate any attempted fraudulent activity or corrupt act. These cover

- Culture
- Prevention
- Detection and Investigation
- Training

2.7   This policy should be read in conjunction with the Council's Whistleblowing Policy and its Anti-Money Laundering and Bribery Policy.

4.   Roles & Responsibilities

3.1   This policy applies to all members, employees, contractors, consultants, suppliers, service users and partners.

4.2   Key roles and responsibilities are as follows:
- Chief Executive - ultimately responsible for the effectiveness of the Council's arrangements for countering fraud and corruption.
- Monitoring Officer - to advise members and employees on ethical issues, standards and powers to ensure that the Council operates within the law and statutory Codes of Practice.
- Chief Finance Officer (section 151 Officer) – ensure proper arrangements are made for the Council's financial affairs; to maintain an adequately resourced internal audit team and to ensure there is an appropriate anti-fraud strategy in place.
- Chief Officers – to manage the risk of fraud and corruption and to promote the development of strong -internal controls within their

service areas. To set the tone and embed a culture of high standards and integrity.

- <u>All employees</u> - have the right and a duty to report any suspicions of fraud or corruption.
- <u>Members</u> - to be aware of the possibility of fraud and corruption and to report any concerns.
- <u>Internal Audit</u> - to investigate and report, in line with agreed procedures, all allegations of fraud and corruption.
- <u>Governance & Audit Committee</u> – review and monitor policies in relation to fraud and corruption and to review reports relating to fraud and corruption produced by internal audit and the Council's external auditors.
- <u>Standards Committee</u> – consider and recommend procedures in respect of the Anti-Fraud & Corruption Strategy and whistleblowing regime.
- <u>Contractors, consultants, suppliers, service users and partners</u> – to be open to the possibility of fraud and corruption within their organisation or against the Council and report any concerns.

5. **<u>Definitions</u>**

- <u>Fraud</u> - for the purpose of this policy fraud refers to where an individual has undertaken or intends to undertake, actions in order to obtain gain for themselves or another or cause loss to another.
- <u>Corruption</u> - for the purpose of this policy corruption refers to the offering or acceptance of inducements designed to influence decisions. Inducements take many forms and may include cash, hospitality, holidays etc.
- <u>Theft</u> - "A person shall be guilty of theft if he/she dishonestly appropriates property belonging to another with the intention of permanently depriving the other of it" (Theft Act 1968)

6. **Culture**

3.1 The Council is determined that the culture and tone of the organisation is one of honesty and zero tolerance of fraud, corruption or any form of malpractice. The Council is committed to carrying out of its dealings in line with the Nolan Principles of Standards in Public Life namely objectivity, openness, leadership, accountability, honesty, selflessness and integrity. High ethical standards should be adhered to and be demonstrated in the Council's actions and decisions.

3.2 The Council's commitment to highest standards of corporate governance is supported by a strong framework including its Constitution, Members' Code of Conduct, Employee Code of Conduct, Whistleblowing Policy, Anti Money Laundering Policy, Contract Procedure Rules and Financial Regulations.

3.3 The Council expects all members and employees to lead by example and to adhere at all times to their respective codes of conduct; policies and procedures of the Council and to act with integrity in all their dealings.

3.4 The Council's employees are an important element in its stance against fraud and corruption and they are positively encouraged to raise any concerns that they may have.

3.5 The Accounts and Audit (Wales) Regulations 2014 require every local authority to maintain an adequate and effective Internal Audit Service.

3.6 One of the roles of Internal Audit is to promote anti-fraud and corruption best practice and to review the adequacy and effectiveness of internal controls to prevent and detect fraud. Within this Council Internal Audit has a clear mandate to investigate all potential cases of fraud and corruption and this is specified in the Financial Procedure Rules (4.7.14) and the Internal Audit Charter as approved by the Governance & Audit Committee.

3.7 Reporting of concerns by employees can be done in the knowledge that such concerns will be treated in confidence and properly investigated by appropriately trained and experienced staff. Any concerns should be raised with the Audit Manager directly using the following email address fraudreferrals@npt.gov.uk or alternatively via the Authority's Whistleblowing Policy. All referrals will be investigated fully whether the employee reporting them makes themselves known or wishes to remain

anonymous. It should be noted however that the most effective investigations are those where the person reporting the concerns does not seek anonymity and fully engages in the process.

3.8   Members of the public are also encouraged to report concerns and can do so via our complaints procedure or via the fraudreferrals@npt.gov.uk email address which can be found on our website.

3.9   The Council also participates in the biannual Cabinet Office National Fraud Initiative.

4.   Prevention

4.1   It is always preferable to prevent any potential frauds or acts of corruption at the earlies stage and the Council recognises that a key preventative measure is to take effective steps when recruiting staff. To this end the Council has in place a robust Safe Recruitment Policy which requires prospective employees to provide proof of identity, a full employment history and proof of qualifications held. In addition to these checks written references are also obtained prior to any offer of employment being made.

4.2   Employees are required to comply with the Employee Code of Conduct and senior staff are required on an annual basis to complete a register of interests, declare any gifts or hospitability offered regardless of whether they were accepted or not and to declare any secondary employment. This requirement is audited annually.

4.3   Managers at all level with the Council have a responsibility for the prevention and detection of fraud within their service areas and the wider Council in general. They should ensure that there are robust internal system controls operating within their service areas and that their staff are made aware of and comply with all Council policies and procedures.

4.4   The annual risk based internal audit plan reviews the internal controls operating across the Council and internal audit staff are available to provide assistance at any time and in particular when new systems are being designed. It is envisaged that involvement by internal audit at the

earliest stage possible will help ensure that controls are designed which help prevent fraud.

5.   Detection and Investigation

5.1   In many cases it is the diligence of staff and the engagement of the public which detect acts of fraud or corruption. Fraud may also be detected by auditors during routine audits, pro-active fraud work and participation in the National Fraud Initiative.

5.2   Despite the best efforts of managers and auditors many frauds and instances of corruption are discovered by chance.

5.3   Regardless of how any potential fraud or corruption is brought to the attention of Internal Audit each case will be assessed on its individual circumstances and the subsequent investigation tailored accordingly.

5.4   Internal Audit staff will when it is appropriate to do so liaise with Chief Officers, managers and external agencies when investigating any suspected fraud or corruption.

5.5   Each investigation undertaken will result in a formal report being issued detailing the allegations, findings and recommendations.

5.6   The Council's disciplinary procedures will be used where the outcome of any investigation proves improper behaviours.

5.7   If it is appropriate to do so South Wales Police will be involved in investigations (taking primacy where appropriate) and the Council will normally expect the police to undertake any prosecutions where there is sufficient evidence to do so.

6.   Training

6.1   The Council recognises that the success of its Anti-Fraud and Corruption Policy and its general credibility will depend largely on the effectiveness of programmed training and the responsiveness of employees throughout the organisation.

6.2   To facilitate this the Council supports a programme of induction training for all new staff to ensure that their responsibilities and duties in respect of fraud are highlighted.

6.3   It is the responsibility of mangers in areas where the potential for fraud or corruption is more likely to ensure that they make their staff aware of the potential for fraud and corruption and regularly remind their staff of the need for vigilance.

6.4   By virtue of their role Internal Audit staff will receive specific training to enable them to fulfil their obligations in respect of fraud prevention, detection and investigation.

7.   <u>Conclusion</u>

7.1   The Council has in place a clear network of systems and procedures in place to assist in the fight against fraud and corruption. It is determined that these arrangements will keep pace with any future developments in both preventative and detection techniques regarding fraudulent or corrupt activity which may affect its operations.

7.2   To this end, the Council maintains a continuous overview of such arrangements via the Chief Finance Officer (section 151 officer), the Constitution (including financial procedure rules), various codes of conduct and its internal audit arrangements.

7.3   This policy will be subject to review in 2025.

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Cabinet

25th April 2023

Report of the Head of People and Organisational Development

Matter for Decision

Wards Affected: All Wards

Draft Public Participation Strategy 2023-2028

Purpose of Report

1. To present the draft Public Participation Strategy 2023-2028 for consideration and approval prior to the strategy being referred to Council for formal adoption on the 26th April 2023.

Executive Summary

2. The draft Public Participation Strategy for 2023-2028 (attached at Appendix 1) outlines the council's objectives, approach and mechanisms for encouraging and enabling public participation, together with information on how local people can influence decision-making.

3. It has been developed following the Statutory Guidance on Public Participation Strategies, made under section 44 of the Local Government and Elections (Wales) Act 2021, and informed by the NPT Citizens' Panel, the NPT Community of Practice on Involvement and Engagement and public consultation.

4. This will be the first Public Participation Strategy for Neath Port Talbot Council.

Background

5. The Local Government and Elections (Wales) Act 2021 requires councils to encourage local people to participate in their decision making. This includes where councils are making decisions in

partnership with another principal council or in conjunction with another individual or body such as a local health board.

6. The Act requires local authorities to publish, consult on, and regularly review a public participation strategy. These strategies are required to set out:
    i.   ways of promoting awareness among local people of the council's functions;
    ii. ways of promoting awareness among local people of how to become a member of the principal council, and what membership entails;
    iii. ways of facilitating access for local people to information about decisions made, or to be made, by the council;
    iv. ways of promoting and facilitating processes by which local people may make representations to the council about a decision before, and after, it is made;
    v.   arrangements made, or to be made, for the purpose of the council's duty in section 62 of the 2011 Measure (bringing views of the public to attention of overview and scrutiny committees);
    vi. ways of promoting awareness among members of the council of the benefits of using social media to communicate with local people.

Consultation and Engagement

7. In line with the Statutory Guidance on Public Participation Strategies, made under section 44 of the Local Government and Elections (Wales) Act 2021, the draft Strategy has been informed by stakeholder groups including residents, employees and elected members.

8. <u>Prior to formal consultation</u>

    The initial scoping, mapping of existing participation and drafting of key information for the strategy was undertaken by an officer working group, including representation from Legal Services, Corporate Policy, Communications, Democratic Services, Digital Services and Electoral Services.

9. The working group worked with the NPT Community of Practice on Involvement and Engagement (NPT CoP) to further develop the baseline of what is already in place, what works well and where the

gaps are and identify potential gaps and aspirations for 'what we could do better'. The NPT CoP also contributed to the overarching objective and approach for the strategy.

10. In October 2022, the NPT Citizens' Panel were asked to complete a questionnaire to provide an indication of:
    - how much residents currently participate in the council's decision-making process;
    - which mechanisms for participation they are aware of; the level of interest in participation opportunities;
    - to what extent those who have participated feel their involvement allowed them to have a genuine impact on the decision(s) made; and
    - what the council could do to improve public involvement in our decision-making processes. The feedback from this informed the action plan for the draft strategy.

11. There were 71 responses from the Citizens' Panel to this initial questionnaire. The feedback from this was used in the preparation of the Draft Participation Strategy prior to consultation, so does not form part of the consultation data in this report.

12. Consultation

13. Following approval by Cabinet on Wednesday 30 November 2022, the public consultation ran from 5th December 2022 until Friday 10th March 2023.

14. Activities included:
    - Online questionnaire - a self-completion questionnaire was published online.
    - Offline – paper questionnaires, and reference copies of the Draft Public Participation Strategy, together with feedback boxes for completed questionnaires were made available in public buildings across the county borough. These included Civic Centres, council run and community libraries, and Celtic Leisure venues amongst others. The questionnaire was a replica of the online version and responses were entered into the survey software for analysis.
    - The Draft Public Participation Strategy was also discussed at Democratic Services Committee on Monday 13th February 2022 and NPT Community of Practice on Involvement and Engagement on 15the February.

15. The consultation was promoted via:
    - the council's website on the consultation pages www.npt.gov.uk/consultations
    - posters and at libraries, Celtic Leisure venues, civic centres and other public buildings across the county borough
    - the council's corporate social media accounts
    - press coverage generated by cabinet reports and press releases

Public Consultation Responses - Summary:

16. Fifty people responded to the public consultation.

    - 49 respondents gave an opinion on the overarching objective. Of these 42 strongly agreed / agreed with the overarching objective (this represents 86% of those who answered the question or 84% of all the people who responded to the survey). Overarching objective:
      "to encourage and support people to participate in the council's decision-making by undertaking our activities in ways that are inclusive and accessible, reflect the diversity of our communities, are responsive and meet the requirements of the relevant legislation and guidance (The Equalities Act 2010; The Wellbeing of Future Generations Act; The Social Services and Well Being (Wales) Act (2014); The Welsh Language Standards; The Local Government and Elections (Wales) Act 2021."
    - 37 respondents (74%) strongly agreed / agreed the strategy will help the council to promote awareness among local people of the council's functions (6 or 12% didn't know)
    - 33 respondents (66%) strongly agreed / agreed the strategy will help the council to promote awareness among local people of how to become a member of the council, and what membership entails (8 or 16% didn't know)
    - 40 respondents (82%) strongly agreed / agreed the strategy will help the council to promote access for local people to information about council decisions (4 or 8%) didn't know)
    - 37 respondents (74%) strongly agreed / agreed the strategy will help the council to promote processes so that local people can make representations to the council about a decision before, and after, it is made (6 or 12% didn't know)
    - 37 respondents (74%) strongly agreed / agreed the strategy will help the council to promote arrangements to bring views of

the public to the attention of overview and scrutiny committees (5 or 10% didn't know)

- 39 respondents (78%) strongly agreed / agreed the strategy will help the council to promote awareness among the benefits of councillors using social media to communicate with local people (5 or 10% didn't know)

17. We asked respondents a set of questions on how far they agreed that each of the actions in the draft action plan is the right thing to focus on to achieve the six requirements set out in section 4 of this report.

18. There was a high level of agreement from respondents that the activities are the right things to focus on. More than 65% of all those who responded to the questionnaire agreed or strongly agreed with every action, with the exception of the following:

Actions to share information about how to go about becoming an elected member, or councillor, and what the role of the council involves

Action	No of respondents who agree / strongly agree	% of those who answered the question	% of all who respondents to survey
Ongoing review of the effectiveness of the voting awareness raising campaigns for elections and to build upon these campaigns ahead of the Local Government Elections 2022, ensuring wider partnerships arrangements are taken forward to allow engagement with wider audiences	36	75%	62%
Liaise with Group Leaders to suggest they appoint Diversity Champions for each political group	31	65%	58%
Promote the remunerations that are available to Members on the Council website and to candidates standing for Election	32	68%	64%
Support the Welsh Government's and Independent Remuneration Panel for Wales (IRPW)	18	38%	36%

commitment to explore Resettlement grants or 'parachute payments' payments for Members who lose their seats at election			

Actions to provide and promote opportunities for residents to provide feedback to the council, including comments, complaints and other types of representations

Action	No of respondents who agree / strongly agree	% of those who answered the question	% of all who respondents to survey
Consider how we develop these as a more formal mechanism for the online community to participate in consultations and engagement campaigns	32	76%	64%
Review and update the Scrutiny Public Engagement Strategy particularly with respect to hybrid meetings	30	71%	60%
Review and update the council's Consultation and Engagement Strategy	31	74%	62%

Actions to provide arrangements to bring views of the public to the attention of overview and scrutiny committees

Action	No of respondents who agree / strongly agree	% of those who answered the question	% of all who respondents to survey
Continue the webcasting of meetings as specified under the 2021 Act, develop a hybrid meeting policy and ensure availability of translation facilities for Full Council meetings to be conducted bilingually and any other meetings required in legislation	31	76%	62%
Provide detailed training to chairs of scrutiny committee on ways in which they can engage	29	71%	58%

the community in the scrutiny process			
Promote the use of scrutiny on social media channels	26	66%	52%

<u>Actions to promote awareness of the benefits of using social media to communicate with residents to councillors</u>

Action	No of respondents who agree / strongly agree	% of those who answered the question	% of all who respondents to survey
Member Seminars	31	76%	62%

19. 39 people responded to the question 'Could NPT Council do more to improve public involvement in our decision-making?' Of these:
    - 27 (69% of those who answered this question or 54% of all those who took part in the questionnaire) said yes,
    - 2 (5% of those who answered this question or 4% of all those who took part in the questionnaire) said no; and
    - 10 (26% of those who answered this question or 20% of all those who took part in the questionnaire) didn't know.

20. Recurring themes in the open text responses included:
    - the need for information to be accessible (both in terms of being easy to understand and accessible formats)
    - the need to close the loop in terms of letting people know how their feedback has influenced decisions
    - the need to make provision for people who are not online
    - the need to review the Citizens' Panel and the effectiveness of this
    - the need to avoid jargon
    - suggestions that the council should consider setting up people's assemblies
    - the need to include some face-to-face engagement

21. All of the above points have been addressed in the action plan of the strategy.

22. The discussion with the NPT CoP highlighted that some stakeholder groups with protected characteristics would be interested in becoming more involved in decision-making, e.g. as members of the Citizens' Panel, and specific arrangements would need to be put in

place to enable them to do this. In response, the action plan has been amended under requirement 3 to include an action to *review and further develop the Neath Port Talbot Citizens' Panel, and in conjunction with the relevant stakeholder groups, identify appropriate arrangements to enable members of stakeholder groups with protected characteristics to participate*.

23. A consultation report outlining the findings from the consultation is attached at Appendix 3.

Financial Appraisal

24. The cost of developing and implementing the Strategy will be met from existing service budgets and resources.

25. An enhanced approach may require the commitment of resources and officer time from other service areas in future.

26. The Strategy will ensure that the council complies with legislation avoiding a potential adverse cost implication for non-compliance or retrospective challenges to council decisions

Integrated Impact Assessment

27. The Equality Act 2010 requires public bodies to "pay due regard to the need to:
    - eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act;
    - advance equality of opportunity between persons who share a
    - relevant protected characteristic and persons who do not share it; *and*
    - foster good relations between persons who share a relevant protected characteristics and persons who do not share it."

28. Section 1 of the Equality Act requires that public bodies when making strategic decisions, have due regard to the need to reduce the inequalities of outcome resulting from socio-economic disadvantage.

29. An in-depth Integrated Impact Assessment (IIA) was undertaken to accompany the draft Public Participation Strategy when Cabinet was asked for permission to consult. This has been updated in light of responses to the consultation. It is essential that Members read

the IIA which is appended to this report (Appendix 2).

Valleys Communities Impact:

30. There are no impacts in respect of this item.

Workforce Impact

31. The Public Participation Strategy will support officers involved in the decision-making process by ensuring a corporate and coordinated approach to participation, involvement and engagement.

32. By working towards shared objectives and embedding a consistent approach, we aim to ensure our public participation activities are of a consistently high standard, leading to more robust decisions that have considered the needs and interests of stakeholders.

Legal Impact

33. The publication of the final strategy will meet the requirements of the Local Government and Elections (Wales) Act 2021 by setting out how the council encourages local people to participate in its decision making, the steps we will take to improve public participation, and how we will measure progress.

Risk Management

34. The council's Corporate Risk Register will be updated with any risks associated with the delivery of the work outlined in the Strategy following its approval and adoption by council.

Recommendations

35. Having had due regard to the Integrated Impact Assessment it is recommended that:
    i.   Cabinet approve the Public Participation Strategy for the period 2023-2028.
    ii. Members refer this Strategy to Council for formal adoption at its meeting on the 26th April 2023.

Reason for Proposed Decision

36. To ensure the Council meets legal duties set out in The Local Government and Elections (Wales) Act 2021) as they relate to council participation activities.

Implementation of Decision

37. The decision is proposed for immediate implementation.

Appendices

38. Appendix 1 – Neath Port Talbot Council Draft Public Participation Strategy 2023-28
39. Appendix 2 – Integrated Impact Assessment
40. Appendix 3 – Consultation Report

List of Background Papers

41. Local Government and Elections (Wales) Act 2021 (the 2021 Act)
42. The Equalities Act 2010
43. The Wellbeing of Future Generations Act
44. The Social Services and Well Being (Wales) Act (2014)
45. The Welsh Language Standards
46. Report of the Head of People and Organisational Development to Neath Port Talbot Cabinet - Wednesday 30 November 2022 - Draft Public Participation Strategy 2023-2028

Officer Reporting:

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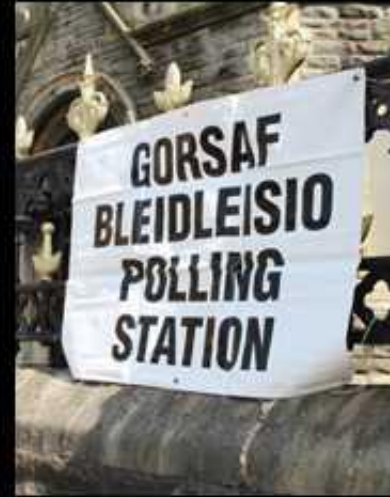
PUBLIC
PARTICIPATION
STRATEGY

2023-2028
This document is also available in Welsh and Easy Read.

Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

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Part A - Context

Part B – Draft Public Participation Strategy

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Part A - Context

1. Introduction

Democracy is something to be valued and nurtured. At a local government level this means a commitment to listen to all voices, for those voices to be heard and to work together with our communities to explore and resolve issues of concern, promote and recognise achievements and face new challenges together.

Our council is strongly committed to fostering a culture of partnership with local people and communities, encouraging and supporting them to participate in our decision making, and keeping them informed about how their participation has influenced decisions.

We already have a strong record of working in partnership, often in challenging circumstances, demonstrating the benefits of close collaboration, and focusing on achieving long-term improvements in the well-being of our communities.

In 2021 we ran a campaign to help us understand how the pandemic has impacted on different parts of our county borough and what matters most to local people as we take forward our recovery work.

Almost 1,800 people from all backgrounds and ages engaged with the campaign, with a mix of on-line and off-line surveys, supplemented by focus groups in our five valleys.

Capturing stakeholders' views and opinions at a very early stage in our planning enabled us to shape our well-being objectives and associated actions on what matters locally. It is our firm intention to continue to engage with people as we implement, review and refine the plan over the coming years.

Public Participation is, however, much wider reaching than engagement and consultations activities alone.

There are many ways for individuals, groups and organisations to participate in decision-making, for example formal consultations, public meetings, petitions, standing for council and citizens panels etc.

No single mechanism is the key to developing a partnership approach between communities and the council that serves them.

This strategy sets out how we will encourage and support people to participate in our decision-making.

We appreciate that participation is a voluntary activity and not everyone will want to be involved, but we hope you find this strategy informative in terms of the processes behind our decision-making, where to find information, how you can get involved and the benefits of doing so, enabling you to have a say in what we do and how we do it.

Cllr Steve Hunt
Leader of Council

Mrs K Jones Chief Executive

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2. What is the Public Participation Strategy?

The Local Government and Elections (Wales) Act 2021 ("the Act") requires local authorities to publish, consult on, and regularly review a public participation strategy to encourage local people to participate in their decision making. This includes where councils make decisions in partnership with another council or in conjunction with another individual or body such as a local health board.

This Public Participation Strategy supports the priorities in our Corporate Plan 2022-2027 and reflects our values by setting out how we will encourage and enable local people and communities in Neath Port Talbot to be actively involved in decisions that affect them.

It is a four year strategy, from 2023 to 2027, that outlines the council's objectives, approach and mechanisms for encouraging and enabling public participation, together with information on how local people can influence decision-making. These are set in the context of six requirements identified in the Statutory Guidance on Public Participation Strategies, to demonstrate how we currently or plan to:

1. promote awareness among local people of the council's functions;
2. promote awareness among local people of how to become a member of the council, and what membership entails;
3. facilitate access for local people to information about council decisions;
4. promote and facilitate processes so that local people can make representations to the council about a decision before, and after, it is made;
5. provide arrangements to bring views of the public to the attention of overview and scrutiny committees;
6. promote awareness among councillors of the benefits of using social media to communicate with local people

Our Values

Connected
what matters to you matters to us

Caring
we care about you, your life and the future of our county borough

Collaborative
we work with our citizens and our partners because together we can achieve more

Confident
we are optimistic and confident about the future

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3. Why is Participation important

Informed decision-making comes about when we engage with people and communities, rather than making assumptions about what people think, want and feel.

Therefore, whilst the council has a legal duty to encourage and facilitate participation, our commitment goes beyond this as we recognise that effective public participation plays a key role in providing better outcomes - both for the council and the people we serve.

Benefits of participation for people and our communities:
- an opportunity to influence and shape policy and services
- making a contribution to better decisions because decision-makers have more complete information
- being heard and valued as citizens
- better awareness and understanding of the decision-making process, decisions and outcomes
- supports people to be actively involved with policy making and service planning from an early stage

Benefits of participation for the council:
- Learning from people and communities about their attitudes, needs, and what matters to them
- Fulfilling our 'connected', 'caring, 'collaborative', and 'confident' values
- Services and policies informed by actual need and/or demand
- Different ideas and perspectives
- More robust decisions that have considered the needs and interests of stakeholders
- Stakeholders have a better awareness and understanding of the decision-making process, decisions and outcomes
- Opportunity to build trust between the council and local communities
- Demonstrating a commitment to public participation in line with the relevant legislation and guidance

Achieving the above relies on participation being an integral part of our work across the council. By working towards shared objectives and embedding a consistent approach we aim to ensure our public participation activities are of a consistently high standard.

4. How we developed the strategy?

Following the Statutory Guidance on Public Participation Strategies, made under section 44 of the Local Government and Elections (Wales) Act 2021, we involved a number of stakeholders in developing the draft strategy.

Officer working group

The initial scoping, mapping of existing participation pathways and drafting of key information for the strategy was undertaken by an officer working group, including representation from Legal Services, Corporate Policy, Communications, Democratic Services, Digital Services and Electoral Services.

NPT Community of Practice on Involvement and Engagement

We worked with the NPT Community of Practice on Involvement and Engagement (NPT CoP) to further develop the baseline of what is already in place, what works well and where the gaps are and identify potential gaps and aspirations for 'what we could do better'. The CoP also contributed to the overarching objective and approach for the strategy.

The NPT CoP was established in 2019 and membership has grown to 60+ council officers and representatives from partner organisations who regularly engage with specific stakeholder groups as part of their work. The purpose of the CoP is to provide a vehicle for members to work more smartly and in a more collaborative way to ensure that everyone in our communities can have the opportunity to have their say on the decisions that affect them. It is intended to provide a professional and respectful forum for members to share experiences and knowledge on involvement and engagement issues in a spirit of mutual learning and peer support.

NPT Citizens' Panel

We circulated a questionnaire to the NPT Citizens' Panel. Launched in January 2020, the panel is made up of more than 500 residents from across the county borough and actively involves them in decision making at a very early stage, so they help shape proposals before these go out to wider public consultation.

The aim of the questionnaire was to get an indication of how much residents currently participate in the council's decision-making process; which mechanisms for participation they are aware of; the level of interest in participation opportunities; to what extent those

who have participated feel their involvement allowed them to have a genuine impact on the decision(s) made; and listen to any suggestions as to what the council could do more to improve public involvement in our decision-making processes.

There were 71 people responses and the themes from these have helped to inform the Action Plan for this strategy. Themes included:

- Most respondents don't know that they can get involved in decision making (or that we want them to), not all of those who do know that they can get involved know how to go about doing this
- Some feel that council engagement is just box ticking/lip service and we're not really interested in engaging (there is a perception that decisions have already been made)
- We don't 'close the loop', so for those who have completed surveys/engaged previously they don't see the outcomes of that engagement (there is a mixed response with regards to this, some think that if we don't do what they want/suggest then we haven't listened - perhaps because we aren't explaining why we make certain decisions; others seem keen to see survey reports, but don't know where to find them)
- There are a number of comments to indicate that respondents don't feel that our decision making is transparent
- Some people don't know who their councillor is, or where to find out – the same goes for council meetings, respondents aren't aware that papers are public and/or that members of the public are able to attend meetings
- Most are aware of the website, but there are a few comments that mention we don't do enough for people who are not online.

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Part B - Draft Public Participation Strategy

5. Our Objectives and Approach

We aim to be open and responsive to the needs of local people and communities. This includes engaging them in participative processes by which they can influence and help shape policy and services. That said, all decision making is subject to constraints, so it is important to manage expectations. To help achieve this we will aim to **inform** people about how our decision-making process works, **engage** them to participate and provide **feedback** on how their participation influences our decision(s).

Our Overarching Objective is to encourage and support people to participate in the council's decision-making by undertaking our activities in ways that are inclusive and accessible, reflect the diversity of our communities, are responsive and meet the requirements

of the relevant legislation and guidance (The Equalities Act 2010; The Wellbeing of Future Generations Act; The Social Services and Well Being (Wales) Act (2014); The Welsh Language Standards; The Local Government and Elections (Wales) Act 2021).

Our Approach - in keeping with the council's commitment to a rights-based approach to participation, involvement and engagement, we will follow the principles of:

- Accessibility – we will adapt what we do for different audiences, ensuring that our activities are made available in the formats and language(s) that people need. In addition, we will make the most of the opportunities that digital technology presents to enable our communities to participate in decision making, but equally, we are aware that digital technology is not available to or the preference of everyone and we will make provision for this.
- Inclusivity and Non-discrimination - We will be sensitive to the characteristics protected under the Equality Act 2010 - age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; sexual orientation.
- Empowerment – we will endeavour to make sure our communities can be part of our decision making process, enable them to influence meaningful change, and demonstrate back to them that their voices have been heard.

In line with the National Principles for Engagement produced by Participation Cymru, our participation, involvement and engagement activities will also be:

- Sustainable – not just based on 'one-off' meetings
- Practical – not too bureaucratic
- Honest – so people can give their feedback about their experiences and share ideas
- Responsive – so people will know they have been listened to and taken seriously
- Creative – so people can help design improvements to services our participation, involvement and engagement activities will be:
- Transparent and well communicated – to help build a trusting environment

To ensure our consultation and engagement activities are fair and lawful, they will be designed to reflect the four Gunning Principles:

- Consultation must be at a time when proposals are still at a formative stage
- Sufficient reasons must be put forward for any proposal to permit "intelligent consideration" and response
- Adequate time is given for consideration and response
- The product of consultation is conscientiously taken into account by the decision maker(s)

6. How the Council Operates

The council delivers a wide range of services to a population of 144,386. It has 60 Councillors (or Members) elected every five years. Councillors are democratically accountable to residents of their electoral divisions. The overriding duty of councillors is to the whole community, but they have a special duty to their constituents, including those who did not vote for them.

Councillors follow a code of conduct to ensure high standards in the way they undertake their duties. Their key roles are:

- Cabinet decision-making: councillors attend full meetings of the council, and some may have specific roles in relation to policy making, delivery of services and use of resources
- Scrutiny of decisions: councillors may serve on scrutiny panels, or committees which scrutinise existing policies and service delivery
- Regulatory functions: some council committees, such as those that deal with planning and licensing applications, have a quasi-judicial role
- Representing their ward: representing and meeting with the residents and interest groups within their ward and dealing with issues that they raise. In addition, councillors may attend community council meetings and serve on forums through which local issues can be discussed between elected members, council officers and the wider community

Councillors may also be involved in other areas, such as the development of new policies for the council

The council has officers working for it to give advice, implement decisions and manage the day-to-day delivery of its services. Some officers have a specific duty to ensure that the council acts within the law and uses its resources wisely. A code of practice governs the relationships between officers and members of the council.

Meetings Overview

The Council operates under the executive council system. This is where fellow councillors elect a Leader of the Council at every annual general meeting (AGM) and up to 9 fellow County Borough Councillors to sit on the Cabinet. The majority of the decisions of the Council will be taken by either Full Council, Cabinet or at a Cabinet Board which will have decision making responsibility in a number of specific areas.

More information on the committee structure can be found at www.npt.gov.uk/cabinetboards

Council or "Full Council"

Council is a meeting of all 60 elected members, chaired by the Mayor with the Deputy Mayor as Vice Chair. It has responsibility for the council's functions which are not covered by the Cabinet. The Council decides upon the political management framework and how councillors should be allocated to other committees both internally and externally.

It is also the role of Council to agree the council budget for the forthcoming year and agree policy framework, appoint the Leader of the Council and the Chief Executive and agree any changes to the constitution which the council must abide by.

The Executive or Cabinet

The Executive is another name for the 10 Cabinet Members of Neath Port Talbot Council. It includes the Leader and 9 other councillors, all appointed annually by Council. The Cabinet meet as a whole to make decisions as well each Cabinet Member having their own portfolio of services.

Cabinet make the main, overarching decisions for the council. In addition to Cabinet, there are 3 Cabinet Boards:
- Education, Skills and Wellbeing Cabinet Board
- Environment, Regeneration and Streetscene Services Cabinet Board
- Social Care, Housing and Community Safety Cabinet Board

Cabinet has to make decisions which are in line with the council's overall policies and budget. Any decision which is outside the budget or policy framework must usually be referred to Full Council.

Scrutiny Committees

Scrutiny Committees were introduced to ensure a greater number of Councillors were involved in influencing Council policy and service improvements, and provided checks and balances on the decisions taken by the Cabinet. In Neath Port Talbot there are four Scrutiny Committees – one for each Cabinet Board above. Their role is to scrutinise decisions or to present new ideas to the Cabinet and Cabinet Boards for them to make decisions on. There is also currently 1 Scrutiny Sub Committee - Cabinet (Policy and Resources) Sub Committee, which has been stablished to scrutinise our policy and resources functions

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Each Scrutiny Committee is made up of up to 16 councillors from political parties within the council membership, which mirrors the overall political composition of the council. The Education, Skills and Culture Scrutiny Committee also includes Co-opted Parent Governors and two Co-opted Representatives of the Church in Wales and Roman Catholic Dioceses.

Scrutiny Committees work together to ensure accountability, openness and transparency – their main roles are:
- Pre Scrutiny (this involves considering decisions to be taken by Cabinet and Cabinet Boards before they are made)
- Performance (this involves monitoring how services are performing)
- Policy and Partnership (this involves considering the impact of policies and holding partners of the Council to account)
- Post Scrutiny (this involves considering the impact of decisions after they have been made)

There is also currently 1 Scrutiny Sub Committee:
- Cabinet (Policy and Resources) Sub Committee which has been stablished to scrutinise our policy and resources functions.

Scrutiny Committees usually hold their meetings on a 4 or 6 weekly basis. The meetings are open to the public except when private items are being discussed (e.g. where individual personal or financial information is being considered).

Regulatory Committees

There are a number of Regulatory Committees which are decision making forums that the council has to have by law. These include:
- Appeals Panel
- Democratic Services Committee
- Governance and Audit Committee
- Licensing and Gambling Acts Committee
- Licensing and Gambling Acts Sub Committee
- Personnel Committee
- Planning Committee
- Registration and Licensing Committee
- Special Appointments Committee
- Standards Committee

How do committees decide what issues to consider?

The majority of committees have a forward work programme, which is publicly available [www.npt.gov.uk/26159]. The forward work programmes are developed in a number of ways:
- Officers of the council will populate them with issues that arise, are scheduled for completion or because there is a legislative requirement to review the current policy.

- The chair of the committee will also include items that they consider important to the committee or have been brought to their attention, e.g. items that members of the public have asked the committee to consider.

How can you see what is to be debated at a meeting?

Meeting papers are published on the council website [link] at least three clear working days before every meeting of the Council, Cabinet or Scrutiny. A small number of paper copies of the agenda and reports will be made available at the meeting for members of the public. These include:

- An agenda with the location, date and time of the meeting as well as a list of items that the committee is to debate.
- Reports giving details as to why each decision needs to be made, background information relating to the issues of the topic and a recommendation as to what decision should be taken.

For every meeting of the Council a set of minutes will be prepared and agreed at the next meeting of that particular committee. The minutes will act as a true record of the proceedings at a particular meeting. The council will make available for inspection for a period of 6 years any agendas, minutes and reports of a committee of the council.

Most Council meetings are also recorded are published in an archive for residents to watch at a later date on the Council's YouTube page. More information and recording of meetings is available on our website [www.npt.gov.uk/24746].

7. How can you influence decision-making?

Voting

Voting in elections is an important way to make your voice heard. Local Government Elections take place every five years and by voting you can effect change on a local level and have your say on who represents you and the area in which you live on the council.

The relationship between a councillor and their electorate is two way – in return for your vote, they must try to represent you in the best way possible.

To vote in elections you need to be over the age of 16 and your name must be on the Electoral Register. You can register online at www.gov.uk/registertovote

Stand as a councillor

There are many reasons why you might decide to stand as a councillor – you may already be active in your community, be committed to a particular political party or want to influence change in your community and the county borough.

To stand for election to the county borough council you must be over 18, be a British, Commonwealth or European citizen and meet one of the following four criteria:
- You are, and will continue to be, registered as a local government elector within the local authority area.
- Occupied as owner or tenant any land or premises within the local authority for the whole 12 months previous to the day of nomination and election.
- Your main or only place of work has been within the local authority area for the whole 12 months previous to the day of nomination and election.
- You have lived within the local authority area for the whole 12 months previous to the day of nomination and election.

You can also stand for election to community and town councils in Neath Port Talbot.

The full elections to the County Borough Council and Community and Town Councils took place in May 2022. Vacancies can arise during the term of office for all councils and these are promoted on the NPT Council website www.npt.gov.uk/elections as well as in the local area.

Attend a meeting

Most of the meetings of Council, together with the Cabinet, Cabinet Boards and other Committee meetings, are open to members of the public to attend and observe the proceedings and debate taking place, except where personal or confidential matters are being discussed.

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Most meetings are held in Port Talbot Civic Centre, but you can also observe meetings live via Microsoft Teams. You will need to pre-register to be part of the virtual public gallery and can do this by emailing democratic.services@npt.gov.uk by 12 noon the day before the meeting. Committee dates and times of forthcoming meetings can be found on our website www.npt.gov.uk/democraticprocess.

Add an item to an agenda for discussion

There are two ways that a member of the public can encourage a committee to consider an item and have it added to the agenda of a future meeting.

- Any member of the public can contact the chair of a committee and request that they add an item to the forward work programme for future discussion
- Attend a meeting of the relevant committee and request at the meeting under the item forward work programmes that an item is added for future consideration.

Submit a question to Council

Under the council's Protocol for Speaking at Council Meetings [link], a period of up to 15 minutes in each meeting is allowed for public questions.

Any person (other than Members or employees of the Council) who lives or works in Neath Port Talbot may ask questions of Cabinet Members or of the chairs of committees of the Council.

To ask a question, notice must be given in writing or via email [Democratic.Services@npt.gov.uk] no later than 5pm, two working days before the day of the meeting. Each question must give the name and address of the questioner and must specify the person to whom it is to be put (by name or title).

Where the questioner indicates that they wish to ask their questions in Welsh, Welsh translation will be sought for that particular question and answer. In the event that Welsh language translation is not available, this will be discussed with the questioner and alternative arrangements will be considered/sought.

The number of questions an individual can ask in a municipal year is limited to two (to ensure that all individuals have an opportunity to attend such meetings). In the event though that a person wishes to attend a meeting to ask a question over and above these two occasions, they are entitled to request it.

An answer may take the form of:

- a verbal answer given by the person to whom the question is addressed or another person nominated by them;
- where the desired information is in a publication of the council or other published work, a reference to that publication; or
- where the reply cannot conveniently be given orally, a written answer circulated later to Members of the Council.

Submit views to scrutiny committees

Members of the public are welcome to attend any of the Scrutiny Committees. If you have a particular interest in a topic, you can contact your local councillor or the Scrutiny Team on 01639 763194 or democratic.services@npt.gov.uk

Members of the public may also be invited to inform and provide information to specific inquiry groups. More information can be found at www.npt.gov.uk/scrutiny

Contact your local councillor

You can contact your local councillor to discuss issues within your ward. If you are not sure who you councillor is, a list of the county borough councillors and their contact details is available on the council's website www.npt.gov.uk/councillors, alternatively you can get this information by contacting the council on 01639 686868.

Submit a comment or complaint

Neath Port Talbot Council considers all comments, compliments and complaints as an invaluable source of information about the services we provide. If you want to tell us about something we have done well, if there's something you want to feedback about or if you would like to make a complaint we are always glad to hear from you.

You can make a complaint in any of the following ways:

- On our website www.npt.gov.uk/complaints
- Email: contactus@npt.gov.uk
- By letter - Neath Port Talbot Council, Civic Centre, Port Talbot SA12 1PJ
- Phone: 01639 686868 - ask to be transferred to the service your feedback

You can give us feedback in whatever format (large print, Braille, on tape or disc) or language you wish.

Petitions

Creating or taking part in a petition is one way individuals, community groups and organisations can influence the council's decision making. We welcome petitions as a way in which our residents can make their views known and request that action be taken. The Council has a petition scheme which sets out the procedures in respect of petitions and how they will be considered. This is available online at https://www.npt.gov.uk/media/17201/petition-scheme.pdf?v=20220330120728 .

Petitions are documents (digital or physical) that contain details of issues of importance to communities and/or the county borough as a whole, outline for a proposed course of action and are signed by people who are in support of this.

A petition has the ability to:
- Raise awareness of an issue;
- Bring about a change in Council Policy or a different way of delivering services
- Prompt members of the Council to take further action, for example asking questions at Full Council
- Lead to, or influence, a debate at a meeting of the Council

Before submitting a petition you should first check with you local councillor to see if the council is already acting on your concerns and whether the council is the most appropriate body to receive your petition.

The Council's response may also depend on the number of people who have signed the petition. The table below sets out the thresholds:

Number of Signatories	Response
20-100	Response from the relevant director/head of service (treated as standard correspondence)
101-500	Response from the relevant Cabinet Member
500+	Referred for debate at a meeting of Full Council or the relevant Cabinet/Cabinet Board/Committee

Public Consultation and Engagement

The council has always consulted with local people on a wide range of policies and proposals, but our 'Let's Talk' campaign in 2021 represented a fundamental shift from our traditional approach to engagement.

Instead of presenting a draft proposal for comments, we posed a series of questions designed to help us properly understand the impact of Covid-19 on our communities, what matters to people today and for the future, and how we can continue the spirit of collaboration that developed through the pandemic.

We developed a draft recovery plan based on the responses, then consulted on this to ensure that we had properly understood and reflected what people told us. Capturing the views and opinions of local businesses and residents at a very early stage in our planning enabled us to shape our well-being objectives and associated actions on what matters locally.

We will further develop 'Let's Talk', so that we have continuous feedback from our residents, our staff, our businesses and partners and increase participation in the council's work.

Information on current and future consultations is available on our website at www.npt.gov.uk/consultations

NPT Citizens' Panel

The Council values the views of all residents in the county borough and wants them to be able to contribute to policy and service development. The Citizens' panel will make it easier for our residents to give us feedback on our work and contribute in our decision making at a very early stage.

You can join the Citizens' Panel if you are over 16 years old and live in Neath Port Talbot County Borough.

As a member of the Citizens' Panel you will receive emails where you will be invited to participate in online surveys. There will be no more than 12 surveys per year on a range of issues affecting people and services in Neath Port Talbot County Borough. If you are interested in joining we'd love to hear from you. More information can be found at www.npt.gov.uk/citizenspanel.

NPT Council Employees and Trade Unions

Neath Port Talbot Council Employees and Trade Unions are key stakeholders in terms of how we deliver services. Our work in social partnership with the Trade Unions is a reflection of our fair working practices, inclusivity and diversity.

A high percentage of our employees live in the county borough (around 70%) and our front line employees are our closest link with members of the public, so their participation in decision making is important.

We regularly engage with employees, through both employee focussed consultation and engagement campaigns and by encouraging them to participating in our public consultation and engagement exercises (which always include provision for them to indicate their status as an employee of the council).

A new Employee Communications and Engagement Strategy is being developed. This will provide a framework for employee participation, involvement and engagement, ensuring a corporate and coordinated approach.

Public Services Board

The Welsh Government passed a law in 2015 called the Well-being of Future Generations (Wales) Act. The Act requires a Public Services Board to be set up in each local authority area in Wales.

The Neath Port Talbot Public Services Board (PSB) was established in May 2016 to bring together local organisations and strengthen the way they work together to improve the well-being of the people who live in our county borough.

The PSB is a partnership of local public and voluntary organisations from across the area, including:
- Statutory partners: Neath Port Talbot County Borough Council; Swansea Bay University Health Board; Mid and West Wales Fire; Natural Resources Wales

- **Invited participants:** NPT Council for Voluntary Service; Higher Education Funding Council for Wales; South Wales Police; University of Wales Trinity St David; Tai Tarian; Welsh Government; National Probation Service; Public Health Wales; Wales Community Rehabilitation Company; Community Councils and Town Councils; Job Centre Plus; Police and Crime Commissioner; NPT Group of Colleges

In line with the Act, the Board assessed the social, economic, environmental and cultural state of well-being across the area. To understand how well-being could be affected, the PSB collects a large amount of information about the strengths of people and communities and described the challenges and opportunities Neath Port Talbot faces now and in the future. This information was used in the Well-being Assessment, which was published in May 2017.

The Board is committed to actively seeking the views and opinions of residents about all policies and decisions made, and about how we can make improvements in the future.

The Board wants to create a Neath Port Talbot where people will have the best chance to get on in life. There many things we can be proud of in Neath Port Talbot, but they recognise there are big challenges too. The Board has explored where they can make the biggest difference and have consulted local people and have now settled on six priorities that they will work on over the next couple of years. The local Well-being Plan explains what these priorities are, how work will start on these priorities and how local people and organisations can get involved with this work.

More information can be found at www.npt.gov.uk/psb.

Youth Council

NPT Youth Council is a group of young people from the county borough aged between 11 and 25 who go that extra mile to champion Children's Rights by empowering young people to have a say and influence change in decisions affecting their lives.

The Youth Council meets with decision-makers at a local level to amplify their voices, enrich decision-making processes, share perspectives and participate as active citizens, volunteers, campaigners, and facilitators of change. As part of its work, the Youth Council meets with elected members every three months and petitions councillors effectively on behalf of young people living in Neath Port Talbot.

Youth Council members also get involved in their communities and in democratic processes regionally and nationally. They have representation on BAYouth (Swansea Bay University Health Board Youth Advisory Panel), the UK Youth Parliament and are Young Ambassadors with Public Health Wales and the British Youth Council.

They have made a measurable impact over the years as passionate advocates for those who are vulnerable or less able to speak for themselves through creating opportunities for young people to participate as elected members and have a voice e.g. LGBTQ+, BAME, Looked after Children and Young Carers.

Democratic Youth Council Elections are held every two years. Creating opportunities for special interest groups to participate is key, and the 2019 - 2021 youth council maintains a vibrant, inclusive and representative body within NPTCBC.

If you are interested in joining then please contact NPT Youth Service on 01639 763030 or youth.service@npt.gov.uk

Social Media

Social media has become a mainstream tool for councils and councillors to inform and engage with the communities they serve.

The council has a number of corporate and service specific social media accounts. These provide valuable insight from our communities, but going forward, we need to consider how we develop these as a participation mechanism for the online community to participate in consultations and engagement campaigns.

You can follow the council on:
- Twitter - @NPTCouncil; @CyngorCnPT
- Facebook - @NPTCouncil; @CyngorCnPT
- Instagram - NPT Council
- Linkedin - Neath Port Talbot CBC
- YouTube - Neath Port Talbot CBC

The number of councillors with a presence on social media is growing. As a councillor, there are additional things to consider when using it, including the Code of Conduct, managing expectations and workload. The council provides training and guidance to councillors

in how to use social media to their advantage when councillors are first elected and provide ongoing update to various issues throughout the year.

8. Mechanisms to encourage and support local people to participate in our decision making?

There are already a number of mechanisms the council currently has in place to encourage and support local people to participate in its decision making. These have been set out under each of the six requirements listed on page 3:

Requirement 1: **Promote awareness of the functions the council carries out to local residents, businesses and visitors**

purpose	To share information about the council's functions and services so that residents are informed about how the council works so that when the participate, they can give informed opinions
what we already have in place to fulfil this	• Corporate Plan and associated strategies that are publicly available www.npt.gov.uk/corporateplan • Council Website www.npt.gov.uk • Modern.Gov – Democracy Section of website where residents can access the agenda and minutes of meetings or look up decisions • Live streaming of some meetings and access to recorded footage of meetings that can be viewed by the public online • Social Media • Meetings of the Council, Cabinet and the various committees. • Utilising the opportunities for engagement and awareness raising and the educating of a 'role of a Councillor' through Key Stage 3, the welsh baccalaureate and citizenship lessons within schools and linking in with any new curriculum provided • NPTCBC Social Services' Co-production Statement of Intent – links to the West Glamorgan Co-production Strategy

Requirement 2: Share information about how to go about becoming an elected member, or councillor, and what the role of the council involves

purpose	To enable and encourage people to stand for council, representing the people in their own communities and across the county borough.
what we already have in place to fulfil this	- Website, Council and Democracy Pages - Become a Councillor Page - Full training and induction programme to support members and ongoing training and support - Regular member seminars to ensure members are updated and engaged on developments - Allowance for members posted on Council website - Strategic Equality Plan and Well Being Objectives – Neath Port Talbot Council has strong leadership and clear governance around equality, ensuring robust monitoring processes and regular meaningful stakeholder engagement. - NPT Youth Mayor - NPT Youth Council

Requirement 3: Provide greater access to information about decisions that have been made, or that will be made by the council

purpose	To help build on the culture of partnership by ensuring people are aware of forthcoming decisions, opportunities to participate in these and how their participation influences our decision-making
what we already have in place to fulfil this	- Website www.npt.gov.uk - Modern.Gov - democracy section of website where residents can access the agendas and minutes of meetings, or look up decisions - Consultation and surveys - The Council uses data to inform proposals, including date from external sources and partners where appropriate.

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The Council works closely with partners to share information about decisions and engage with residents more effectively.
The Council works with community groups to ensure that information about decisions is shared, and a range of viewpoints are heard.
The Council uses mechanisms to engage with disadvantaged groups and equalities interests e.g. Youth Council, Black, Asian and Minority Ethnic forums, disability groups etc.
The Council routinely engages with citizens on key corporate decisions e.g. the budget and medium term financial plan
The Council has regular mechanisms to engage with the public including the citizens panel
NPTCBC Social Services' Co-production Statement of Intent – links to the West Glamorgan Co-production Strategy

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Requirement 4: Provide and promote opportunities for residents to provide feedback to the Council, including comments, complaints and other types of representations

purpose	To encourage people to participate by making sure they are aware of the different ways they can provide their views, so that they can choose the mechanism which most suits them.
what we already have in place to fulfil this	- Website www.npt.gov.uk - Digital forms - Comments, Compliments and Complaints policy and regular reporting of comments received - Consultation and surveys - Modern.Gov - democracy section of website where residents can access the agendas and minutes of meetings, or look up decisions - The Council works with community groups to ensure that information about decisions is shared, and a range of viewpoints are heard. - Petition Scheme - Public Speaking at Council Meetings - Scrutiny Public Engagement opportunities - NPTCBC Social Services' Co-production Statement of Intent – links to the West Glamorgan Co-production Strategy

Requirement 5: **Arrangements made, or to be made, for the purpose of the council's duty of bringing views of the public to attention of overview and scrutiny committees**

purpose	To inform people about the role of scrutiny and how they can get involved
what we already have in place to fulfil this	- Members of the public are welcome to attend Scrutiny Committees. - If members of the public have a particular interest in a topic, they can contact their local councillor or contact the Scrutiny Team - Members of the public may also be invited to inform and provide information to specific inquiry groups. - The Scrutiny committees set a forward work programme as to when they meet and what they will be considering

Requirement 6: **Promote awareness of the benefits of using social media to communicate with residents to Councillors**

purpose	to encourage councillors to use social media to inform and engage with their communities by making them aware of the benefits of using, whilst supporting them to use it as effectively as possible, and in a way that does not leave them open to legal challenge, personal risk or reputational risk
what we already have in place to fulfil this	- Social Media channels (corporate and service specific) - Welsh Local Government Association - Guidance for New Councillors - 'Improving Digital Citizenship – Research and Best Practice' - Social Media Training for elected members

9. The NPT Council Public Participation Strategy Action Plan
Building on our existing mechanisms for public participation

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Requirement 1: **Promote awareness of the functions the council carries out to local residents, businesses and visitors**
Actions
Publish a final version of the Public Participation Strategy
Publish a Guide to the Democratic Process and how the Council makes decisions
Ensuring the Council's forward plan supports public engagement by being accessible, timely and user friendly
Promote Welsh Government's Guidance / materials for 16 and 17 year olds regarding Democracy in Wales. Explore Web-based platforms.
Elections and Education Directorate to explore other potential avenues through school forums / youth councils / career fairs.
Continue to engage with schools (subject to pandemic), including links with school councils and youth councils
Liaise with local community groups, school governors and other such organisations to ensure links with 'Becoming a Councillor page' are promoted.
Meet with stakeholders face to face within their own communities and groups so we can better get to know them and the issues that matter to them.
Continue webcasting of meetings as specified under the 2021 Act and develop a hybrid meeting policy and ensure availability of translation facilities for Full Council meetings to be conducted bilingually and any other meetings required in legislation.
Further promote the development of members' annual reports under section 5 of the Local Government (Wales) Measure 2011 as a means of promoting awareness of the council's functions and the role of elected members

Requirement 2: **Share information about how to go about becoming an elected member, or councillor, and what the role of the council involves**
Actions
Continue with hybrid meetings that allow Councillors to attend and participate in meetings from any location with an internet connection
Ensure that information for potential councillors is available and fit for purpose
Ongoing review of the effectiveness of the voting awareness raising campaigns elections and to build upon these campaigns ahead of the Local Government Elections 2022, ensuring wider partnerships arrangements are taken forward to allow engagement with wider audiences
Liaise with Group Leaders to suggest they appoint Diversity Champions for each political group

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Review areas of training and development which can be made available online, core set of training materials which can be used for all Members
Promote job-sharing by executive leaders and other office holders
Ensure that members undertake health and safety training, lone working training and other personal safety measures
Promote the remunerations that are available to Members on the Council website and to candidates standing for Election
Support the Welsh Government's and IRPW's commitment to explore Resettlement grants or 'parachute payments' payments for Members who lose their seats at election
Reviewing meeting times to have more flexibility to suit the committee Members
Undertake a diversity and inclusion survey with Members which will provide a benchmark for future elections and allow the feedback to be reviewed to support / barriers that may have been experienced by a Member during their term of office. The survey feedback will help to deliver a positive and diverse environment for future Members to undertake their roles
Explore feasibility of workshops in schools on this to raise aspirations and educate on the role of elected members
Explore feasibility of 'Member for a day' experience (like work experience) and/or some case studies on the role of elected members and what the impact they can have – perhaps linked to Local Democracy Week

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Requirement 3: Provide greater access to information about decisions that have been made, or that will be made by the council
Actions
Continue to move towards participative approaches to engagement which empower citizens and place decision making in the hands of communities and individuals
Build on the use of technology to increase the reach of engagement activity
Have due regard for Neath Port Talbot Public Services Board Citizen Engagement Scheme in all of our consultation and engagement activities
Campaign to raise awareness of the mechanisms in place for local people to get involved in decision making (including how to where to find out who your local councillor is, how to view papers for council meetings, how to attend council meetings etc.)
Develop effective and inclusive consultation and engagement exercises that set reasonable expectations about what can and cannot be changed as a result
Review and further develop the Neath Port Talbot Citizens' Panel, and in conjunction with the relevant stakeholder groups, identify appropriate arrangements to enable members of stakeholder groups with protected characteristics to participate
Let people know how their feedback helped influence decisions e.g. 'You said…we did'

Identify opportunities to increase our reach into communities through partnership working
Ensure that when important decisions are made, robust and reliable information and stakeholders' feedback is made available to decision makers
Explore the views of the public about which of the council's committees they consider should be broadcast live
Further develop the NPT Community of Practice on involvement and Engagement to ensure a coordinated approach to consultation and engagement
Ensure officers are adequately equipped with the necessary skills and tools to design consultations, collect feedback in a timely way and accurately interpret the results
Develop a Consultation and Engagement Toolkit to ensure a corporate and consistent approach to all activities
Develop systems and processes for collating all consultation and engagement feedback from across the Council in a central resource, to form a reliable, robust and more comprehensive picture of what people in Neath Port Talbot think, need and want
Develop a forward planning process/consultation calendar
Improve analysis, interpretation and sharing of information to inform decision making, utilising the agreed technology (i.e. Snap Software)
Keep up-to-date with any relevant changes in legislation and exploring examples of innovation and good practice
A Children and Young People's Participation and Engagement Strategy is being developed. The strategy will provide a clear framework for participation with children and young people and will include an engagement model
Ensure that information is accessible to all – e.g. friendly tone, easy read etc.

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Requirement 4: Provide and promote opportunities for residents to provide feedback to the council, including comments, complaints and other types of representations
Action
Further develop 'Let's Talk' so that we have continuous feedback from our residents, our staff, our businesses and partners and increase participation in the council's work
Develop a better understanding of the demographics of residents who regularly provide feedback, so that any gaps in representation can be identified.
Consider how we develop these as a more formal mechanism for the online community to participate in consultations and engagement campaigns
Embrace the use of digital discussions
Meet with stakeholders face-to-face within their own communities and groups so we can better get to know them and issues that matter to them

Review and update the Scrutiny Public Engagement Strategy particularly with respect to hybrid meetings
Review and update the council's Consultation and Engagement Strategy
Implement the council's duty under section 90 of the Local Government and Elections (Wales) Act 2021 to consult local people on performance
A Children and Young People's Participation and Engagement Strategy is being developed. The strategy will provide a clear framework for participation with children and young people and will include an engagement model
Continue to develop more meaningful and innovative forms of engagement to allow residents to participate and be involved in co-production.
Provide training for staff so that they understand what effective participation looks like. Provide a framework or model - e.g. Lundy and raise awareness of the Gunning Principles.
Develop a framework for how we monitor participation opportunities to ensure quality and consistency, and measure the impact they have.

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Requirement 5: **Arrangements made, or to be made, for the purpose of the council's duty of bringing views of the public to attention of overview and scrutiny committees**
Actions
Publish a Guide to the Democratic Process and how the council makes decisions
Ensure information on the council website is accessible
Ensure the council's forward plan supports public engagement by being accessible, timely and user friendly
Continue the webcasting of meetings as specified under the 2021 Act and develop a hybrid meeting policy and ensure availability of translation facilities for Full Council meetings to be conducted bilingually and any other meetings required in legislation
Provide detailed training to chairs of scrutiny committee on ways in which they can engage the community in the scrutiny process
Promote the use of scrutiny on social media channels
A Children and Young People's Participation and Engagement Strategy is being developed. The strategy will provide a clear framework for participation with children and young people and will include an engagement model

Requirement 6: **Promote awareness of the benefits of using social media to communicate with residents to councillors**
Actions
Member Induction and Training

Social media safety training to be delivered to members through the Member Induction Programme and built upon during their term of office
Develop our social media channels as a platform to ask questions and share views
Embrace the use of digital discussions
Member Seminars
The Education Participation and Engagement Strategy will include information and processes for digital engagement

10. Monitoring and Evaluation

We will continually monitor our progress against the actions in the strategy against the following measures:

Requirement 1: **Promote awareness of the functions the council carries out to local residents, businesses and visitors**	• No of views of meetings • Website traffic data • Satisfaction surveys on the Council website.
Requirement 2: **Share information about how to go about becoming an elected member, or councillor, and what the role of the council involves**	• Equality and diversity data for elected members
Requirement 3: **Provide greater access to information about decisions that have been made, or that will be made by the council**	• The number of people on the Citizens' Panel, and how accurately this represents the profile of residents in the county borough in terms of protected characteristics • The number of responses per consultation • The number of hits to the 'have your say' webpage • Percentage of people who feel able to influence decisions affecting their local area (National Survey for Wales and local data)
Requirement 4: **Provide and promote opportunities for residents to provide feedback to the Council, including**	• No. of comments, compliments and complaints received • Participation rates in consultations and surveys • No. of viewers of online meetings

comments, complaints and other types of representations	• Monitor equalities and diversity data concerning residents who have provided feedback • Level of participation and engagement in the scrutiny process; • levels of responses to consultation • No. of views of meetings including live and YouTube
Requirement 5: Arrangements made, or to be made, for the purpose of the council's duty of bringing views of the public to attention of overview and scrutiny committees	• Records of the number of the public attending scrutiny committees • Records of the members of the public invited to attend and make representations to scrutiny committees • Number gaining access to scrutiny papers and online recordings
Requirement 6: Promote awareness of the benefits of using social media to communicate with residents to councillors	• % completion of training modules • % attendance at Members Seminars

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Progress against the Strategy will be reported through our Annual Self-Assessment Report.

This strategy will be reviewed and subject to formal consultation by the council following local government ordinary elections, however this document is a living document and will be reviewed by council officers on a regular basis to establish how the council can further enhance its participation programme.

Integrated Impact Assessment (IIA)

This Integrated Impact Assessment considers the duties and requirements of the following legislation in order to inform and ensure effective decision making and compliance:

- Equality Act 2010
- Welsh Language Standards (No.1) Regulations 2015
- Well-being of Future Generations (Wales) Act 2015
- Environment (Wales) Act 2016

Version Control

Version	Author	Job title	Date
Version 2	Anita James	Corporate Policy, Performance and Engagement Manager	13.3.23

1. Details of the initiative

	Title of the Initiative: Draft Public Participation Strategy 2023-2028
1a	**Service Area:** Corporate Policy, Performance and Engagement
1b	**Directorate:** Chief Executive's
1c	**Summary of the initiative:**
	The Local Government and Elections (Wales) Act 2021 ("the Act") requires councils to encourage local people to participate in their decision making. This includes where councils are making decisions in partnership with another principal council or in conjunction with another individual or body such as a local health board. The Act requires local authorities to publish, consult on, and regularly review a public participation strategy. These strategies are required to set out: I. ways of promoting awareness among local people of the principal council's functions; II. ways of promoting awareness among local people of how to become a member of the principal council, and what membership entails;

	III. ways of facilitating access for local people to information about decisions made, or to be made, by the principal council; IV. ways of promoting and facilitating processes by which local people may make representations to the principal council about a decision before, and after, it is made; V. arrangements made, or to be made, for the purpose of the council's duty in section 62 of the 2011 Measure (bringing views of the public to attention of overview and scrutiny committees); VI. ways of promoting awareness among members of the principal council of the benefits of using social media to communicate with local people. The draft Public Participation Strategy for 2023-2028 outlines the council's objectives, approach and mechanisms for encouraging and enabling public participation, together with information on how local people can influence decision-making Neath Port Talbot Council's Draft Public Participation Strategy has been developed in line with our wellbeing objectives, as well as the legislation set out in the Act. It supports the priorities in our Corporate Plan 2022-2027 and reflects our values by setting out how we will encourage and enable local people and communities in Neath Port Talbot to be actively involved in decisions that affect them. It outlines how people can influence the council's decision-making, the mechanisms already in place to encourage and support local people to participate in our decision making and an action plan to build on these. Neath Port Talbot County Borough Council exists to serve and represent the interests of its citizens and communities and is strongly committed to fostering a culture of partnership with local people and communities, encouraging and supporting them to participate in our decision making, and keeping them informed about how their participation has influenced decisions.
1d	**Is this a 'strategic decision'?** Yes, the draft strategy sets out the Council's approach to public participation
1e	**Who will be directly affected by this initiative?** Everyone who lives, works in and/or visits Neath Port Talbot
1f	**When and how were people consulted?** Following the Statutory Guidance on Public Participation Strategies, made under section 44 of the Local Government and Elections (Wales) Act 2021, we involved a number of stakeholders in developing the draft strategy, including:

		- An officer working group – for initial scoping, mapping of existing participation pathways and drafting key information for the strategy - NPT Community of Practice on Involvement and Engagement (NPT CoP) to further develop the baseline, identify what works well, gaps and aspirations for 'what we could do better'. The NPT CoP also contributed to the overarching objective and approach for the strategy. - The NPT Citizens' Panel were asked to complete a questionnaire to provide an indication of how much residents currently participate in the council's decision-making process; which mechanisms for participation they are aware of; the level of interest in participation opportunities; to what extent those who have participated feel their involvement allowed them to have a genuine impact on the decision(s) made; and listen to any suggestions as to what the council could do more to improve public involvement in our decision-making processes. The feedback from this informed the action plan for the strategy - Public consultation - December 2022 to March 2023
1g		**What were the outcomes of the consultation?** **NPT Citizens' Panel Questionnaire – Oct/Nov 2022** The questionnaire received 71 responses. Themes included: - Most respondents don't know that they can get involved in decision making (or that we want them to), not all of those who do know that they can get involved know how to go about doing this - Some feel that council engagement is just box ticking/lip service and we're not really interested in engaging (there is a perception that decisions have already been made) - We don't 'close the loop', so for those who have completed surveys/engaged previously they don't see the outcomes of that engagement (there is a mixture with regards to this, some seem to think if we don't do what they want then we haven't listened, maybe because we aren't explaining why we make certain decisions; others seem keen to see survey reports, but don't know where to find them) - There are a number of comments to indicate that respondents don't feel that our decision making is transparent - Some people don't know who their councillor is, or where to find out – the same goes for council meetings, respondents aren't aware that papers are public and/or that members of the public are able to attend meetings - Most are aware of the website, but there are a few comments that mention we don't do enough for people who are not online. This feedback, along with information form the NPT CoP and Officer Working Group was used to help develop the overarching objective and the action plan

Public consultation

The questionnaire received 50 responses. Themes included:

- the need for information to be accessible (both in terms of being easy to understand and accessible formats)
- the need to close the loop in terms of letting people know how their feedback has influenced decisions
- the need to make provision for people who are not online
- the need to review the Citizens' Panel and the effectiveness of this
- the need to avoid jargon
- suggestions that the council should consider setting up people's assemblies
- the need to include some face-to-face engagement

2. Evidence

What evidence was used in assessing the initiative?
The draft plan was informed at an early stage by: • Officer working group - including representation from Legal Services, Corporate Policy, Communications, Democratic Services, Digital Services and Electoral Services. • NPT Community of Practice on Involvement and Engagement (NPT CoP) - the NPT CoP was established in 2019 and membership has grown to 60+ council officers and representatives from partner organisations who regularly engage with specific stakeholder groups as part of their work. The purpose of the CoP is to provide a vehicle for members to work more smartly and in a more collaborative way to ensure that everyone in our communities can have the opportunity to have their say on the decisions that affect them. It is intended to provide a professional and respectful forum for members to share experiences and knowledge on involvement and engagement issues in a spirit of mutual learning and peer support. • NPT Citizens' Panel - launched in January 2020, the panel is made up of more than 500 residents from across the county borough and actively involves them in decision making at a very early stage, so they help shape proposals before these go out to wider public consultation. Public consultation was undertaken from December 2022 – March 2023. The draft strategy was amended in light of the consultation feedback.

3. Equalities

a) How does the initiative impact on people who share a **protected characteristic**?

Protected Characteristic	+	-	+/-	Why will it have this impact?
Age			+/-	The questionnaire used during the public consultation specifically asked respondents to indicate whether they felt the Draft Public Participation Strategy would have an impact on them and/or their family because of any of the 9 protected characteristics set out in the Equality Act 2010.
Disability			+/-	
Gender reassignment			+/-	Of those that responded, the numbers indicated that the proposals would have an impact were as follows (although very few gave reasons for their responses):
Marriage & civil partnership			+/-	
Pregnancy and maternity			+/-	• Age – 24% (9). One respondent said that they are not on any social media sites and have very limited digital knowledge / experience.
Race			+/-	• Disability – 17% (6).
Religion or belief			+/-	• Race – 9% (3).
Sex			+/-	• Sex – 6% (2). There were reasons given for the responses relating to sex
				• Sexual orientation – 9% (9).
				• Religion or belief – 11% (4). One respondent expressed the need to maintain their Christian belief whilst respecting other religions
Sexual orientation			+/-	No respondents indicated that they felt the Draft Public Participation Strategy would have an impact on them and/or their family because of gender reassignment, marriage or civil partnership, or pregnancy and maternity.

What action will be taken to improve positive or mitigate negative impacts?
The action plan in the strategy includes a number of actions which will contribute towards improving positive or mitigating negative impacts on people who share a protected characteristic. These include: • Ensuring the Council's forward plan supports public engagement by being accessible, timely and user friendly • Promote Welsh Government's Guidance / materials for 16 and 17 year olds regarding Democracy in Wales. Explore Web-based platforms.

- Elections and Education Directorate to explore other potential avenues through school forums / youth councils / career fairs.
- Continue to engage with schools (subject to pandemic), including links with school councils and youth councils
- Meet with stakeholders face to face within their own communities and groups so we can better get to know them and the issues that matter to them
- Liaise with Group Leaders to suggest they appoint Diversity Champions for each political group
- Undertake a diversity and inclusion survey with Members which will provide a benchmark for future elections and allow the feedback to be reviewed to support / barriers that may have been experienced by a Member during their term of office. The survey feedback will help to deliver a positive and diverse environment for future Members to undertake their roles
- Explore feasibility of workshops in schools on this to raise aspirations and educate on the role of elected members
- Explore feasibility of 'Member for a day' experience (like work experience) and/or some case studies on the role of elected members and what the impact they can have – perhaps linked to Local Democracy Week
- Review and further develop the Neath Port Talbot Citizens' Panel, and in conjunction with the relevant stakeholder groups, identify appropriate arrangements to enable members of stakeholder groups with protected characteristics to participate
- A Children and Young People's Participation and Engagement Strategy is being developed. The strategy will provide a clear framework for participation with children and young people and will include an engagement model
- Ensure that information is accessible to all – e.g. friendly tone, easy read etc.
- Develop a better understanding of the demographics of residents who regularly provide feedback, so that any gaps in representation can be identified
- Continue to develop more meaningful and innovative forms of engagement to allow residents to participate and be involved in co-production
- Ensure information on the council website is accessible

b) How will the initiative assist or inhibit the ability to meet the **Public Sector Equality Duty**?

Public Sector Equality Duty (PSED)	+	-	+/-	Why will it have this impact?
To eliminate discrimination, harassment and victimisation	+			Through the development of the draft Public Participation Strategy we are aiming to embed a consistent approach to participation, involvement and engagement, we will follow the principles of:

To advance equality of opportunity between different groups	+			• Accessibility – we will adapt what we do for different audiences, ensuring that our activities are made available in the formats and language(s) that people need. In addition, we will make the most of the opportunities that digital technology presents to enable our communities to participate in decision making, but equally, we are aware that digital technology is not available to or the preference of everyone and we will make provision for this.
To foster good relations between different groups	+			• Inclusivity and Non-discrimination - We will be sensitive to the characteristics protected under the Equality Act 2010 - age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; sexual orientation. • Empowerment – we will endeavour to make sure our communities can be part of our decision making process, enable them to influence meaningful change, and demonstrate back to them that their voices have been heard This approach will help to work to reduce inequalities across a range of different groups, not just in relation to protected characteristics.

What action will be taken to improve positive or mitigate negative impacts?

4. Socio Economic Duty

What is the impact	**Why will it have this impact?**
Positive	The aim of the plan is to have a positive effect by encouraging and enabling local people and communities in Neath Port Talbot to be actively involved in decisions that affect them.

	One of the 3 key principles for how we will approach participation, involvement and engagement is accessibility – we will adapt what we do for different audiences, ensuring that our activities are made available in the formats and language(s) that people need. In addition, we will make the most of the opportunities that digital technology presents to enable our communities to participate in decision making, but equally, we are aware that digital technology is not available to or the preference of everyone and we will make provision for this.
Negative	The cost of travel in order to participate in council meetings may disadvantage some residents, likewise online meetings and other online mechanisms may disadvantage digitally excluded residents
Neutral	

What action will be taken to improve positive or mitigate negative impacts?

The action plan in the strategy includes a number of actions which will contribute towards improving positive or mitigating negative impacts on Socio Economic Duty. These include:

- Meet with stakeholders face to face within their own communities and groups so we can better get to know them and the issues that matter to them (this will also make provision for those who are not online)
- Promote job-sharing by executive leaders and other office holders
- Promote the remunerations that are available to Members on the Council website and to candidates standing for Election
- Support the Welsh Government's and IRPW's commitment to explore Resettlement grants or 'parachute payments' payments for Members who lose their seats at election
- Reviewing meeting times to have more flexibility to suit the committee Members

5. Community Cohesion/Social Exclusion/Poverty

	+	-	+/-	Why will it have this impact?
Community Cohesion	+			Robust, consistent and effective public participation will help the council to understand our local communities and identify issues relating to Community Cohesion, Social Exclusion and Poverty. It will be vital in helping to inform and shape strategies, plans and activities to address these.
Social Exclusion	+			
Poverty	+			

What action will be taken to improve positive or mitigate negative impacts?

6. Welsh

	+	-	+/-	Why will it have this effect?
What effect does the initiative have on: – people's opportunities to use the Welsh language	+			During the consultation the questionnaire asked respondents to indicate what effect they think the Draft Public Participation Strategy will have on people's opportunities to use the Welsh Language. Of those that responded to this question, 51% (19) thought they would have no effect, 19% (7) thought they would have a positive effect, no respondents thought they would have a negative effect and 30% (11) didn't know.
– treating the Welsh and English languages equally	+			During the consultation the questionnaire asked respondents to indicate what effect they think the Draft Public Participation Strategy will have on treating the Welsh language no less favourably than the English language. Of those that responded to

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| | | | this question, 51% (19) thought they would have no effect, 14% (5) thought they would have a positive effect, 3% (1) thought they would have a negative effect and 32% (12) didn't know. |

What action will be taken to improve positive or mitigate negative impacts?

The Strategy has been developed in line with the requirements of the Welsh Language Standards (Welsh Language Measure (Wales) 2011), to ensure that every opportunity is taken to promote opportunities for participation in the Welsh language and that the Welsh language is not treated less favourably than the English language in our participation activities and mechanisms.

The action plan in the strategy includes a number of actions which will contribute towards improving positive or mitigating negative impacts on the Welsh language. These include:

7. Biodiversity

How will the initiative assist or inhibit the ability to meet the **Biodiversity Duty**?

Biodiversity Duty	+	-	+/-	Why will it have this impact?
To maintain and enhance biodiversity	+			The Public Participation Strategy will support the decision-making process by ensuring a corporate and coordinated approach to participation, involvement and engagement. By working towards shared objectives and embedding a consistent approach, we aim to ensure our public participation activities are of a consistently high standard, leading to more robust decisions that have considered the needs and interests of stakeholders – including decisions that have an impact on biodiversity and/or promoting the resilience of ecosystems
To promote the resilience of ecosystems, i.e. supporting protection of the wider environment, such as air quality, flood alleviation, etc.	+			

What action will be taken to improve positive or mitigate negative impacts?

8. Well-being of Future Generations

How have the five ways of working been applied in the development of the initiative?

Ways of Working	Details
i. **Long term –** looking at least 10 years (and up to 25 years) ahead	The Public Participation Strategy will be reviewed and subject to formal consultation by the council following local government ordinary elections – the next due to take place in 2027.
ii. **Prevention** – preventing problems occurring or getting worse	The Public Participation Strategy will support the decision-making process by ensuring a corporate and coordinated approach to participation, involvement and engagement. By working towards shared objectives and embedding a consistent approach, we aim to ensure our public participation activities are of a consistently high standard and involve as many local people as possible. Greater public participation can help prevent problems occurring or getting worse by building trust and leading to more robust decisions that have considered the needs and interests of stakeholders.

iii. **Collaboration –** working with other services internal or external	The Council will be unable to implement the Public Participation Strategy without collaboration. The NPT Community of Practice on Involvement and Engagement (60+ council officers and representatives from partner organisations who regularly engage with specific stakeholder groups as part of their work) has played a key role in shaping the draft strategy and will be key in its roll out. The Council is also statutory partner of a number of multi-agency partnerships locally, regionally and across Wales including: the Public Services Board, Voluntary Sector Liaison Forum, Regional Partnership Board and West Glamorgan Safeguarding Board and these are key stakeholder groups for public participation.
iv. **Involvement –** involving people, ensuring they reflect the diversity of the population	The strategy aims to encourage local people to participate in the making of decisions by the Council and sets out how we will: • Promote awareness of the Council's functions and how to become a Member of the authority; • Facilitate access to information about decisions made, or to be made by the Council; • Promote and facilitate processes by which local people may make representations to the Council about a decision before, and after, it is made; • Set out the arrangements for bringing views of the public to the attention of scrutiny committees; and • Promote awareness among Members of the benefits of using social media to communicate with local people.
v. **Integration –** making connections to maximise contribution to:	
Council's draft well-being objectives	This Public Participation Strategy reflects the values in our Corporate Plan 2022-2027 by setting out how we will encourage and enable local people and communities in Neath Port Talbot to be actively involved in decisions that affect them, including decisions relating to: • All children have the best start in life • Communities are thriving and sustainable • Our local environment, culture and heritage can be enjoyed by future generations • Local people are skilled and access high quality, green jobs

Other public bodies objectives	

9. Monitoring Arrangements

Provide information on the monitoring arrangements to:
Monitor the impact of the initiative on Equalities, Community Cohesion, the Welsh Measure, Biodiversity Duty and the Wellbeing Objectives.

Progress against the Strategy will be reported through our Annual Self-Assessment Report

This strategy will be reviewed and subject to formal consultation by the council following local government ordinary elections, however this document is a living document and will be reviewed by council officers on a regular basis to establish how the council can further enhance its participation programme.

10. Assessment Conclusions

Please provide details of the conclusions reached in relation to each element of the assessment:

	Conclusion
Equalities	The IIA will be revisited in light of responses to the consultation in March 2023, conclusions to the assessment will be reached and included in the next version of the IIA.
Socio Economic Disadvantage	
Community Cohesion/ Social Exclusion/Poverty	
Welsh	

Tudalen71

Biodiversity	
Well-being of Future Generations	

Overall Conclusion

Please indicate the conclusion reached:

- **Continue** - as planned as no problems and all opportunities have been maximised ☐
- **Make adjustments** - as potential problems/missed opportunities/negative impacts have been identified along with mitigating actions ☐
- **Justification** - for continuing with the initiative even though there is a potential for negative impacts or missed opportunities ☐
- **STOP** - redraft the initiative as actual or potential unlawful discrimination has been identified ☐

Please provide details of the overall conclusion reached in relation to the initiative

11. Actions

What actions are required in relation to obtaining further data/information, to reduce or remove negative impacts or improve positive impacts?

Action	Who will be responsible for seeing it is done?	When will it be done by?	How will we know we have achieved our objective?

	Corporate Policy, Performance and Engagement Manager and the NPT CoP	Ongoing	The NPT Citizens' Panel membership will be representative of the profile of residents in the county borough in terms of protected characteristics.
Ongoing work with the NPT CoP and their stakeholder groups to identify appropriate arrangements to enable members of stakeholder groups with protected characteristics to participate.			
Monitor equalities and diversity data concerning residents who have provided feedback	NPT CoP and complaints officers	Ongoing	

12. Sign off

	Name	Position	Signature	Date
Completed by	Anita James	Corporate Policy, Performance and Engagement Manager		13.3.23
Signed off by	Sheenagh Rees	Head of People & OD		19th April 2023

Mae'r dudalen hon yn fwriadol wag

Consultation Report - Draft Public Participation Strategy 2023-2028

This report was generated on 13/04/23. Overall 50 respondents completed this questionnaire.

The report has been filtered to show the responses for 'All Respondents'.

Please indicate which of the following describes you *(please select all that apply)* *(Please indicate which of the following describes you (ple...)*

I live in Neath Port Talbot (48)	96%
I work for Neath Port Talbot Council (11)	22%
I work in Neath Port Talbot (10)	20%
I own/run a business in Neath Port Talbot (3)	6%
I am a volunteer in Neath Port Talbot (11)	22%
I am an unpaid carer (8)	16%
I use services provided by NPT Council (18)	36%
I work for a third sector or voluntary organisation in NPT (2)	4%
I am a member of the Armed Forces (-)	
I am an Armed Forces veteran (1)	2%
I am unemployed (3)	6%
I am retired (11)	22%
I am in school (-)	
I am a college/university student (-)	
I am a NPTCBC elected member/AS/MP/community councillor (-)	
Other (3)	6%

nb. in the above chart 100% = 50

Other - please specify

I live in Cymer specifically

I was born in Neath and brought up in Port Talbot. Currently living in Dublin Ireland but visit family in Port Talbot in a regular basis.

Unable to work due to illness

Tudalen75

Our Overarching Objective is to encourage and support people to participate in the council's decision-making by undertaking our activities in ways that are inclusive and accessible, reflect the diversity of our communities, are responsive and meet the requirements of the relevant legislation and guidance (The Equalities Act 2010; The Wellbeing of Future Generations Act; The Social Services and Well Being (Wales) Act (2014); The Welsh Language Standards; The Local Government and Elections (Wales) Act 2021. (Please indicate how you feel about this)
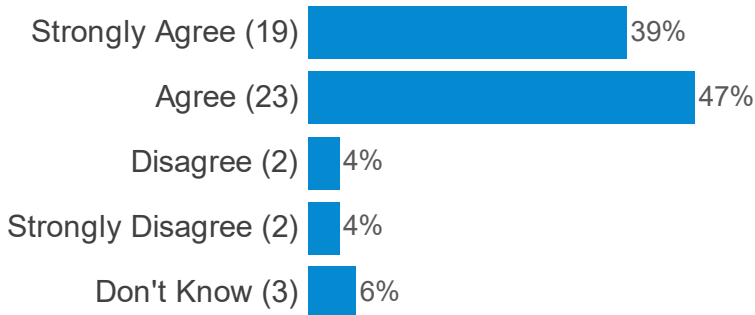
Strongly Agree (19) 39%
Agree (23) 47%
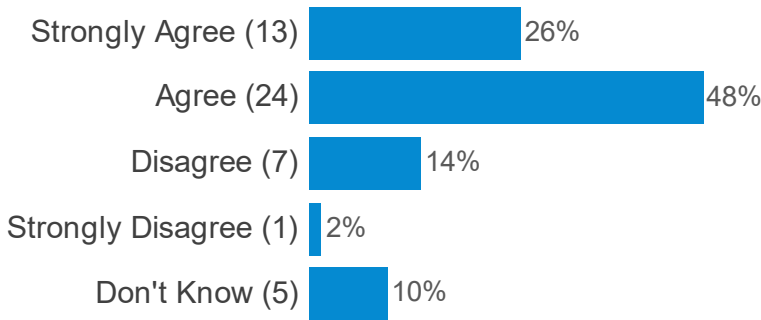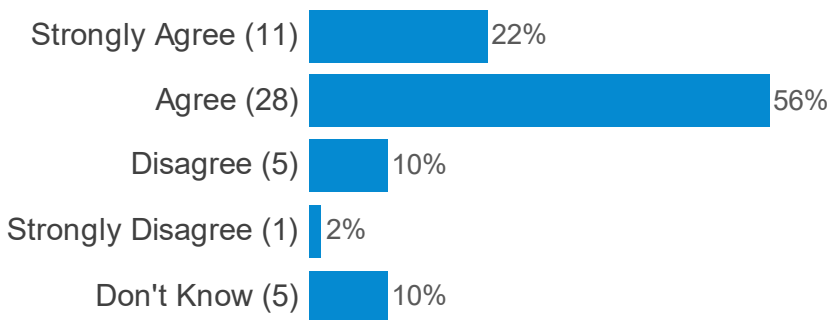Disagree (2) 4%
Strongly Disagree (2) 4%
Don't Know (3) 6%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 49

If you answered 'disagree' or 'strongly disagree' please tell us why

Because Easy Read information is not always available or has less time to respond, also they dont make it easy for some people to take part

Services are not comprehensive and difficult to get hold of

How strongly do you agree or disagree that the strategy will help the council to promote the following: (awareness among local people of the council's functions)

Strongly Agree (13) 26%
Agree (24) 48%
Disagree (6) 12%
Strongly Disagree (1) 2%
Don't Know (6) 12%

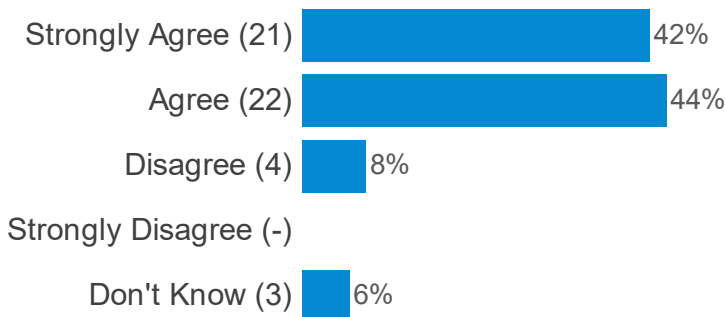*nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 50*

Tudalen76

How strongly do you agree or disagree that the strategy will help the council to promote the following: (awareness among local people of how to become a member of the council and what membership entails)

Strongly Agree (11) ▮ 22%
Agree (22) ▮ 44%
Disagree (8) ▮ 16%
Strongly Disagree (1) ▮ 2%
Don't Know (8) ▮ 16%
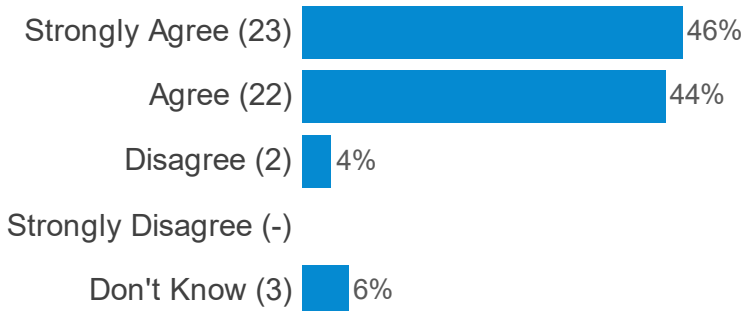
*nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 50

How strongly do you agree or disagree that the strategy will help the council to promote the following: (access for local people to information about council decisions
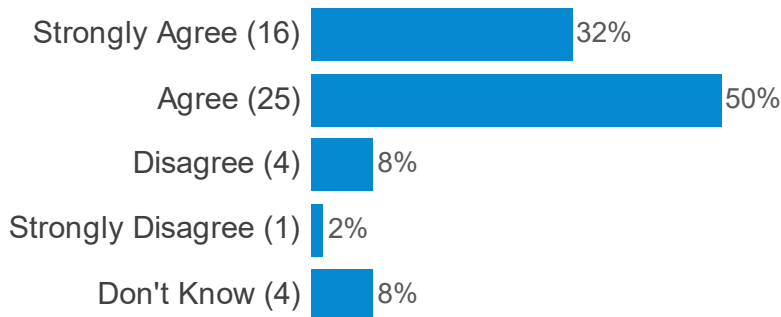
Strongly Agree (16) ▮ 32%
Agree (25) ▮ 50%
Disagree (4) ▮ 8%
Strongly Disagree (1) ▮ 2%
Don't Know (4) ▮ 8%
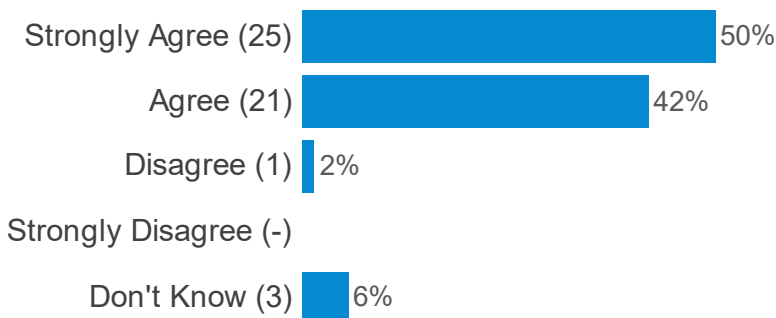
*nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 50

How strongly do you agree or disagree that the strategy will help the council to promote the following: (processes so that local people can make representations to the council about a decision before, and after, it is made)

Strongly Agree (16) ▮ 32%
Agree (21) ▮ 42%
Disagree (6) ▮ 12%
Strongly Disagree (1) ▮ 2%
Don't Know (6) ▮ 12%
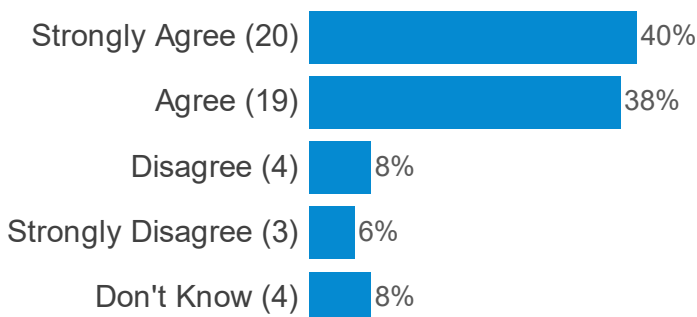
*nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 50

Tudalen77
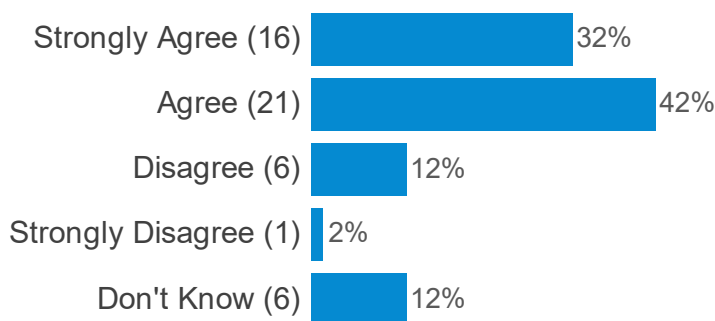
How strongly do you agree or disagree that the strategy will help the council to promote the following: (arrangements to bring views of the public to the attention of overview and scrutiny committees)

Strongly Agree (13)   26%
Agree (24)   48%
Disagree (7)   14%
Strongly Disagree (1)   2%
Don't Know (5)   10%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 50

How strongly do you agree or disagree that the strategy will help the council to promote the following: (awareness among the benefits of councillors using social media to communicate with local people)

Strongly Agree (11)   22%
Agree (28)   56%
Disagree (5)   10%
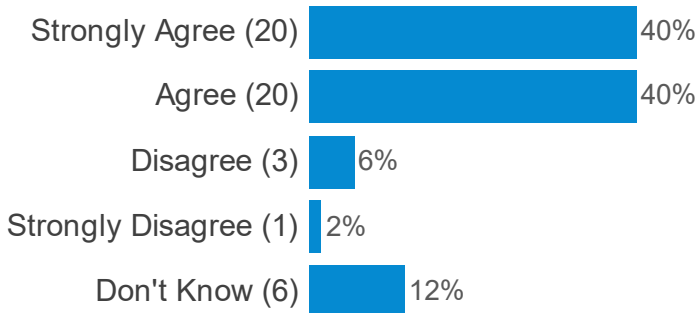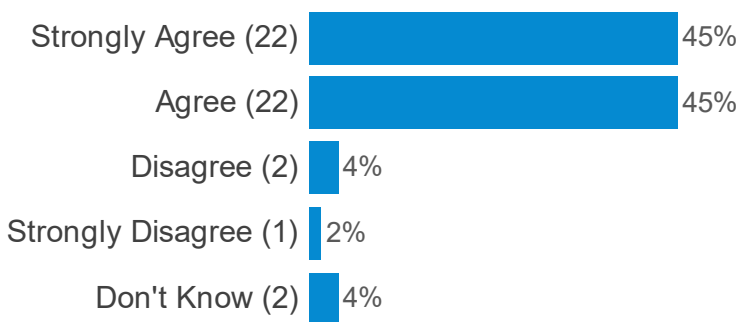Strongly Disagree (1)   2%
Don't Know (5)   10%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 50

Requirement 1**: please indicate how far you agree that these are the things we should focus on to promote awareness of the functions the council carries out to local residents, businesses and visitors (Publish a final version of the Public Participation Strategy)**

Strongly Agree (21)   42%
Agree (22)   44%
Disagree (4)   8%
Strongly Disagree (-)
Don't Know (3)   6%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 50

Tudalen78

Requirement 1: **please indicate how far you agree that these are the things we should focus on to promote awareness of the functions the council carries out to local residents, businesses and visitors (Publish a Guide to the Democratic Process and how the Council makes decisions)**

Strongly Agree (23) 46%
Agree (22) 44%
Disagree (2) 4%
Strongly Disagree (-)
Don't Know (3) 6%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 50

Requirement 1: **please indicate how far you agree that these are the things we should focus on to promote awareness of the functions the council carries out to local residents, businesses and visitors (Ensure the Council's forward plan support public engagement by being accessible, timely and user friendly)**

Strongly Agree (25) 50%
Agree (21) 42%
Disagree (1) 2%
Strongly Disagree (-)
Don't Know (3) 6%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 50

Requirement 1: **please indicate how far you agree that these are the things we should focus on to promote awareness of the functions the council carries out to local residents, businesses and visitors (Promote Welsh Government's Guidance / materials for 16 and 17 year olds regarding Democracy in Wales - explore Web-based platforms)**

Strongly Agree (20) 40%
Agree (19) 38%
Disagree (4) 8%
Strongly Disagree (3) 6%
Don't Know (4) 8%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 50

Tudalen79

Requirement 1: **please indicate how far you agree that these are the things we should focus on to promote awareness of the functions the council carries out to local residents, businesses and visitors (Elections and Education Directorate to explore other potential avenues through school forums / youth councils / career fairs)**
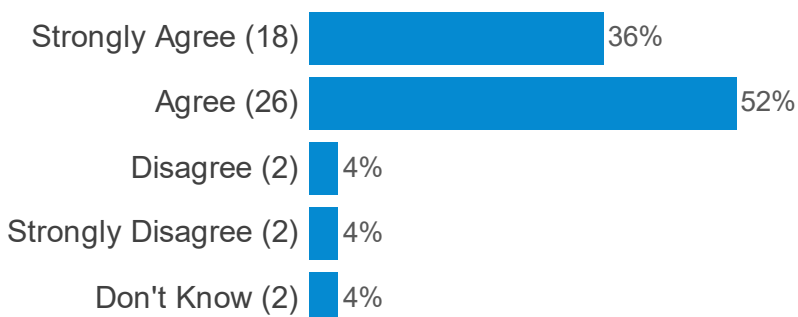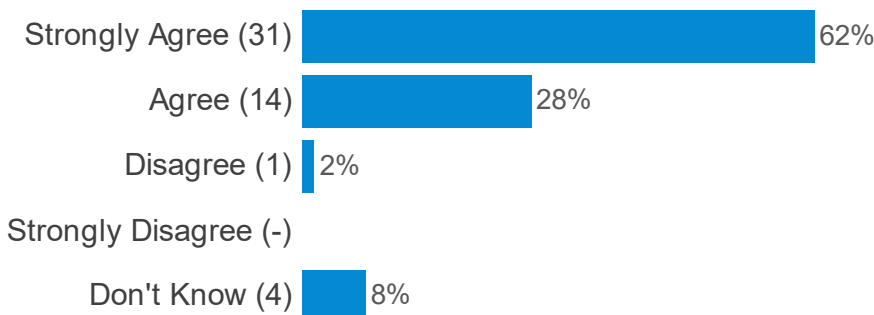
Strongly Agree (20)	40%
Agree (20)	40%
Disagree (3)	6%
Strongly Disagree (1)	2%
Don't Know (6)	12%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 50

Requirement 1: **please indicate how far you agree that these are the things we should focus on to promote awareness of the functions the council carries out to local residents, businesses and visitors (Continue to engage with schools (subject to pandemic), including links with school councils and youth councils)**

Strongly Agree (22)	45%
Agree (22)	45%
Disagree (2)	4%
Strongly Disagree (1)	2%
Don't Know (2)	4%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 49

Requirement 1: **please indicate how far you agree that these are the things we should focus on to promote awareness of the functions the council carries out to local residents, businesses and visitors (Liaise with local community groups, school governors and other such organisations to ensure links with 'Becoming a Councillor page' are promoted)**
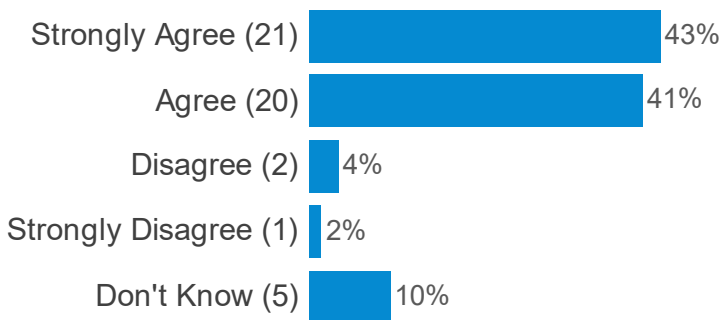
Strongly Agree (18)	36%
Agree (26)	52%
Disagree (2)	4%
Strongly Disagree (2)	4%
Don't Know (2)	4%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 50

Tudalen80

Requirement 1: **please indicate how far you agree that these are the things we should focus on to promote awareness of the functions the council carries out to local residents, businesses and visitors (Meet with stakeholders face to face within their own communities and groups so we can better get to know them and the issues that matter to them)**
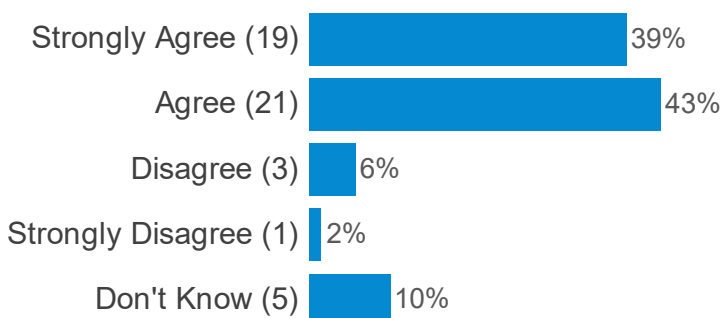
Strongly Agree (31)	62%
Agree (14)	28%
Disagree (1)	2%
Strongly Disagree (-)	
Don't Know (4)	8%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 50

Requirement 1: **please indicate how far you agree that these are the things we should focus on to promote awareness of the functions the council carries out to local residents, businesses and visitors (Continue webcasting of meetings as specified under the 2021 Act and develop a hybrid meeting policy and ensure availability of translation facilities for Full Council meetings to be conducted bilingually and any other meetings required in legislation)**

Strongly Agree (21)	43%
Agree (20)	41%
Disagree (2)	4%
Strongly Disagree (1)	2%
Don't Know (5)	10%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 49

Requirement 1: **please indicate how far you agree that these are the things we should focus on to promote awareness of the functions the council carries out to local residents, businesses and visitors (Further promote the development of members' annual reports under section 5 of the Local Government (Wales) Measure 2011 as a means of promoting awareness of the council's functions and the role of elected members)**

Strongly Agree (19)	39%
Agree (21)	43%
Disagree (3)	6%
Strongly Disagree (1)	2%
Don't Know (5)	10%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 49

Tudalen81

Is there anything you think is missing from what we are proposing to focus on to promote awareness of the functions the council carries out to local residents, businesses and visitors?

You need better general management practices

Can't put my finger on it but possibly complex. Is ther accountability and inspection ?

Publish an easily accessible newsletter

The above should be available for scrutiny on request. Many documents are distributed and not read by public

PUBLISH AN EASILY ACCESSIBLE NEWSLETTER

1. Use large TV's/Screens placed in prominent places in local libraries, community centres (town centres) to promote awareness of the council functions, events etc. 2. Quarterly newsletters to all households (could be delivered by refuse collection teams)

It may also be beneficial to reinforce what the Council is not able to do (i.e. making the distinction between the functions of a MP and/or MS). In some instances, residents believe the local MP has "authority" over the Council.

Could accessing local democracy be a part of the education programme maybe as part of assemblies etc. and linked into a strategy to promote good citizenship from an early age? This should include all of the participation functions in addition to promoting responsible dog management (ownership), noise awareness, litter awareness etc.. Obviously this would need to be aimed at different age groups in different ways but promoting 'we' rather than 'me' in society.

Be more visible in the community. Be seen to be tackling issues.

Set up 'open days' at Council facilities, head office etc for people to see how the council works and how it puts the views, needs etc into practice. To also show how the decisions taken at council meetings are implemented.

No

How are you going to get it out there?

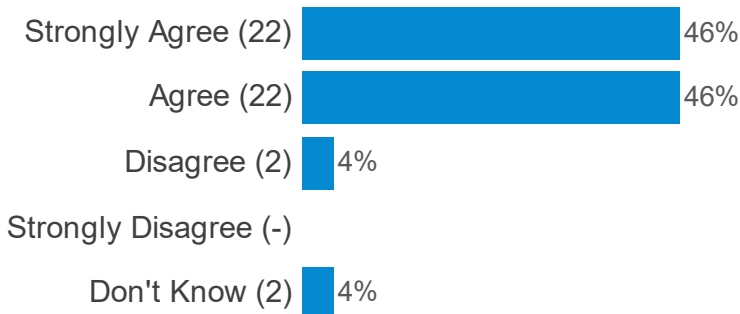Consistent methods of promoting this other than online

I complete all the surveys, but rarely if ever do I get final feedback, this leaves me with a strong belief that this is merely a box ticking exercise by the council, and that absolutely no notice or consideration of public feeling is taken into consideration when decision making.

Requirement 2: please indicate how far you agree that these are the things we should focus on to share information about how to go about becoming an elected member, or councillor, and what the role of the council involves (Continue with hybrid meetings that allow Councillors to attend and participate in meetings from any location with an internet connection)
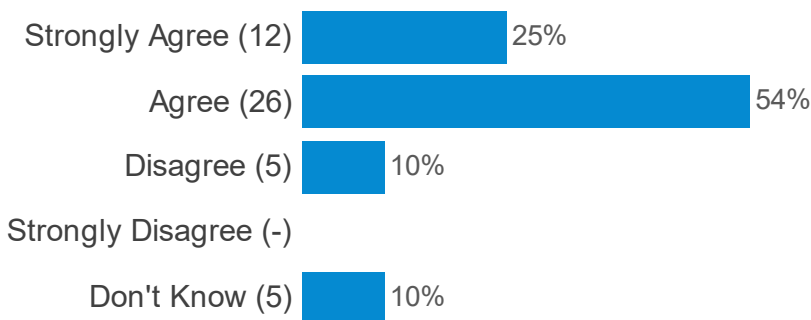
Strongly Agree (18) — 38%
Agree (22) — 46%
Disagree (2) — 4%
Strongly Disagree (4) — 8%
Don't Know (2) — 4%

*nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 48

Tudalen82

Requirement 2: **please indicate how far you agree that these are the things we should focus on to share information about how to go about becoming an elected member, or councillor, and what the role of the council involves (Ensure that information for potential councillors is available and fit for purpose)**
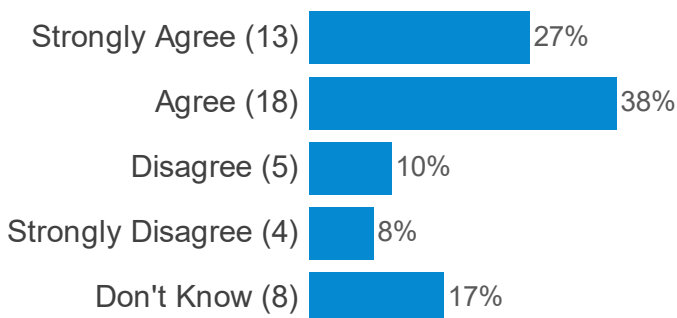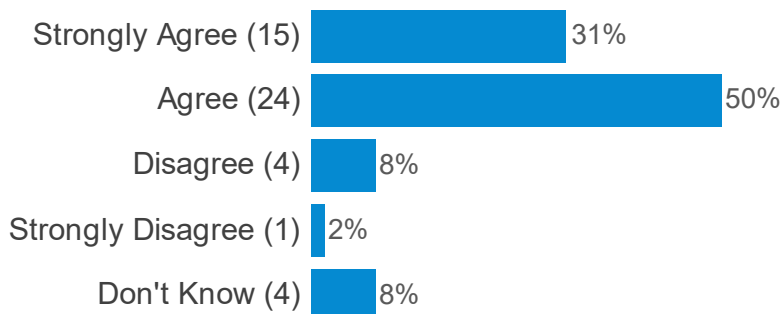
Strongly Agree (22) — 46%
Agree (22) — 46%
Disagree (2) — 4%
Strongly Disagree (-)
Don't Know (2) — 4%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 48

Requirement 2: **please indicate how far you agree that these are the things we should focus on to share information about how to go about becoming an elected member, or councillor, and what the role of the council involves (Ongoing review of the effectiveness of the voting awareness raising campaigns elections and to build upon these campaigns ahead of the Local Government Elections 2022, ensuring wider partnerships arrangements are taken forward to allow engagement with wider audiences)**

Strongly Agree (12) — 25%
Agree (26) — 54%
Disagree (5) — 10%
Strongly Disagree (-)
Don't Know (5) — 10%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 48

Requirement 2: **please indicate how far you agree that these are the things we should focus on to share information about how to go about becoming an elected member, or councillor, and what the role of the council involves (Liaise with Group Leaders to suggest they appoint Diversity Champions for each political group)**
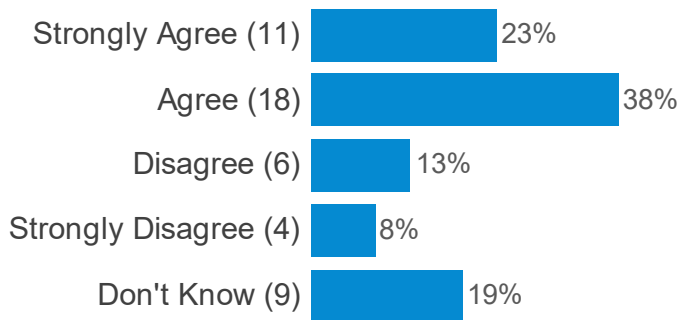
Strongly Agree (13) — 27%
Agree (18) — 38%
Disagree (5) — 10%
Strongly Disagree (4) — 8%
Don't Know (8) — 17%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 48

Tudalen83

Requirement 2: **please indicate how far you agree that these are the things we should focus on to share information about how to go about becoming an elected member, or councillor, and what the role of the council involves (Review areas of training and development which can be made available online, core set of training materials which can be used for all Members)**
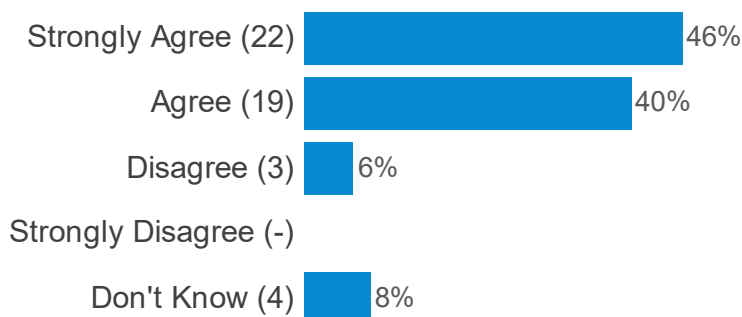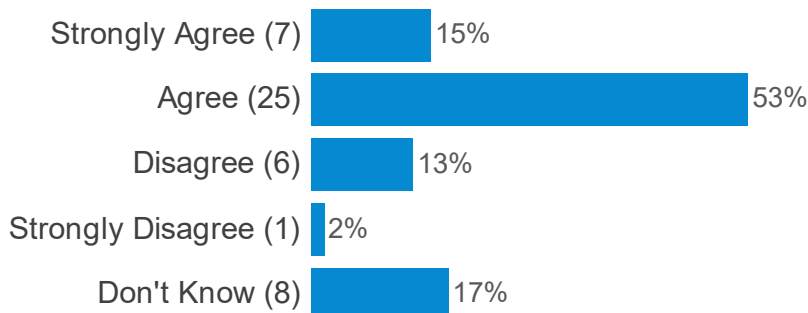
Strongly Agree (15) 31%
Agree (24) 50%
Disagree (4) 8%
Strongly Disagree (1) 2%
Don't Know (4) 8%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 48

Requirement 2: **please indicate how far you agree that these are the things we should focus on to share information about how to go about becoming an elected member, or councillor, and what the role of the council involves (Promote job-sharing by executive leaders and other office holders)**

Strongly Agree (11) 23%
Agree (18) 38%
Disagree (6) 13%
Strongly Disagree (4) 8%
Don't Know (9) 19%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 48

Requirement 2: **please indicate how far you agree that these are the things we should focus on to share information about how to go about becoming an elected member, or councillor, and what the role of the council involves (Ensure that members undertake health and safety training, lone working training and other personal safety measures)**
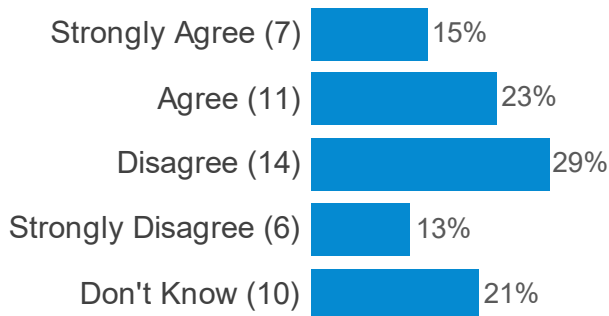
Strongly Agree (22) 46%
Agree (19) 40%
Disagree (3) 6%
Strongly Disagree (-)
Don't Know (4) 8%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 48

Tudalen84

Requirement 2: please indicate how far you agree that these are the things we should focus on to share information about how to go about becoming an elected member, or councillor, and what the role of the council involves (Promote the remunerations that are available to Members on the Council website and to candidates standing for Election)
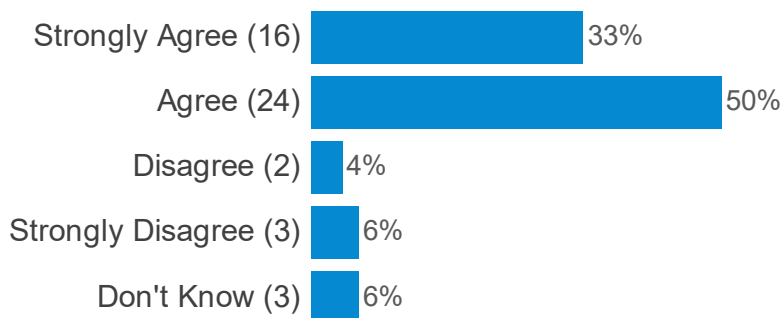
Strongly Agree (7)	15%
Agree (25)	53%
Disagree (6)	13%
Strongly Disagree (1)	2%
Don't Know (8)	17%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 47

Requirement 2: please indicate how far you agree that these are the things we should focus on to share information about how to go about becoming an elected member, or councillor, and what the role of the council involves (Support the Welsh Government's and Independent Remuneration Panel for Wales (IRPW) commitment to explore Resettlement grants or 'parachute payments' payments for Members who lose their seats at election)
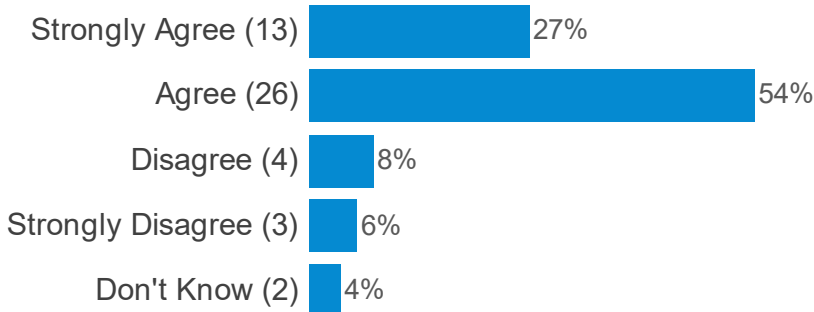
Strongly Agree (7)	15%
Agree (11)	23%
Disagree (14)	29%
Strongly Disagree (6)	13%
Don't Know (10)	21%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 48

Requirement 2: please indicate how far you agree that these are the things we should focus on to share information about how to go about becoming an elected member, or councillor, and what the role of the council involves (Reviewing meeting times to have more flexibility to suit the committee Members)
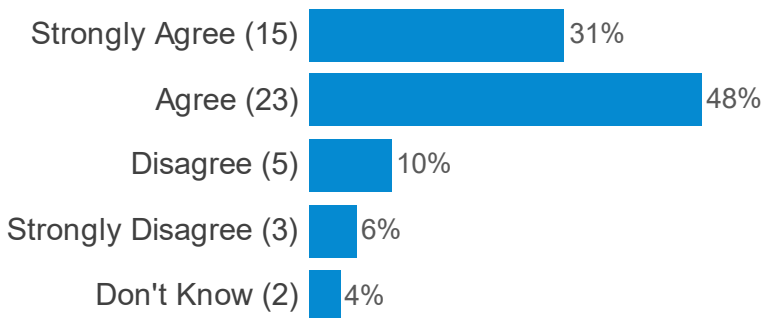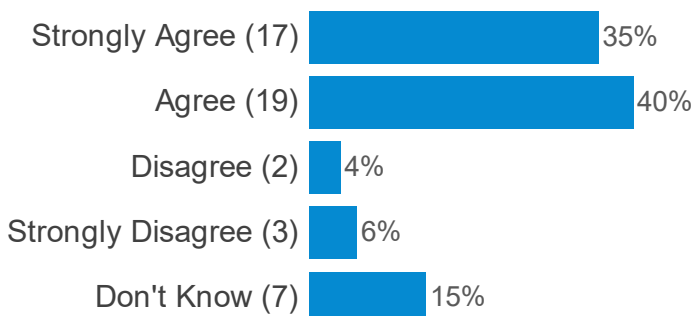
Strongly Agree (16)	33%
Agree (24)	50%
Disagree (2)	4%
Strongly Disagree (3)	6%
Don't Know (3)	6%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 48

Tudalen85

Requirement 2: **please indicate how far you agree that these are the things we should focus on to share information about how to go about becoming an elected member, or councillor, and what the role of the council involves (Undertake a diversity and inclusion survey with Members which will provide a benchmark for future elections and allow the feedback to be reviewed to support / barriers that may have been experienced by a Member during their term of office. The survey feedback will help to deliver a positive and diverse environment for future Members to undertake their roles)**

Strongly Agree (13)   27%
Agree (26)   54%
Disagree (4)   8%
Strongly Disagree (3)   6%
Don't Know (2)   4%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 48

Requirement 2: **please indicate how far you agree that these are the things we should focus on to share information about how to go about becoming an elected member, or councillor, and what the role of the council involves (Explore feasibility of workshops in schools on this to raise aspirations and educate on the role of elected members)**

Strongly Agree (15)   31%
Agree (23)   48%
Disagree (5)   10%
Strongly Disagree (3)   6%
Don't Know (2)   4%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 48

Requirement 2: **please indicate how far you agree that these are the things we should focus on to share information about how to go about becoming an elected member, or councillor, and what the role of the council involves (Explore feasibility of 'Member for a day' experience (like work experience) and/or some case studies on the role of elected members and what the impact they can have – perhaps linked to Local Democracy Week)**

Strongly Agree (17)   35%
Agree (19)   40%
Disagree (2)   4%
Strongly Disagree (3)   6%
Don't Know (7)   15%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 48

Tudalen86

Is there anything you think is missing from what we are proposing to focus on to share information about how to go about becoming an elected member, or councillor, and what the role of the council involves?

| |
|---|
| Better management practices are necessary |
| Outside help maybe? |
| No |
| Note that not everyone has access to new technology |
| NO |
| Greater focus on the role, activities and achievements of the various member committees |
| I'm not keen on promoting the remunerations available. Whilst I accept that allowances will be paid, I feel this should be a secondary benefit. I would hope prospective candidates are driven by an intrinsic need to make their communities better through their contributions. |
| ALL training for Members should be made available to anyone with an aspiration to become a politician and the processes involved in becoming a Member From idea to election should be laid out in an ultra simple way so that it is accessible to all (without council 'jargon') providing clear detailed information as part of a roadmap to becoming an elected Member. |
| N/A |
| No |
| No |

Requirement 3: please indicate how far you agree that these are the things we should focus on to provide greater access to information about decisions that have been made, or that will be made by the council (Continue to move towards participative approaches to engagement which empower citizens and place decision making in the hands of communities and individuals)
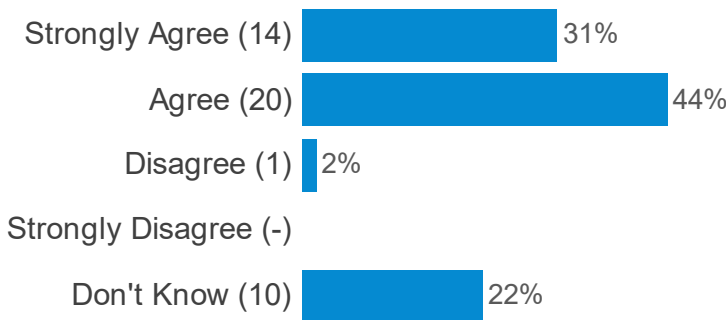
Response	Percentage
Strongly Agree (24)	53%
Agree (12)	27%
Disagree (3)	7%
Strongly Disagree (2)	4%
Don't Know (4)	9%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 45

Tudalen87
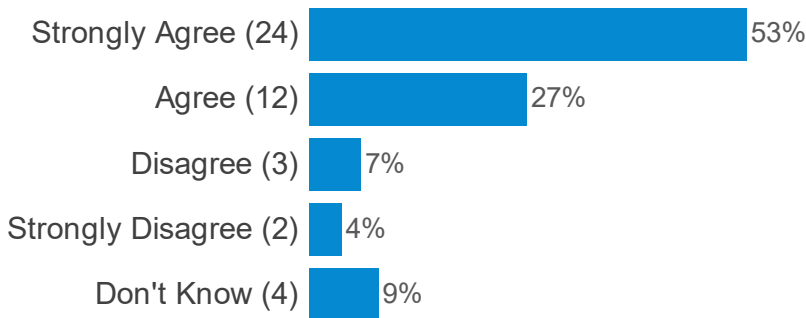
Requirement 3**: please indicate how far you agree that these are the things we should focus on to provide greater access to information about decisions that have been made, or that will be made by the council (Build on the use of technology to increase the reach of engagement activity)**
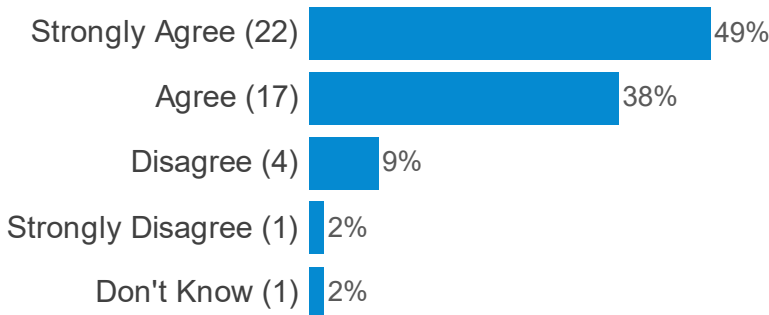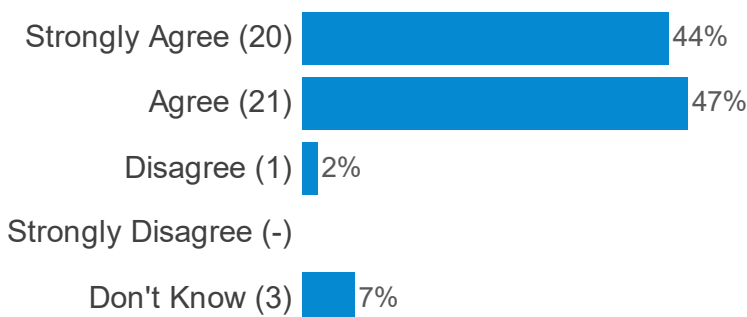
Strongly Agree (22) — 49%
Agree (17) — 38%
Disagree (4) — 9%
Strongly Disagree (1) — 2%
Don't Know (1) — 2%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 45

Requirement 3**: please indicate how far you agree that these are the things we should focus on to provide greater access to information about decisions that have been made, or that will be made by the council (Have due regard for Neath Port Talbot Public Services Board Citizen Engagement Scheme in all of our consultation and engagement activities)**
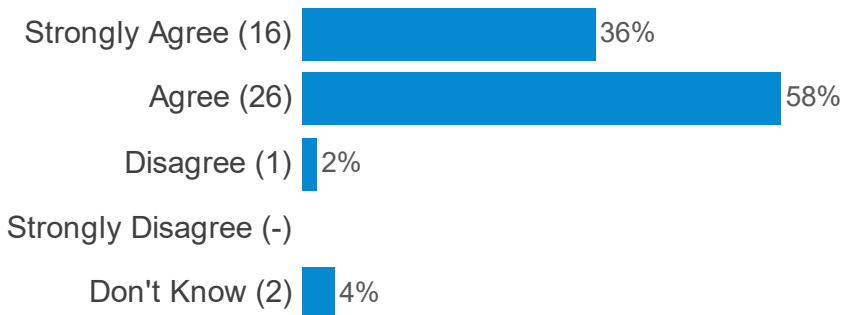
Strongly Agree (14) — 31%
Agree (20) — 44%
Disagree (1) — 2%
Strongly Disagree (-)
Don't Know (10) — 22%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 45

Requirement 3**: please indicate how far you agree that these are the things we should focus on to provide greater access to information about decisions that have been made, or that will be made by the council (Campaign to raise awareness of the mechanisms in place for local people to get involved in decision making)**
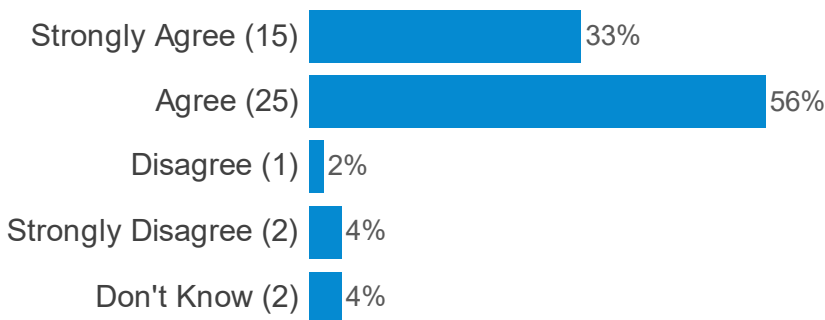
Strongly Agree (20) — 44%
Agree (21) — 47%
Disagree (1) — 2%
Strongly Disagree (-)
Don't Know (3) — 7%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 45

Tudalen88

Requirement 3: **please indicate how far you agree that these are the things we should focus on to provide greater access to information about decisions that have been made, or that will be made by the council (Develop effective and inclusive consultation and engagement exercises that set reasonable expectations about what can and cannot be changed as a result)**
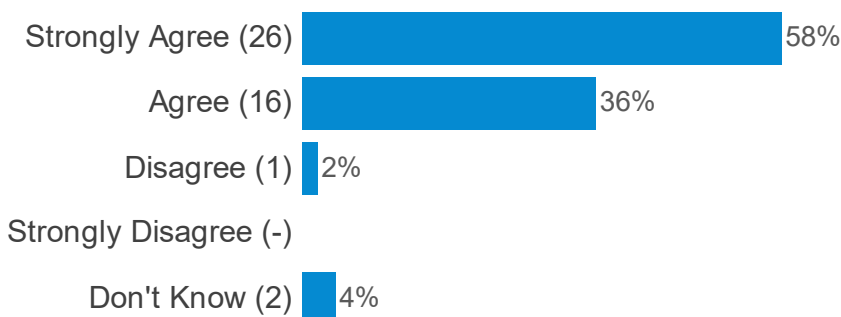
Strongly Agree (16) 36%
Agree (26) 58%
Disagree (1) 2%
Strongly Disagree (-)
Don't Know (2) 4%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 45

Requirement 3: **please indicate how far you agree that these are the things we should focus on to provide greater access to information about decisions that have been made, or that will be made by the council (Review and further develop the Neath Port Talbot Citizens' Panel)**
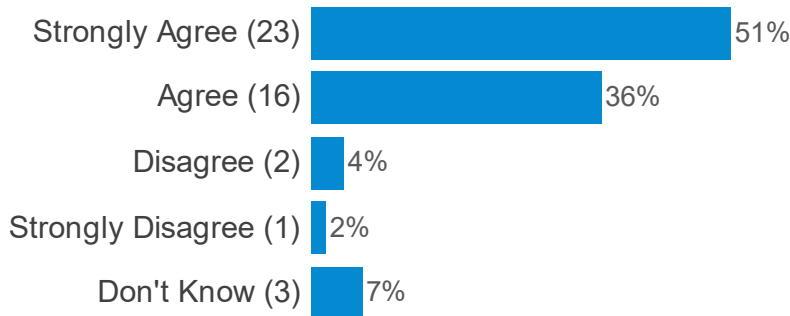
Strongly Agree (15) 33%
Agree (25) 56%
Disagree (1) 2%
Strongly Disagree (2) 4%
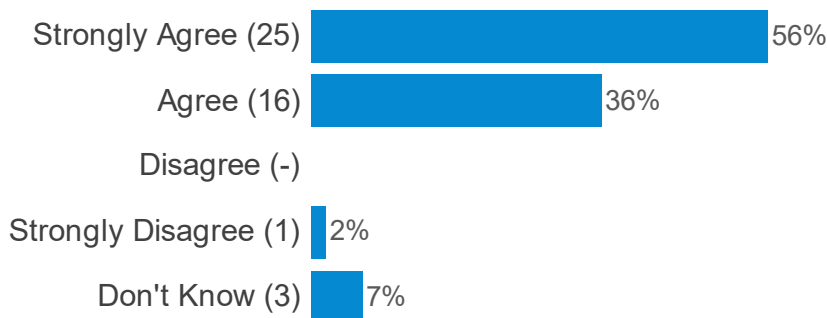Don't Know (2) 4%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 45

Requirement 3: **please indicate how far you agree that these are the things we should focus on to provide greater access to information about decisions that have been made, or that will be made by the council (Let people know how their feedback helped influence decisions e.g. 'You said…we did')**

Strongly Agree (26) 58%
Agree (16) 36%
Disagree (1) 2%
Strongly Disagree (-)
Don't Know (2) 4%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 45

Tudalen89

Requirement 3: **please indicate how far you agree that these are the things we should focus on to provide greater access to information about decisions that have been made, or that will be made by the council (Identify opportunities to increase our reach into communities through partnership working)**
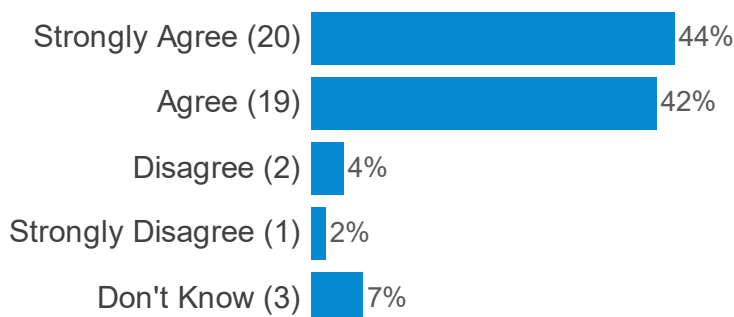
Response	Percentage
Strongly Agree (23)	51%
Agree (16)	36%
Disagree (2)	4%
Strongly Disagree (1)	2%
Don't Know (3)	7%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 45

Requirement 3: **please indicate how far you agree that these are the things we should focus on to provide greater access to information about decisions that have been made, or that will be made by the council (Ensure that when important decisions are made, robust and reliable information and stakeholders' feedback is made available to decision makers)**
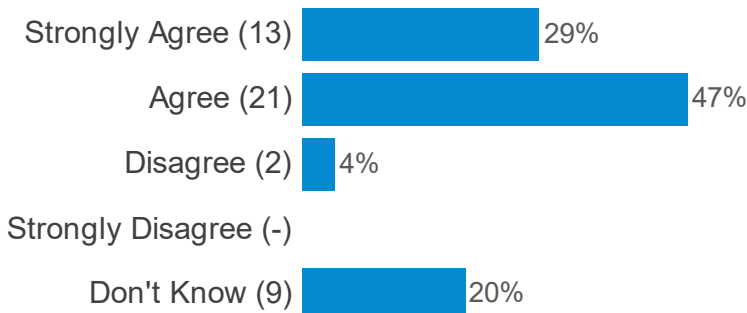
Response	Percentage
Strongly Agree (25)	56%
Agree (16)	36%
Disagree (-)	
Strongly Disagree (1)	2%
Don't Know (3)	7%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 45

Requirement 3: **please indicate how far you agree that these are the things we should focus on to provide greater access to information about decisions that have been made, or that will be made by the council (Explore the views of the public about which of the council's committees they consider should be broadcast live)**
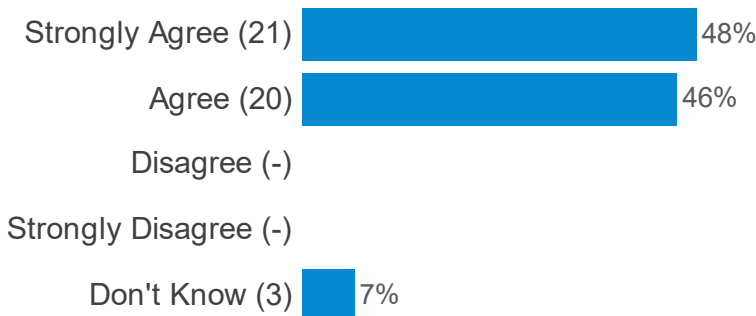
Response	Percentage
Strongly Agree (20)	44%
Agree (19)	42%
Disagree (2)	4%
Strongly Disagree (1)	2%
Don't Know (3)	7%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 45

Tudalen90

Requirement 3: **please indicate how far you agree that these are the things we should focus on to provide greater access to information about decisions that have been made, or that will be made by the council (Further develop the NPT Community of Practice on involvement and Engagement to ensure a coordinated approach to consultation and engagement)**
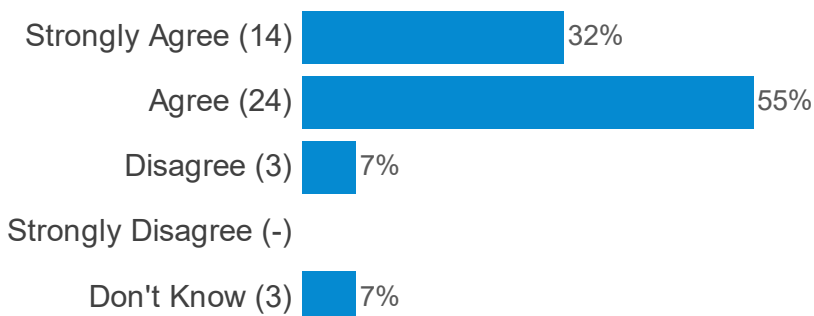
Strongly Agree (13) 29%
Agree (21) 47%
Disagree (2) 4%
Strongly Disagree (-)
Don't Know (9) 20%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 45

Requirement 3: **please indicate how far you agree that these are the things we should focus on to provide greater access to information about decisions that have been made, or that will be made by the council (Ensure officers are adequately equipped with the necessary skills and tools to design consultations, collect feedback in a timely way and accurately interpret the results)**
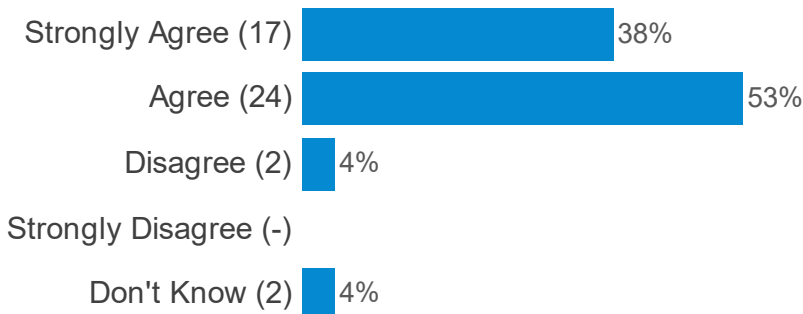
Strongly Agree (21) 48%
Agree (20) 46%
Disagree (-)
Strongly Disagree (-)
Don't Know (3) 7%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 44

Requirement 3: **please indicate how far you agree that these are the things we should focus on to provide greater access to information about decisions that have been made, or that will be made by the council (Develop a Consultation and Engagement Toolkit to ensure a corporate and consistent approach to all activities)**
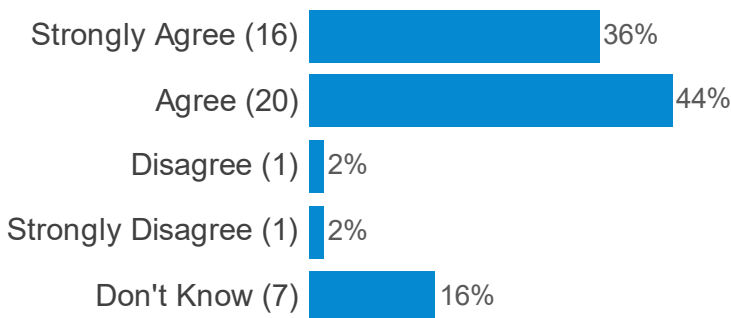
Strongly Agree (14) 32%
Agree (24) 55%
Disagree (3) 7%
Strongly Disagree (-)
Don't Know (3) 7%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 44

Tudalen91

Requirement 3: **please indicate how far you agree that these are the things we should focus on to provide greater access to information about decisions that have been made, or that will be made by the council (Develop systems and processes for collating all consultation and engagement feedback from across the Council in a central resource, to form a reliable, robust and more comprehensive picture of what people in Neath Port Talbot think, need and want)**
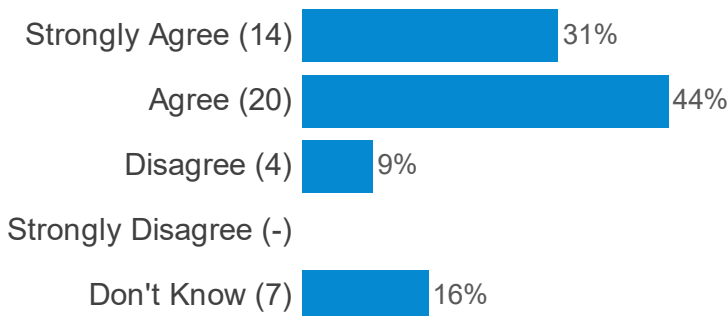
Strongly Agree (17)   38%
Agree (24)   53%
Disagree (2)   4%
Strongly Disagree (-)
Don't Know (2)   4%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 45

Requirement 3: **please indicate how far you agree that these are the things we should focus on to provide greater access to information about decisions that have been made, or that will be made by the council (Develop a forward planning process/consultation calendar)**
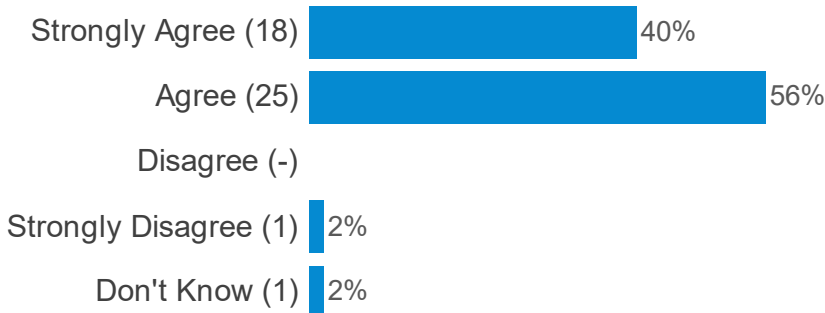
Strongly Agree (16)   36%
Agree (20)   44%
Disagree (1)   2%
Strongly Disagree (1)   2%
Don't Know (7)   16%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 45

Requirement 3: **please indicate how far you agree that these are the things we should focus on to provide greater access to information about decisions that have been made, or that will be made by the council (Improve analysis, interpretation and sharing of information to inform decision making, utilising the agreed technology (i.e. Snap Software))**
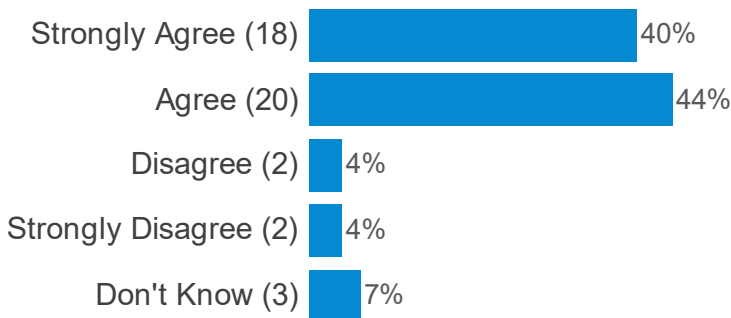
Strongly Agree (14)   31%
Agree (20)   44%
Disagree (4)   9%
Strongly Disagree (-)
Don't Know (7)   16%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 45

Tudalen92

Requirement 3: **please indicate how far you agree that these are the things we should focus on to provide greater access to information about decisions that have been made, or that will be made by the council (Keep up-to-date with any relevant changes in legislation and exploring examples of innovation and good practice)**
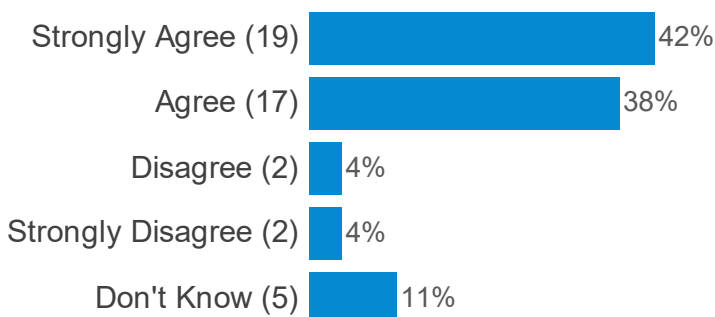
Strongly Agree (18) 40%
Agree (25) 56%
Disagree (-)
Strongly Disagree (1) 2%
Don't Know (1) 2%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 45

Requirement 3: **please indicate how far you agree that these are the things we should focus on to provide greater access to information about decisions that have been made, or that will be made by the council (A Children and Young People's Participation and Engagement Strategy is being developed. The strategy will provide a clear framework for participation with children and young people and will include an engagement model)**

Strongly Agree (18) 40%
Agree (20) 44%
Disagree (2) 4%
Strongly Disagree (2) 4%
Don't Know (3) 7%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 45

Requirement 3: **please indicate how far you agree that these are the things we should focus on to provide greater access to information about decisions that have been made, or that will be made by the council (Ensure that information is accessible to all Children and Young People – e.g. friendly tone, easy read etc)**

Strongly Agree (19) 42%
Agree (17) 38%
Disagree (2) 4%
Strongly Disagree (2) 4%
Don't Know (5) 11%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 45

Tudalen93

Is there anything you think is missing from what we are proposing to focus on to provide greater access to information about decisions that have been made, or that will be made by the council?

Improved practice in management are needef

Don't know

No

The ideas are good but the practicality of implementing the above cost

NO

Improved consultation, engagement and communication with carers of children and adults regarding help, support, advice available and how to access it. One central point of contact that can help to signpost /co-ordinate across the various depts. e.g. education, social services & health

Making better use of community based workers such as Local Area Co-Ordinators as not only case workers but with a wider brief to provide information about the council, consultations etc and also to be able to receive feedback on behalf of the council and to record this feedback formally.

Engage with senior citizens and older people more. Improve services to retired people and pensioners.

As there are 500+ members of the Citizen's Panel and just 70 responses to surveys, we need to consider how a campaign is going to engage with those members who are not responding to surveys and identify their reasons. Is it lack of confidence, or skills required and perhaps a need for training? Are we reaching enough people by using current communication models? Is there a need for identifying panel members interests in subject matter?

Info to be accessible to all, including those with learning disabilities or who may not be active digitally. Need to avoid by giving impression consultation is a referendum: Council are responsible for taking decisions, some which may be right but not popular.
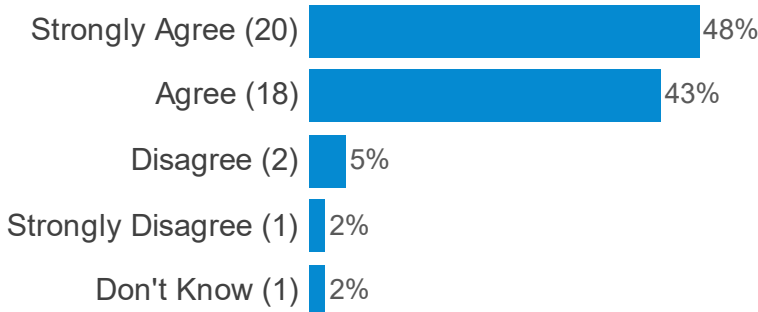
Not all individuals have access to IT equipment

The Citizens' Panel should be scrapped. 71 respondents from 500 residents? That's 14% involvement! This is a very poor level of interaction and shows the Panel is not functioning at all. NPTCBC should introduce a Citizens' Assembly, e.g. 101 residents called up akin to jury service in order to help council make necessary policy decisions. With a citizens' assembly, interaction is 100% and would allow for more cohesive and definite strategies. More, here: https://citizensassembly.co.uk

NPT Citizens panel should be reviewed, not sure about developing it or whether it should be scrapped for something else. As a member I am losing interest as there is no interaction with others - just giving your thoughts in your own personal bubble without the opportunity to discuss issues and ideas with others makes you feel like you aren't really part of the process. In-community and virtual workshops on important issues (similar to what I believe was done with the budget) where anyone with an interest can join in would be more beneficial ALL committees should be broadcast live Key discussion topics in council meetings should be shared across social media so public knows what is being discussed when without having to think about it and look for it. Likewise, meeting recordings should be times stamped according to the agenda items so people can easily find the parts they are interested in Consider citizen's assemblies for important (potentially controversial) topics - demographically selected people from across the borough being asked to participate
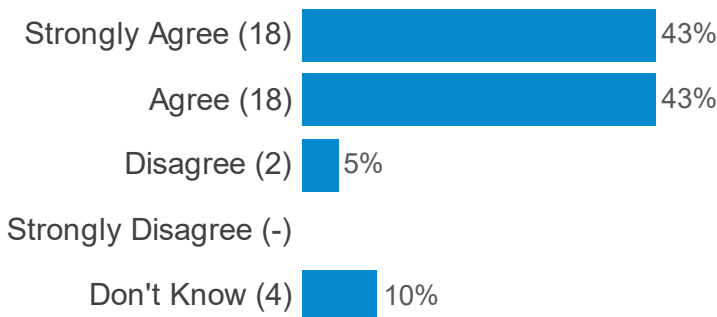
Tudalen94

Requirement 4**: please indicate how far you agree that these are the things we should focus on to provide and promote opportunities for residents to provide feedback to the council, including comments, complaints and other types of representations (Further develop our engagement campaign ('Let's Talk') so that we have continuous feedback from our residents, our staff, our businesses and partners and increase participation in the council's work)**

Strongly Agree (20) ████████████████ 48%
Agree (18) ██████████████ 43%
Disagree (2) █ 5%
Strongly Disagree (1) | 2%
Don't Know (1) | 2%

*nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 42

Requirement 4**: please indicate how far you agree that these are the things we should focus on to provide and promote opportunities for residents to provide feedback to the council, including comments, complaints and other types of representations (Develop a better understanding of the demographics of residents who regularly provide feedback, so that any gaps in representation can be identified)**

Strongly Agree (18) ███████████████ 43%
Agree (18) ███████████████ 43%
Disagree (2) █ 5%
Strongly Disagree (-)
Don't Know (4) ███ 10%

*nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 42

Requirement 4**: please indicate how far you agree that these are the things we should focus on to provide and promote opportunities for residents to provide feedback to the council, including comments, complaints and other types of representations (Consider how we develop these as a more formal mechanism for the online community to participate in consultations and engagement campaigns)**

Strongly Agree (14) ███████████ 33%
Agree (18) ███████████████ 43%
Disagree (2) █ 5%
Strongly Disagree (-)
Don't Know (8) █████ 19%

*nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 42

Tudalen95
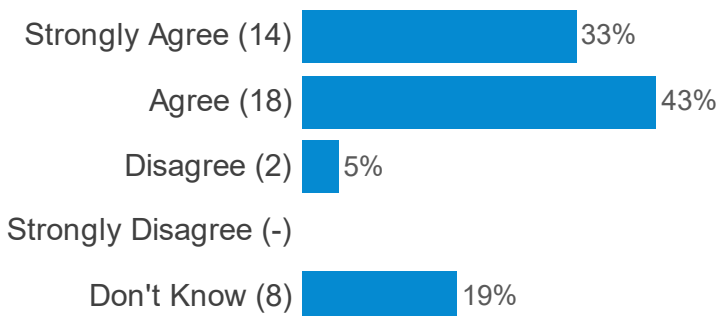
Requirement 4: **please indicate how far you agree that these are the things we should focus on to provide and promote opportunities for residents to provide feedback to the council, including comments, complaints and other types of representations (Embrace the use of digital discussions)**
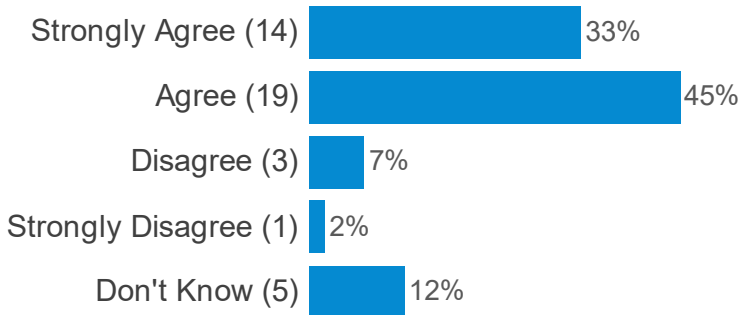
Strongly Agree (14)   33%
Agree (19)   45%
Disagree (3)   7%
Strongly Disagree (1)   2%
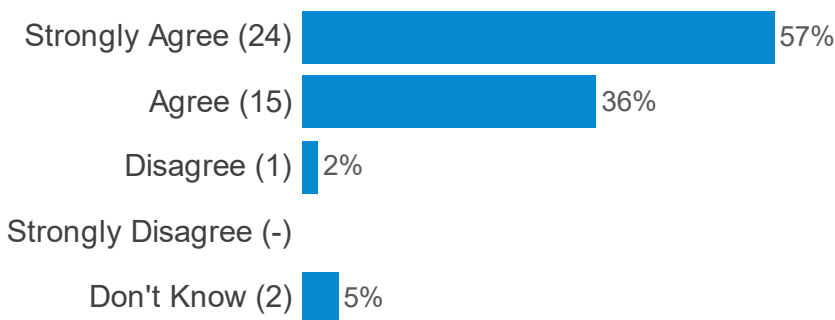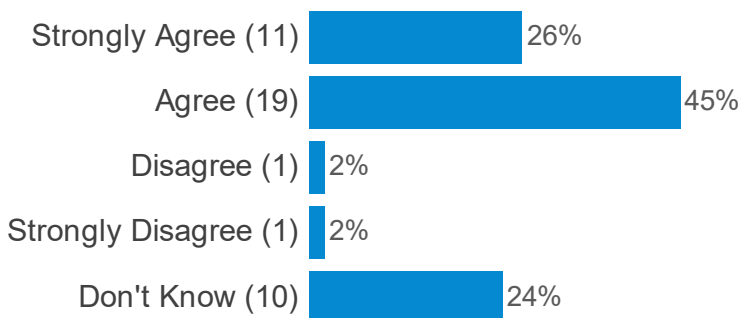Don't Know (5)   12%

*nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 42

Requirement 4: **please indicate how far you agree that these are the things we should focus on to provide and promote opportunities for residents to provide feedback to the council, including comments, complaints and other types of representations (Meet with stakeholders face-to-face within their own communities and groups so we can better get to know them and issues that matter to them)**
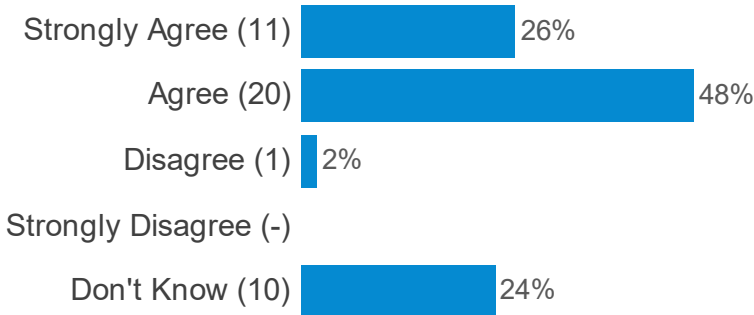
Strongly Agree (24)   57%
Agree (15)   36%
Disagree (1)   2%
Strongly Disagree (-)
Don't Know (2)   5%

*nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 42

Requirement 4: **please indicate how far you agree that these are the things we should focus on to provide and promote opportunities for residents to provide feedback to the council, including comments, complaints and other types of representations (Review and update the Scrutiny Public Engagement Strategy particularly with respect to hybrid meetings)**

Strongly Agree (11)   26%
Agree (19)   45%
Disagree (1)   2%
Strongly Disagree (1)   2%
Don't Know (10)   24%

*nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 42

Tudalen96

Requirement 4**: please indicate how far you agree that these are the things we should focus on to provide and promote opportunities for residents to provide feedback to the council, including comments, complaints and other types of representations (Review and update the council's Consultation and Engagement Strategy)**

Strongly Agree (11) ████████ 26%
Agree (20) ██████████████ 48%
Disagree (1) █ 2%
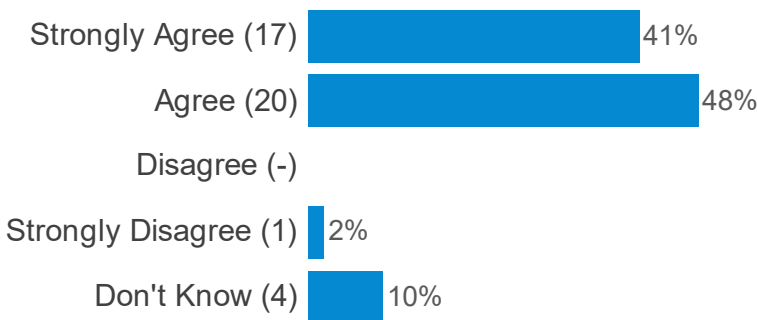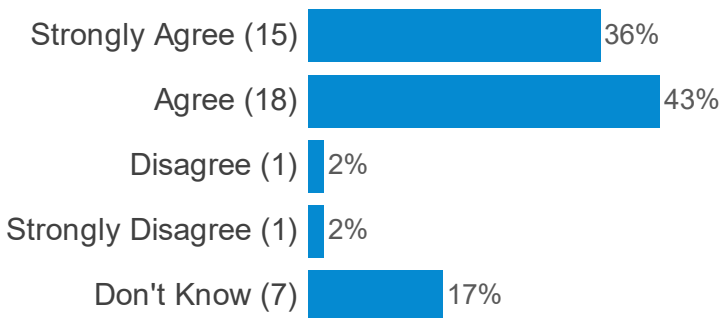Strongly Disagree (-)
Don't Know (10) ███████ 24%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 42

Requirement 4**: please indicate how far you agree that these are the things we should focus on to provide and promote opportunities for residents to provide feedback to the council, including comments, complaints and other types of representations (Implement the council's duty under section 90 of the Local Government and Elections (Wales) Act 2021 to consult local people on performance)**

Strongly Agree (17) ████████████ 41%
Agree (20) ██████████████ 48%
Disagree (-)
Strongly Disagree (1) █ 2%
Don't Know (4) ███ 10%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 42

Requirement 4**: please indicate how far you agree that these are the things we should focus on to provide and promote opportunities for residents to provide feedback to the council, including comments, complaints and other types of representations (A Children and Young People's Participation and Engagement Strategy is being developed. The strategy will provide a clear framework for participation with children and young people and will include an engagement model)**

Strongly Agree (15) ███████████ 36%
Agree (18) █████████████ 43%
Disagree (1) █ 2%
Strongly Disagree (1) █ 2%
Don't Know (7) █████ 17%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 42

Tudalen97

Requirement 4**: please indicate how far you agree that these are the things we should focus on to provide and promote opportunities for residents to provide feedback to the council, including comments, complaints and other types of representations (Continue to develop more meaningful and innovative forms of engagement to allow residents to participate and be involved in co-production.)**

Strongly Agree (19) 45%
Agree (20) 48%
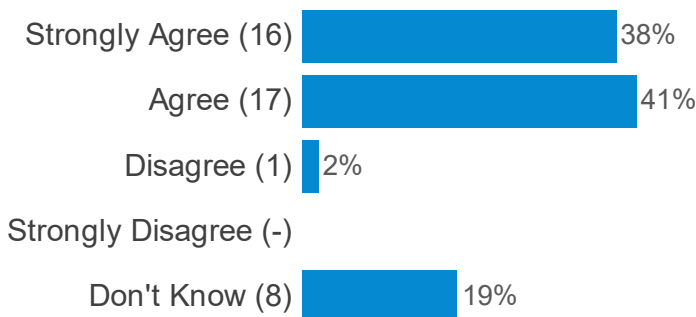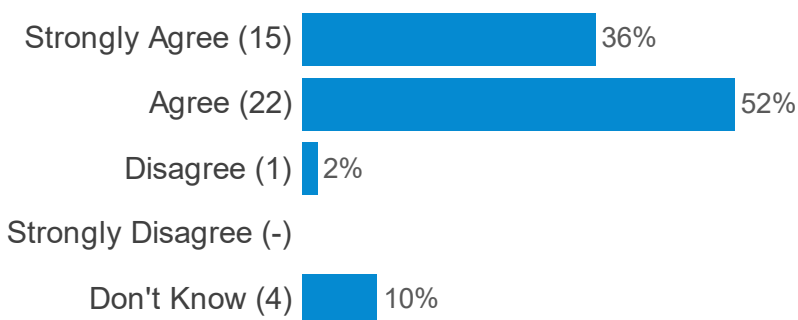Disagree (1) 2%
Strongly Disagree (-)
Don't Know (2) 5%
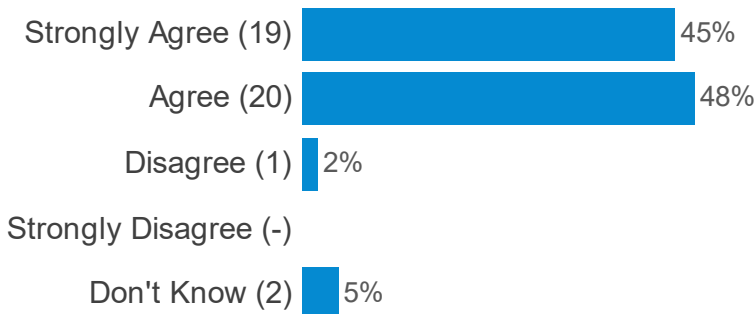
nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 42

Requirement 4**: please indicate how far you agree that these are the things we should focus on to provide and promote opportunities for residents to provide feedback to the council, including comments, complaints and other types of representations (Provide training for staff so that they understand what effective participation looks like. Provide a framework or model - e.g. Lundy and raise awareness of the Gunning Principles.)**

Strongly Agree (16) 38%
Agree (17) 41%
Disagree (1) 2%
Strongly Disagree (-)
Don't Know (8) 19%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 42

Requirement 4**: please indicate how far you agree that these are the things we should focus on to provide and promote opportunities for residents to provide feedback to the council, including comments, complaints and other types of representations (Develop a framework for how we monitor participation opportunities to ensure quality, consistency and measure the impact they have)**

Strongly Agree (15) 36%
Agree (22) 52%
Disagree (1) 2%
Strongly Disagree (-)
Don't Know (4) 10%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 42

Tudalen98

Is there anything you think is missing from what we are proposing to focus on to provide and promote opportunities for residents to provide feedback to the council, including comments, complaints and other types of representations?

Practices in management that are better

Involve a Private company?

No

No

NO

1) Ensure a balance of on-line, digital discussions and face-to-face / stakeholder meetings to accomodate those that are not computer literate or do not have internet access. 2) Ensure communication/consultation mechanisms are in place for people who are housebound e.g. via carers

All complaints about service, performance and other general issues should be published with the outcome. Develop a resolution driven strategy to address complaints and recognise complaints as an honest reflection of how council services are perceived and are therefore an essential and highly valued part of the participation process.

Avoid words like co-production without being clear what the jargon means

N/A

I think Cymer is viewed by NPT as an outpost. We were not consulted or even told when a small bridge over the Corrwg river was removed a few years ago. This was used frequently by local people including a partially disabled resident. So your consultation proposals need more work!!

I agree that developing "more meaningful and innovative forms of engagement to allow residents to participate and be involved in co-production" is essential, but disagree that 'Let's Talk' strategy is the answer. NPTCBC should consider setting up People's Assemblies throughout each community. People's assemblies are a way for local residents and communities to direct policy and initiate research into new strategies for consideration by the Council and a Citizens' Assembly. More, here: https://www.cardiff.ac.uk/__data/assets/pdf_file/0005/2497271/How-to-run-a-Peoples-Assembly.pdf
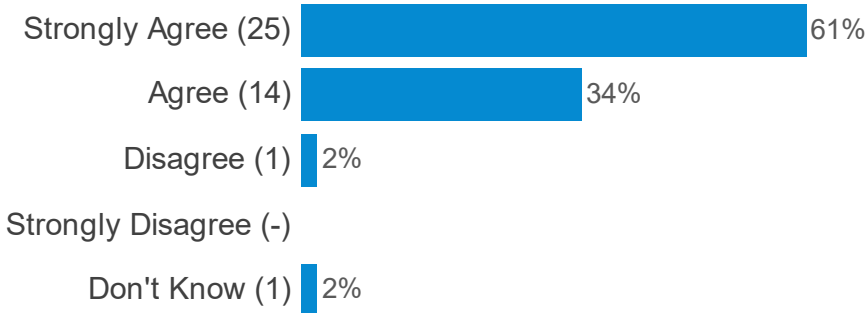
develop "let's talk" to include regular on-street forums (people's assemblies) on current questions the council faces in high footfall areas so people who would not normally engage in consultations etc can stumble across them and join in through curiosity consider consultations that could be less formal / structured, not more

Requirement 5: **please indicate how far you agree that these are the things we should focus on to provide arrangements to bring views of the public to the attention of overview and scrutiny committees (Publish a Guide to the Democratic Process and how the council makes decisions)**
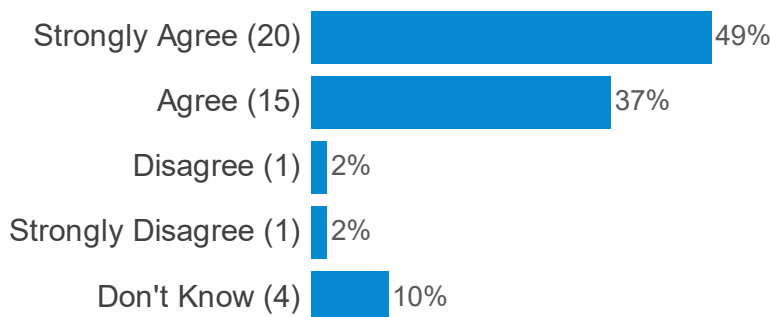
Strongly Agree (20) — 49%
Agree (15) — 37%
Disagree (1) — 2%
Strongly Disagree (1) — 2%
Don't Know (4) — 10%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 41

Tudalen99

Requirement 5: **please indicate how far you agree that these are the things we should focus on to provide arrangements to bring views of the public to the attention of overview and scrutiny committees (Ensure information on the council website is accessible)**

Strongly Agree (25) ————————————————————— 61%
Agree (14) ————————— 34%
Disagree (1) | 2%
Strongly Disagree (-)
Don't Know (1) | 2%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 41

Requirement 5: **please indicate how far you agree that these are the things we should focus on to provide arrangements to bring views of the public to the attention of overview and scrutiny committees (Ensure the council's forward plan supports public engagement by being accessible, timely and user friendly)**

Strongly Agree (23) ————————————————————— 56%
Agree (15) —————————— 37%
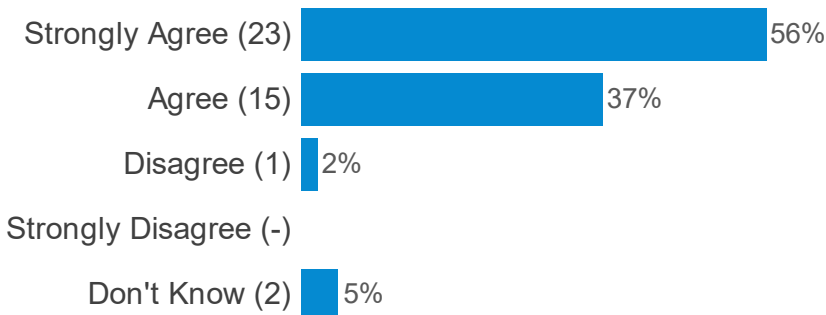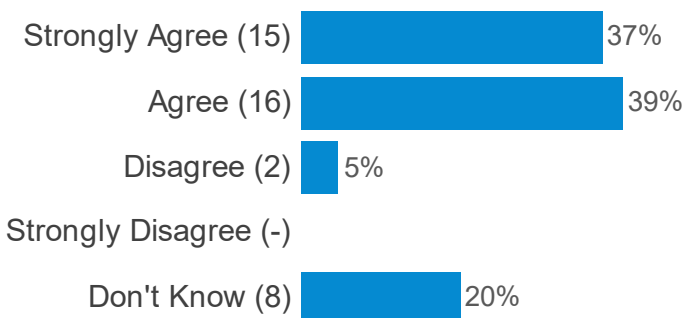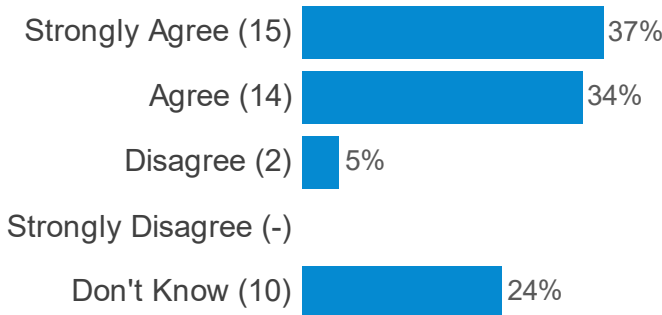Disagree (1) | 2%
Strongly Disagree (-)
Don't Know (2) | 5%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 41

Requirement 5: **please indicate how far you agree that these are the things we should focus on to provide arrangements to bring views of the public to the attention of overview and scrutiny committees (Continue the webcasting of meetings as specified under the 2021 Act and develop a hybrid meeting policy and ensure availability of translation facilities for Full Council meetings to be conducted bilingually and any other meetings required in legislation)**

Strongly Agree (15) —————————— 37%
Agree (16) ——————————— 39%
Disagree (2) | 5%
Strongly Disagree (-)
Don't Know (8) ———— 20%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 41

Tudalen100

Requirement 5: **please indicate how far you agree that these are the things we should focus on to provide arrangements to bring views of the public to the attention of overview and scrutiny committees (Provide detailed training to chairs of scrutiny committee on ways in which they can engage the community in the scrutiny process)**

Strongly Agree (15) — 37%
Agree (14) — 34%
Disagree (2) — 5%
Strongly Disagree (-)
Don't Know (10) — 24%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 41

Requirement 5: **please indicate how far you agree that these are the things we should focus on to provide arrangements to bring views of the public to the attention of overview and scrutiny committees (Promote the use of scrutiny on social media channels)**

Strongly Agree (13) — 33%
Agree (13) — 33%
Disagree (4) — 10%
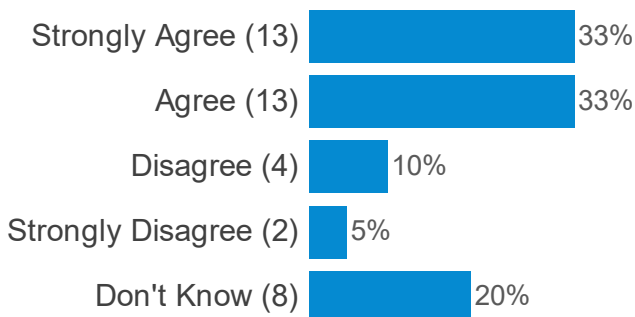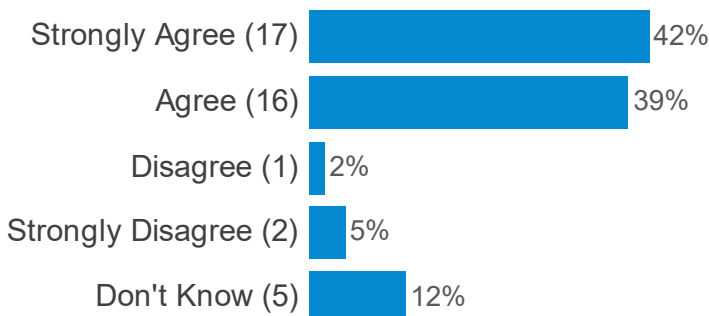Strongly Disagree (2) — 5%
Don't Know (8) — 20%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 40

Requirement 5: **please indicate how far you agree that these are the things we should focus on to provide arrangements to bring views of the public to the attention of overview and scrutiny committees (A Children and Young People's Participation and Engagement Strategy is being developed. The strategy will provide a clear framework for participation with children and young people and will include an engagement model)**

Strongly Agree (17) — 42%
Agree (16) — 39%
Disagree (1) — 2%
Strongly Disagree (2) — 5%
Don't Know (5) — 12%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 41

Tudalen101

Is there anything you think is missing from what we are proposing to focus on to provide arrangements to bring views of the public to the attention of overview and scrutiny committees?

| |
|---|
| Yes as before re management practices |
| Don't know |
| No |
| No |
| NO |
| I totally agree with the publication of a guide to he democratic process and how decisions are made. I hope it shall be in a readable format that is accessible to all and not exclude those who may have sight problems |
| N/A |
| How will you communicate to people with out IT equipment |

Requirement 6: please indicate how far you agree that these are the things we should focus on to promote awareness of the benefits of using social media to communicate with residents to councillors (Member Induction and Training)
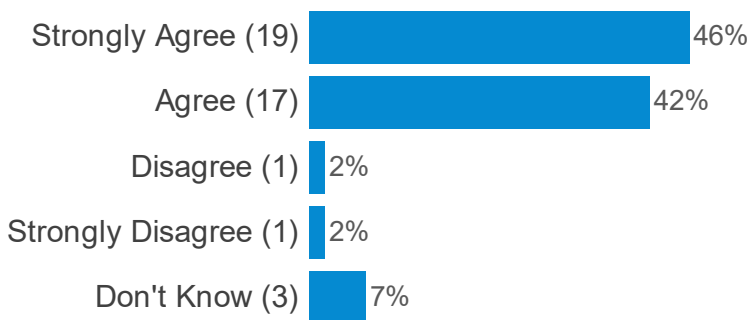
Strongly Agree (19)	46%
Agree (17)	42%
Disagree (1)	2%
Strongly Disagree (1)	2%
Don't Know (3)	7%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 41

Requirement 6: please indicate how far you agree that these are the things we should focus on to promote awareness of the benefits of using social media to communicate with residents to councillors (Social media safety training to be delivered to members through the Member Induction Programme and built upon during their term of office)

Strongly Agree (18)	44%
Agree (20)	49%
Disagree (1)	2%
Strongly Disagree (1)	2%
Don't Know (1)	2%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 41

Tudalen102
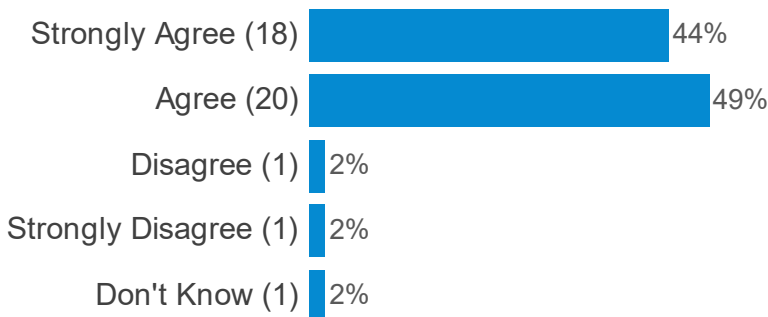
Requirement 6**: please indicate how far you agree that these are the things we should focus on to promote awareness of the benefits of using social media to communicate with residents to councillors (Develop our social media channels as a platform to ask questions and share views)**

Strongly Agree (18) 43%
Agree (20) 48%
Disagree (1) 2%
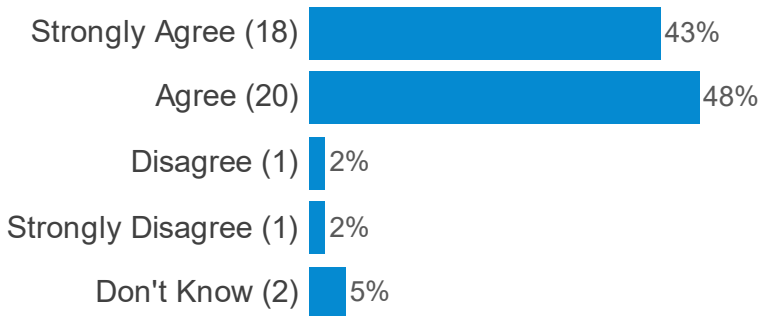Strongly Disagree (1) 2%
Don't Know (2) 5%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 42

Requirement 6**: please indicate how far you agree that these are the things we should focus on to promote awareness of the benefits of using social media to communicate with residents to councillors (Embrace the use of digital discussions)**

Strongly Agree (15) 36%
Agree (19) 45%
Disagree (2) 5%
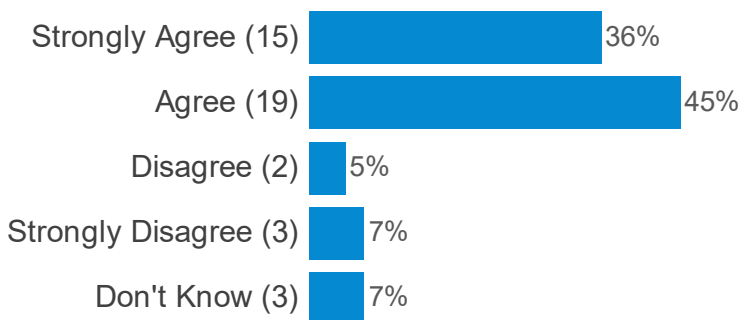Strongly Disagree (3) 7%
Don't Know (3) 7%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 42

Requirement 6**: please indicate how far you agree that these are the things we should focus on to promote awareness of the benefits of using social media to communicate with residents to councillors (Member Seminars)**

Strongly Agree (11) 27%
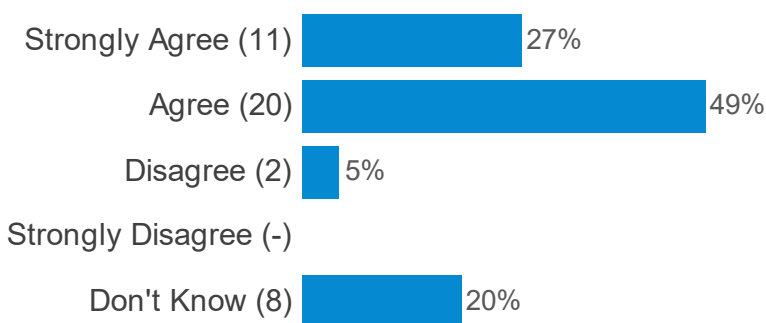Agree (20) 49%
Disagree (2) 5%
Strongly Disagree (-)
Don't Know (8) 20%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 41

Tudalen103

Requirement 6: **please indicate how far you agree that these are the things we should focus on to promote awareness of the benefits of using social media to communicate with residents to councillors (The Children and Young People's Participation and Engagement Strategy will include information and processes for digital engagement)**

Strongly Agree (14) 35%
Agree (19) 48%
Disagree (4) 10%
Strongly Disagree (1) 3%
Don't Know (2) 5%
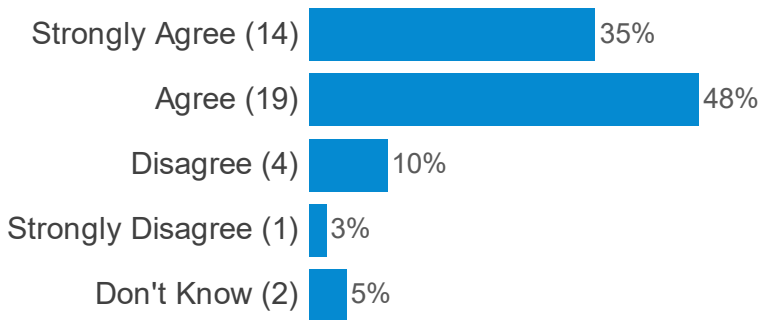
nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 40

Is there anything you think is missing from what we are proposing to focus on to promote awareness of the benefits of using social media to communicate with residents to councillors?

Councillor should be meeting residents face to face not everyone has access to social media
Don't know
no
No
NO
** more investment in local libraries to further develop / maintain the wonderful and crucial role they are playing in connecting with our local communities and encouraging communication and the wellbeing of residents with each other through the various wide ranging activities and services
Older residents need help to access it
Social media debates open to abuse and hijacking, bullying, intimidation.
N/A
No
As long as councillors remain professional at all times I feel this is a great way to communicate with communities especially those who struggle to get out.

Tudalen104

Do you have any other views on our Draft Public Participation Strategy that you would like to share with us?

The council needs to adopt better practices as before
Its not all about a digital world. Councillors should be more visible as they are when seeking votes
Looking at this is I'd say you need professional help
none
No
NO
a typical dichotomous survey
Not enough focus on older people, retired and pensioners. There is a lack of provision for older people who want housing that meets their needs.
It's an excellent strategy and well thought out. I have made some comments and hope they're useful suggestions, they're not meant as a criticism in any way to those responsible for development of the strategy
Councillors need to be given best advice in coming to decisions: informed by but not dictated by views, else can lead to short term please social media decisions, which may not be the same as the best decision
Please remember people in Cymer would like to be consulted.
No
Could the use of 'council' language be clearer/more user friendly e.g. what does 'Lundy' and 'Gunning' mean?
It is important that people know how the council has used the feedback that they have given
No

Have you voted in a local election in the last five years?

Yes (41) ████████████████████████████████ 98%

No (-)

Prefer not to say (1) █ 2%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 42

Please give your reasons for your response

| |
|---|
| It's very important to vote |
| No |
| Because it is my right to do so. |
| Stupid question. Why does anyone vote |
| why would I vote? |
| I believe that all those eligible to vote should do so. |
| Important to maintain democracy |
| I BELIEVE THAT ALL THOSE ELIGIBLE TO VOTE SHOULD DO SO. |
| Because I have? |
| I believe participation in democracy is extremely important. I feel it is unfair to comment or criticise if you have not voted (in other words, you get what you deserve if you do not vote). |

Tudalen105

Please give your reasons for your response

Don't vote don't have a say
have voted in all elections.
I want things to improve where I live and in the wider NPT community.
If I don't let me local councillor know my concerns, how will they be addressed.
Democracy is important in our society and gives us the opportunity to make informed choices and decisions
Voting is a hard won democratic right and it is duty to vote.
To have my voice heard
Democracy
N/A
I have always voted. sometimes it's to keep someone out rather than to let someone in.
Because I had to.
AS I HAVE VOTED????
We are lucky to live in a democracy and I think it is important to use your vote
I want to influence how we are governed locally. It needs to change.
I always vote

Have you taken part in any other activities to influence NPT Council's decision making in the last 12 months *(e.g. surveys, focus groups, submitted a comment or complaint, signed a petition etc.)?*
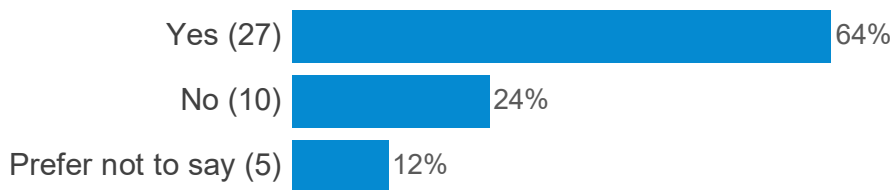
Yes (27) 64%
No (10) 24%
Prefer not to say (5) 12%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 42

Tudalen106

If yes**, please tell us how and which decision(s) this/these were related to**

Can't remember
Never had any feedback outcomes to any activities
All surveys/information that I get made aware of.
Refuse collection
REFUSE COLLECTION
Signed the Fair Funding petition (Unison campaign) Responded to the recent Culture and Heritage consultation
Culture strategy consultation
survey, complaint
Destruction of wild flowers, poorly maintained pathways, litter, speeding on the 30mph roads. I'm not sure if any were taken seriously
Planning objections
the surveys sent via email to NPT email. Same as this survey.
Let's Talk survey
I don't keep a list
Citizens' Panel

If no**, please tell us why not**

I didn't know I could
Not been aware of any focus groups etc but we are extremely lucky and appreciative of the caring, supportive and helpful staff in Cwmavon Library who are actively involved in connecting with the community and providing a wide range of support and social activities to help the young and elderly and vulnerable members of our local community.
No reason
N/A

Have you interacted with your local councillor/s in the last twelve months?

Yes (26) — 63%
No (13) — 32%
Prefer not to say (2) — 5%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 41

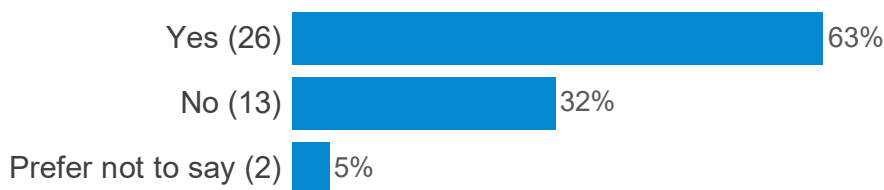**Please give your reasons for your response**

To actively promote charitable causes
Can't remember
Email due to dangerous trees in park, although still not sorted and fly tipping
Because 1 lives next door, others sit on panels that I sit on, because there are issues that need addressing.
A concern regarding refuse collection
On facebook - following activity and involvement in community of the local councillors
A CONCERN REGARDING REFUSE COLLECTION

Tudalen107

Please give your reasons for your response

(1) Provided views and major concerns over the proposed wind farm in Cwmavon

No issues encountered.

Busy caring for elderly parent

Discussing third sector grants

I have been poorly

flooding

Attended ward meetings and asked advice too

N/A

No cause to.

No reason to.

Planning concerns

Never see them or hear from them.

Complaints about our local environment

I've recently moved house

I have found the councillor to be helpful, considerate and supportive.

NPT Council always seeks to involve members of the public in decision-making
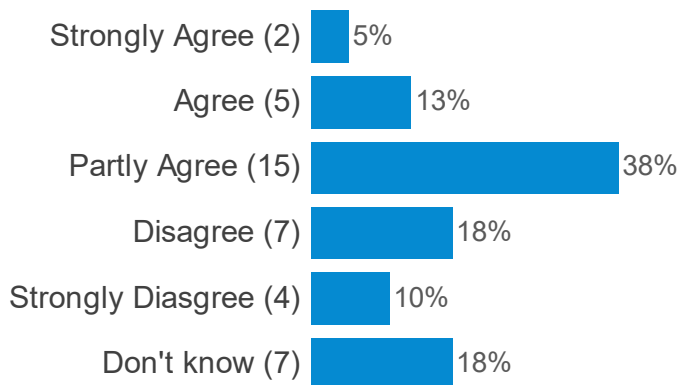
Strongly Agree (2) — 5%
Agree (5) — 13%
Partly Agree (15) — 38%
Disagree (7) — 18%
Strongly Diasgree (4) — 10%
Don't know (7) — 18%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 40

Tudalen108

If you answered 'partly agree', 'disagree', or 'strongly disagree' please tell us why

I didn't know I could have a voice

Impossible to do

Good idea just doesn't work due to the council's poor management practices

Never see a Councillor once they are voted in

Because they ike to hide things or make it difficult for people

There seems to be more engagement during this new coalition than there was with the precious administration

I have seen little evidence of this or the communication mechanisms have been inadequate. I am not on any social media site. All my information is gained from our local library in Cwmavon, which has very proactive and supportive staff.

Sometimes it appears to be a ticking the box exercise.

Little attempt to hold physical events/ meetings outside the main settlements.

NPT seems to be a closed bookwhen it comes to openness unless you are 'in the know'.

But they don't take notice of what we say

The proposed Pontardawe Superschool is a prime example of how historically the council did not involve the local community and abused their perceived power to ridiculous and ultimately ILLEGAL levels.

No

N/A

If NPTCBC does involve members of the public, then it's appears to always be the same members of the public.

All residents are able to get involved in NPT Council's decision-making if they choose

Strongly Agree (-)

Agree (11)   28%

Partly Agree (15)   38%

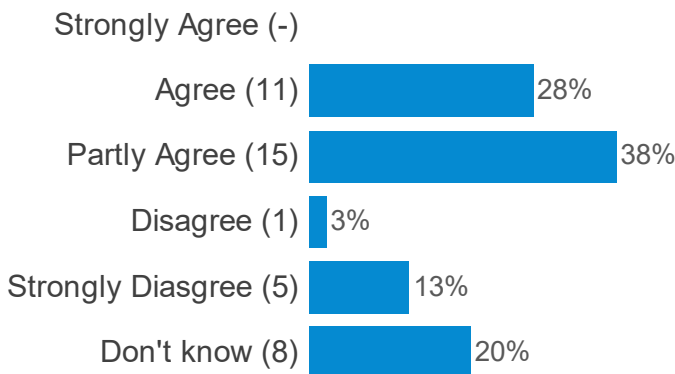Disagree (1)   3%

Strongly Diasgree (5)   13%

Don't know (8)   20%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 40

Tudalen109

If you answered 'partly agree', 'disagree', or 'strongly disagree' please tell us why

I don't feel there is an opportunity
As above
We can comment but never get any feedback and Councillors do want they want not the community they serve
Only if you are aware of the activities / consultation?
It isn't clear what the council is planning and how to feed back responses.
Ask yourself, how did you invite me to participate in this consultation?
I'm unsure as to whether we're reaching all residents by current methods or whether they're are not getting involve because that is their wish
How would I find out about when the decisions are made
I think that people may be afraid of the (necessary) bureaucracy, systems etc within the Council
Residents are not fully aware of restrictions and decision making should be made.
More can be done to proactively involve residents by way of 1. people's assemblies in each community; and 2. a citizens' assembly that feeds into the main Council.

Public involvement has a genuine impact on NPT Council's decision-making
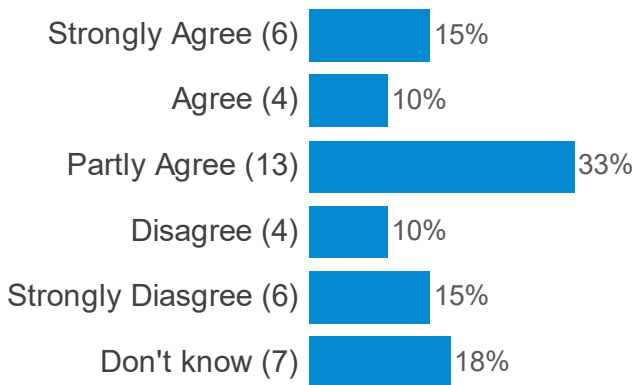
Strongly Agree (6)   15%
Agree (4)   10%
Partly Agree (13)   33%
Disagree (4)   10%
Strongly Diasgree (6)   15%
Don't know (7)   18%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 40

Tudalen110

If you answered 'partly agree', 'disagree', or 'strongly disagree' please tell us why

I have never had an opportunity

As above

They may ask but don't act

I don't think NPT listen or care

Some evidence of public changing NPT decision

We do not receive any feedback on the outcome or impact of public involvement in the decision making process

The biggest challenge is engaging "hard to reach" residents (especially those who appear apathetic)

It is sometimes thought that the decisions are made before consultation so what's the point

Some consultation at policy level but many key decisions are not consulted on. Not clear whether the results of consultation is considered binding or advisory - suspect in many cases it is used mainly as an awareness- raising tool rather than actually affecting decisions.

Don't trust your processes.

They don't listen

For the public to have a say

N/A

Do not belive public concerns are considered

we don't always know what the feedback has been on something and how it has been used

I know about the council's decision-making processes

Strongly Agree (3) — 8%
Agree (15) — 39%
Partly Agree (9) — 23%
Disagree (5) — 13%
Strongly Diasgree (3) — 8%
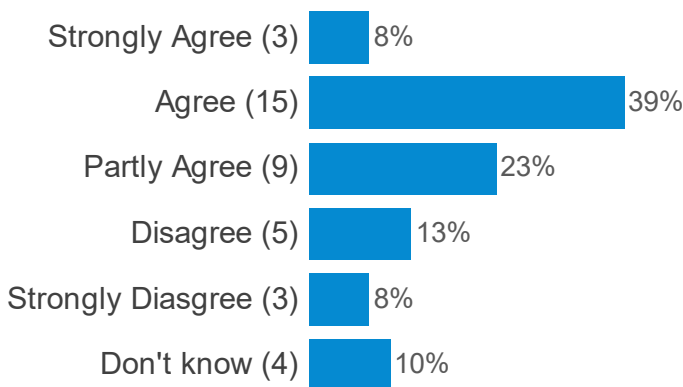Don't know (4) — 10%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 39

If you answered 'partly agree', 'disagree', or 'strongly disagree' please tell us why

As above

Not on public domain

As above - no feedback / info received

The committee structure is opaque and it is difficult to find current information on the website.

N/A

Where?

Tudalen111

I understand the council's decision-making processes

Strongly Agree (4) ▏ 10%
Agree (9) ▏ 23%
Partly Agree (10) ▏ 25%
Disagree (6) ▏ 15%
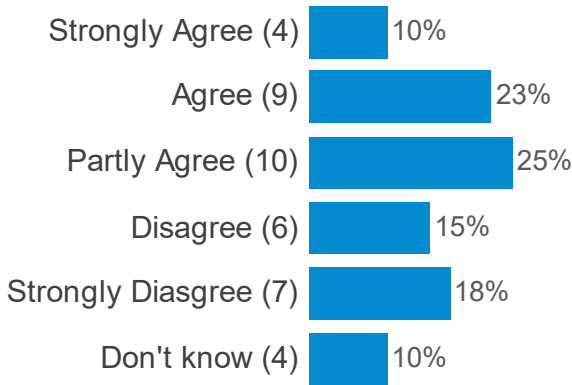Strongly Diasgree (7) ▏ 18%
Don't know (4) ▏ 10%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 40

If you answered 'partly agree', 'disagree', or 'strongly disagree' please tell us why

Do t know about how to access the info
As above
Not in public domain
It doesn't always make sense then you discover little things like corrupt officers..
Aware of council members meetings but no specific information of various committee meetings or decisions
Committee structure is complex.
Some decisions taken don't appear to be logical
Where?
It's quite complicated

I am interested in how and why the council makes decisions

Strongly Agree (14) ▏ 38%
Agree (16) ▏ 43%
Partly Agree (2) ▏ 5%
Disagree (-)
Strongly Diasgree (-)
Don't know (5) ▏ 14%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 37

Tudalen112

The council is open and transparent about its decision making

Strongly Agree (1) ▌3%

Agree (7) ███████ 18%

Partly Agree (10) ██████████ 26%

Disagree (6) ██████ 15%

Strongly Diasgree (6) ██████ 15%
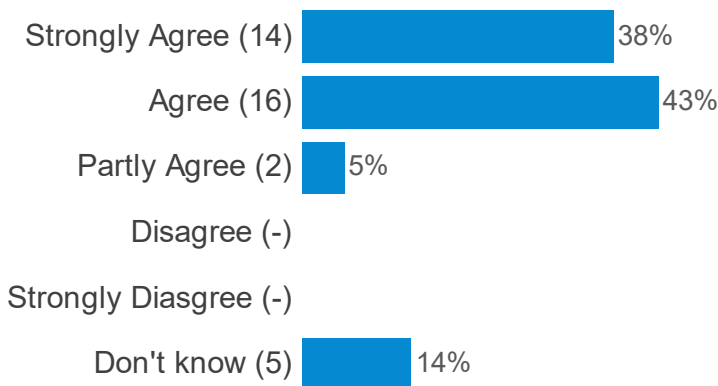
Don't know (9) █████████ 23%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 39

If you answered 'partly agree', 'disagree', or 'strongly disagree' please tell us why
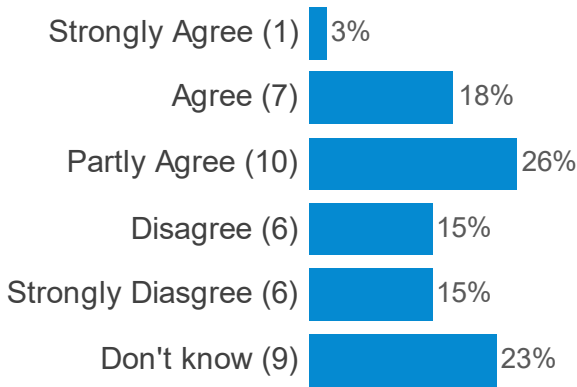
Poor management practices

Never hear see decisions made

Because getting information is hard, and different outcomes for similar issues depending on who is asking

Communication mechanisms need greatly improving

Some decisions are transparent; others just seem to happen.

The dark art of NPT decision making is hard to navigate.

Don't justify just make excuses.

Under the Rainbow Coalition that would be a definite AGREE but due to the despotic nature of the previous regime, bad memories linger

Planning decsions

It is easy and straightforward to find information about council decisions
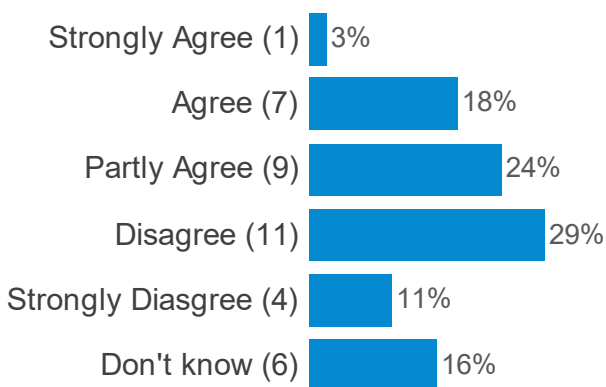
Strongly Agree (1) ▌3%

Agree (7) ███████ 18%

Partly Agree (9) ████████ 24%

Disagree (11) ███████████ 29%

Strongly Diasgree (4) ████ 11%

Don't know (6) ██████ 16%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 38

Tudalen113

If you answered 'partly agree', 'disagree', or 'strongly disagree' please tell us why

As above

Unless you have internet access get seen to get hold of information, not told when decisions are being made

Because it is often hidden in long consultation documents or titles making it hard to find.

Communication mechanisms need greatly improving

Not clear where these are announced.

I find it easy to access information as I have access to broadband/internet though I'm not sure others would have that same fortune

Don't know where.

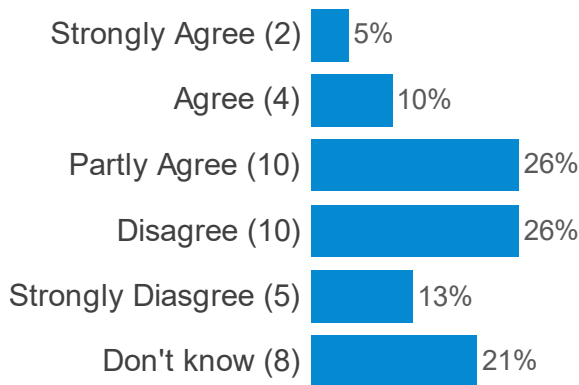## It is easy and straightforward to participate in the council decisions making

Strongly Agree (2) 5%
Agree (4) 10%
Partly Agree (10) 26%
Disagree (10) 26%
Strongly Diasgree (5) 13%
Don't know (8) 21%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 39

If you answered 'partly agree', 'disagree', or 'strongly disagree' please tell us why

Over complicated methods due to bad practices in management

Not told when how deciyare being made

because things like this are difficult for many to understand with very tight dealines.

As above

Can sometime feel as complaining rather than proactive inputting

Several possible pathways (via councillor, direct submissions, consultations) but not clear what is being discussed and how best to respond.

wouldnt know how to start on this participation.

If it were that 'easy and straightforward' I'm fairly sure there would be more involvement.

Could NPT Council do more to improve public involvement in our decision-making processes?
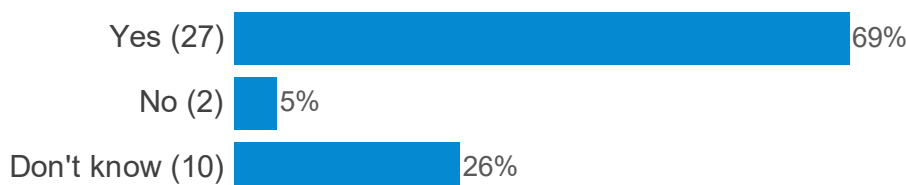
Yes (27) 69%
No (2) 5%
Don't know (10) 26%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 39

Tudalen114

If you answered 'yes' please give us your suggestions

Advertise where to find this information

Improve your general management practices

Be open, honest, transparent, use other media to notify community's

Allow more time for people to become aware and allow them to do research. Have information available in Easy read for everything

Outside help

This document is a typical example of Local Authority jargon - repetitive. An attempt should be made to communicate in a concise and user friendly manner.

See previous comments. Better use of library and community centre facilities to host / publicise council meetings / consultation events

Always difficult to get public involved. Needs a lot of effort for little/no input

Provide an easy-to-find forward plan of meetings and topics written in a way that outsiders can understand.

Listen and feedback

I have made comments on previous pages

Get Councillors to lead local conversations with officer support to report back.

Send letters/ Questionnaires

Councillors should hold more published meetings

Give more information on how to access this on social media and through posters:flyers

give more information on how to do this.

1. One people's assembly in each electoral ward; and 2. One overarching Citizens' Assembly to recommend policy to Council

What effect do you think Draft Public Participation Strategy will have on: (People's opportunities to use the Welsh Language)

Positive (7)   18%
No effect (19)   50%
Negative (-)
Don't Know (12) 32%
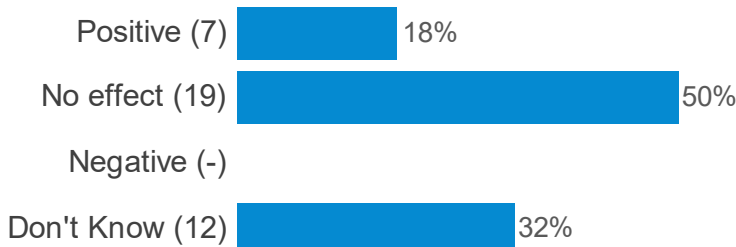
nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 38

What effect do you think Draft Public Participation Strategy will have on: (Treating the Welsh language no less favourably then the English language)
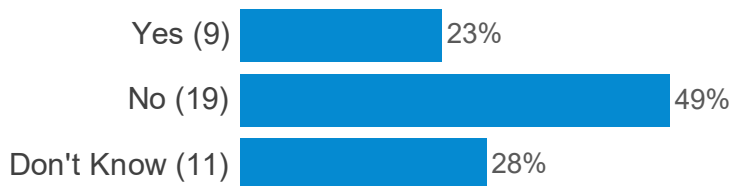
Positive (5)   13%
No effect (19)   50%
Negative (1)   3%
Don't Know (13) 34%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 38

Tudalen115
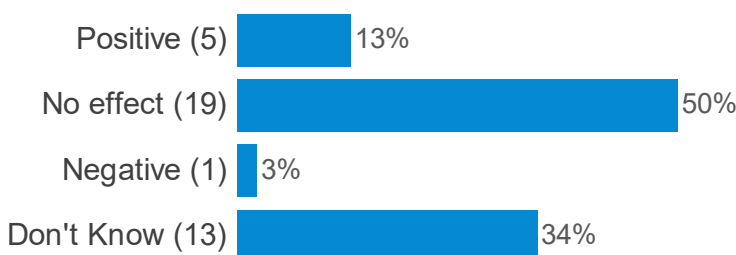
Please give reasons for your response

Welsh is the first language of this country

Most in NPT don't speak Welsh, sadly and the opportunities to use it are very sparse. Which is a shame.

Seems waste of money

Welsh language promotion already supported by other authorities

Don't know

I DON'T KNOW

only issued English language version of this consultation document. I thought that it should be bi-lingual (or there may be a Welsh language version available but it was not communicated)

Os ydych chi'n gwybod Cymraeg rydych chi'n fwy tebygol o siarad/defnyddio'r Gymraeg.

I believe offers Welsh language communciatiosn already/.

The fact that this survey is in English and I'd have to click on a link to go to the welsh version, should be other way around

So many non Welsh speaking diehards love to block increased use of the Welsh language

It's about being inclusive in all strategies being made public

Can't see why it would have any effect

What are the benifits of speaking welsh

I do not believe this will affect the welsh language

Meeting papers aren't available in Welsh

This is an educational issue. I've made my thoughts clear to MS Jeremy Mile in his role as Education Minister, that the only thing that will change the landscape regarding the use of Welsh is that every school in Wales should be bilingual, and that all pupils should be fluent in Welsh AND English by age 16 years.

Would our Draft Public Participation Strategy have an impact on you and/or your family because of (your and /or their): (Age)

Yes (9) 23%
No (19) 49%
Don't Know (11) 28%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 39

Would our Draft Public Participation Strategy have an impact on you and/or your family because of (your and /or their): (Disability)
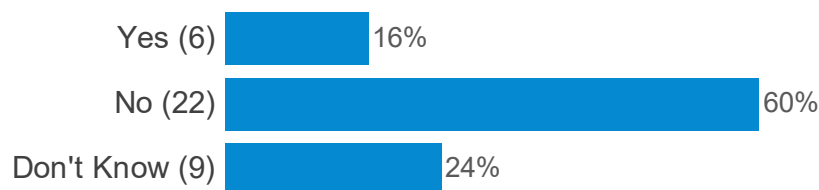
Yes (6) 16%
No (22) 60%
Don't Know (9) 24%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 37

Tudalen116

Would our Draft Public Participation Strategy have an impact on you and/or your family because of (your and /or their): (Gender reassignment)

Yes (-)

No (22) ████████████████████ 63%

Don't Know (13) ████████████ 37%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 35

Would our Draft Public Participation Strategy have an impact on you and/or your family because of (your and /or their): (Marriage or civil partnership)

Yes (-)

No (23) █████████████████████ 66%

Don't Know (12) ███████████ 34%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 35

Would our Draft Public Participation Strategy have an impact on you and/or your family because of (your and /or their): (Pregnancy and maternity)

Yes (-)

No (21) ███████████████████ 60%

Don't Know (14) █████████████ 40%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 35

Would our Draft Public Participation Strategy have an impact on you and/or your family because of (your and /or their): (Race)

Yes (3) ███ 9%

No (20) ██████████████████ 57%

Don't Know (12) ███████████ 34%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 35

Would our Draft Public Participation Strategy have an impact on you and/or your family because of (your and /or their): (Religion or belief)

Yes (4) ████ 11%

No (19) ████████████████ 53%

Don't Know (13) ████████████ 36%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 36

Tudalen117

Would our Draft Public Participation Strategy have an impact on you and/or your family because of (your and /or their): (Sex)

Yes (2) 6%
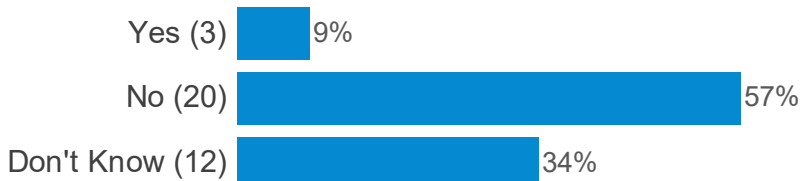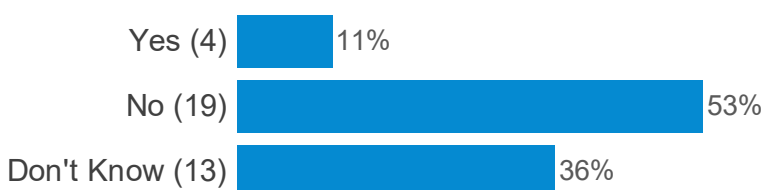No (22) 63%
Don't Know (11) 31%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 35

Would our Draft Public Participation Strategy have an impact on you and/or your family because of (your and /or their): (Sexual orientation)

Yes (3) 9%
No (19) 54%
Don't Know (13) 37%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 35

If yes, please explain why

I am over 80 years old and strongly feel that we need to maintain our Christian belief although respecting other religions

Not on any social media sites. Very limited digital knowledge / experience

It's inclusive of age and disability.

N/A

Please provide your full postcode below (e.g. SA13 1PJ). This allows us to more accurately pinpoint respondents' views and needs by area, and to make sure we've heard from people in all parts of the county borough:-

5	SA11 5TA	SA12	Sa18 1UN	SA12 6SR	SA109BT	SA11 2TJ
SA12 8EF	Sa13 1pj	SA12 9YD	SA13 3EY	Sa8 3bp	SA10 9BT	SA13 2LH
SA12 9TB	SA12	SA10 1BT	sa10 6up	SA18 1EL	SA10 9BT	SA10 8LN
SA12 9gh	SA13	SA11 1HE	SA13 1ET	SA13 3EW	SA13 1es	SA11 1BB
Sa131th	SA12 9EJ	SA12 6RP	Sa8 3ax	SA13 3LY	Sa12 6be	SA114DR
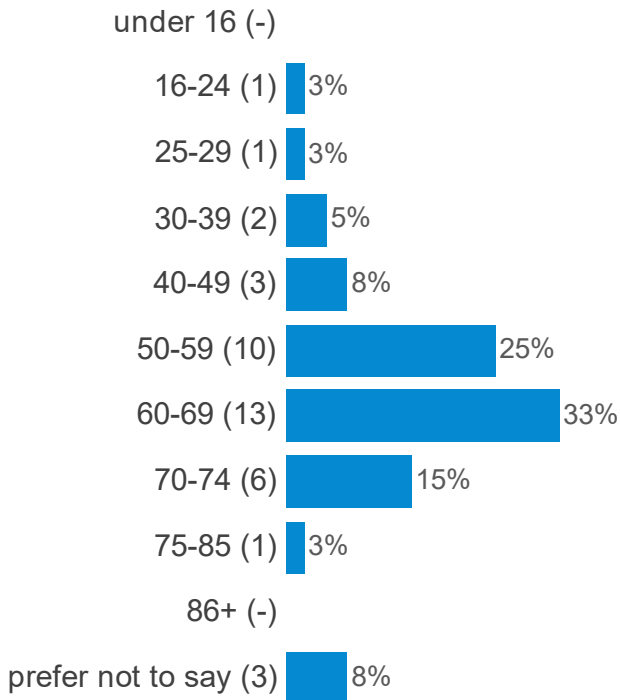
Tudalen118

What is your age?

under 16 (-)

16-24 (1) | 3%

25-29 (1) | 3%

30-39 (2) | 5%

40-49 (3) | 8%

50-59 (10) | 25%

60-69 (13) | 33%
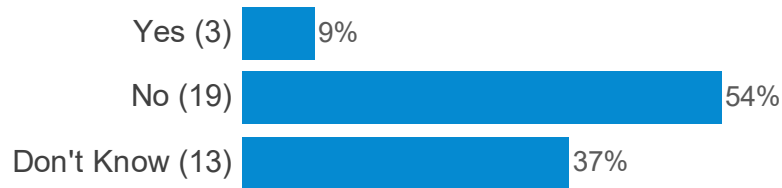
70-74 (6) | 15%

75-85 (1) | 3%

86+ (-)

prefer not to say (3) | 8%

*nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 40

Welsh Language - are you:
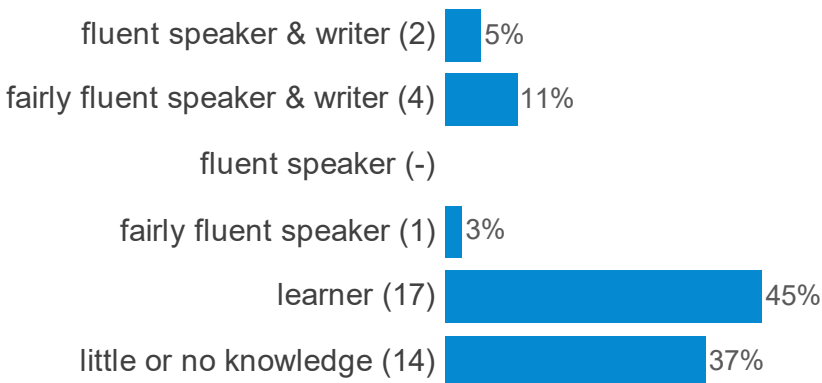
fluent speaker & writer (2) | 5%

fairly fluent speaker & writer (4) | 11%

fluent speaker (-)

fairly fluent speaker (1) | 3%

learner (17) | 45%

little or no knowledge (14) | 37%

*nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 38

Are are you pregnant or on maternity leave?

yes (-)

no (35) | 90%

prefer not to say (4) | 10%

*nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 39

Tudalen119

Do you consider yourself to have a disability?

yes (9) � 24%

no (24) ▮▮▮▮▮ 63%

prefer not to say (5) ▮▮ 13%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 38

Ethnic origin

White British (33) ▮▮▮▮▮▮▮▮▮ 89%

White Irish (-)

Mixed: White & Black Caribbean (-)

Mixed: White & Black African (-)

Mixed: White & Asian (-)

Indian (-)

Bangladeshi (-)

Pakistani (-)

Black African (-)

Black Caribbean (-)

Chinese (-)

prefer not to say (1) ▮ 3%

Gypsy and Traveller communities (-)

other (3) ▮ 8%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 37

other - please specify (Other ethnic group - please specify)

White Welsh

Welsh

Tudalen120

Gypsy and Traveller communities - please specify

Irish Traveller (-)

New Traveller (-)

Roma (-)

Romani Gypsy (-)

Showperson (-)

Other (-)

Sex:

male (18)   46%

female (17)   44%

transgender (-)

non-binary (1)   3%

prefer not to say (2)   5%

other (1)   3%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 39

other - please specify

This question does not conform to best practice as set out by the Office for National Statistics as it will result in answers which are impossible to rely on. The question should ask simply about sex recorded at birth.

Sexual orientation:
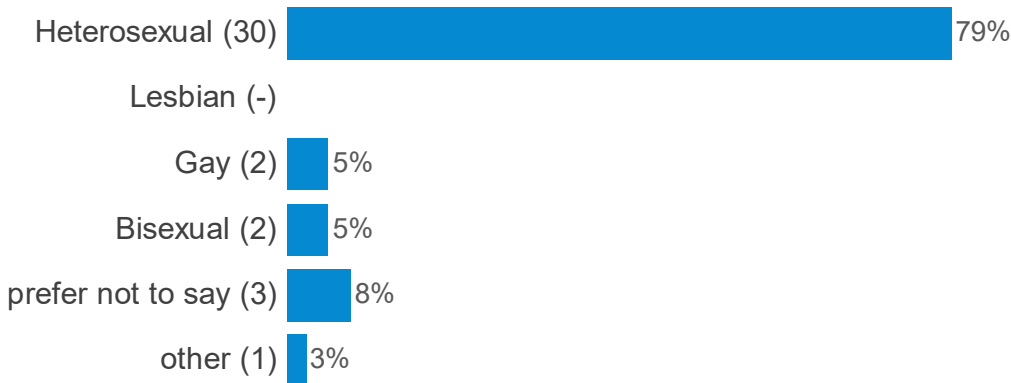
Heterosexual (30)   79%

Lesbian (-)
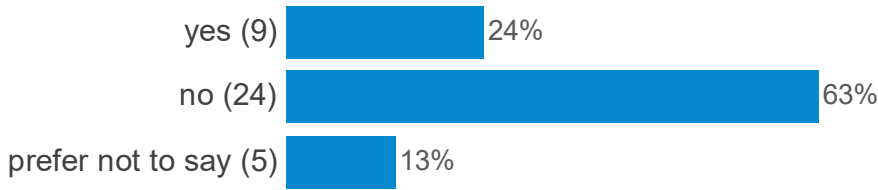
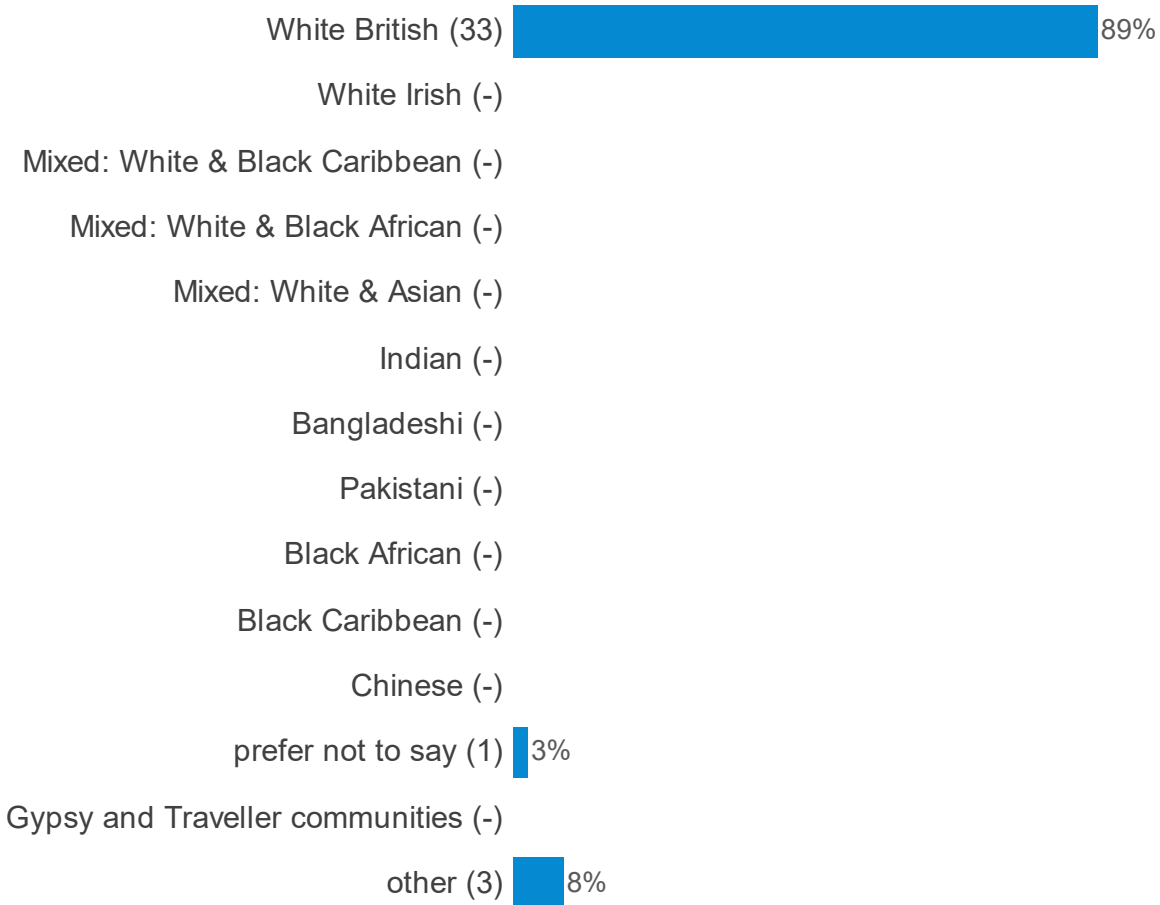Gay (2)   5%

Bisexual (2)   5%

prefer not to say (3)   8%

other (1)   3%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 38

Tudalen121

other - please specify

You will need to define Lesbian here as transwomen attracted to ciswomen may describe themselves as Lesbian.

Religion / belief:

Christian (14) — 35%
Buddhist (-)
Hindu (-)
Jewish (-)
Muslim (-)
Sikh (-)
no religion (23) — 58%
prefer not to say (2) — 5%
other religion (1) — 3%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 40

other religion - please specify (other - please specify)

climate concerned

Nationality:

Welsh (28) — 72%
Scottish (-)
English (2) — 5%
British (6) — 15%
Irish (-)
prefer not to say (2) — 5%
other (1) — 3%

nb. The percentages in the above chart are based on the number of respondents who answered this question, therefore 100% = 39

Tudalen122

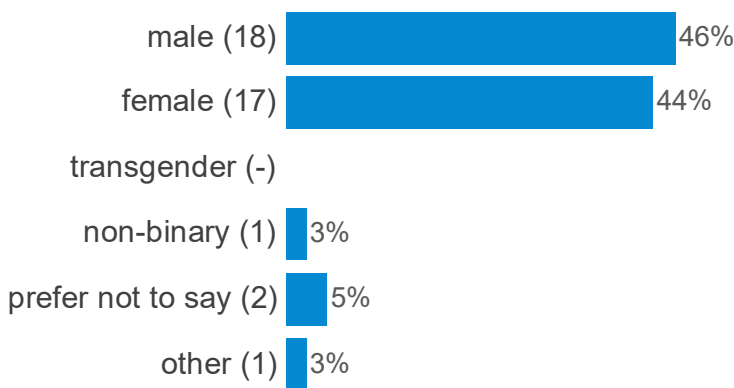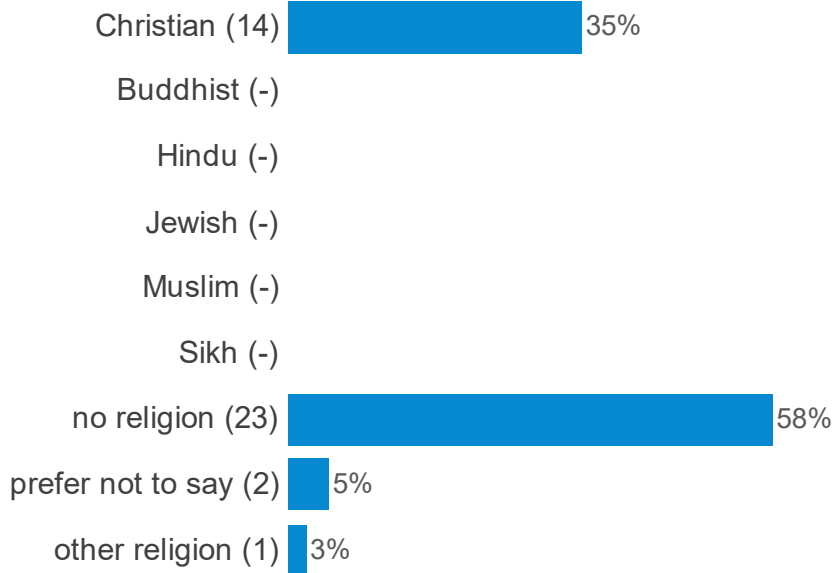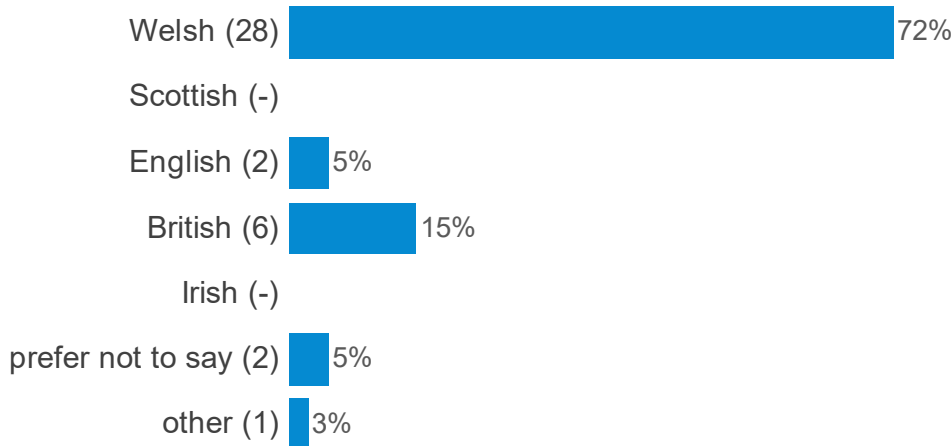**NEATH PORT TALBOT COUNTY BOROUGH COUNCIL**

CABINET

25TH APRIL 2023

REPORT OF THE CORPORATE DIRECTORS GROUP

Matter for Decision

Wards Affected: All Wards

<u>**2023-2024 Strategic Change Programme –**</u>
<u>**Working in Partnership for Our People, Our Places and Our Planet**</u>
<u>**(Contained within the Corporate Plan 2022-2027)**</u>

Purpose of Report

1. To present an updated Strategic Change Programme for the period 2023-2024 for approval prior to being referred to Council on 26th April 2023 for formal adoption.

Background

2. The council's Corporate Plan for 2022-2027 was published in May 2022 focusing on recovering from the Covid-19 pandemic, resetting affected services, adapting to many new ways of working and the increasing demand on services and functions.

3. The Corporate Plan includes a Strategic Change Programme, which is the section that has been updated for 2023-2024. The Strategic Change Programme details key outcomes across each of the four well-being objectives to be achieved by 2027 and reflects our priorities for the coming year, providing a strategic direction for travel.

4. The medium and long term vision for the overarching Corporate Plan was informed by the 2021 Let's Talk campaign. This enabled the council to hear what was important for individuals, local businesses, community organisations and partners as we moved through the

pandemic. The Let's Talk campaign will be revisited in the coming months to find out what matters to our communities now which will inform a wider review of the Corporate Plan for 2024-2025.

Strategic Change Programme Review 2023-2024

5. The process to review the Strategic Change Programme for 2023-2024 has involved Senior Management Teams and officers from across the council, who have considered a number of factors when updating the priorities and the key performance measures.

   These factors included the following:

   - the on-going pandemic and the demand on services and functions;

   - ensuring the Corporate Plan reflects the political priorities of the current Administration;

   - latest performance data of services and functions;

   - the budget for 2023-2024 recently approved by Council and the likely budget outlook; and

   - frequent changes in the council's external environment;

6. The four well-being objectives within the Corporate Plan remain unchanged as they are still relevant and the main focus continues to be 'Recover, Reset, Renew'. Therefore the Strategic Change Programme is the only part of the Corporate Plan which has been reviewed and is attached in Appendix 1.

7. Within the revised programme, we provide detail on some of our key achievements during 2022-2023 and priorities for delivery during 2023-2024.

8. *The Strategic Change Programme meets the statutory requirements contained within the Well-being of Future Generations (Wales) Act 2015.*

Performance Measures

9. As part of the review a number of performance measures contained within the Strategic Change Programme have been revised to reflect realistic expectations and available data.

Financial Appraisal

10. In reviewing the Strategic Change Programme account has been taken of any budget savings/financial impacts, as part of the council's budget setting and planning process for 2023-2024. These have been incorporated into revenue and capital budgets for the financial year.

Integrated Impact Assessment

11. During the development of the council's Corporate Plan 2022-2027 an integrated impact assessment was undertaken. As there has been no change to the main body of the Corporate Plan and the Well-Being Objectives remain unchanged the integrated impact assessment is still relevant.

Valleys Communities Impact

12. The revised Strategic Change Programme contains initiatives to support valley communities across the county borough.

Workforce Impact

13. The council's Strategic Workforce Plan links to and supports the strategic priorities set out in the Corporate Plan, by identifying what the workforce needs to look like and how it needs to operate to deliver outcomes for the residents of Neath Port Talbot. The Plan helps provide the direction and to ensure that we have the right people, with the right skills and attitudes, in the right place and at the right level.

Legal Impact

14. The publication of the Strategic Change Programme will meet the requirements of the Well-being of Future Generations (Wales) Act 2015 by detailing the steps that we will take to achieve our four well-being objectives. Our well-being objectives show how the council contributes to the social, economic, cultural and environmental well-being of Neath Port Talbot and to the seven national well-being goals contained within the Act.

Risk Management

15. The council's Corporate Risk Register will be updated with any risks associated with the delivery of the work outlined in the Programme.

Consultation

16. There is no requirement under the Well-being of Future Generations (Wales) Act 2015 to consult on Strategic Change Programme as no changes have been made to the well-being objectives.

Recommendations

17. It is recommendation that:

    i.   Cabinet approve the revised Strategic Change Programme for the period 2023-2024.

    ii. The Head of People & Organisational Development is given delegated authority in consultation with the Leader, Deputy Leader and Chief Executive to make any further changes that are necessary prior to final publication and which do not materially change the content of the Programme.

    iii. Members refer this Strategic Change Programme to Council for formal adoption at its meeting on the 26th April 2023.

Reason for Proposed Decision

18. To ensure the revisions made to the Strategic Change Programme section of the Corporate Plan are approved, meeting legal duties set out in the Well-being of Future Generations (Wales) Act 2015 as they relate to council corporate planning activities.

Implementation of Decision
19. The decision is proposed for immediate implementation due to it being referred to Council on 26th April 2023.

Appendices

20. Appendix 1 – Strategic Change Programme 2023-2024

List of Background Papers

21. Wellbeing of Future Generations (Wales) Act 2015
22. Shared Purpose: Shared Future, Statutory Guidance on the Well-being of Future Generations (Wales) Act 2015, SPSF:1, SPSF2; SPSF3
23. Corporate Plan 2022-2027 Integrated Impact Assessment

Officers Reporting:

Mrs Karen Jones, Chief Executive,
Tel no: 01639 763284, Email: chief.executive@npt.gov.uk

Mr Andrew Jarrett, Director of Social Services, Health and Housing
Tel no: 01639 763356, Email: a.jarrett@npt.gov.uk

Ms Nicola Pearce, Director of Environment & Regeneration,
Tel no: 01639 686668, Email: n.pearce@npt.gov.uk

Mr Andrew Thomas, Director of Education, Leisure & Lifelong Learning,
Tel no: 01639 763314, Email: a.d.thomas@npt.gov.uk

Mae'r dudalen hon yn fwriadol wag

Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Corporate Plan - Strategic Change Programme

2023/2024 Update

Working in Partnership for Our People, Our Places and Our Planet

Foreword

This document sets out the reviewed detail of the strategic change programme that will be initiated to enable the council to achieve its purpose and vision for 2023/2024. It is intended to be read alongside the Corporate Plan 2022-2027.

In May 2022 the Rainbow Coalition was formed and I am proud to serve as Leader for Neath Port Talbot Council. We want to continue in the spirit of working together, in partnership, to do our best for our communities and bring about change for the future. As a coalition we want to evolve our valleys and villages to embrace the ethos of the council, looking beyond physical regeneration to shape activity for future years. We want to utilise funding to best effect and deliver on a number of programmes already agreed during 2022/23. As well as being ambitious for our future, we know that small things matter to residents and businesses and our priorities set out in this document reflect that.

We are also committed to improving the way we communicate with residents and businesses. We will be launching a new initiative – Let's Keep Talking - this summer so we can explain what we are focusing on and taking on board suggestions, feedback and concerns to inform our future plans.

Cllr S K Hunt, Leader of Council

2022/2023 has been a year where we have continued to be tested by external events.

The Russian invasion of Ukraine, energy and inflationary pressures, the impact on local people as a result of the cost of living crisis, alongside the continuing recovery from the Covid-19 pandemic resulted in high levels of demand for service and extraordinary pressure on council budgets. In contrast, we have also seen exciting investment opportunities for our county borough with the prospect of thousands of new jobs over the coming years and welcome capital investment.

Providing support to the incoming Rainbow Coalition and our residents, and staff, has been our top priority over this period.

In the coming year we will be focusing on delivering the plans and budgets we have put in place, continuing to support our people and ensuring the council remains sustainable.

Mrs K Jones, Chief Executive

Tudalen130

2022/2023 Reflection

The public sector has faced a sustained period of reductions in funding levels for over ten years, the scale of austerity measures imposed by the UK Government has also seen deep cuts in services and jobs, particularly in those services delivered under discretionary powers.

Within weeks of agreeing the 2022/23 budget, Russia invaded Ukraine and what has unfolded since has materially changed our operating environment. Energy prices have soared, inflation has already reached levels not seen since the 1980's which is feeding through in terms of contract and other costs as well as contributing to a cost of living crisis across all of our communities. The combined impact of the pandemic and Brexit has also had a mixed impact across our local economy. Ongoing supply chain disruptions are adding to cost pressures. Furthermore, the labour market is far more competitive with post-pandemic unemployment rates at very low levels and more employers seeking to fill jobs than there are people looking for work.

Income levels have been impacted by the pandemic too with many residents having made significant changes to their lifestyles during the pandemic period – this is particularly affecting theatres, car parks and leisure services.

On a positive note, the county borough is seeing an unprecedented level of investor interest from existing and new investors. In recent weeks we have been informed that Neath Port Talbot & Pembrokeshire Councils were successful in their consortium Celtic Freeport bid with Associated British Ports (ABP) and Port of Milford Haven, which has the potential to create up to 16,000 new jobs and attract up to £5.5 billion of investment. This along with a number of other key achievements ensures Neath Port Talbot continues to be a place to live, work and thrive.

Good progress has been made in implementing various policy initiatives set out in Programme for Government and the associated Plaid Cymru/Labour Co-operation Agreement this year. For example, the roll out of free school meals in primary schools; and the expansion of the free childcare offer. Good progress has also been made in progressing priorities established by the Rainbow Coalition including: the allocation of additional capital funds to improve the public realm; and commencing a review of the decision to re-organise education in the Swansea Valley.

Key Achievements for 2022-2023

Roll out of free school meals to Years 1 and 2 (ages 5 to 7)

588 children benefiting from the free childcare offer

Additional 127 Flying Start placements offered (ages 0-4)

Establishment of the Early Years Multi Agency Panel (EYMAP) to ensure appropriate provision is in place and supports transition into early years and school settings.

Extension of the School Based Counselling Service to ensure that all children from years 1-13 have access to support.

Launch of the Children and Young People's Engagement and Participation Strategy' to ensure there is active engagement and consultation during decision making processes, keeping children and young people at the heart of delivery.

Continue to make good progress on introducing the Curriculum for Wales (The Curriculum and Assessment Wales Act 2021) across Neath Port Talbot.

Increased number of Local Area Coordinators from 6 to 14 to support the community. Local Area Coordinators work with residents to make links to local support networks to improve well-being and reduce demand on care and health services

Completion of Rapid Housing Plan to tackle homelessness over the next 5 years, providing more sustainable models of accommodation and support.

Development of Heritage and Culture Strategy and Destination Management Plan for Neath Port Talbot

Introduction of £2.5m Heritage, Culture, Tourism and Events Fund

Supported 248 people into employment (full and part time)

51 individuals have taken up Modern Apprenticeships within the council, with a further 59 existing staff upskilling using apprentice funding.

£250m Wildfox adventure resort received planning approval

Celtic Freeport bid approved for the ports of Port Talbot & Milford Haven, with the potential to create up to 16,000 new jobs and attract £5.5bn of investment

£17,755,359 secured via UK Government's Levelling Up Fund for the Vale of Neath Heritage Corridor Visitor Attraction

£32,660,854 secured via UK Government's Shared Prosperity Fund and Multiply programme

Following UK Government approval of the City Deal business case we have accessed £47.7m from the City Deal grant for the Supporting Innovation and Low Carbon Growth Programme and £15m for the Homes as Power Stations Programme.

Continue to support the development of the proposal to create a Global Centre of Rail Excellence at Onllwyn

Administered over £9m of UK and Welsh Government funding via Fuel Support Scheme, Unpaid Carers Grant and Self-Isolation Scheme

Partnership developed with Warm Wales to deliver the £2m initiative to support those most impacted by the energy crisis

Several 'Warm Hubs' were identified as places within the community where people could congregate to help take pressure off their own household energy costs. The council made many of its own premises available including libraries, community centres, leisure centres and theatres. Following the introduction of the Welsh Government's Warm Hubs Fund, 26 local organisations have been further supported.

39 organisations supported through the Food Poverty Grant, amounting to £139,000 to cover costs of purchasing additional food as a result of increased demand, volunteer training costs, start-up costs for developing lunch clubs, community cafes and advice services around food poverty support.

Have delivered a balanced budget for 2023/2024 ensuring there are no disruptions to service delivery

Declared a Climate Emergency

Our Focus for 2023/2024

As we move into 2023/2024 there are five key areas our Council will focus on, and work in partnership with, to support people, place and planet:

1. <u>Maintaining a clear focus on recovery from Covid-19</u>

   As a result of Covid-19, the response period and associated policies that emerged, there are much higher volumes of demand/need presenting in social services, housing and education together with an increase in the complexity of need. It is not yet clear when the rise in demand/need will peak, nor the implications of any longer term impacts that are still to be uncovered. As the Council has many statutory duties to fulfil in relation to the people impacted, it is crucial that we can remain focused on our recovery work to avoid more cases escalating to a point of crisis when much more expensive solutions would need to be found.

   Many services were impacted due to actions taken during Covid-19 response where the Council was asked to re-purpose staff, facilities and other resources to support the governments' objectives to protect the NHS and to save lives. Going forward we need to maintain our focus on addressing the consequences of these impacts throughout 2023-2024.

2. <u>Supporting our communities through the cost of living crisis</u>

   At the beginning of the 2022-2023 financial year we were already seeing signs of financial hardship across communities. The energy crisis and huge increase in inflation has seen many more residents and businesses experience financial hardship as the year has unfolded. The Council has played a significant role in making sure that financial support from government reaches those eligible for that support; and the Council has now mobilised a partnership with Warm Wales, unlocking the £2million set aside at budget setting time to assist those experiencing the greatest hardship but who are unable to seek help from other sources. Additional practical support is being provided through the re-purposing of over 30 council buildings to help people access a warm place and support; we are working with partners to promote all other forms of help and support available to those who need it; and putting an increased focus at community level to seek out those most vulnerable and to connect these to help and support near where they live. The NPT Safe and Well Partnership has been re-purposed to co-ordinate the Council's work with partners and with the wider community action taking place. The immediate outlook in 2023-2024 is one of continuing hardship for residents and the Council will need to continue to play its part in supporting residents over this period.

3. <u>Facilitating and Enabling Economic Growth</u>

   We are proud to be dealing with a growing portfolio of major economic development initiatives. These include: a £250 million proposed investment in an adventure resort in the Afan Valley; a £200 million proposed investment in a Global Centre for Rail Excellence in the Dulais Valley; a potential Freeport covering the port of Port Talbot and the Port of Milford Haven which would attract seed capital of £25 million and potentially £0.5 billion in retained business rates for investment in hard and soft infrastructure over the programme life cycle; a £32 million

investment programme over the remainder of this financial year and the next two financial years through the Shared Prosperity and Multiply Funds: the ongoing delivery of the City Deal programme; together with the potential to draw down significant capital funds to support innovation and housing developments and the prospect of some success with our three Levelling Up Fund bids. The Council has performed well in supporting these initiatives but will need to increase investment in its economic growth functions to secure the successful delivery of this portfolio and to maximise the benefits to local people and local supply chains.

4. Delivering local and Welsh Government policy priorities

We are in the second year of the current Senedd term and in the first year of the local government term. The Welsh Government has set out an extensive programme of policy commitments that will impact on councils. Through our work to achieve our well-being objectives we are meeting the requirements set out in the Well-being of Future Generations Act and Socio-Economic Duty. The Rainbow Coalition also has its own policy priorities which are being implemented and are included within this delivery programme that supports our Corporate Plan.

5. Ensuring a sustainable Council

There has been a material change to the Council's operating environment over this financial year. The much changed budget outlook, the workforce constraints and the pace of change combine to challenge the existing operating model.

Over the medium term, the Council will need to pursue a robust strategy that will transform the way services and functions are delivered within a clearly defined framework of priorities, whilst also ensuring financial sustainability and good governance.

Purpose, Vision and Values

The council's purpose, vision, values, relationships and priorities were reset and renewed taking into account:

- what matters to local people, businesses and our employees;
- the impact that we know Covid-19 and the cost of living crisis has had on our communities, our local economy and wider stakeholders;
- the lessons we have learned from our pandemic response and from elsewhere; and
- other anticipated changes in our external environment.
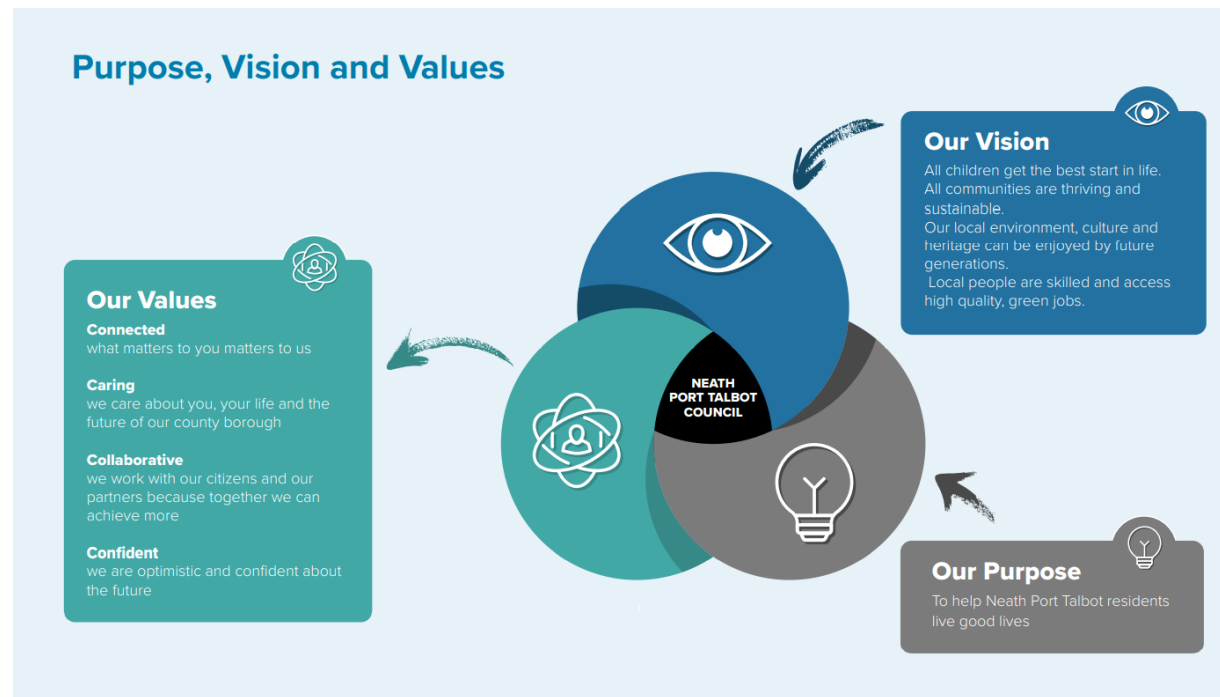
Strategic Change Programme

Our continued commitment to the Strategic Change Programme will drive forward the work we are undertaking to achieve our vision. This is organised at three levels:

<u>Strategic level</u> - We will continue to implement a strategic change programme to ensure we are embracing a 'one council' strategic approach to achieving the vision. The key wellbeing objectives include:

- All children get the best start in life
- All communities are thriving and sustainable
- Our local environment, heritage and culture can be enjoyed by future generations
- Jobs and skills - local people are skilled and can access high quality, green jobs
- Enabling Programme - Organisational Development

Caring
Connected
Confident
Collaborative

Organisational Development

Workforce development
Digital transformation
Data sciences
Deeper integration of services which are user centred
Hybrid working

Best start in life

Communities are thriving and sustainable

Sustaining environment, heritage and culture

Jobs and Skills

People live good lives

<u>Corporate level</u> - corporate strategies are being realigned to support the achievement of the vision and the delivery of the strategic change programme.

<u>Operational level</u> - Every service and function within the council is aligning their service recovery plans to maximise their contribution to achieving the vision that we have set.

Wellbeing Objective 1 – Best Start in Life

All children get the best start in life.

In 20 years' time…

- All children and young people will be:

    - ambitious, capable learners;
    - enterprising, creative contributors;
    - ethical, informed citizens; and
    - healthy, confident individuals.

- There will be a shared culture across the county borough that supports aspiration and ambition for all children and young people;

- Inequalities in health, education and economic outcomes will have reduced;

- All families in need will have access to high quality early help and support services and these will ensure children are ready for learning when they start school and families are being helped to move out of poverty;

- We will have completed a programme of school reorganisation and have the right schools in the right place and all children and young people are accessing the schools that are right for them, first time, every time;

- The council will be systematically removing the barriers to learning and aspiration by convening and working in partnership with other services and agencies that touch the lives of children and young people;

- We will have created an environment that secures access to learning and opportunities for all children, young people and adults in order that they reach their potential and their ambition;

- We will be championing the needs of all learners, particularly our vulnerable and disadvantaged, and building strong relationships with families, schools and communities;

- We will have created environments where learning is a safe, nurturing and fulfilling experience in all settings, where there is respect and due regard to equality, diversity and inclusion;

- We will be working in partnership to ensure that schools and other providers meet the learning needs of all their pupils and students, building professional capital and collective responsibility throughout the system and ensuring that literacy and numeracy are at the heart of learners' development; and

- Neath Port Talbot will be a place where people want to make a life, settle and raise their own family.

Why is this important?

Covid-19 continues to have a significant, adverse impact on children and young people as a result of disruptions to their learning during the pandemic. This impact has consequences for their social development and physical and mental wellbeing. In addition, family pressures as a result of the cost of living crisis.

35% of school aged children live in the 20% most deprived wards in Wales

28% of pupils of school age are entitled to free school meals

Attendance rates for primary schools stands at 89.17% and 85.31% for secondary schools (*academic year 2021/2022*)

334 children are currently being educated at home

In 2022 47.3% of Year 11 pupils, eligible for free meals, did not achieve a grade C or above in either English/Welsh language or mathematics/maths-numeracy

Too many children and young people are being excluded from schools on a fixed term and permanent basis

Almost 16% of children in our schools have a known or identified Additional Learning Need, this is decreasing due to Additional Learning Needs Reform

24% of year 11 pupils in 2022 did not achieve a C grade or above in each of English/Welsh language, mathematics/maths numeracy, and science

2,237 young people aged 16-24 are economically inactive in Neath Port Talbot – some of these consider themselves unfit for work due to mental health issues

The Welsh Government has set a target that 1 million people will speak Welsh by 2050 and we need to play our part in helping to achieve this

What matters to children and young people?

We heard from almost 1,800 people during our Let's Talk 2021 campaign and they expressed their views about what mattered to them now and what mattered to them as they thought about their futures. There were clear themes from their responses:

- Being safe

- Being happy

- Having a stable home life

- Spending time with family, friends and pets

- School – getting a good education

- Growing up to be strong and healthy

- Having good quality parks, sports facilities and other youth services

- Having enough money

- Being able to get a job and being able to afford to live in decent accommodation

- Affordable buses to access services

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Best Start in Life - Moving Forward

By 2027 we will have achieved the following outcomes:	To achieve these outcomes our key priorities for 2023/2024 are:
Worked with partners to ensure our youngest children are better prepared for transition to school	Work with the childcare sector and partners to develop a more equitable Early Years offer to ensure our youngest learners transition into school successfully.
	Work with Welsh Government and partners in the sector to increase access to childcare.
Completed the Welsh Government Universal Primary Free School Meals (UPFSM) roll out for all primary pupils	Enabled access to UPFSM for all year 3 and 4 pupils by summer term 2023, and by January 2024 for Years 5 and 6.
Enhanced facilities for young people including improved play and leisure services	Enhance free and low cost play and leisure opportunities for children and young people.
Services for children and young people are aligned across sectors so that the needs of children and families are identified early and support is joined up across agencies and improving	Work to develop parental engagement in NPT schools so that the schools are at the heart of their community.
	Ensure early help and support offer to children and families is clearly communicated.
	What matters to children and families will be at the centre of the way we plan and provide our services.
	Ensure children in need of protection are safeguarded and they can grow up in a loving and stable family.
Children know and understand their rights and responsibilities	Work with schools and partners to adopt the Education, Leisure and Lifelong Learning Participation and Engagement Strategy and support our schools to embed a framework for Children's Rights.
Progressed our Strategic Schools Improvement Programme increasing the number of 21st Century learning and teaching environments available for children and young people	Gain Welsh Government approval for the Strategic Outline Programme.
	Further progress our Band C proposals with Welsh Government.
	Conclude the review of the organisation of schools in the Swansea Valley.

Education reforms related to the curriculum and support for pupils with Additional Learning Needs that are embedded and these changes will raise standards across our education system	Work with and support schools and partners to ensure they are at an appropriate stage of readiness for curriculum reform in line with Curriculum for Wales (The Curriculum and Assessment Wales Act 2021).
Fully Implemented the Additional Learning Needs and Education Tribunal (Wales) Act 2018 and the Additional Learning Needs Code of Practice 2021 across the Local Authority and in schools within Neath Port Talbot raising standards across our education system	Ensure that the Local Authority (LA) and schools convert all Statements of Special Educational Needs (SEN) to Individual Development Plans (IDPs) within the specified timescales.
	Work with partners to ensure the Local Authority (LA) fulfils its statutory duties in delivering an equitable offer of post 16 provision for young people with Additional Learning Needs (ALN).
	A robust quality assurance framework in place to monitor and review the impact of Individual Development Plans.
A co-ordinated approach to meeting the mental health and wellbeing needs of our children and young people	Work closely with schools and partner agencies to ensure that the Whole School Approach to Emotional Health and Wellbeing is embedded across the Authority.
Increased number of pupils in Welsh medium schools in line with our targets within the Welsh in Education Strategic Plan	Increase Nursery pupil numbers to 331 (22.8%) and Year 1 to 308 (21%)
Provided opportunities to enable all learners, families and carers to benefit from the opportunity to learn, appreciate and shape their lives through the medium of Welsh	Deliver the Welsh in Education Strategic Plan (WESP) 5 year action plan and begin to progress targets.
	Ensure regular opportunities for learners, staff and the wider community to engage in activities that increase confidence in the Welsh language and promote Welsh modern culture and history, through engagement with Siarter Iaith/ Cymraeg Campus.
	Undertake an audit to see what Welsh medium provision is available within the LA (both within school and in the community) and geographical gaps will be identified and filled i.e. provision from Urdd, PASS, Youth Service etc.
	Undertake an audit of learning opportunities for non-Welsh speaking learners, parents / carers and grandparents or those who are hesitant in the language.
	Develop a programme to ensure provision and promotion of learning opportunities for non-Welsh speaking learners, parents / carers and grandparents or those who are hesitant in the language in order to raise their confidence and assist with their children's education.
Reduced the number of children and young people excluded from school.	Work with schools and partners ensuring as many pupils as possible physically re-connect and engage with school.

Improve attendance of pupils	Improve attendance at primary and secondary phase, and a particular focus on attendance of vulnerable groups
Implemented a teaching programme so that every school is able to access the programme creating an exciting and innovative communities of teachers who can support each other and learn together	Continue to support teachers through professional learning from the time they decide to become teachers through their whole career. That NPT schools continue to grow as learning organisations. We will continue to prioritise professional learning in our directorate plan and ensure that it is at the heart of the reform agenda.
	Strive for all pupils in NPT to realise the 4 purposes because of excellent teaching.
Development a leadership programme and a long-term view of 'talent spotting' and nurturing future leaders with a programme of individual coaching and mentoring.	Work to develop inspirational leaders working collaboratively to raise standards. We will support school leaders to better articulate what they do and why they do it in the context of the Curriculum for Wales. We will support them to lead strong and inclusive schools where a culture of professional learning and collaboration is central to school improvement. NPT will produce school leaders that will be capable of supporting each other to improve and contribute to educational improvements across Wales.
More young people will have registered to vote and will be using their vote in Welsh elections	Undertake targeted key messaging with 16-17 year olds with specially designed paper and online materials for form classes.
	Continue liaison contact with internal NPT groups including the Local Area Co-ordination (LAC) support network, Community of Practice network, Travellers Liaison, Youth Council and Youth Mayor as well as the Communication, Marketing and Digital teams.
	Maintain new links and partnerships with external groups and organisations including the Regional Community Cohesion network, Your Voice Advocacy, Democracy Box, Local Muslim community groups, BAME community groups, local media, Welsh Government, Electoral Commission and the Association of Electoral Administrators.
	Plan around key dates to help with promotional drives and other awareness days to aid face to face work (where possible) as well as online activity.
	Utilise traditional advertising mediums such as local radio as well as social media platforms to promote and tie in with specially designed resources supported by the Electoral Commission and Welsh Government where grant funding remains available.
Strong safeguarding and support procedures in place for children and young people	Bring forward proposals to further develop Children's Social Services.

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Arrangements for supporting young people when they finish their statutory education are improved with all children going on to training, education or work	Work with partners to retain young peoples' engagement in education, employment and training and to reduce youth unemployment within Neath Port Talbot.
	Support young people leaving full-time education to move on to further training or education or work.
	Increase the number of work experience and apprenticeship opportunities offered by the council and local employers to young people.
All young people leaving care will have access to sustained appropriate accommodation	Build on our role as corporate parents and help young people leaving care to have appropriate supported transition.
Support young carers to access opportunities	Explore what more we can do to support young carers.

Making a Difference

These performance measures will be used to demonstrate progress during 2023/2024. Using April 2022 data as a baseline we are able to track progress to date and determine our trajectory for the year ahead.

Performance Measure	Baseline Data – April 2022	Outlook for 2023/2024 (increase, decrease or maintain)
Number of full day childcare places provided	2339	Increase
% of 5 year olds receiving education through medium of Welsh	18.5%	Increase
% of year 11 pupils studying Welsh first language	12.70% (21/22 Academic Year)	Increase
% year 11 leavers who are NEET (Not in Education, Employment or Training)	2.41%	Decrease
% pupil attendance in primary school	89.23% (21/22 Academic Year)	Increase
% pupil attendance in secondary school	85.52% (21/22 Academic Year)	Increase
Number of pupils permanently excluded	19 (21/22 Academic Year)	Decrease
Number of pupils excluded for fixed days	2543 (21/22 Academic Year)	Decrease
Number of 16-18 year olds registered to vote	1833	Increase

Linked Plans and Partnership

Plans	_Partnerships_
• NPT Public Services Board Wellbeing Plan • NPT Local Development Plan • NPT Welsh Language Promotion Strategy • NPT Active Travel Plan • NPT Welsh in Education Strategic Plan • NPT Strategic Equality Plan	• Neath Port Talbot Public Services Board • NPT Think Family Partnership • NPT Adult Learning Network • NPT District Sports Council • Partneriaeth – Regional Education Consortium • South West Wales Regional Skills and Learning Partnership

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Wellbeing Objective 2 – All communities are thriving and sustainable

People live healthy, long and good lives in thriving and sustainable communities where people get along together and support one another

In 20 years' time…

- Every community is thriving;
- Inequalities in health, economic and social outcomes have reduced;
- People are involved in decisions that affect them, more people are involved in community life;
- People are welcoming of newcomers and treat each other with respect; every individual is included and has an equal voice;
- People can access good quality, affordable, low carbon housing in their community;
- People are connected within their community; communities are connected to each other and the wider world through good quality digital services and transport networks;
- People are resilient; they respect and take care of their environment and they can come together and act at times of crisis;
- Communities are age and disability friendly;
- Communities are pleasant, clean, safe and green;
- Vulnerable people are supported in their community through a range of informal and formal care and support networks;
- Communities can access a range of quality services necessary for daily living; and
- Communities benefit from a high quality of design that reflects the unique heritage and characteristics of each place.

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Why is this important?

Covid-19 has had an adverse impact on many people with more people becoming lonely and isolated. There has been a disproportionate impact on young people, women and people from BME backgrounds;

There were 142,300 people living in NPT in 2021. This is expected to grow to 147,000 by the mid-2030s;

The population is ageing – the number of people retired is growing but the number of young people is declining;

People are living for longer and living healthier lives but life expectancy and health life expectancy is below the rest of Wales and the gap between those who are best and worst off is significant;

GVA (Gross Value Added) is lower than the Welsh average;

There are estimated to be over 20,000 unpaid carers in the county borough;

There is a need for more affordable housing of a good quality;

We expect to see a 35% increase in those aged 65+ who will be living alone by 2035; and

Working with partner organisations we have seen a significant increase in requests from residents looking for support with Personal Independence Payments (PIP), fuel payments, access to foodbanks and managing debt.

What matters to people?

We heard from almost 1,800 people during our Let's Talk 2021 campaign. During periods of lockdown, people have rediscovered the importance of their family, friends and wider community. What they said matters to them now and as we look further into the future is captured below:

- Contact and being able to spend time with family, friends and pets;
- Being safe;
- Being healthy and making sure family and friends are healthy; good access to health services;
- Having a secure job and a good work-life balance;
- Children have access to good education and schools stay open;
- Having good relationships within the community and having events that bring people together;
- The arts, our culture and heritage;
- Better bus services;
- Cleaner and better maintained streets and green spaces;
- More and cheaper outdoor leisure facilities;
- More support and facilities for young people;
- Ensuring elderly and vulnerable people are supported; and
- Better interaction with the council.

All communities are thriving and sustainable - Moving Forward

By 2027 we will have achieved the following outcomes:	To achieve these outcomes our key priorities for 2023/2024 are:
Enhanced support is given to those who are at risk or living in poverty	Make sure those who need help and support with the cost of living know what support is available and how to access it and identify gaps in help and support and how those gaps could be addressed.
	Revisit the work undertaken with the support of the Bevan Foundation, reset the strategic objectives and actions to address the root cause of poverty.
	Work with partners to help people experiencing hardship to improve their circumstances.
	Identify how the council can bring its services closer to where people live, helping to sustain key local facilities that act as community hubs.
Worked with communities to develop a clear and detailed understanding of what is strong about each community and what communities want to achieve for the future. People are involved in decisions that affect them; more people are involved in community life	Further develop our work at neighbourhood level, mapping local assets (what's strong about each community) and mapping community vulnerabilities.
	Coordination of funding opportunities for communities based on place-based model/needs.
	Increase the number of people helped to connect with local information care and support networks by working with the community and other partners to identify opportunities.
	Create a network of neighbourhood forums to increase opportunities for local people to participate in decisions that affect them and provide greater support for the work of local councillors in their ward.
	Continue to promote and develop our 'NPTBuyLocal' initiative, encouraging local people to support their local business.
	Begin to take the actions that will implement our commitment to the place making charter.
Improved the range and quality of informal and formal support for elderly and vulnerable residents, including unpaid carers	Bring forward proposals for the further development of adult and children social care services.
Worked with the community to prevent problems from happening or getting worse	Continue to work through our community safety partnership to address the problems posed by alcohol, illegal drugs, domestic abuse and anti-social behaviour.
	Hold engagement events to promote community safety and crime prevention related campaigns/initiatives.

Supported the development of more community groups with an increase in the number of volunteers	Provide seed funding for community and voluntary initiatives that strengthen early intervention and prevention support at the neighbourhood level.
	Work alongside the Neath Port Talbot Council for Voluntary Service to encourage and further develop community and voluntary groups across the county borough.
	Finalise the Council's Volunteering Policy to encourage and support council staff to volunteer.
Developed our valleys, villages and towns	Catch up, Clean up, Green up initiative to be continued and extend work to improve the cleanliness, environment and safety of towns, villages and valleys.
	Strengthen our neighbourhood management services.
	Ensure effective engagement and communication of what is being delivered in valleys, villages and towns.
	Agree how place plans can be evolved to shape activity into the future years, ensuring such plans bring physical regeneration within the wider council offer and carefully targeting Shared Prosperity Funding and other funding sources.
	Refresh the Compact with the voluntary sector and the Charter with Town and Community Councils.
	Create place plans for the 3 towns and 2 district centres and reset town centre stakeholder collaboration arrangements to ensure effective engagement by the council.
	Agree how town centre aspirations can be developed and fed into longer term plans and funding opportunities.
	Improved the quality of the public realm.
Council staff will understand the principles of community development and have the skills and confidence to put those principles into practice	Develop a training programme for staff with regards to community development principles. Ensuring staff feel supported and confident in their delivery.
Worked with developers to increase the supply of quality, affordable and low carbon housing; helped residents to reduce the carbon emissions of their homes	Working closely with Registered Social Landlords (RSL's) to increase the number of interim and move on accommodation units.
	Implement the Rapid Housing Plan.
	Bring forward proposals to strengthen our housing strategy function and increase the number of units of housing. Prioritise those in temporary accommodation in need of affordable housing and housing for those with care and support needs.

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Improved digital connectivity across Neath Port Talbot	Continue to provide support to those that are unable to access the internet.	

Making a Difference

These performance measures will be used to demonstrate progress during 2023/2024. Using April 2022 data as a baseline we are able to track progress to date and determine our trajectory for the year ahead.

Performance Measures	Baseline Data – April 2022	Outlook for 2023/2024 (increase, decrease or maintain)
Number of active volunteers (Safe & Well)	12	Increase
Number of volunteer hours (Safe & Well)	New performance measure	Baseline and Monitor
Number of social and micro enterprises supported	New performance measure	Baseline and Monitor
% increase in mental wellbeing in adults	New performance measure	Baseline and Monitor
Number of people supported into employment with a long-term health condition / disability	New performance measure	Baseline and Monitor
Number of self-reported wellbeing following a period of intervention via Prevention and Early Intervention provision (Local Area Coordination, Community Independence Service or Community Connecting Team)	New performance measure	Baseline and Monitor
% of people satisfied with the local area as a place to live	66%	Increase
% of high risk victims who engage with the Independent Domestic Violence Service (IDVA)	67%	Increase
Number of people subject to the Anti-Social Behaviour Warning process	6	Decrease

Number/% of households successfully prevented from becoming homeless	60.67	Maintain
Increase in people engaged with digital technology via digital inclusion initiatives to aid their independence	New performance measure	Baseline and Monitor
% households with access to the internet	46%	Increase

Linked Plans and Partnership

Plans	Partnerships
Plans • NPT Public Services Board Wellbeing Plan • NPT Local Development Plan • NPT Welsh Language Promotion Strategy • NPT Active Travel Plan • NPT Strategic Equality Plan • West Glamorgan Area Plan • West Glamorgan Regional Carers Strategy • Healthy Relationships for Stronger Communities	*Partnerships* • Neath Port Talbot Public Services Board • NPT Think Family Partnership • West Glamorgan Regional Partnership Board • Neath Port Talbot Council for Voluntary Services • Community Safety Partnership Board • Violence Against Women, Domestic Abuse and Sexual Violence – Leadership Group

Wellbeing Objective 3 – Our local environment, culture and heritage can be enjoyed by future generations

Natural processes are restored and they mitigate and have developed greater resilience to climate change.

People actively conserve, improve and enjoy our stunning natural environment, treasure the Welsh language and are actively engaged with the rich sporting, cultural and industrial heritage of the area.

In 20 years' time…

- More people speak the Welsh language and Welsh is an integral part of everyday life;
- People will value and cherish our local natural environment and have reversed the decline in our wildlife; our most precious sites will be in improved condition and connected via a network of green corridors;
- People will have restored natural processes to mitigate and develop greater resilience to the effects of climate change;
- Our urban areas will embrace and include space for nature that can be enjoyed and provide opportunities for all;
- Residents of all ages across Neath Port Talbot will talk about the local environment, culture, sports and heritage with pride and confidence and more people will be actively involved in the conservation of our environment, culture and heritage;
- Local culture and heritage will be visible, brought to life through high quality, sustainable design that celebrates the past and connects it to the county borough's ambitions for the future; and
- The area will be a destination of choice for people to live, work and spend their leisure time. The area will have built a reputation for excellence in the way it promotes a strong sense of belonging through heritage, the arts, sport and culture and supports everyone to connect to the natural environment and to enjoy a high quality of wellbeing. We will increase the appeal of our area as a visitor destination by building upon our sense of place, having an inclusive approach and encouraging sustainable development. Visitors will be encouraged to act responsibly for the benefit of our communities and local environment.

Why is this important?

Heritage is integral to our culture, people's sense of identity and sense of belonging which in turn impacts on people's health, wellbeing and social inclusion. Heritage and culture also contributes to the economy, supporting paid employment, helping to attract inward investment and generating value through voluntary action – part of our wider place shaping agenda.

The Welsh language is a very important part of our heritage and culture. We support the Welsh Government's Cymraeg 2050 ambition to achieve a million people able to enjoy speaking Welsh by 2050.

The importance of protecting our natural environment has, of course, never been so prominent. The Welsh Government officially declared a Climate Emergency in 2019 and a Nature Emergency in 2021, recognising the significance of these two interrelated challenges and the urgency in tackling them. The natural environment is vital to our communities and provides us with all our basic needs. It gives us all a better quality of life and opportunities to enjoy the outdoors and Wales' natural beauty and heritage, giving people the choice to become more physically active. People come from far and wide to experience our environment and it is intrinsically linked with Welsh culture and language.

While the area has many strengths, it also experiences relatively high levels of poverty, deprivation, ill-health and disability. There is a strong focus on encouraging people of all ages and from all backgrounds to adopt active lifestyles to improve physical and emotional wellbeing. There is also a need to grow more quality jobs in the local leisure and tourism industry and to continue the long tradition of fostering local talent to achieve success as elite athletes and to perform on the world stage.

What Matters to Local People

Through our Let's Talk 2021 campaign, local people have told us that their local environment, the Welsh Language and our heritage and culture matters to them. They want us to:

- Keep the past alive, promoting and celebrating our heritage to strengthen our sense of identity and sense of belonging;
- Help to protect, preserve and maintain our historic and heritage sites for present and future generations;
- Promote our Welsh language, traditions and culture;
- Help all generations to connect with our natural environment, heritage and culture;
- Improve facilities for walking and cycling;
- Help our community and voluntary groups to sustain and further develop their important work; and

Without a clear commitment to action, there is a risk that we will see irreversible, further damage to our natural environment, a further decline in the use of the Welsh language and our traditions, culture and important heritage sites will be lost to future generations.

With the right actions, we can reverse the changes we have seen in our natural environment, increase the use of the Welsh language and preserve and build upon our traditions and heritage to make a positive impact on economic, social, environmental and cultural wellbeing, positioning Neath Port Talbot as a place where people want to live, work, learn and spend their leisure time.

Our local environment, culture and heritage can be enjoyed by future generations - Moving Forward

By 2027 we will have:	To achieve our vision our key priorities for 2023/2024 are:
Worked with our community groups, partners and stakeholders to define a programme of flagship heritage and culture projects for the county borough; be delivering the new culture strategy	Help to promote the work done by local groups, making it easier for others to appreciate, understand and enjoy our local environment, heritage and culture.
	Expand use of Council's What's On database to amplify community messages.
	Finalise the Heritage & Culture Strategy, agree priorities and determine partnership governance strategy.
	Promote the £2.5 million Shared Prosperity funded Heritage, Culture and Events fund and highlight opportunities to community groups.
	Continue to seek external funding opportunities to conserve and enhance, culture and heritage.
	Implement our Welsh Language Promotional Strategy.
	Consider the State of Nature report to determine the priorities of NPT Nature Partnership.
	Strengthen planning and partnership arrangements so that greater weight is given to conserving and improving the local environment, heritage and culture.
	Support those who have settled in NPT to promote their culture and heritage within the community.
Worked with communities and partners to engender a greater sense of stewardship, encouraging them to take a more active role in the ongoing management and improvement of their local environment	Continue to support and encourage volunteering at council owned nature sites.
	Establish a programme of training and development to enable our workforce to contribute to the conservation and enjoyment of our local environment, heritage and culture.
Embedded the history of the local environment, heritage and nature into the curriculum and ensure all schools have access to environmental and outdoor learning opportunities	Focus on supporting new school curriculum and develop opportunities out in the community for children to engage.
	Extend opportunities for children, young people and citizens to learn about their local environment, heritage and culture.

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	Continue with Lost Peatlands to develop school grounds to improve biodiversity and in relation to Glyncorrwg Primary – provide a space for continued engagement with the outdoors through teacher led activities on school grounds.
Implemented our leisure strategy to improve access to high quality leisure and recreational opportunities	Complete the transfer of Celtic Leisure back to the Council by March 2024.
	Refocus the strategic business plan for leisure services delivered by the council and bring forward medium term business plan.
	Start work to set a new strategic direction for leisure and recreation.
	Improve adult participation in leisure and recreation.
Developed a clear understanding of how the environment, heritage, sport and culture can contribute to a stronger, more sustainable economy	Deliver our planned programme of projects and service changes to improve access to local sport, leisure, culture and heritage; deliver planned projects to conserve our local environment.
Worked with partners to establish the county borough's brand as a destination of choice across the UK and internationally; implemented and delivered our Destination Management Plan	Administer the Shared Prosperity Funded Heritage Culture Tourism and Events Fund to enable public, private and voluntary sectors to deliver priority projects as identified in the Culture strategy, Heritage strategy and Destination Management Plan.
	Deliver the Shared Prosperity Funded Destination Marketing and Pride of Place Campaign to raise the profile of Neath Port Talbot as a visitor destination and change perceptions of the area by residents and investors across the South Wales region.
	Deliver the Vale of Neath Heritage Corridor Visitor Attractor Levelling Up Fund Project at Gnoll Estate Country Park and Waterfall Country Pontneddfechan.
	Deliver priorities for the visitor economy as set out within the new Neath Port Talbot Destination Management Plan.
	Strengthen the strategic approach to tourism and visitor economy.
	Agree Afan Forest Park Masterplan and strengthen partnership arrangements with Natural Resources Wales. Work closely with the Wildfox investors to maximise the benefits of that proposal.
	Create a masterplan for Aberavon Seafront.
Delivered the Dramatic Heart of Wales Destination Marketing Campaign in order to raise the profile of	Deliver compelling marketing communications activities which engage with key visitor target markets in order to encourage the growth of the visitor economy.

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Neath Port Talbot as a visitor destination and encourage overnight stays	Provide tailored support to businesses and organisations within the tourism sector in order to encourage the growth of the tourism sector and the employment it creates.
Extended our active travel network and improved public rights of way to encourage more people to walk and cycle	Carry out further schemes to improve public rights of way to encourage more people to walk and cycle.
Increased the proportion of the council's budget spent on greener alternatives for goods and services which are sourced locally and within the region, strengthening our foundational and circular economy	Work with Cwmpas (Wales Co-op) and CLES (Centre for Local Economic Strategies, developers of the 'Preston Model') to review procurement supply chain strategy. Maximise the local social and economic benefits of council spend, prioritise goals and objectives for social value and community wealth building in Neath Port Talbot.
Worked with our community groups, partners and stakeholders to extend our work to help nature recover and to improve the quality of and access to our natural environment; further implement our biodiversity plan	Drive the implementation of the Biodiversity Plan.
	Further develop the NPT Nature Partnership.
	Apply for and deliver external grant-funded projects to manage, improve and create new council sites for the benefit of nature and local communities.
	Support and encourage volunteering at council owned nature sites.
	Strengthen planning and partnership arrangements so that greater weight is given to conserving and improving the local environment, heritage and culture.
Worked with partners to facilitate the transition from traditional energy sources to more sustainable energy sources with an emphasis on the delivery of the City Deal programme, and opportunities created through the establishment of the Swansea Bay Corporate Joint Committee to decarbonise industry, housing and transport; implement our revised decarbonisation and renewable energy plan.	Refresh the council's decarbonisation and renewable energy plan supported by a fully costed action plan to enable the transition of Neath Port Talbot to carbon net zero by 2030.
	Implement measures to decarbonise the operation of the council including the council's vehicle fleet and property portfolio.
	Draft a Local Energy Plan which accords with the South West Wales Regional Energy Plan, in addition to developing a deliverable action plan which reduces the council's carbon footprint and reduces our energy consumption.
	Continue to progress the delivery of Homes as Power Station, our City Deal projects; In addition to amending the business case for the Supporting Innovation and Low Carbon Growth programme, to secure an additional component in the form of an net zero training academy which will support the decarbonisation of our manufacturing sector and our economic aspirations associated with floating off-shore wind.

Worked with partners to further develop flood and pollution mitigation measures	Engage with key partners to scope out the possibilities of joint working in the short, medium and long term with the view to making our communities more sustainable and resilient.
Increased awareness of the climate change agenda	Increase the engagement of the workforce and citizens in the climate change agenda.
Adopted the council's new Replacement Local Development Plan (RLDP) and begin implementation.	To prepare, engage with stakeholders and undertake consultation on the Replacement Local Development Plan Preferred Strategy, setting out the council's growth and spatial strategies for the county borough for 2021 – 2036, including: • Agreeing key issues, vision and objectives for the plan; • Setting out appropriate strategic options and identifying the proposed scale of future growth in population, housing and employment to be planned for; • Agreeing and setting out the council's preferred spatial strategy for the built development necessary to address the level of growth; • Identifying proposed key strategic development sites to accommodate the growth; and • Drafting key strategic planning policies to deliver the vision, objectives and strategy.

Making a Difference

These performance measures will be used to demonstrate progress during 2023/2024. Using April 2022 data as a baseline we are able to track progress to date and determine our trajectory for the year ahead.

Performance Measures	Baseline Data – April 2022	Outlook for 2023/2024 (increase, decrease or maintain)
% of persons (aged 3 and over) who say they can speak Welsh	22.8%	Increase
% of people (aged 3 or over) who say they speak Welsh daily	10.1%	Increase
Total (£) external funding achieved to protect historic environment assets	New performance measure	Increase
% of pupils participating in sport three or more times a week	46%	Increase
% of pupils participated in sport in a community club at least once a week	64%	Increase
% of adults active for at least 150 minutes in the previous week	56%	Increase
% people participating in sporting activities 3 or more times a week	34%	Increase
Total value of funding secured to enhance the quality of the visitor experience	£557,000	Increase
Number of visitors to Neath Port Talbot	Data available approx. June 2023)	Increase
Total value of grant aid awarded to local projects via the Heritage, Culture, Tourism and Events Fund	New performance measure	Baseline and monitor
Total cumulative reach of destination marketing and pride of place campaigns	New performance measure	Increase by March 2025

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% of waste reused, recycled or composted	66%	Increase
Kilograms of residual waste generated per person	204.37	Decrease
Area of council owned land (or within council control) used as green space, local nature reserves	820ha	Increase
The extent of council owned land (or land in council control) that is protected through designation and/or is subject to appropriate management for biodiversity conservation as set out in an approved management plan	160.8ha and 23.12km for linear habitats	Increase
The extent of council owned land (or land in council control) that is designated or meets the criteria for designation as a Site of Importance for Conservation (SINCs)	782ha	Increase
Number of PM10 breaches in the Air Quality Management Area (Port Talbot / Taibach)	27	Statutory target of 35 - Maintain

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Linked Plans and Partnership

Plans	*Partnerships*
• NPT Public Services Board Wellbeing Plan • Natural Resources Wales: Area Statement • NPT Decarbonisation and Renewable Energy Strategy (DARE) • NPT Biodiversity Plan • NPT Destination Management Plan • NPT Local Development Plan • NPT Welsh Language Promotion Strategy • NPT Active Travel Plan • Gnoll Masterplan • Afan Forest Park Masterplan • NPT Strategic Equality Plan	• Neath Port Talbot Public Services Board • NPT District Sports Council / Physical Activity & Sport Service • NPT Destination Management Plan Steering Group • Afan Forest Park Tourism Group • NPT Heritage Forum • NPT Nature Partnership • Lost Peatlands Steering Group • Connecting Green Infrastructure Group • Swansea Bay City Region Joint Committee/Corporate Joint Committee • Wildfox Liaison Committee • GCRE Liaison Committee

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Wellbeing Objective 4 – Jobs and Skills

Working with our partners we create the conditions for more secure, well paid and green work in the area and support local people into those jobs

In 20 years' time…

There is a strong and diverse small and medium-sized enterprises (SME) base in the county borough which benefits from well-coordinated support, premises and finance;

Transformation of major sites at Port Talbot, Baglan Energy Park and the completion of the Global Centre for Rail Excellence and Wildfox;

Significant, new economic benefits have been delivered through the decarbonisation of industry, housing and transport; the area is an exemplar for renewable, clean energy;

Town centres and communities are thriving;

We have made the most of our natural environment, heritage and cultural assets and have a significant, sustainable visitor economy;

There is much improved connectivity to work, learning and services;

There is a skilled and resilient local workforce with rates of workless households or economically inactive people at or below the Welsh average;

There is a strong partnership between the council, the business community, local people and wider stakeholders; and

The designation of the Celtic Freeport in 2023 has enabled Neath Port Talbot to lead the way in delivering a green industrial revolution with economic opportunities for all residents and businesses.

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Why is this important?

The world of work is changing rapidly, disrupted by the explosion in digital technology advances, by Covid-19 causing an economic shock across the economy and changing the ways many businesses operate; and now by the response to the climate emergency; including the opportunities which are available for developing renewable energy in and around the Celtic Sea.

NPT has a distinctive industrial base, which includes the UK's largest steel producer and a wide range of small and medium-sized enterprises (SME) manufacturers; and the local economy is reliant to a large extent on the activities of a small number of key industries;

With a number of strategic employment sites, there are many opportunities for economic growth including new green jobs as industry and society decarbonises; the area is well served by rail, road and the deep water harbour is a strategic asset;

88% of local businesses employ less than ten employees;

Start-up rates and business survival rates are on a par with the Welsh average;

There are significant numbers of people commuting into the county borough – possibly for the high quality of jobs; there are also significant number of people commuting out of the county borough for jobs of more modest value;

There are over 1,138 young people claiming Universal Credit in the county borough, only 24% of these young people are actively looking for work;

23,300 people of working age are economically inactive and there are approximately 9,300 households where there is no-one in paid work;

Over 15,000 households are in receipt of Council Tax Reduction Scheme discounts as a result of having a low family income;

Qualification levels are low across each level compared with the Welsh average; and

Opportunities for funding available through UK Government's Levelling Up Fund, Shared Prosperity Fund and the Freeport programme which will enable NPT to retain and invest business rates generated from within Freeport tax sites. The Freeport will enable the delivery of up to 16,000 high value jobs to assist in the delivery of the floating offshore wind benefits in the Celtic Sea in addition to assisting the decarbonisation of industry which accounts for 20% of our local economy.

What matters to local businesses?

- Being able to generate enough money to stay in business and have a good standard of living
- Being able to adapt as markets change
- Financial support to support the recovery of Covid-19
- Addressing anti-social behaviour, particularly in the towns
- Creating employment and being a good employer
- Transport – affects ability to employ people and customer volumes
- Managing growth
- Help with recruitment and training
- Maintaining and growing the customer base, business profile and marketing
- Price and stability in the supply chain; energy costs
- Digital connectivity and digital skills; and
- Help with sites and premises.

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Jobs and Skills - Moving Forward

By 2027 we will have achieved the following outcomes:	To achieve these outcomes our key priorities for 2023/2024 are:
Worked through the Corporate Joint Committee to deliver the Regional Economic Development Strategy	We will work collaboratively with the region to deliver the three 'ambitions' for the South West Wales economy :- • Resilient & Sustainable • Enterprising & Ambitious • Balanced & Inclusive
	Map the economic development opportunities associated with Floating Off-Shore Wind (FLOW) and maximise those opportunities to local companies, in addition to ensuring that a skilled workforce is developed through our various academic partners.
	Contribute to the development of the Regional Transport Plan ensuring the transport needs and priorities for Neath Port Talbot are fully addressed. This plan will form the basis of any future grant funded submissions to enable delivery.
Delivered the UK Shared Prosperity Funding (SPF) programme in Neath Port Talbot	The Strategic Funding Programmes Team will lead the delivery of the UK Shared Prosperity Fund (SPF) in Neath Port Talbot ensuring the local allocation of funding is maximised to deliver priority projects addressing the challenges and opportunities of the county borough as described in the regional Investment Plan. 5 anchor projects have been approved: Place Valleys & Villages Sustainable Communities Enhanced Business Support for Growth & innovation Employability NPT Employability will provide a holistic joined up provision within Neath Port Talbot through a wide range of interventions. We will have a single front door service that will ensure our residents in NPT have the help, support and advice to meet their needs, as well as linking in with local businesses and the business team to access the right jobs. Sustainable Communities Growth Fund will be developed with a Growth Funding Officer in place. Youth and poverty activity will move forward.

Worked with partners to take forward major development and investment opportunities and activities linked to the council's Decarbonisation and Renewable Energy Strategy	Work with key and major developments to maximise any potential supply chain opportunities, attracting inward investment and linked economic benefits, on activity such as Floating Offshore Wind, Re development of ABP Port Talbot Docks, Global Rail Centre of Excellence, Wildfox and Freeport opportunity. These range from awareness raising events, supply chain linked events and activity, linking investment enquiries, scoping low carbon opportunities, linking skills activity to relevant organisations and contacts, working across these on a strategic and operational level.
Delivered the Celtic Freeport across Neath Port Talbot and Pembrokeshire	Set up the Freeport company and Joint Investment Board and work in partnership with consortium members to develop the outline and full Business Cases required by the Treasury, to deliver the economic development aspirations associated with the Freeport.
Ensured partnership working is robust in order to develop more green opportunities	Continue to work with regional and local partners to develop new green jobs and skills.
	Target businesses seeking to grow or expand within the decarbonisation and renewable energy sectors and encourage them to focus their growth plans within the county borough.
Targeted programmes are developed to enable local people to benefit from the employment created through new business investment	Take a collaborative approach to delivering the Supporting Business and Employability SPF projects to ensure that business and market intelligence is being used to develop employment and training programmes that meet the needs of local businesses.
Strengthen partnership arrangements at the local level to develop the economy ensuring business and communities have a strong voice in shaping future plans	Support local businesses in their recovery, providing financial support when available and helping businesses to diversify so that they are more resilient to future economic shocks.
Employability programmes are further strengthened ensuing that all those needing help to find work can access it, including those who are hardest to reach	Create a 'single front door' to our employability services so that those seeking training and/or work find it easy to access the help and support that they need.
Established a strong gateway to business support to help diversify the local economy and increase its resilience to future economic shocks by helping existing businesses to grow, establishing new enterprises and attracting new investment to the area	Strengthen engagement with local businesses.
	Work with the Economic Forum to review the Local Economic Recovery Plan and develop a joint flexible framework for delivering and monitoring "actions" going forward.

Invested and attracted investment into our principal towns, district centres and wider communities; respond to the demand for more flexible work spaces; produced a holistic Regeneration Strategy for the county borough	Work with the Urbanists will continue. In addition to Town Centres, remit extended to include secondary and tertiary centres e.g. Ystalyfera, GCG, Taibach. A submission has been made for SPF to develop and expand the work which has recently been funded by the Welsh Government via its 'Transforming Towns' initiative. This work will then for an important part of the forthcoming wider Regeneration Strategy, with emphasis on the Valleys.
Increased capacity within the Regeneration & Economic Development team to better position the council to develop and bid for funding to support the development of the local economy	Strengthen the council's business support team to help local businesses recruit skilled people and to help local learning providers to adapt learning provision to keep pace with the changing needs of employers; Recruit additional staff to the Regeneration team, to enable the delivery of the SPF programme. Establish the mechanisms to implement the actions set out in the Local Economic Development Plan and use market intelligence gained from the delivery of the SPF programme to strengthen future funding bids.
Improved access to sites and premises – especially in valley areas	Via the SPF programme, we will deliver 14 new business units in the Amman, Afan and Dulais valleys. We will also continue to explore opportunities to utilise surplus buildings.
Assessed the impact of the changes made to the council's operating model and bring forward proposals to repurpose assets that are surplus to requirements; this could include shared workspace hubs, hybrid office and research and development workspaces, starter units etc	Work in areas within Neath Port Talbot where there is the greatest economic inactivity to target business support.
	Develop an investment programme to enable the expansion of sites and premises across the county borough that can support the development and growth of local businesses.
Maximised Social Value and Community Benefits opportunities across the council's procurement activities to achieve economic, environmental, social and cultural benefits for local residents, businesses and communities	Further develop council procurement arrangements to ensure that the money spent by the council supports the employment of local people and the development of local businesses to the maximum extent possible.
	Development of a procurement and social value policy in line with the Social Partnerships and Public Procurement Bill (once legislation approved by Welsh Government).
	Work with Cwmpas (Wales Co-op) and CLES (Centre for Local Economic Strategies, developers of the 'Preston Model') to review procurement supply chain strategy. Maximise the local social and economic benefits of council spend, prioritise goals and objectives for social value and community wealth building in Neath Port Talbot.
Developed the Transport Hub at Neath Railway Station	Continue to develop plans to provide an Integrated Transport Hub at Neath Railway Station linking local bus services to the main railway station, reducing overall journey times, and improving connections between the places where people live and the places where people work, learn and enjoy their leisure time.

Developed transport plans in partnership with Welsh Government and Transport for Wales to support access to work, reduce emissions and serve the needs of Neath Port Talbot residents	Contribute to the development of the Regional Transport Plan ensuring that the needs and priorities of Neath Port Talbot are addressed.
	The Welsh Government have announced £1.3m funding to support Community Transport car schemes to expand electric vehicle (EV) community cars in the Region. NPT schemes have been successful in securing some of this funding and will be looking at introducing EV cars in the Afan, Neath, Dulais and Amman Valleys.
	Publish the regional Low Emission Vehicle Strategy to support the transition of vehicles to electric power.
	In partnership with Transport for Wales develop a proposed bus network and explore the feasibility of introducing a pilot Fflecsi bus service to complement the proposed network. This initiative will be subject to funding becoming available.
	In partnership with Transport for Wales and WG secure funding for procurement of Hydrogen fuelled vehicles and identify land for hydrogen storage and refuelling infrastructure, vehicle parking and maintenance.
Jobs Growth Wales Plus and apprenticeship programmes expanded across the county borough; with the council offering a larger number of quality placement opportunities	Develop clear pathways for local people interested in working in the council and further develop the council's employment and training offer to attract, retain and develop a high performing public service that is rooted in its communities.
	Review our HR recruitment and apprenticeship support, as well as our employability offer, so that those seeking training and/or work find it easy to access the help and support that they need.
More young people have access to opportunities to achieve a recognised qualification following completion of their statutory education	Deliver Jobs Growth Wales Plus to young people in NPT working with colleges to obtain Level 1 and 2.
	We will work to ensure Apprenticeship pathways are robust via partnership working and therefore give young people more opportunities.
	Work with young people to help them gain vocational qualifications, for example Duke of Edinburgh, CSCS, First Aid Level 2.
The council's learning and development offer is strengthened ensuring that all employees are supported to access lifelong learning opportunities and confidence to advance their careers within the council	Maximise opportunities for partnership working both internally and externally, to access additional funding. Consider SPF funding for additional resource.
	Work with local employers to increase the number of quality apprenticeship opportunities and ensure these opportunities are seen as attractive to those seeking work;

Ensure we have a stronger workforce with sufficient apprenticeship opportunities for our young people and adults	Initiate a local skills audit to identify the future work requirement of local employers and any shortfalls in the local learning provision.
Partnership working is strengthened to upskill those already in work or who wish to return to work which will improve; more local people holding qualifications at Level 4+ and supported into local quality jobs.	NPT Employability in work support will develop initiatives through partnership working to encourage those who want to upskill or those wishing to gain qualifications at a higher level.

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Making a Difference

These performance measures will be used to demonstrate progress during 2023/2024. Using April 2022 data as a baseline we are able to track progress to date and determine our trajectory for the year ahead.

Performance Measures	Baseline Data – April 2022	Outlook for 2023/2024
Number of 16-24 year olds being supported into education, employment, training and volunteering by NPT Employability	134	Increase
Number of internal apprentices on formal recognised apprenticeship schemes	78	Increase
Number of completed training weeks for internal apprenticeships, traineeships and work experience	2844	Increase
Number of people assisted by NPT Employability achieving level 2 or higher qualification	New Performance Measure	Baseline and Monitor
Number of people who are economically inactive supported into employment	New Performance Measure	Increase
Number of individuals from jobless households supported back into work with support from NPT Employability.	New Performance Measure	Baseline and Monitor
Number of business enquires assisted resulting in advice, information or financial support being given to existing companies through Business Services	711	Increase
Business grants given as % of available funding	New Performance Measure	Baseline and Monitor
% of reduction in floor area of occupied council buildings	New Performance Measure	Decrease
High quality business space made available /or under development	498	Increase
Number of commercial premises assisted with renovations or improvement.	New Performance Measure	Baseline and Monitor

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Linked Plans and Partnership

Plans	_Partnerships_
• NPT Public Services Board Wellbeing Plan • Natural Resources Wales: Area Statement • South West Wales Regional Economic Development Strategy • South West Wales Renewable Energy Strategy • South West Wales Transport Plan • SPF Regional Investment Plan • Welsh Government – Stronger, Fairer, Greener Wales • Regional Learning and Skills Partnership (RLSP) Plan • NPT Decarbonisation and Renewable Energy Strategy (DARE) • NPT Strategic Equality Plan • NPT Destination Management Plan • NPT Local Development Plan • NPT Welsh Language Promotion Strategy • NPT Economic Development Recovery Plan • NPT Active Travel Plan • Gnoll Masterplan • Afan Forest Park Masterplan • Vale of Neath Heritage Corridor Destination Development Framework	• Neath Port Talbot Public Services Board • Swansea Bay City Deal • South West Wales Corporate Joint Committee • NPT Destination Management Plan Steering Group • Afan Forest Park Destination Management Stakeholder Group • Aberavon Seafront Steering Group • NPT Heritage Forum • NPT Nature Partnership • Port Talbot Waterfront – Enterprise Zone Partnership • Freeport Bid Partnership • Waterfall Country Partnership • NPT Employer Support Group • Neath Port Talbot Local Economic Partnership • Homes as Power Stations Project Board • Supporting Innovation and Low Carbon Growth Programme Board • Regional Learning & Skills Partnership • Neath Port Talbot UKSPF Programme Board • SPF Local and Regional Meetings • Skills and Talent Providers Group - City Deal • Adult Learning Wales Partnership • Joint Powys & NPT Learning Skills Network Managers Meeting • NPT/Powys Learning Skills Network Working Group

	- NPT Council for Voluntary Services (NPTCVS) - Neath Port Talbot College & Pembrokeshire College - National Health Service (NHS) - Department for Work and Pensions (DWP) - Local Food Banks

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Enabling Programme – Organisational Development

Significant organisational change continues to deliver the wellbeing objectives, cultural change and associated programmes of work and bring about sustainable changes to economic, social, environmental and cultural wellbeing.
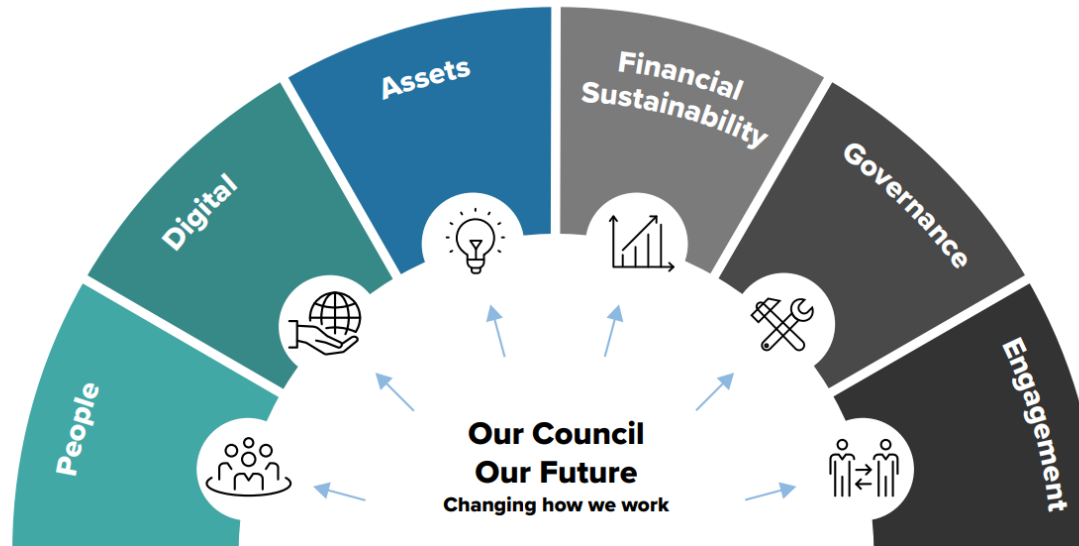
A programme of organisational development continues to develop the capacity and capability of the council over a 3-4 year period. The scope of the programme is summarised below and will be further refined as the programme is defined and initiated:

- **People** – we believe people make the difference. We will ensure our people are well led, supported, trusted and recognised for the contribution they make. People will be treated fairly and with respect and also encouraged to bring forward ideas about how we can improve what we do. We will develop a workforce which is representative of its communities and people will have equal opportunity to progress in our organisation. We will develop a culture where people are accountable for and recognised for what they do and how they do it.

- **Digital** – we will become smart and connected as a council and as a place. We will join up and use the data we hold to improve our understanding of what matters to our citizens. We will create new digital services designed around the needs of our citizens, which are safe, easy and convenient to use. We will upskill our workforce so that everyone has the digital skills and tools to do their jobs and we will work to remove the barriers that some citizens who are not online face so they can enjoy the same benefits as those who are already online.
- **Governance** – we will adjust our risk appetite to encourage responsible innovation and invest in building a strong corporate culture where people are responsible and accountable for what they do, where people challenge behaviours that are unacceptable and where people continuously learn and improve. We will systematically replace unnecessary red tape with more modern approaches. We will continue to foster a culture of mutual trust and respect between councillors and officers with each clear about their respective roles and responsibilities. We will provide more opportunities for citizens to take part in our democratic processes.
- **Delivering value for money and ensuring financial sustainability**:
  - We will encourage the Welsh Government to replace council tax with a fairer method of funding local government and in the short term we will work to minimise the financial burden on council tax payers. In our community leadership role, we will seek to influence the investment programmes of our partners and inward investors for the benefits of all of our citizens. We will encourage the community and voluntary sector to seek funding for activity that supports the wellbeing of our citizens and to extend programmes that provide early help and support. We will encourage people to take part in community life and promote the benefits of volunteering. We will work to increase the amount of public money spent in local and regional supply chains.

  - We will take a 'whole system' approach to the way we manage our own financial resources, focusing on 'what matters', systematically removing failure demand, reducing duplication and improving the efficiency and effectiveness of service operations. We will collaborate across the council and with external partners to make it easier for citizens to get the services they need and we will integrate service planning, commissioning and delivery where this improves access to services and value for money.

  - We will maximise available income through the further development of our commercial strategy, prioritising services where there are established market opportunities. We will invest in capacity to maximise external grant income and consider whether fees and charges are proportionate to the cost of services and regulatory activity.

- We will change the way we approach our revenue budget, placing more responsibility and accountability with service managers to find ways of mitigating service pressures. We will develop an invest to save culture to support this change in emphasis, making funds and support available to facilitate service change based on solid business cases.

- We will improve alignment between asset management, our capital programme planning and the new vision, values and priorities.

- **Engagement - a council in touch with its communities**:

  - We will further develop 'Let's Talk' so that we have continuous feedback from our residents, our staff, our businesses and partners and increase participation in the council's work

  - We will revise the tone, channels and forms of communication to reinforce the new vision, values and priorities – this will include using case studies and other engaging ways of demonstrating 'what good looks and feels like'

  - We will make sure people know what the council is doing to help people live good lives and empower people in our workforce to communicate what we do and the difference we are making

- **Assets**
  - We will review our asset plans to ensure that our physical infrastructure supports the revised purpose and vision and enables the achievement of the changes we are setting out to make.

Our Design Principles

In delivering the strategic change programme we will adopt the following design principles:

- One Council
- Leadership and Teamwork
- Trust and Empowerment
- Fairness and Equality
- Accountability
- Value for Money
- Agile and Innovative
- Sustainable

One Council
The whole council will focus on doing 'what matters' to our residents, local businesses and investors so we can achieve our purpose and vision.

Leadership and Teamwork
Our leaders and managers have a tremendous impact on the council's culture and through our leaders we want to provide a sense of vision, purpose and inspiration to our employees. Creating Team NPT will enable us to learn from one another, build organisational confidence, lead to innovation and improve outcomes for the people who live and work in Neath Port Talbot.

Trust and Empowerment
We trust and believe in our colleagues. We will make sure they are trained, supported and authorised to do the things that matter so we impact positively upon people's lives.

Fairness and Equality

We will recruit and develop a workforce that is representative of our communities. We will treat Welsh and English on the basis of equality and we will work to reduce poverty. We will celebrate diversity, ensure our services and places are accessible to everyone and root out discrimination in all of its forms.

Accountability

We will make it easy for people to access information and the meetings of the council. We will explain whether we have done what we said we would do.

Value for Money

We will use public money wisely and work hard to secure new sources of income and influence the investment decisions of our partners with the aim of achieving our purpose and vision.

Agile and Innovative

We will take a user centred approach to the way we design policies, services and places. We will encourage new ideas and creative thinking to challenge the status quo and improve what we do and how we do it. We will anticipate challenges before they arise and take proactive measures to face them, quickly reacting to new challenges and circumstances.

Sustainable

We will play our part in responding to the climate and nature emergencies. We will increase the amount of council expenditure spent in the local and regional economy and encourage local people to buy local. We will balance the actions we need to take in the short term with the long-term impact those actions may have on future generations.