



POLICY AND RESOURCES CABINET BOARD

Immediately Following Scrutiny Committee on

THURSDAY, 3RD SEPTEMBER 2015

COMMITTEE ROOMS 1 & 2 PORT TALBOT CIVIC CENTRE

PART 1

1. To agree the Chairman for this Meeting.
2. To receive any declarations of interest from Members.
3. To receive the Minutes of the previous Policy and Resources Cabinet Board held on 9th July 2015 (*Pages 5 - 10*)

To receive the Reports of The Head of Corporate Strategy and Democratic Services

4. Quarterly Performance Management Data 2015-2016 - Quarter 1 Performance (1st April 2015- 30th June 2015) (*Pages 11 - 56*)
5. Counter Terrorism and Security Act 2015 (*Pages 57 - 62*)
6. Anti-Social Behaviour, Crime and Policing Act 2014 (*Pages 63 - 72*)
7. Local Authority New Duties and Responsibilities - Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 (*Pages 73 - 78*)
8. Revised Strategic Equality Plan 2015-2019 (*Pages 79 - 148*)

To receive the Reports of the Head of Financial Services

9. Treasury Management Monitoring Report 2015-2016 (*Pages 149 - 154*)
10. Annual Treasury Management Outturn Report 2014-2015 (*Pages 155 - 172*)
11. Insurance Arrangements 2015-2016 (*Pages 173 - 178*)
12. Discretionary Housing Payments - Review of 2014-15 Performance and Policy Update for 2015-16 (*Pages 179 - 192*)

To receive the Report of the Head of Legal Services

13. Public Services Ombudsman for Wales Annual Letter and Report (*Pages 193 - 208*)
14. To receive the Forward Work Programme 2014/15. (*Pages 209 - 212*)
15. Any urgent items (whether public or exempt) at the discretion of the Chairman pursuant to Statutory Instrument 2001 No 2290 (as amended).
16. Access to Meetings - to resolve to exclude the public for the following items pursuant to Regulation 4(3) and (5) of Statutory Instrument 2001 No. 2290 and the relevant exempt paragraphs of Part 4 of Schedule 12A to the Local Government Act 1972.

PART 2

To receive the Private Report of the Head of Corporate Strategy and Democratic Services (Exempt under Paragraph(s) 14

17. Lottery and Employee Wellbeing Initiative (*Pages 213 - 224*)

To receive the Private Reports of the Head of Financial Services (Exempt under Paragraphs 12 and 14)

18. Write Off of Council Tax (*Pages 225 - 236*)
19. Housing Benefits Write Off (*Pages 237 - 240*)

S.Phillips
Chief Executive

Civic Centre
Port Talbot

Thursday, 27th August 2015

Cabinet Board Members:

Councillors: A.H.Thomas and A.N.Woolcock

Notes:

- (1) If any Cabinet Board Member is unable to attend, any other Cabinet Member may substitute as a voting Member on the Committee. Members are asked to make these arrangements direct and then to advise the committee Section.*
- (2) The views of the earlier Scrutiny Committee are to be taken into account in arriving at decisions (pre decision scrutiny process).*

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EXECUTIVE DECISION RECORD

POLICY AND RESOURCES CABINET BOARD

9 JULY 2015

Cabinet Members:

Councillors: A.H.Thomas (Chairman) and A.N.Woolcock

Officers in Attendance:

Mrs.K.Jones, D.Rees, S.John and Miss.G.Cirillo

1. APPOINTMENT OF CHAIRMAN

Agreed that Councillor A.H. Thomas be appointed Chairman for the meeting.

2. MINUTES OF THE PREVIOUS POLICY AND RESOURCES CABINET BOARD HELD ON 28TH MAY, 2015

Noted by the Committee.

3. MISCELLANEOUS GRANTS APPLICATIONS

Decision:

That the following Miscellaneous Grant Application, as detailed in the circulated report be refused:

Briton Ferry Old Age Pensioners – General Grant.

Reason for Decision:

Grants to Old Age Pensioner Groups were withdrawn as part of the outcome of the Review of Third Sector Grants in 2013.

Implementation of Decision:

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

4. **BUSINESS RATES - APPLICATIONS FOR HARDSHIP RELIEF**

Decision:

That the following Application for Business Rates Hardship Relief, as detailed in the circulated report be refused:

Baguette Bar 3a Angel Place, Neath, SA11 1RS.

Reason for Decision:

Not in accordance with criteria.

Implementation of Decision:

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

5. **TREASURY MANAGEMENT MONITORING 2015/16**

Decision:

That the report be noted.

6. **DIGITAL BY CHOICE - CHANNEL SHIFT STRATEGY**

Decision:

That the Head of Corporate Strategy and Democratic Services be authorised to initiate a Public Consultation exercise to determine support for the overall direction of travel set out in the proposed Digital Choice Strategy and associated work priorities commencing on 17th July and ending on the 17th August 2015.

Reason for Decision:

To gauge the level of public support for the proposed Strategy which will replace the existing Access to Services Strategy prior to final proposals being considered by the Cabinet Board and Council.

Implementation of Decision:

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

7. **RESETTLEMENT OF AFGHANISTAN PEOPLE SCHEME**

Decision:

That the proposal that the Council signs up to the Afghan Locally Engaged Staff Ex Gratia Scheme, as detailed in the circulated report, be approved.

Reason for Decision:

To support the relocation and integration activity for Afghan Households entering the UK as part of the Afghan Locally engaged Staff Ex Gratia Scheme.

Implementation of Decision:

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

8. **QUARTERLY PERFORMANCE MANAGEMENT DATA 2014-2015 - QUARTER 4 PERFORMANCE (1ST APRIL 2014 - 31ST MARCH 2015)**

Decision:

That the report be noted.

9. **COMPLAINTS, COMPLIMENTS AND COMMENTS - ANNUAL REPORT**

Decision:

That the report be noted.

10. **WELSH LANGUAGE SCHEME: ANNUAL MONITORING REPORT 2014-15 AND CORPORATE ACTION PLAN**

Decision:

That the report be noted.

11. **CORPORATE ASSESSMENT ACTION PLAN - UPDATE**

Decision:

That the report be noted.

12. **THE WELL-BEING OF FUTURE GENERATIONS (WALES) ACT 2015**

Decision:

That the report be noted.

13. **TO RECEIVE THE FORWARD WORK PROGRAMME 2015/16**

Decision:

That Forward Work Programme for the Policy and Resources Cabinet Board 2015/16, be noted.

14. **URGENT ITEM**

Because of the need now to deal with the matter contained in Minute No. 15 below, the Chairman agreed that it could be raised at today's meeting as an urgent item pursuant to Statutory Instrument 2001No.2290 (as amended).

Reason

Due to the time element

15. **REPORT OF THE HEAD OF ICT - SUPPLY OF OFFICE, COPIER, AND DIGITAL OFFSET PAPER**

Decision:

That Office Depot be appointed as the Authority's supplier of Office, Copier and Digital Offset paper as outlined in the urgent circulated report for the period 1st August 2015 to 18th January 2017 (with an option to extend for up to a further 24 months).

Reason for Decision:

To ensure the Authority complies with the Public Contracts Regulations 2015 and the Council's Contract Procedure Rules.

Implementation of Decision:

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

16. **ACCESS TO MEETINGS**

Decision:

RESOLVED: That pursuant to Regulation 4 (3) and (5) of Statutory Instrument 2001 No.2290, the public be excluded for the following item of business which involved the likely disclosure of exempt information as defined in Paragraph 14 of Part 4 of Schedule 12A to the Local Government Act 1972.

17. **WRITE OFFS OF COUNCIL TAX**

Decision:

That the write off of the amounts, as detailed within the private circulated report, be approved.

Reason for Decision:

The accounts are irrecoverable.

Implementation of Decision

The decision is proposed for implementation after the three day call-in period.

18. **BUSINESS RATES WRITE OFFS**

Decision:

That the write off of the amounts as detailed within the private circulated report, be approved.

Reason for Decision:

The accounts are irrecoverable.

Implementation of Decision

The decision is proposed for implementation after the three day call-in period.

CHAIRMAN

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Policy and Resources Cabinet Board

3rd September 2015

REPORT OF THE HEAD OF CORPORATE STRATEGY AND DEMOCRATIC SERVICES – MRS K JONES

SECTION C – MATTER FOR MONITORING

WARD(S) AFFECTED: ALL

Quarterly Performance Management Data 2015-2016 – Quarter 1 Performance (1st April 2015– 30th June 2015)

Purpose of Report:

To report quarter 1 performance management data for the period 1st April 2015 to 30th June 2015 for Chief Executive's and Finance & Corporate Services Directorates and, the performance management data for the same period for services that are within the remit of the other four main Scrutiny Committees (CYPE, SCHH, E&H and ECR). This will enable the Policy & Resources Cabinet Board and Scrutiny Members to discharge their functions in relation to performance management.

Background

The role of scrutiny committees was amended at the Annual Meeting of Council in May 2010 to reflect the changes introduced by the Local Government (Wales) Measure 2009:

1. Scrutinise the service improvement set out in the Corporate Plan which fall within the committee's purview;
2. Scrutinise the performance of all services within its purview and the extent to which services are continuously improving;
3. Ensure performance measures are in place for each service and that the measures reflect what matters to local citizens;
4. Commission and participate in systems reviews through appropriate mechanisms and report onwards to the Executive

5. Monitor implementation by the Executive of responses to the conclusions and recommendations of the Council’s external regulators; and
6. Promote innovation by challenging the status quo and encourage different ways of thinking and options for service delivery.

Appendices

Quarterly Performance Management Data 2015-2016– Quarter 1 Performance (1st April 2015– 30th June 2015) – APPENDIX 1 (PRB-030915-REP-CE-KJ)

List of Background Papers:

The Neath Port Talbot Corporate Plan - 2015/2018 “Rising to the Challenge”;

Policy & Resources Committee report date 30th July 2010 – Securing continuous improvement and scrutiny work programme.

Officer Contact:

Karen Jones, Head of Corporate Strategy & Democratic Services. Telephone: 01639 763284. E-Mail: k.jones3@npt.gov.uk

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Quarterly Performance Management Data 2015-2016 – Quarter 1 Performance (1st April 2015– 30th June 2015)

Report Contents:

Section 1: Key points.

Section 2: Quarterly Performance Management Data and performance key

Section 3: Compliments & Complaints Data

Section 1: Key points.

The Council made a conscious decision to prioritise certain areas of work and these are expressed as the Council's six improvement priorities in the Corporate Improvement Plan. On the whole performance demonstrates improvement in line with what we planned to deliver.

- **Improvement Objective 1 – Safer, Brighter Futures**

Children's Services

On 30th March 2015, Children and Young People's Services (CYPS) received notification from Welsh Government of their reporting obligations for 2015-16. The notification outlined a reduction in the Social Services national performance management data collection for the current year, which had been agreed with the CSSIW. The purpose of this is to lessen the burden on local authorities, in the run-up to the introduction of a more focused set of performance measures, developed to support the implementation of the Social Service and Well-Being (Wales) Act during 2016-17.

As a result, CYPS' revised reporting obligations to Welsh Government will be mirrored in its reporting arrangements to Members during 2015-16. This change was agreed at CYPE Committee on 30th July 2015.

Despite the reduction in the number of statutory indicators CYPS are required to report (during 2015/16); it is the intention that the Service will continue to gather and use a vast suite of performance management data to support decision making at both an individual and strategic level. In addition, CYPS is expanding its ability to capture information routed in the quality of its intervention with children, young people and families; in doing so, keeping with the ethos of the new Social Services and Well-Being (Wales) Act.

During the 1st Quarter Period 2015-16, out of the revised list of comparable Performance Indicators, 8 out of 10 (80%) either improved or maintained maximum performance when compared to the same period during 2014-15.

- **Improvement Objective 2 –Better Schools, Brighter Prospects**

Education

Schools in NPT have secured an improvement in pupil attendance in the secondary sectors for the fourth year running. Key Stage 3 results have seen a significant improvement compared to 2013/14 academic year. There has been a rise in pupils taught in the medium of Welsh at Key Stage 3 and a slight fall at Key Stage 2. The number of full day childcare places provided by the council has increased (due to reclassification) and due to additional work with schools and lunch clubs the number of young people in contact with the youth service has seen a dramatic increase.

- **Improvement Objective 3 -Improving Outcomes, Improving Lives**

Adults Services

Action plans are in place to improve performance in the areas of reviews and delayed transfers of care. New team structures are bedding in and team managers are being supported to ensure that they have the right systems in place to support timely review and hospital discharge. In terms of delayed transfer, additional residential assessment capacity will be made available and the new intake re-ablement pathway for all people currently on a domiciliary pathway will be in place from October 2015.

Housing - Private Sector Renewal

Performance has been very positive during the period. Of the four comparable indicators; 1 maintained performance and 3 improved. The total number of Disabled Facilities Grant's (DFG's) completed increased and the time taken to deliver a DFG reduced. This can be attributed to the fact that fewer extensions (7) were completed compared to 16 in the

same period last year. The nature of the work completed under DFG's has also changed. Work relating to access and showering facilities within the existing dwelling has increased. 92 DFG's were completed relating to access or showering compared with 65 in quarter 1 last year.

- **Improvement Objective 4 – Prosperity for All**

Economic Development

Increasing confidence within the local business community is reflected in the number of enquiries resulting in advice, information or financial support that the Business Development Team has serviced during the first quarter. Although slightly lower when compared with quarter 1 in 2014/15, the team is still receiving a significant number of enquires which are, in general, of a more positive nature, i.e. financial assistance to support expansion and investment plans. The higher than forecast figures for the number of jobs created can be explained by a number of factors. Firstly, there is an increase in the level of confidence amongst businesses and this is resulting in more jobs being created by project investments and secondly the availability of schemes such as the Enhanced Local Needs Support has enabled businesses to bring forward job creation opportunities.

The Business Development Team has had great success in setting up monthly Enterprise Clubs to fill a gap in the support market for individuals thinking about starting a business and this has had a positive effect on the number of business start-up enquiries received. In addition, continuing changes to the welfare system are leading individuals to consider becoming self-employed, and this again is resulting in the team receiving more requests for support and advice in setting up new businesses.

- **Improvement Objective 5 – Reduce, Reuse, Recycle**

Waste Management

The Council is progressing with the implementation of its waste strategy and achieved the 2015/16 statutory recycling and composting target of 58% during 2014/15. Early indications suggest that this upward trend will continue.

- **Improvement Objective 6 – Better, Simpler, Cheaper**

Sickness Management

Sickness across the Council has been maintained when compared to the same period last year. Work is continuing on the management of long term sickness absence.

Customer Services

Customer waiting times (face to face contact at Neath and Port Talbot One Stop Shops) continues to improve with fewer customer walk offs. There has also been a marked reduction in the number of customers that were seen on a face to face basis compared with the same period last year.

During the first 6 months of 2014/15 the Contact Centre experienced an increase in the complexity and duration of calls. This increased the waiting time to get through to a Customer Service officer which affected the number of abandoned calls. A number of process changes have been implemented to improve service efficiency, such as: improving IT systems, ongoing staff training, the continued roll-out of online self-service options and additional support from One Stop Shop staff in taking calls during their quieter times. As a result the number of calls to the contact centre has reduced, the waiting times have improved and the number of abandoned calls has fallen.

Other areas that are drawn to committee’s attention include:

- **Public Protection**

Performance in just 2 out of 8 comparable Public Protection indicators declined during the period; there was a notable decline in the percentage of significant breaches rectified by intervention by Trading Standards and a slight reduction in the percentage of food establishments which are ‘broadly’ compliant with food hygiene standards. Performance was maintained for 1 indicator, whilst 5 saw improved performance (1 of which achieved 100% performance).

- **Planning**

Planning performance has varied during the period, although the overall level of performance for applications determined within the statutory 8 week period remains consistent with the same quarter in 2014/15. There were improvements to the householder planning applications and minor applications determined within 8 weeks. However, some indicators saw a drop in performance including the average time taken from receipt to validation and the average time taken from receipt to date of decision.

The increase in average time taken to process applications is largely due to staff investing time contacting applicants to progress 'older' or 'stalled' applications to determination.

- **Building Control**

The percentage of building control 'full plan' applications checked within 15 days has fallen from 100% to 92.3% compared to the same period last year. There has been a drop of nearly 8% on one of the indicators which was unavoidable due to staffing levels and workloads within the section. We are currently dealing with numerous high profile developments, all of which are at a very demanding stage, taking up staff time.

The percentage of 'full plan' applications approved first time achieved 100% performance.

- **Libraries**

There has been a slight increase in the number of people using Public Libraries during the year but a decrease in the materials issued. This could be attributed to a cut in the mobile library service by one vehicle and an amendment of the remaining service from a two weekly to a three weekly schedule. Also there was no mobile library service for four days in May due to a driver shortage. The increased use of the internet could also be playing a part in the decrease of the number of materials issued.

- **Asset Management**

Local Authority buildings conditions and maintenance are annual indicators and will be reported during the quarter 4 period of 2015/16.

There is a new Indicator (CAM/037 - percentage change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1,000 square metres) which will be reported annually in the Quarter 4 report.

- **Transport and Highways**

Both indicators that are reported on a quarterly basis have improved. The improved performance relating to the average number of calendar days taken to repair street lamp failures is due to ongoing infrastructure renewals such as the installation of new lighting columns, new streetlights and the renewal of cabling. The remaining four indicators are reported on an annual basis.

- **Street Scene & Countryside Management**

Rights of Way that are easy to use by members of the public are measured biannually and will be monitored in the 2nd quarter. By the end of 2014/15, 68.94% of rights of way were deemed easy to use for members of the public. Indicators for the management of streets are monitored annually.

- **Compliments and Complaints**

Compliments & Complaints data is now included within the quarterly performance reports (section 3). It is drawn to Members attention that there are an unusually high number of complaints reported during this period by the Education, Leisure & Lifelong Learning Directorate, which centre around the ‘Super Hero Family Fun Day’ at Margam Park

Section 2: Quarterly Performance Management Data and Performance key

2015-2016 – Quarter 1 Performance (1st April 2015 – 30th June 2015)

Note: The following references are included in the table. Explanations for these are as follows:







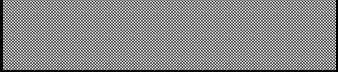
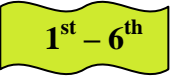
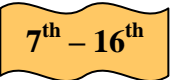
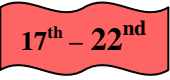
(NSI) National Strategic Indicators (NSIs) - are used to measure the performance of local authorities at a national level and focus on key strategic priorities. Local authorities are under a legal duty to collect & report on these measures.

(PAM) Public Accountability Measures - consist of a small set of “outcome focussed” indicators, selected initially from within the existing Performance Measurement Framework. They will reflect those aspects of local authority work which local authorities agree are considered to be important in terms of public accountability. For example, recycling, educational attainment, sustainable development, etc. This information is required and reported nationally, validated, and published annually.

(SID) Service Improvement Data - can be used by local authority services and their regulators as they plan, deliver and improve services.

All Wales - The data shown in this column is the figure calculated using the base data supplied by all authorities for 2013/2014 i.e. an overall performance indicator value for Wales. ***NB - All Wales data for 2014/15 is published on 2nd September 2015 and will be included in the quarter 2, 2015/16 report.***

(L) Local Performance Indicator set by the Council.

	Performance Key
	Maximum Performance
	Performance has improved
	Performance has been maintained
	Performance is within 5% of previous years performance
	Performance has declined by 5% or more on previous year's performance - Where performance has declined by 5% or more for the period in comparison to the previous year, an explanation is provided directly below the relevant performance indicator.
	No comparable data (data not suitable for comparison /no data available for comparison)
	No All Wales data available for comparison.
	2013/14 NPT performance in upper quartile (top six of 22 local authorities) in comparison with All Wales national published measures (NSI & PAM's). 18 of 43 comparable measures in upper quartile. <i>NB - All Wales data for 2014/15 is published on 2nd September 2015 and will be included in the quarter 2, 2015/16 report.</i>
	2013/14 NPT performance in mid quartiles (7 th – 16 th) in comparison with All Wales national published measures (NSI & PAM's). 15 of 43 comparable measures in mid quartiles. <i>NB - All Wales data for 2014/15 is published on 2nd September 2015 and will be included in the quarter 2, 2015/16 report.</i>
	2013/14 NPT performance in lower quartile (17 th – 22 nd) in comparison with All Wales national published measures (NSI & PAM's). 10 of 43 comparable measures in lower quartile. <i>NB - All Wales data for 2014/15 is published on 2nd September 2015 and will be included in the quarter 2, 2015/16 report.</i>

1. Chief Executive's and Finance & Corporate Services

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
1	Benefits M001 (Local)	Percentage of new claims correctly assessed.	100%	100%		100%	100%	☺
2	CS001 (Local)	Customer Services - Average customer waiting times (face to face contact)	8 minutes	6.8 minutes		9.9 minutes	6.7 minutes	↑
3	CS003 (Local)	Customer Services - Percentage of telephone calls abandoned after 5 seconds	12.87%	12.47%		22.19%	2.61%	↑
Page 21	CS004 (Local)	Customer Services - Percentage of customers leaving before being seen (walk offs)	0.13%	0.08% 53 of 67,886		0.08% (14 of 17,294)	0.02% (3 of 16,577)	↑
	CFH/008 (SID)	The percentage of non-domestic rates due for the financial year which were received by the local authority.	98.1%	100.7%	97.0%	33.1%	33.3%	↑
6	CS002 (Local)	Customer Services - Average time to answer telephone calls	30 seconds	33 seconds		46 seconds	15 seconds	↑
7	CHR/001 (SID)	The percentage of employees (including teachers and school based staff) who leave the employment of the local authority, whether on a voluntary or involuntary basis.	9.63%	TBC		1.8%	1.5%	↑

1. Chief Executive's and Finance & Corporate Services - continued

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
8	CFH/007 (SID)	The percentage of council tax due for the financial year which was received by the authority.	97.3%	97.5%	97.01%	29.2%	29.2%	↔
9	CHR/002 (PAM)	The number of working days/shifts per full time equivalent (FTE) local authority employee lost due to sickness absence.	9.19	9.4	Data not yet available	2.21	2.2	↔
10	CFH/006 (SID)	The percentage of undisputed invoices which were paid within 30 days.	91.6%	90.7%	91.5%	91.7%	90.8%	v
Page 22	Benefits M002 (Local)	Average days taken for new claims and changes of circumstances from application to assessment.	7.53	6.86		8.5	10.5	↓
	This change is partly due to a reduction in resources but it should be noted that performance is also dependent on how quickly claimants provide the necessary information to complete or amend a claim. Once all information has been provided it takes an average 6.1 days to process, many assessments will be done on the day the information is received. With regards to changes of circumstances, these are prioritised in order of importance and some changes have little or no effect on actual entitlement.							
12	7.7(L) (Local)	Percentage of standard searches carried out in 10 working days.	97.9%	86.3%		94.3%	22.2%	↓
	The searches that have been over 10 days are due to the complex nature of searches against areas of land and also delays in getting responses to the enquiries from other internal departments.							
13	PROC/001 (Local)	Percentage volume of transactions processed through e-Procurement	N/a New	N/a New		Report Six Monthly		—

2. Education – Schools

No	PI Reference	PI Description	NPT Actual 2013/14 (2012/13 academic year)	All Wales 2013/14 (2012/13 academic year)	Quarter 1 2014/15 (2013/14 full academic year)	Quarter 1 2015/16 (2014/15 full academic year)	Direction of Improvement
14	EDU/016b (PAM)	The percentage of pupil attendance in Secondary Schools.	92.6%	92.6% 12 th	93.5% (2,182,564 of 2,333,737 sessions)	93.7% (2,148,160 of 2,293,388 sessions)	↑
15	EDU/004 (PAM)	The percentage of pupils assessed at the end of Key Stage 3, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment.	73.1%	77.2% 19 th	73.1% (1,096 of 1,500 pupils)	77.8% (1,160 of 1,491)	↑
Page 23	EDU/006ii (NSI)	The percentage of pupils assessed, in schools maintained by the local authority, receiving a Teacher Assessment in Welsh (first language) at the end of: Key Stage 3.	10.3%	17.0% 14 th	10.0% (150 of 1,500 pupils)	11.6% (173 of 1,491)	↑
17	EDU/003 (NSI/PAM)	The percentage of pupils assessed at the end of Key Stage 2, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment.	82.0%	84.6% 20 th	84.1% (1,144 of 1,360 pupils)	83.3% (1,194 of 1,433)	v
18	EDU/006i (SID)	The percentage of pupils assessed, in schools maintained by the local authority, receiving a Teacher Assessment in Welsh (first language) at the end of: Key Stage 2	16.4%	20.0%	15.4% (209 of 1,360 pupils)	14.1% (202 of 1,433 pupils)	v
19	EDU/002i (NSI/PAM)	The percentage of all pupils (including those in local authority care), in any local authority maintained school, aged 15 as at the preceding August, who leave compulsory education, training or work based learning without and approved external qualification.	0.1% (2 of 1,619 pupils)	0.3% 7 th	0.2% (3 of 1,667 pupils)	Data available Quarter 2	—

2. Education – Schools - continued

No	PI Reference	PI Description	NPT Actual 2013/14 (2012/13 academic year)	All Wales 2013/14 (2012/13 academic year)	Quarter 1 2014/15 (2013/14 full academic year)	Quarter 1 2015/16 (2014/15 full academic year)	Direction of Improvement
20	EDU/002ii (NSI)	The percentage of pupils in local authority care, in any local authority maintained school, aged 15 as at the preceding August, who leave compulsory education, training or work based learning without and approved external qualification.	0%	2.0% Joint 1 st	0%	Data available Quarter 2	—
21	EDU/008a (SID)	The number of permanent exclusions during the academic year per 1,000 pupils from Primary Schools.	0.1 1 pupil		0.1 1 pupil	Data available Quarter 2	—
22	EDU/008b (SID)	The number of permanent exclusions during the academic year per 1,000 pupils from Secondary Schools.	1.0 8 pupils		1.3 10 pupils	Data available Quarter 2	—
23	EDU/009a (SID)	The average number of school days that permanently excluded pupils did not receive an offer of full time appropriate education provision during the academic year.	82.2	24.9	79.8	Data available Quarter 2	—
24	EDU/009b (SID)	The average number of school days that permanently excluded pupils did not receive an offer of part time appropriate education provision during the academic year.	38.5	11.9	52.2	Data available Quarter 2	—
25	EDU/010a (SID)	The percentage of school days lost due to fixed-term exclusions during the academic year, in Primary Schools.	0.011% 186 days	0.013%	0.016% 262 days	Data available Quarter 2	—

2. Education - Schools -continued

No	PI Reference	PI Description	NPT Actual 2013/14 (2012/13 academic year)	All Wales 2013/14 (2012/13 academic year)	Quarter 1 2014/15 (2013/14 full academic year)	Quarter 1 2015/16 (2014/15 full academic year)	Direction of Improvement
26	EDU/010b (SID)	The percentage of school days lost due to fixed-term exclusions during the academic year, in Secondary Schools.	0.107% 1,572 days	0.095%	0.112% 1,598 days	Data available Quarter 2	—
27	EDU/011 (NSI/PAM)	The average wider point score for pupils aged 15 as at the preceding 31 August, in schools maintained by the local authority.	537	505 6th	540	Data available Quarter 2	—
28	EDU/016a (PAM)	Percentage of pupil attendance in Primary Schools.	93.0%	93.7% 22nd	94.6% 3,153,617 of 3,333,372 sessions	Data available Quarter 3	—
29	EDU/017 (NSI/PAM)	The percentage of pupils aged 15 at the preceding 31 August in schools maintained by the local authority who achieved the level 2 threshold including a GCSE grade A-C in English or Welsh first language and Mathematics.	56.0%	52.5% 7th	55.8%	Data available Quarter 2	—

2. Education - Other

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
30	EDU/015b (NSI)	The percentage of final statements of special education need issued within 26 weeks excluding exceptions.	100%*	100%*	96.6% Joint 1st	100%*	100%*	😊
31	L(Yth)2+ (Local)	The percentage of 11 - 19 year olds in contact with the youth service. (measured cumulatively over the 2015/16 financial year – quarterly)	33.07%	30.24% (4,358 of 14,411)		10.91% (1,572 of 14,411)	14.06% (1,989 of 14,150)	↑
32	L(SEN) 1b (Local)	Total number of children with statements of special educational needs. (measured over 2015 calendar year – quarterly)	788	790		762	755	↑
33	L(FP) 1+ (Local)	Number of full day childcare places provided. (measured over the 2015/16 financial year - quarterly)	1,800	1,624		1,712	2,201	↑
34	L(SEN) 1a (Local)	Number of children with new statements of special educational needs. (measured over the 2015 calendar year - quarterly)	103*	77*		32*	47*	↓
The increase in number of statements issued can be attributed to the increasing complexity of the individual cases coming through the Statutory Assessment process.								
35	EDU/015a (NSI)	The percentage of final statements of special education need issued within 26 weeks including exceptions. (measured over 2015 calendar year – quarterly)	32.0%*	23.37%*	69.6% 20th	25%*	8.5%*	↓
The increase in time taken to issue statements can be attributed to the increasing complexity of the individual cases coming through the Statutory Assessment process.								

*- Calendar year data - 6 months data

3. Social Care – Children’s Services





No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
36	*SCC/030a (SID from 2014-15)	The percentage of young carers known to Social Services who were assessed.	100%	100%	85.9% Joint 1 st	100%	100%	😊
37	SCC/40 (SID)	The percentage of placements started during the year where the child is registered with a provider of general medical services within 10 working days of the start of the placement.	93.0%	97.2%	88.3%	97.9%	100%	😊
38	SCC/011b (NSI)	The percentage of initial assessments that were completed during the year where there is evidence that the child has been seen alone by the Social Worker.	38.7%	47.1%	42.9% 16 th	40.6%	60.4%	↑
39	SCC/024 (SID)	The percentage of children looked after during the year with a Personal Education Plan within 20 school days of entering care or joining a new school in the year ending 31 March.	85.7%	77.1%	62.7%	70%	85.7%	↑
40	SCC/030b (SID)	The percentage of young carers known to Social Services who were provided with a service.	64.7%	100%	80.1%	42.9%	90%	↑
41	SCC/034 (SID)	The percentage of child protection reviews carried out within statutory timescales during the year.	97.5%	98.5%	98.1%	98%	99.4%	↑
42	SCC/041a (NSI)	The percentage of eligible, relevant and former relevant children that have pathway plans as required.	69.8%	83.9%	89.2% 21 st	69.2%	77.8%	↑

*- No longer a Public Accountability Measure (with effect from 2014-15)

3. Social Care – Children’s Services – continued

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
43	SCC/045 (PAM)	The percentage of reviews of looked after children, children on the child protection register and children in need carried out in line with the statutory timetable.	82.2%	88.6%	89.6% 20 th	82.8%	88.2%	↑
44	SCC/025 (PAM)	The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations.	86.9%	91.9%	85.3% 14 th	95%	93.3%	▼
45	SCC/010 (SID)	The percentage of referrals that are re-referrals within 12 months.	22.1%	15.4%	22.2%	14%	21.9%	↓
		The decrease in performance in the percentage of re-referrals during the 1 st Quarter Period 2015-16, when compared to the same period last year is the result of a higher number of sibling group referrals than in the previous year. In terms of household re-referrals, there has not been a marked decrease in performance compared to 2014-15.						
46	SCC/002 (NSI)	The percentage of children looked after at 31 March who have experienced one or more change of school, during a period or periods of being looked after, which were not due to transitional arrangements, in the 12 months to 31 March.	15.7%	10.7%	13.8% 15 th	Reported Annually		—

3. Social Care – Children’s Services – continued

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
47	SCC/004 (NSI/PAM)	The percentage of children looked after on 31 March who have had three or more placements during the year.	6.4%	7.1%	8.3% 	Reported Annually		—
48	SCC/022a (SID)	The percentage attendance of looked after pupils whilst in care in primary schools.	93.1%	94.2%	95.1%	Reported Annually		—
49	SCC/022b (SID)	The percentage attendance of looked after pupils whilst in care in secondary schools.	89.7%	85.4%	91.6%	Reported Annually		—
Page 29	SCC/033d (NSI)	The percentage of young people formerly looked after with whom the authority is in contact at the age of 19.	95.7%	95.2%	93.4% 	Reported Annually		—
	51	SCC/033e (NSI)	The percentage of young people formerly looked after with whom the authority is in contact, who are known to be in suitable, non-emergency accommodation at the age of 19.	100%	90%	85.9% 	Reported Annually	
52	SCC/033f (NSI)	The percentage of young people formerly looked after with whom the authority is in contact, who are known to be engaged in education, training or employment at the age of 19.	63.6%	40.0%	54.8% 	Reported Annually		—

3. Social Care – Children’s Services – continued

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
53	SCC/035 (SID)	The percentage of looked after children eligible for assessment at the end of Key Stage 2 achieving the Core Subject Indicator, as determined by Teacher Assessment.	42.1%	57.1%	51.6%	Reported Annually		—
54	SCC/036 (SID)	The percentage of looked after children eligible for assessment at the end of Key Stage 3 achieving the Core Subject Indicator, as determined by Teacher Assessment.	55.6%	57.1%	37.2%	Reported Annually		—
55	SCC/037 (NSI)	The average external qualifications point score for 16 year old looked after children, in any local authority maintained learning setting.	335	296	262 4 th	Reported Annually		—
56	SCC/044b (SID)	The average number of days spent out of school on fixed term exclusions for children looked after who were excluded during the previous academic year.	4.0	5.3	6.8	Reported Annually		—

4. Social Care - Adults Services

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
57	SCA/018a (PAM)	The percentage of carers of adult service users who were offered an assessment or review of their needs in their own right during the year.	100%	100%	85.8% Joint 1 st	100%	100%	😊
58	SCA/019 (NSI/PAM)	The percentage of adult protection referrals completed where the risk has been managed.	100%	100%	94.45% Joint 1 st	100%	100%	😊
59	SCA/002a (NSI)	The rate of older people (aged 65 or over): Supported in the community per 1,000 population aged 65 or over at 31 March.	107.8	111.46	74.48 5 th	110.24	116.54%	↑
60	SCA/002b (NSI)	The rate of older people (aged 65 or over): Whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March.	23.86	21.71	19.84 20 th	23.68	21.92	↑
61	SCA/003b (SID)	The percentage of clients who are supported in the community during the year, in the age groups: Aged 65+	81.98%	81.66%	83.71%	83.19%	83.47%	↑

4. Social Care – Adult Services – continued

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
62	SCA/018b (SID)	The percentage of carers of adult service users who had an assessment in their own right during the year.	20.0%	40.5%	39.4%	14.1%	17.9%	↑
63	SCA/018c (SID)	The percentage of carers of adult service users who were assessed during the year who were provided with a service.	66.7%	71.4%	63.8%	71.4%	76.5%	↑
64	SCA/020 *(SID)	The percentage of adult clients who are supported in the community during the year. *. –No longer a PAM from 1 st April 2015	85%	85.1%	86.33% 16 th	86.53%	86.54%	↑
65	SCA/003a (SID)	The percentage of clients who are supported in the community during the year, in the age groups: Aged 18-64.	92.45%	93.27%	93.84%	93.74%	93.29%	↓
66	SCA/001 (NSI)	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over.	3.49	3.21	4.70 11 th	0.89	1.29	↓
Social work teams have recently restructured and team managers are being supported to ensure that they have the right systems in place to support timely review and hospital discharge. In terms of delayed transfer, there will be additional residential assessment capacity available and the new intake reablement pathway for all people on a domiciliary pathway will be in place from October 2015.								
67	SCA/007 (NSI)	The percentage of clients with a care plan at 31st March whose care plans should have been reviewed that were reviewed during the year.	81.7%	79.3%	81.1% 13 th	81.9%	74.7%	↓
As we have remodelled what we do, it has been a challenge to ensure if review performance is good enough. This is a main priority in 2015/16 and we have robust plans in place to improve performance.								

5. Housing – Homelessness and Housing Advice

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
68	HOS/001 (Local)	The number of private rented tenancies made available by the Housing Options Service that were suitable and likely to be available for at least 6 months	N/a New	N/a New	22.91	N/a New	11	—
69	HHA/013 (NSI/PAM)	The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months.	95.2%	95.5%	66.4% * See note 1	96.6%	See note 2	—

Note 1 - A Wales Audit Office report (published in 2013 identified a wide variation in how local authorities interpret guidance for indicator HHA/013 relating to homelessness prevention, resulting in a wide variation of performance reported. Due to these variations, the Welsh Government Statistical Release has advised in the publication of this data that the indicator should not be compared across local authority boundaries; however comparisons can be made over time within individual local authorities. This measure is no longer a statutory indicator.

Note 2 - Due to ongoing IT development of the reporting function on the new database, data will be reported in quarter 2.

6. Housing - Private Sector Renewal

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
70	PSR/002 (NSI/PAM)	The average number of calendar days taken to deliver a Disabled Facilities Grant.	204	252	239 6 th	274	221	↑
71	PSR/009a (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Children and young people	310	437		320	278	↑
72	PSR/009b (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Adults	197	233		269	218	↑
73	PSR/007a (SID)	Of the Houses in Multiple Occupation known to the local authority, the percentage that: Have a full license.	1.4%	1.63%		1.4%	1.4%	↔

6. Housing - Private Sector Renewal - continued

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
74	PSR/004 (NSI)	The percentage of private sector dwellings that had been vacant for more than 6 months at 1 April that were returned to occupation during the year through direct action by the local authority.	37.38%	68.59%	9.23% 3 rd	19.16%	Data not available	—
75	PSR/007b (SID)	Of the Houses in Multiple Occupation known to the local authority, the percentage that: Have been issued with a conditional license.	0%	0%		0%	0%	—
76	PSR/007c (SID)	Of the Houses in Multiple Occupation known to the local authority, the percentage that: Are subject to enforcement activity.	0.2%	0%		0%	0%	—

7. Planning and Regulatory Services - Public Protection

77	PPN/007ii (SID)	The percentage of significant breaches that were rectified by intervention during the year for Animal Health.	77.3%	71.4%	92.6%	80%	100%	😊
78	PPN/001i (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Trading Standards.	100%	100%	99%	3%	19.5%	↑
79	PPN/001iii (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Animal Health.	100%	100%	96%	33%	40%	↑
80	PPN/001ii (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene.	82%	98%	97%	19%	21%	↑

7. Planning and Regulatory Services - Public Protection - continued

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
81	PPN/008ii (SID)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year: Food Hygiene	79%	79%	92%	55%	76%	↑
82	PPN/001iv (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Health and Safety	100%	100%	No data available	0%	0%	↔
83	PPN/009 (PAM)	The percentage of food establishments which are 'broadly' compliant with food hygiene standards	92.2%	92.8%	90.3% 8 th	93.69%	92.82%	∨
Page 36	PPN/007i (SID)	The percentage of significant breaches that were rectified by intervention during the year for Trading Standards.	78.7%	86.8%	87.7%	54.5%	15.8%	↓
	There has been an increase in the number of infringements and they are taking longer to rectify because enforcement action is required.							
85	PPN/008iii (SID)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year: Animal Health.	100%	N/a*see note	61%	*-see note	*-see note	—

* Note- There were no new businesses identified during this reporting period.

8. Planning and Regulatory Services – Planning

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
86	PLA/004b (SID)	The percentage of minor planning applications determined during the year within 8 weeks.	71.3%	63.5%	63.3%	67.5%	67.9%	↑
87	PLA/004c (SID)	The percentage of householder planning applications determined during the year within 8 weeks.	94%	87.4%	86.3%	86.3%	95.4%	↑
88	PLA/002 (SID)	The percentage of applications for development determined during the year that were approved.	95.5%	96.4%		97.2%	96.2%	∨
89	PLA/004d (SID)	The percentage of all other planning applications determined during the year within 8 weeks.	73.9%	79%	70.3%	78.7%	74.1%	∨
91	PLA/M001 (Local)	Average time taken from receipt of application to validation of application - days	30.1 days	30.6 days		23.2 days	31.5 days	↓
	PLA/M002 (Local)	Average time taken from receipt of application to date decision is issued - days	87.6 days	82.7 days		68.8 days	115.2 days	↓
<p>During quarter 1 efforts were made to contact applicants and progress 'older' or 'stalled' applications. As a consequence, the performance for indicators PLA/M001 and PLA/M002 has noticeably declined, 31 applications took in excess of 200 days to determine.</p>								

8. Planning and Regulatory Services – Planning - continued

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
92	PLA/M004 (Local)	The percentage of major planning applications determined during the year within 8 weeks.	23.1%	30.4%		37.5%	25%	↓
	The drop in performance from 37.5% to 25%, although only a small number of major applications were determined (8), such that the reduced performance effectively equates to only one application over 8 weeks compared to quarter 1 last year. The reduced performance is, offset by a significant improvement in PLA 004c (Householder applications) which increased 86.25% to 95.4%.							
Page 38	PLA/006(b) (NSI)	The number of additional affordable housing units provided during the year as a percentage of all additional housing units provided during the year.	69%	42%	37% 5 th	Reported Annually		—

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
9. Planning and Regulatory Services – Building Control								
94	BCT/007 (SID)	The percentage of ‘full plan’ applications approved first time.	99%	96.6%	97%	100%	100%	😊
95	BCT/004 (SID)	Percentage of Building Control ‘full plan’ applications checked within 15 working days during the year.	98.1%	100%	93.6%	100%	92.3%	↓
	There has been a drop in performance by nearly 8% which can be attributed to a reduction in staffing levels and increasing workloads in the section. There are currently a number of high profile developments, all of which are demanding stages which also takes up staff time.							
10. Economic Development								
96	L(ED) 2 (Local)	Number of new business start-up enquiries assisted through Business Services	429	361		75	87	↑
	L(ED) 1 (Local)	Number of jobs created as a result of financial support by the Local Authority.	255	187		30	53	↑
	L(ED) 3 (Local)	Number of business enquiries resulting in advice, information or financial support being given to existing companies through Business Services.	682	686		182	181	v

11. Corporate Health – Asset Management

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
99	CAM/001ai (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: A – Good	7.15%	7.21%	16.4%	Reported Annually		—
100	CAM/001aii (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: B – Satisfactory	41.17%	43.33 %	57.3%			—
101	CAM/001aiii (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: C – Poor	42.23%	39.79%	22.8%			—
102	CAM//001bi (SID)	The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 1 – Urgent work	15.16%	15.11%	8.4%			—
103	CAM/001bii (SID)	The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 2 – Essential work	60.61%	56.72%	52.0%			—
104	CAM/001biii (SID)	The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 3 – Desirable work	24.23%	28.17%	39.5%			—
105	CAM/001aiv (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: D – Bad	9.45%	9.67%	3.6%			—
106	CAM/037 (PAM)	The percentage change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1,000 square metres.	N/a New	N/a New	N/a New			—

12. Leisure and Libraries

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
107	LCL/001(b) (NSI)	The number of people using Public Libraries during the year, per 1,000 population.	6,839 (958,162 visits)	5,709 (798,609 visits)	5,851 4 th	1,327 (185,641 visits)	1,380 (193,892 visits)	↑
108	LCL/004 (SID)	The number of library materials issued, during the year, per 1,000 population.	4,190 (587,079 issued)	3,219 (450,318 issued)	4,424	834 (116,898 issued)	780 (109,642 issued)	↓
Page 49	The decrease in issues can be attributed to a cut in the mobile library services by one vehicle and an amendment of the remaining service from a 2 weekly to a 3 weekly schedule. Also, there was no service for 4 days in May due to a driver shortage.							
	LCS/002(b) (NSI)	The number of visits to local authority sport and leisure centres during the year, per 1,000 population where the visitor will be participating in physical activity.	5,696 (798,044 visits)	5,775 (807,892 visits)	8,954 22 nd	Reported six monthly		—
110	LCL/002a (SID)	The number of publicly accessible computers per 10,000 population.	8	6	9	Reported Annually		—
111	LCL/002b (SID)	The percentage of available computer hours, in use.	48%	46%	39%	Reported Annually		—
112	LCL/003 (SID)	The percentage of library material requests supplied within 7 calendar days.	83%	81%	69%	Reported Annually		—

13. Environment & Transport – Waste Management

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
113	WMT/009b (NSI/PAM)	The percentage of municipal waste collected by local authorities and prepared for reuse and/or recycled, including source segregated bio wastes that are composted or treated biologically in another way.	54.04%	58.10%	54.33% 14 th	58.57%	58.73%	↑
	All Wales 2014/15 data will be published by the Welsh Government on 2 nd September 2015. Our ranking 14 th as shown in the flag relates to 2013/14 performance.							
Page 42	WMT/004b (NSI/PAM)	The percentage of municipal waste collected by local authorities sent to landfill.	14.04%	11.13%	37.72% 3 rd	10.7%	10.4%	↑
115	WMT/010i (SID)	The percentage of local authority municipal waste: Prepared for re-use.	0.18%	0.29%	2.06%	0.24%	0.44%	↑
116	WMT/010ii (SID)	The percentage of local authority municipal waste: Recycled.	38.09%	38.47%	33.80%	35.07%	36.05%	↑
117	WMT/012 (SID)	The percentage of local authority collected municipal waste used to recover heat and power.	29.33%	32.40%	9.11%	15.10%	20.04%	↑
118	WMT/010iii (SID)	The percentage of local authority municipal waste: Collected as source segregated bio-wastes and composted or treated biologically in another way.	15.76%	19.34%	18.49%	23.25%	22.25%	↓



14. Environment & Transport – Transport and Highways

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
119	THS/007 (NSI)	The percentage of adults aged 60 or over who hold a concessionary bus pass.	88.9%	90.6%	84.3% 6 th	89.7%	91.3%	↑
120	THS/009 (SID)	The average number of calendar days taken to repair street lamp failures during the year.	1.83	1.56	4.75	1.83	1.25	↑
121	THS/011a (SID)	The percentage of: Principal (A) roads in overall poor condition.	6.8%	5.8%	4.5%	Reported Annually		—
122	THS/011b (SID)	The percentage of: Non-principal/classified (B) roads in overall poor condition.	5.2%	4.0%	6.1%	Reported Annually		—
123	THS/011c (SID)	The percentage of: Non-principal /classified C roads in overall poor condition.	8.2%	7.0%	18.9	Reported Annually		—
124	THS/012 (PAM)	The percentage of Principal (A) roads, Non-principal (B) roads and Non-principal C roads that are in overall poor condition.	6.7%	5.6%	13.2% 4 th	Reported Annually		—

15. Environment & Transport - Countryside Management

No	PI Reference	PI Description	NPT Actual 2013/14	NPT Actual 2014/15	All Wales 2013/14	NPT Quarter 1 2014/15	NPT Quarter 1 2015/16	Direction of Improvement
125	CMT/001 (SID)	The percentage of total length of 'Rights of Way' which are easy to use by members of the public.	67%	68.9%	69%	Reported six monthly		—

16. Environment & Transport - Street Scene

126	STS/005b (PAM)	The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness.	97.8%	98.8%	96.8% 	Reported Annually		—
127	STS/005a (SID)	The cleanliness Indicator	67.6	70.6	73.2	Reported Annually		—
128	STS/006 (NSI)	The percentage of reported fly tipping incidents cleared within 5 working days.	81.10%	72.06%	95.03% 	Reported Annually		—

Section 3: Compliments and Complaints

2015-2016 – Quarter 1 (1st April 2015 – 30th June 2015) – Cumulative data

	Performance Key
↑	Improvement : Reduction in Complaints/ Increase in Compliments
↔	No change in the number of Complaints/Compliments
v	Increase in Complaints but within 5%/ Reduction in Compliments but within 5% of previous year.
↓	Increase in Complaints by 5% or more/ Reduction in Compliments by 5% or more of previous year.

CHIEF EXECUTIVE'S AND FINANCE (Policy & Resources Cabinet Board)

No	PI Description	Quarter 1 2014/15	Quarter 1 2015/16	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	8	7	↑
	a - Complaints - Stage 1 upheld	1	2	
	b -Complaints - Stage 1 <u>not</u> upheld	7	3	
	c -Complaints - Stage 1 partially upheld	0	2	

**CHIEF EXECUTIVE'S AND FINANCE
(Policy & Resources Cabinet Board)**

No	PI Description	Quarter 1 2014/15	Quarter 1 2015/16	Direction of Improvement
2	<u>Total Complaints - Stage 2</u>	2	1	↑
	a - Complaints - Stage 2 upheld	1	0	
	b - Complaints - Stage 2 <u>not</u> upheld	1	1	
	c - Complaints - Stage 2 partially upheld	0	0	
3	<u>Total - Ombudsman investigations</u>	0	0	↔
	a - Complaints - Ombudsman investigations upheld	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	
4	Number of Compliments	9	54	↑
5	<p>Summary</p> <p>Stage 1 – 2 complaints in Council Tax (1 partially upheld and 1 upheld), 1 in Benefits (upheld), 1 in Childcare (partially upheld), 1 in Democratic Services and 2 in Electoral (not upheld). Stage 2 – 1 complaint received in respect of Council Tax (Not upheld).</p> <p>The number of compliments received increased significantly, this is due to efforts made across the service to promote the importance of recording all compliments and due to an increase in positive website feedback.</p>			

Section 3: Compliments and Complaints - continued

**EDUCATION, LEISURE & LIFELONG LEARNING
(Economic and Community Regeneration Cabinet Board)**

No	PI Description	Quarter 1 2014/15	Quarter 1 2015/16	Direction of Improvement
Page 47	<u>Total Complaints - Stage 1</u>	2	535	↓
	a - Complaints - Stage 1 upheld	0	481	
	b -Complaints - Stage 1 <u>not</u> upheld	2	54	
	c -Complaints - Stage 1 partially upheld	0	0	

EDUCATION, LEISURE & LIFELONG LEARNING
(Economic and Community Regeneration Cabinet Board)

No	PI Description	Full Year 2013/14	Full Year 2014/15	Direction of Improvement
2	<u>Total Complaints - Stage 2</u>	2	0	↑
	a - Complaints - Stage 2 upheld	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	1	0	
	c - Complaints - Stage 2 partially upheld	1	0	
3	<u>Total - Ombudsman investigations</u>	0	0	↔
	a - Complaints - Ombudsman investigations upheld	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	
4	Number of compliments	0	0	↔
5	Summary There were 535 stage 1 complaints of which 481 were upheld. All complaints centred around the ‘Super Hero Family Fun Day’ at Margam Park.			

Section 3: Compliments and Complaints - continued

**EDUCATION, LEISURE & LIFELONG LEARNING
(Children, Young People and Education Cabinet Board)**

No	PI Description	Quarter 1 2014/15	Quarter 1 2015/16	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	3	2	↑
	a - Complaints - Stage 1 upheld	0	0	
	b -Complaints - Stage 1 <u>not</u> upheld	3	2	
	c -Complaints - Stage 1 partially upheld	0	0	

EDUCATION, LEISURE & LIFELONG LEARNING
(Children, Young People and Education Cabinet Board)

Page 50

No	PI Description	Quarter 1 2014/15	Quarter 1 2015/16	Direction of Improvement
2	<u>Total Complaints - Stage 2</u>	1	2	↓
	a - Complaints - Stage 2 upheld	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	1	2	
	c- Complaints - Stage 2 partially upheld	0	0	
3	<u>Total - Ombudsman investigations</u>	0	0	↔
	a - Complaints - Ombudsman investigations upheld	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	
4	Number of compliments	2	0	↓
5	Summary There were 2 Stage 1 complaints and 2 Stage 2 complaints, all concerned with the Statutory Assessment Process. None of the complaints were upheld.			

Section 3: Compliments and Complaints - continued

SOCIAL SERVICES, HEALTH AND HOUSING (All Services)

No	PI Description	Quarter 1 2014/15	Quarter 1 2015/16	Direction of Improvement
	<u>Total Complaints - Stage 1</u>	35	18	↑
1	a - Complaints - Stage 1 upheld	3	4	
	b - Complaints - Stage 1 <u>not</u> upheld	16	11	
	c - Complaints - Stage 1 partially upheld	8	2	

SOCIAL SERVICES, HEALTH AND HOUSING (All Services)

No	PI Description	Quarter 1 2014/15	Quarter 1 2015/16	Direction of Improvement
2	<u>Total Complaints - Stage 2</u>	3	1	↑
	a - Complaints - Stage 2 upheld	1	0	
	b - Complaints - Stage 2 <u>not</u> upheld	2	0	
	c- Complaints - Stage 2 partially upheld	0	1	
3	<u>Total - Ombudsman investigations</u>	0	0	↔
	a - Complaints - Ombudsman investigations upheld	-	-	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	-	-	
4	Number of Compliments	13	7	↓
5	<p>Summary Stage 1 - There was a 49% decrease in the number of stage 1 complaints received during the 1st quarter, 18 compared to 35 in the same period last year; this can be attributed to the continual service developments and improvements, particularly within Children’s Services. Members should note that of the 18 complaints, 5 were received from young people placed at Hillside Secure Unit. Members should also note, a new Welsh Government complaints policy was introduced in August 2014, which resulted in new procedures being introduced by the Directorate; this was accompanied by extensive training for front-line staff and managers. Stage 2 – these have also reduced from 3 to 1 during the 1st quarter; this can be attributed to a stronger emphasis on a speedier resolution at ‘local’ and ‘Stage 1’ levels. Compliments - the number of compliments has decreased; this is due to a lack of reporting from services receiving praise and thanks. The complaints team will raise the profile for the need to report such incidences.</p>			

Section 3: Compliments and Complaints - continued

**ENVIRONMENT DIRECTORATE
(Economic and Community Regeneration Cabinet Board)**

No	PI Description	Quarter 1 2014/15	Quarter 1 2015/16	Direction of Improvement
	<u>Total Complaints - Stage 1</u>	3	0	↑
1	a - Complaints - Stage 1 upheld	0	0	
	b -Complaints - Stage 1 <u>not</u> upheld	3	0	
	c -Complaints - Stage 1 partially upheld	0	0	

ENVIRONMENT DIRECTORATE
(Economic and Community Regeneration Cabinet Board)

No	PI Description	Quarter 1 2014/15	Quarter 1 2015/16	Direction of Improvement
2	<u>Total Complaints - Stage 2</u>	1	2	↓
	a - Complaints - Stage 2 upheld	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	1	2	
	c- Complaints - Stage 2 partially upheld	0	0	
3	<u>Total - Ombudsman investigations</u>	0	0	↔
	a - Complaints - Ombudsman investigations upheld	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	
4	Number of Compliments	1	2	↑
5	<p>Summary</p> <p>Stage 1 complaints have been reduced to zero compared with 3 Stage 1 complaints in the same quarter last year. Stage 2 complaints increased from 1 to 2 and related to the illegal demolition of a wall at Glynneath and the lack of progress of a land reclamation scheme in Cwmllynfell.</p> <p>The number of compliments increased by 1 compared to the same period last year.</p>			

Section 3: Compliments and Complaints - continued

ENVIRONMENT DIRECTORATE
(Environment & Highways Cabinet Board)

No	PI Description	Quarter 1 2014/15	Quarter 1 2015/16	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	5	0	↑
	a - Complaints - Stage 1 upheld	2	0	
	b -Complaints - Stage 1 <u>not</u> upheld	3	0	
	c -Complaints - Stage 1 partially upheld	0	0	

ENVIRONMENT DIRECTORATE
(Environment & Highways Cabinet Board)

No	PI Description	Quarter 1 2014/15	Quarter 1 2015/16	Direction of Improvement
2	<u>Total Complaints - Stage 2</u>	3	2	↑
	a - Complaints - Stage 2 upheld	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	3	2	
	c- Complaints - Stage 2 partially upheld	0	0	
3	<u>Total - Ombudsman investigations</u>	0	0	↔
	a - Complaints - Ombudsman investigations upheld	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	
4	Number of Compliments	8	5	↓
5	<p>Summary</p> <p>Stage 1 complaints have been reduced considerably for the first quarter of 2015 and there was also a small reduction in the number of Stage 2 complaints received. The Stage 2 complaints received were regarding the issuing of a parking permit and the alleged behaviour of a refuse collector.</p> <p>The number of compliments received reduced slightly compared to the same period last year.</p>			

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Policy and Resources Cabinet Board

3rd September 2015

Report of the Head of Corporate Strategy and Democratic Services

K.Jones

Matter for Decision

Wards Affected: All Wards

Counter-Terrorism and Security Act 2015

Purpose of Report

1. To advise Members of new duties and responsibilities applied to local authorities following enactment of the Counter-Terrorism and Security Act 2015.
2. To obtain delegated authority from the Cabinet Board for relevant officers to take the steps necessary for the Council to comply with the new duties and responsibilities.

Executive Summary

3. This report sets out details of new counter-terrorism and security duties placed on local authorities by the UK Government.
4. Local authorities now have a general duty to have regard to the need to prevent people from being drawn into terrorism.
5. Local authorities also have a duty to establish and chair a local multi-agency panel that will convene to support people identified as being at risk of being drawn into terrorism.
6. The report seeks delegated authority for the relevant officer to take the steps necessary for the Council to comply with the new duties.

Background

7. The UK Government has legislated to make certain provisions related to terrorism. S26 of the Counter-Terrorism and Security Act 2015 places a duty on local authorities to have “due regard to the need to prevent people from being drawn into terrorism” in the exercise of their functions. This means that local authorities must place an appropriate weight on the need to prevent people from being drawn into terrorism when they consider all the other factors relevant to how they carry out their usual functions.
8. In addition to the general duty referred to above, statutory guidance identifies the need for local authorities:
 - To establish or use existing mechanisms for understanding the risk of radicalisation;
 - Ensuring staff understand the risk and build the capabilities to deal with it;
 - Communicating and promoting the importance of the duty; and
 - Ensuring staff implement the duty effectively.

New Duties and Powers – Local Authorities

9. s29 of the Act provides a power to the Home Secretary to issue statutory guidance to local authorities as to how their general duty to pay “due regard to the need to prevent people from being drawn into terrorism” should be carried out. Current statutory guidance is set out in “Prevent Duty Guidance”. The statutory guidance covers the need for:
 - multi-agency working through Community Safety or other appropriate forums;
 - assessment of risk by way of reference to counter-terrorism local profiles (CTLPs);
 - the establishment of plans to address any identified risk;
 - the need to ensure appropriate training for staff and contractors; and
 - the need to take steps to ensure local authority resources are not used to support extremist views.
10. Officers of this council have been working with officers from the City and County of Swansea and Bridgend County Borough councils to develop an

appropriate response to the new duty and associated statutory guidance and Members are now asked to endorse that approach.

11. The statutory guidance sets out specific considerations that should be made by schools and child care providers to assess the risk of children being drawn into terrorism.
12. s36 of the Act makes provision to protect vulnerable people from being drawn into terrorism. The Act requires:
 - each local authority to establish and chair a local multi-agency panel for this purpose;
 - the police to refer people considered vulnerable to the panel;
 - the Panel to carry out an assessment of risk and to establish appropriate plans to support people identified as being vulnerable to being drawn into terrorism and then to keep those plans under review;
 - the core membership of the panels to be the police and the local authority;
 - the chairing of the panel to be the relevant local authority's responsibility; and
 - Each partner on a panel must, so far as is appropriate, and reasonably practical, act in co-operation with the panel.
- 13.. The Act also provides a power to local authorities to determine procedures for conducting the business of the panel. Officers have been working with the police to identify the steps that will need to be taken to establish such a panel locally and Members are now asked to formally authorise the associated work.

Financial Impact

- 14.. There is no new recurring revenue funding identified for Neath Port Talbot Council to discharge the duties and responsibilities set out in this report, although a one-off grant of £10,000 is expected to be made available. Any individual referred to the local panel who requires specialist support will be funded by the Home Office and that support will be procured from a Home-Office approved provider. Recurring costs that will fall to the Council are expected to be incurred in:
 - Staff training and awareness;
 - Servicing the panel meetings and associated activity;

- Consequential costs that relate to contractors and partners working with the Council who have responsibilities under the Act (promotion, training etc)
15. Savings will need to be made within the Community Safety Budget and other Corporate Strategy budgets to accommodate these additional costs. Where feasible, officers will work with other agencies/local authorities to minimise cost.

Equality Impact Assessment

16. 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.”

The Home Office considers that the new duties are relevant to fulfilling duties under the Equality Act 2010.

Workforce Impact

17. Steps will need to be taken to raise awareness across the workforce of the new duties and associated local arrangements.
18. A small number of officers will need to participate in the work of the local panel that will consider cases referred from the police where a risk of being drawn into terrorism has been identified.
19. It is not anticipated that there will be a significant impact on workforce other than as described above.

Legal Impact

20. This report has been developed to draw attention to the new duties placed on local authorities and to ensure the Council's Constitution is amended to reflect the delegated authorities that will be needed to take the actions necessary to comply with the new duties.

Crime and Disorder Impact

21. The Council has a legal duty under Section 17 of the Crime and Disorder Act 1998 to carry out all its various functions with "due regard to the need to prevent Crime and Disorder in its area".
22. The new duties described in this report complement the existing crime and disorder duty.

Risk Management

23. A one-off grant of £10,000 is expected to be made available to support the introduction of the new duties. There is a risk that the funding will be insufficient to cover the duties and consequently this will be monitored and should funding be insufficient, further reports to Members will be provided.

Consultation

24. There is no requirement under the Constitution for consultation on this item.

Recommendations

25.
 - (1) That the Policy and Resources Cabinet Board authorises the Head of Corporate Strategy and Democratic Services to take the actions necessary to secure compliance by the local authority with s26 and s36 of the Counter-Terrorism and Security Act 2015 and

associated statutory guidance issued by the Home Secretary in relation thereto.

- (2) That the above delegations be reported to Council in due course in order that authority to amend the Constitution may be obtained.

Reason for Proposed Decision

26. To provide the relevant officers with the delegated authority to implement the actions necessary for the Authority to be able to comply with Sections 26,36 and the statutory guidance issued by the Home Secretary under Section 29 of the Counter-terrorism and Security Act 2015.

Implementation of Decision

27. The decision is proposed for implementation after the three day call in period.

Appendices

28. None

List of Background Papers:

29. **Counter-Terrorism and Security Act 2015**
http://www.legislation.gov.uk/ukpga/2015/6/pdfs/ukpga_20150006_en.pdf
Prevent Duty Guidance
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/417943/Prevent_Duty_Guidance_England_Wales.pdf

Officer Contact

30. Mrs Karen Jones, Head of Corporate Strategy and Democratic Services.
Tel: 01639 763284 or e-mail: k.jones3@npt.gov.uk

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Policy and Resources Cabinet Board

3rd September 2015

Report of the Head of Corporate Strategy and Democratic Services

K.Jones

Matter for Decision

Wards Affected: All Wards

Anti-Social Behaviour, Crime and Policing Act 2014

Purpose of Report

1. To inform the Cabinet Board of changes to anti-social behaviour powers introduced by the Anti-Social Behaviour, Crime and Policing Act 2014.
2. To seek delegated authority for relevant officers from the Cabinet Board to implement the provisions of the Act.

Executive Summary

3. The UK Government has legislated to replace some anti-social behaviour powers with new powers.
4. Anti-social behaviour orders and anti-social behaviour injunctions are replaced by a new civil injunction.
5. Criminal behaviour orders replace criminal anti-social behaviour orders and drink banning orders.
6. Community protection notices and public space protection notices are introduced. Community protection notices in addition to existing Powers under the Environmental Protection Act .
7. A new closure power is introduced.

8. This report provides a summary of the changes and seeks authority to amended officer delegations in order to bring the new powers into use.

Background

9. The UK Government has legislated to implement commitments made by the former coalition government to reform the powers available to deal with anti-social behaviour and low level crime.
10. The legislation seeks to radically streamline the range of powers available to address anti-social behaviour, in particular, to replace some of the tools available for tackling anti-social behaviour with a new suite of powers.
11. The legislation also seeks to focus the response to anti-social behaviour on the needs of victims; to empower communities to get involved in tackling anti-social behaviour; to ensure professionals are able to protect the public quickly; and to focus on long-term solutions by addressing the underlying issues that cause anti-social behaviour.

New Powers and Duties

12. A table listing the new powers and duties introduced by the Anti-Social Behaviour, Crime and Policing Act 2014 is attached at Appendix 1 for the Cabinet Board's information, together with a comparison, where relevant with powers and duties repealed by the Act.
13. The Cabinet Board is asked to authorise the Head of Corporate Strategy and Democratic Services, the Head of Public Protection and Housing, the Head of Legal Services, the Head of Streetcare and the Head of Planning to exercise the new powers available under the Act for the purposes of tackling anti-social behaviour and low level crime.

Financial Appraisal

14. There are no new recurring revenue funds allocated to local authorities to implement the new provisions within the Act.

15. Training for Anti-Social Behaviour Co-ordinators has been provided at no cost to the council. Some minimal costs will be incurred in communicating the changes to local partners.
16. As these are replacement powers, it is not anticipated that there will be a significant financial impact on the Council but the position will be kept under review.

Equality Impact Assessment

17. 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.”
18. Local data related to cases of anti-social behaviour does not identify any particular group with a protected characteristic as being disproportionately affected by anti-social behaviour. Consequently, the impact of this legislation is considered to be neutral as far as the equality impact is concerned. Case data will be developed to ensure that monitoring takes full account of groups with a protected characteristic.

Workforce Impact

19. The main impact of the changes is for staff training which is being facilitated by government. Monitoring of the impact of the new powers will be undertaken to identify if there are any unexpected impacts that flow from the new arrangements.

Legal Impact

20. The changes to anti-social behaviour powers are set out in this report, together with details of the amendments required to officer delegations to bring the new powers into use.

Crime and Disorder Impact

21. The Council has a legal duty under Section 17 of the Crime and Disorder Act 1998 to carry out all its various functions with “due regard to the need to prevent Crime and Disorder in its area”.
22. The powers introduced by the Anti-Social Behaviour, Crime and Policing Act 2014 will assist the Council in discharging this duty as far as anti-social behaviour and low level crime is concerned.

Risk Management

23. There is a risk that local authorities could adopt different approaches in the use of some of the powers which could create difficulties, in particular in working with the police. Authorities are however working collaboratively with community safety partners, including South Wales Police to ensure that there is a consistent approach where this is necessary.

Consultation

24. There is no requirement for consultation on this item.

Recommendations

25.
 - (1) That the Cabinet Board authorises the Head of Corporate Strategy and Democratic Services, the Head of Public Protection and Housing, the Head of Legal Services, the Head of Streetcare and the Head of Planning to exercise the new powers available under the Anti-Social Behaviour, Crime and Policing Act 2014 for the purposes of tackling anti-social behaviour and low level crime.

- (2) That the delegated authorities provided by the Cabinet Board are reported to Council in due course in order that authorisation to reflect the delegated authorities in the Council's Constitution can be obtained.

Reason for Proposed Decision

26. To formally authorise officers to exercise the powers available under the Anti-Social Behaviour, Crime and Policing Act 2014 for the purposes of tackling anti-social behaviour and low level crime across the Neath Port Talbot County Borough.

Implementation of Decision

- 27.. The decision is proposed for implementation after the three day call in period.

Appendices

28. Appendix 1 – List of New Powers

List of Background Papers

29. Anti-Social Behaviour, Crime and Policing Act 2014

Officer Contact

- 30.. Mrs Karen Jones, Head of Corporate Strategy and Democratic Services.
Tel: 01639 763284 or e-mail:k.jones3@npt.gov.uk
31. Ms Sian Morris, Community Safety Manager, e-mail:
s.morris@npt.gov.uk or Tel 01639 889161
32. Mr Paul Lewis, Anti-Social Behaviour Co-ordinator, e-mail:
p.a.lewis1@npt.gov.uk or Tel: 01639 889723

New Power	Description	Current Powers	Current use	Key Issues & Differences
Civil Injunction	A legal order to stop anti-social behaviour caused by anyone aged 10 or older. Contains requirements / prohibitions which can be dealt with by the courts if breached.	<ul style="list-style-type: none"> • Anti-Social Behaviour Order (ASBO) • Anti-Social Behaviour Injunctions (ASBI) 	<ul style="list-style-type: none"> • ASBIs are a 'landlord' power, primarily used to enforce tenancy conditions. • The Police and Council must confirm that they have consulted with each other as part of the ASBO application. 	<ul style="list-style-type: none"> • Injunctions for young people will be dealt with by the Youth Courts • Civil standard of proof • Breach is contempt of court, not a civil offence, but criminal standard of proof applies; breach may result in prison or fine for adults or Supervision or Detention Order for 10-17 year olds. • Can contain 'positive requirements' (e.g. attend alcohol awareness course) • Injunction can be applied for by agencies other than the Council e.g. Police and Social Landlords, • Organisation applying for the Injunction (e.g. Police or Council) must consult with the Youth Offending Service for applications against people aged 10-17 years old, and for any injunction application must inform any other body or individual thought appropriate

New Power	Description	Current Powers	Current use	Key Issues & Differences
Criminal Behaviour Order (CBO)	May be made by any criminal court against a person who has been convicted of an offence, to tackle the most persistently anti-social individuals who are also engaged in criminal activity	<ul style="list-style-type: none"> • Order on Conviction (also known as Criminal Anti-Social Behaviour Order or 'CRASBO') • Drink Banning Order on Conviction 	<ul style="list-style-type: none"> • The Police and Crown Prosecution Service seek 'CRASBOs' where there are multiple similar offences and/or asb related to the offence. 	<ul style="list-style-type: none"> • The prosecutor - most likely the Crown Prosecution Service but potentially the Council - can apply for the CBO on its own initiative or at the request of the Council or Police. • The offence for which someone has been convicted does not have to be linked to the behaviour which the CBO seeks to address. • The prosecutor must "find out the views of" (not just "consult") the Youth Offending Team before making an application for someone under 18.

New Power	Description	Current Powers	Current use	Key Issues & Differences
Community Protection Notice (CPN)	Issued by officers to stop a person aged 16 or over, business or organisation committing antisocial behaviour which spoils the community's quality of life. A warning must be made before the CPN is issued.	<ul style="list-style-type: none"> • Statutory Powers under the Environmental Protection Act (CPN does not replace these powers) • Litter Clearing Notice • Street Litter Control Notice • Litter Abatement Notice 	<ul style="list-style-type: none"> • Statutory powers are used by the Environmental Health Service to address issues such as noise and accumulations. This will not change. • Litter Notices are frequently used by Environmental Protection Services 	<ul style="list-style-type: none"> • Can be used for noise outside of a residential property (e.g. in the street) – not covered by Environmental Protection Act. • Can be used for 'animal nuisance' issues not covered by current powers (e.g. allowing dogs to stray). • Has effect of creating criminal offence for behaviour which may not otherwise be criminal. • Breach is a criminal offence which can be dealt with by a Fixed Penalty Notice or prosecution. The Council can also take remedial action to remedy the breach and charge costs back to the perpetrator.
Public Space Protection Order (PSPO)	Designed to stop individuals or groups committing anti-social behaviour in a	<ul style="list-style-type: none"> • Designated Public Place Order (DPPO) • Gating Orders • Dog Control Orders 	<ul style="list-style-type: none"> • The Police lead on Section 30 Orders in consultation with the Council. • The local authority has the 	<ul style="list-style-type: none"> • The Council can make a PSPO in consultation with the Police, Police & Crime Commissioner, community representatives and affected landowners. • PSPOs can be used to address a variety of issues affecting the community – for

	public place.		power to make a DPPO; in <ul style="list-style-type: none">• NPT this is reserved to the Trading Standards Service	example animal nuisance, alcohol misuse, rowdy behaviour.
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New Power	Description	Current Powers	Current use	Key Issues & Differences
Closure Power	Allows the Police or Council to quickly close residential or business premises which are being used or likely to be used, to commit nuisance or disorder	<ul style="list-style-type: none"> • Premises Closure Order • Drug Closure Order (also known as 'Crack House Closure Order') 	<ul style="list-style-type: none"> • Closure orders are granted by the Magistrates Court 	<ul style="list-style-type: none"> • A Closure Notice can be issued by Police and Council Officers. These close a property for up to 48hours without a court order. • An application for a Closure Order must be made to the court if a Closure Notice is issued unless the notice is subsequently cancelled • A Closure Order is made by the court and can close a property for up to 3months (which can be extended for a further 3 months).

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Policy and Resources Cabinet Board 3rd September 2015

Report of the Head of Corporate Strategy and Democratic Services

K. Jones

Matter for Decision

Wards Affected: All Wards

Local Authority New Duties and Responsibilities – Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015

Purpose of Report

1. To inform Members of new duties and responsibilities placed on local authorities following enactment of the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015.
2. To seek authorisation from the Cabinet for relevant officers to be provided with the delegated authority to take the actions necessary to ensure the Council complies with the new duties and responsibilities.

Executive Summary

3. The Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 aims to improve arrangements for the prevention of gender-based violence, domestic abuse and sexual violence; improve arrangements for the protection of victims of such abuse and violence; and requires the appointment of a National Adviser on gender-based violence, domestic abuse and sexual violence;
4. The places a new general duty on local authorities to have regard (along with all other relevant matters) to the need to remove or minimise any factors which increase the risk of violence against women and girls or, exacerbate the impact of such violence on victims;

5. The Act also places a duty on local authorities and health boards to produce and publish a local strategy for the local authority area and then to take reasonable steps to achieve the objectives set out in the local strategy;

This report requests delegated authority to the relevant officer to ensure the Council complies with the new legal duties.

Background

6. The Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 aims to improve arrangements for the prevention of gender-based violence, domestic abuse and sexual violence; improve arrangements for the protection of victims of such abuse and violence; improve support for people affected by such abuse and violence; and requires the appointment of a National Adviser on gender-based violence, domestic abuse and sexual violence.
7. The Act creates a number of new responsibilities for local authorities in Wales which are summarised in this report. The Act also places new responsibilities on the Welsh Government to establish a national strategy to combat gender based violence; provides powers to Welsh Ministers to issue guidance to relevant authorities who have duties under the Act and creates a new role of National Adviser to Welsh Ministers.

New Duties and Responsibilities

8. s2 of the Act places a general duty on local authorities to have regard (along with all other relevant matters) to the need to remove or minimise any factors which:
 - (a) increase the risk of violence against women and girls, or
 - (b) exacerbate the impact of such violence on victims
9. s5,6 and s7 of the Act places a duty on local authorities and the health board to produce and publish a local strategy for the local authority area which demonstrates what actions will be taken locally to achieve the purpose of the Act. There are a number of things that must be taken into account when developing that local strategy, for example, involving other local partners in the strategy development process and taking

account of any needs assessments produced to comply with social services and wellbeing, substance misuse, youth offending or community safety legislation. The Act also provides powers to Welsh Ministers to issue statutory guidance on a range of matters such as workplace policies, the commissioning of specialist services and other matters. s17 places a duty on local authorities to follow such guidance, or, if the authority has good reason for not following the guidance the Act places a duty on local authorities to explain and justify that decision.

10. s8 places a duty on local authorities to take reasonable steps to achieve the objectives set out in the local strategy.
11. s9 of the Act provides powers to Ministers to set regulations requiring local authorities to publish prescribed information, at such times and in such a manner as may be prescribed, for the purpose of providing information to the public about whether, and if so how, local authority education functions are being exercised to promote the purpose of the Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 (see section 1 of that Act).
12. s13 places a duty on local authorities and health boards to produce an annual report describing the progress made in delivering the local strategy
13. The Act establishes a new position of National Adviser reporting to Ministers. The National Adviser has powers under the Act to require local authorities to provide information for the purpose of the Adviser's functions. s21 places a duty on local authorities to comply with such requests unless the request is incompatible with the authority's duties or has an adverse impact on the authority's functions.

Financial Impact

14. There are no new identified recurring revenue resources identified to support the new duties and responsibilities summarised in this report. Advice is awaited from Welsh Government in this respect.

15. The Welsh Government are currently developing a number of “national products” - for example a national training product, that will be made available to local authorities to support implementation of the Act. The commencement date for most of the new duties has not yet been announced.

Equality Impact Assessment

16. 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.”
17. The subject of this report is legislation that is aimed at gender-based violence and consequently the impact should be positive as far as the protected characteristic of gender is concerned. Local research also identifies children as being affected by domestic abuse and consequently the impact of the legislation is likely to be positive for the protected characteristic of age.

Workforce Impact

18. The full workforce impacts of the legislation have not yet been identified. The Act will have potential implications on the Council’s existing workplace domestic abuse policy. The Act will also impact on commissioning activities that fall within the scope of the act which in turn may have particular workforce implications. These will be reported to Members as and when they are identified.

Legal Impact

19. This report draws attention to the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 and the new duties that have been placed on local authorities. The report seeks delegated authorities for relevant officers to take the actions necessary for the Council to comply with the new duties.

Crime and Disorder Impact

20. The Council has a legal duty under Section 17 of the Crime and Disorder Act 1998 to carry out all its various functions with “due regard to the need to prevent Crime and Disorder in its area”.
21. The duties introduced by the legislation subject of this report will assist the Council in discharging its duty to prevent gender-based crime and disorder in its area.

Risk Management

22. There is a risk of non-compliance with the duties introduced by the Act if sufficient resources are not provided to local authorities to cover the costs of the associated activities.

Consultation

23. There is no requirement under the Constitution for consultation on this item.

Recommendations

24. Having had regard to the impact assessments provided with this report:
 - (1) That the Cabinet Board notes that the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 places a range of new duties and responsibilities upon the Council.
 - (2) That the Cabinet Board provides delegated authority to the Head of Corporate Strategy and Democratic Services to take the actions necessary to ensure compliance by the Council with the provisions of the

Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015, subject to those actions being funded by Welsh Government.

- (3) That the above delegations be reported to Council in due course in order that changes to the Council's Constitution can be authorised.

Reason for Proposed Decision

25. To provide the formal authority to the relevant officer to take the actions necessary to secure compliance by the Council with the new duties and responsibilities placed on local authorities by the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015

Implementation of Decision

26. The decision is proposed for implementation after the three day call in period.

Appendices

27. None

List of Background Papers

28. Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015

Officer Contact

29. Mrs Karen Jones, Head of Corporate Strategy and Democratic Services.
Tel: 01639 763283 or e-mail k.jones3@npt.gov.uk

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Policy and Resources Cabinet Board

3rd September 2015

Report of the Head of Corporate Strategy and Democratic Services

K.Jones

Matter for Decision

Wards Affected: All Wards

Revised Strategic Equality Plan 2015-2019

Purpose of Report

1. To seek endorsement of the Cabinet Board to the draft Revised Strategic Equality Plan 2015-19 prior to the Plan being considered for adoption by Council

Executive Summary

2. The Strategic Equality Plan and Equality Objectives were revised through active engagement with equality groups, elected members and officers. While the equality objectives were considered still relevant, the actions within each one have been amended to reflect progress made to date, the changing needs of people who share protected characteristics, the work that is already being undertaken as well as the current financial climate.
3. The draft revised Strategic Equality Plan, including the equality objectives, has been subject to a period of public consultation and where appropriate amendments have been made.

Background

4. On 28th May 2015 the Policy and Resources Cabinet Board gave approval for the draft revised Strategic Equality Plan (including an action plan on the revised Equality Objectives) to be subject to a public consultation between 5th June and 21st August.

5. Following consideration of comments received during the consultation it was agreed that a final version of the revised Strategic Equality Plan would be presented to the Policy and Resources Cabinet Board on 3rd September.
6. The revised Strategic Equality Plan is at Appendix 1.

Revised Strategic Equality Plan – consultation

7. The draft Strategic Equality Plan was placed on the Council's corporate consultation portal "Objective". The draft Plan was also sent to the various equality groups and networks that work in partnership with the Council and to LSB partners and wider networks. 10 responses were received; from individuals, the Older Person's Council and the South Wales Police and Crime Commissioner.
8. All respondents unanimously supported the equality objectives and a number of comments and suggested actions were provided. These have been considered by the members of the Heads of Service Equality and Community Cohesion Group and where appropriate have been incorporated into the Strategic Equality Plan and/or action plan.
9. Where this was considered inappropriate we are confident that the comments/concerns are being addressed through the Council's various strategies and plans, e.g. the Corporate Improvement Plan, or by offering alternative ways to counter concerns, e.g. meetings between various officers and the Older Persons' Council to highlight work that is being undertaken in these areas.
10. A summary of the consultation responses is at Appendix 2.

Financial Appraisal

11. It is anticipated that actions to meet the equality objectives will be undertaken within the reduced budgets that the Council will have available in 2015-16. Officers have been asked to provide a specific assurance on the affordability and relevance of proposals throughout the development of the revised Plan.

Equality Impact Assessment

12. 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.”
13. An Equality Impact Assessment (EIA) has been undertaken to assist the Council in discharging its Public Sector Equality Duty under the Equality Act 2010. An overview of the EIA has been included in this report in summary form only and it is essential that Members read the Equality Impact Assessment, which is attached to the report at Appendix 3, for the purposes of the meeting.
14. The focus of the Strategic Equality Plan is to meet not only the general duty (above) but also the requirements under the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011. The active involvement of various equality groups throughout the development of the Plan has been of significant help and assistance in ensuring the Plan remains relevant to the concerns of people who share protected characteristics.
15. Consequently the impact of the Plan is considered to be positive.

Workforce Impact

16. The Plan will build further awareness and competence within the Council’s workforce on equalities issues.

Legal Impact

17. The Council has legal duty under the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011 to develop and publish a Strategic Equality Plan and develop evidence based Equality Objectives. A revision of the Strategic Equality Plan must be undertaken every 4 years with the revision of the equality objectives undertaken at least once every 4 years.

18. The revision of the Strategic Equality Plan and equality objectives will assist the Council in discharging its duty.

Crime and Disorder Impact

19. The Council has a legal duty under Section 17 of the Crime and Disorder Act 1998 to carry out all its various functions with “due regard to the need to prevent Crime and Disorder in its area”.
20. The Strategic Equality Plan contains specific proposals to prevent and address hate crime and domestic abuse. These issues were identified by the equality groups who work in partnership with the Council as high priorities for action. The inclusion of these areas in the Plan was also endorsed by the Police and Crime Commissioner.
21. The implementation of the Equality Objectives and associated actions set out in the Strategic Equality Plan will assist the Council in discharging the crime and disorder duty.

Risk Management

22. The Strategic Equality Plan acknowledges that the Council is working through large scale changes in order to respond to the continuing climate of austerity. The emphasis placed on further improvements to equality impact assessments, public information and engagement is part of the Council’s response to the financial challenges that it faces and is focused on working hard to understand the potential consequences of service cuts, reductions and changes, especially on groups who share a protected characteristic.

Consultation

23. This item has been subject to external consultation. A period of public consultation was undertaken as part of the development of the Strategic Equality Plan between the 5th June and 21st August 2015.

Recommendations

24. Having given due regard to the Equality Impact Assessment at Appendix 2 and the consultation report attached at Appendix 3 it is recommended that:
- (1) Cabinet Board endorses the revised Strategic Equality Plan 2015-19 attached at Appendix 1.
 - (2) the Strategic Equality Plan 2015-19 is presented to full Council for approval

Reason for Proposed Decision

25. To discharge the Council's duty in relation to the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011.

Implementation of Decision

26. The decision is proposed for implementation after consultation with the Scrutiny Committee and then consideration and approval by Council.

Appendices

27. Appendix 1 – Strategic Equality Plan 2015-19
Appendix 2 – Summary of Responses
Appendix 3 – Equality Impact Assessment

List of Background Papers

28. Equality Act 2010 and the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011.

Officer Contact

29. Mrs Karen Jones, Head of Corporate Strategy and Democratic Services. Tel: 01639 763284 or e-mail: k.jones3@npt.gov.uk

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Neath Port Talbot County Borough Council

Strategic Equality Plan 2015-2019



If you require this information in larger print or in an alternative format, please contact the Corporate Strategy Team on 01639 763010 or email corporate.strategy@npt.gov.uk



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2. The Equality Act 2010
3. Description of the authority
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1. Introduction

This Plan and associated action plan have been revised within the current financial context and support the Council's corporate improvement objectives which have been recently published in the Council's Corporate Improvement Plan for the period 2015-2018.

The focus of year 1 of the action plan is to ensure actions are in place to meet the objectives we have set and measurable outcomes are delivered. During year 2, Heads of Service will monitor the impact of the delivery of those actions. Year 3 will focus on reviewing the outcomes of the monitoring exercise to identify any additional actions that require inclusion in the action plan, which will then inform future Plans.

2. The Equality Act 2010

The Equality Act 2010, brought together and replaced previous anti-discrimination legislation, simplified and strengthened the law, removed inconsistencies and made it easier to understand for everyone. By implementing the Act our aim is to work towards creating a fairer society, improving public services, addressing entrenched inequalities and ultimately improving people's lives.

The Council, along with other public bodies, is required under the Act to have due regard to the need to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and foster good relations amongst and between people of different protected groups (known as the Public Sector Duty).

The protected groups, or characteristics, are:

- age
- gender reassignment
- sex
- race
- disability
- pregnancy and maternity
- sexual orientation
- religion and belief
- marriage and civil partnership (but only in respect of the need to eliminate discrimination)



Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011

In Wales specific duties have been introduced to help us carry out the public sector duty and these include the production of a Strategic Equality Plan (SEP) and the development and publication of equality objectives.

3. Description of the Authority

Neath Port Talbot County Borough is located on the coast between Swansea and Bridgend and covers an area of over 44,217 hectares. As of 2011 census it has a population of 139,812 and 62,957 dwellings. It also shares boundaries with Carmarthenshire County Council, Powys County Council, Brecon Beacons National Park and Rhondda Cynon Taf County Borough Council. The main urban areas are in Port Talbot, Neath and Pontardawe. The valley areas comprise the Afan, Amman, Dulais, Neath, and Swansea Valleys with extensive upland areas between. The valleys intersect the urban areas and are defined by spectacular scenery and a network of close-knit communities

Neath Port Talbot has the 8th highest population density of the 22 local authorities across Wales. There are 14 areas in the county borough within the top 10% of the most deprived communities in Wales, most of which are designated Communities First areas.

It is expected that the population will grow by 7,000, an increase of about 5%, by 2021. Whilst the under-65 population is expected to remain stable, the increase anticipated in the over-65 population is significant.

According to the 2011 Census, black and minority ethnic groups account for 2.1% of the population compared to 4% in Wales.

Data from schools indicates that the proportion of pupils from ethnic minority backgrounds (non-white British) is 4.6% compared to the Wales average of 8.2%.

There are two authorised gypsy traveller caravan sites in the county borough with an estimated population of 236.

At the 2011 Census, of those people indicating a religion, faith or belief, 57.7% described themselves as Christian, 33.8% indicated that they have no religion, 7.3% did not state a religion and those remaining were Buddhist (0.2%), Hindu (0.1%), Jewish (0%), Muslim (0.4%), Sikh (0.1%), other (0.4%).

There are an estimated 41,828 children and young people aged from 0 to 25 years living in Neath Port Talbot. More than 300 disabled children live in Neath Port Talbot and 731 children with educational statements attend our schools.



We have high levels of chronic health conditions such as heart disease, diabetes, respiratory disorders and stroke in the county borough. 26.22% of the population is disabled (according to the Equality Act definition) compared to 19.1% across Wales. The numbers of adults registered as having a learning disability in Neath Port Talbot is 513, of which 314 live and are supported in the family home. Over 50% of carers are parents over 60 years of age with two thirds of this group being over the age of 70. Approximately 130 families in Neath Port Talbot use respite care.

Structure of the Council

Within Neath Port Talbot there are 42 electoral divisions returning 64 elected members and we operate a cabinet style of local government with a Leader who is supported by 8 cabinet members (the Executive). There are 5 Scrutiny Committees which scrutinise and monitor the performance and decisions of the Cabinet and make reports and recommendations which advise the Cabinet and the Council, as a whole, on its policies, budget and service delivery.

At an elected member level an executive member has responsibility for equalities, Equality Champion, whilst a further executive member has been designated as the Older Persons' Champion.

The importance given to equalities is reinforced by the fact that these policies and plans are amongst the limited number that require approval by full Council.

A senior management group consisting of the Chief Executive and Corporate Directors oversees the strategic management of the Council's business. Heads of Service have individual operational responsibility for services as well as providing strategic support to senior management.

4. Engagement and Employment

We continue to build on the engagement work we have undertaken over recent years in all aspects of our work; from the activities held in the development of our first set of equality objectives to the partnership event held during autumn 2014 as part of our budget setting process. These engagement activities have assisted us with the development of website self-service applications, the production of service specific public information as well as helping us to continue to improve our awareness of the issues, concerns and the needs of the diverse communities within the county borough.

Engagement has long been part of our approach particularly in relation to the equalities agenda. This revised Strategic Equality Plan and equality objectives, as previously, were developed through the involvement of a number of equality groups as well as officers, elected members and partners.



In Neath Port Talbot we invested in developing networks with a number of local groups, i.e. the Disability Network Action Group, Black and Minority Ethnic Forum, Older Persons' Council, Youth Council and Lesbian Gay Bisexual and Transgender Forum, which help, support and engage with us on a range of matters. However, although recently reformed, the Black and Minority Ethnic Forum needs support to achieve its potential while significant organisational change is requiring a review of support for the Youth Council. We are committed to helping and supporting the development of these groups to ensure we are regularly obtaining a wide range of perspectives on the way in which we are discharging our equality duties.

Employment Data

Over recent years we have looked to develop a more integrated system for data collection in relation to staff. We had identified there was a gap in our ability to fully capture and report equalities statistics and to monitor the effectiveness of human resources policy in ensuring equality of opportunity and treatment. As a result we embarked on a process of reviewing and improving our human resources data collection systems. During the last year progress was mixed and we are reviewing our plans as we move into 2015-2016 to ensure we make the progress needed in this area of work.

Whilst we have not made the progress we had hoped, we have been able to capture a limited amount of data and have reported this employment information annually in accordance with our statutory responsibilities.

Equality Impact Assessments

We have made significant progress over recent years in our work on assessing the impact of our policies on residents and visitors to Neath Port Talbot. The increasingly difficult financial climate has necessitated a more concentrated approach to the assessment process and as such we have ensured that training has been arranged for elected members and officers in order to be more effective in this area of our work. We are committed to continuing training for relevant officers and elected members and intend to take a more targeted approach as we move forward, recognising the scale of organisational change that has taken place as a consequence of successive voluntary redundancy programmes.

We will audit the equality impact assessments carried out so far to identify good practice as well any weaknesses in the process. This will help inform the more focused training we intend to arrange for officers, and where appropriate elected members. Additionally, the quality of the equality impact assessments we undertake will be kept under review and any issues identified will be addressed.



Arrangements for reporting the outcomes of the assessments to relevant Cabinet Boards have been employed whereby the equality impact assessments should go to members along with the report and that the conclusions and outcome of the equality impact assessments should be considered in full in the report.

While monitoring of the ongoing impact is recognised as an important part of the assessment process practice is varied. However, with the strengthening of our scrutiny arrangements we are confident of greater improvement in this area.

Equality impact assessments are published as part of the usual reporting arrangements for each relevant Cabinet Board.

6. Training and communication

Training is an important element of our work, not only in helping us meet our equality objectives but also as a key feature in the personal development of employees and elected members. As a result, our training programme has focused on areas that are new and those that remain challenging for the council as a whole.

We continue to work to ensure that all staff and elected members are aware of their roles and responsibilities and are suitably trained when to planning and delivering services. We acknowledge there are still gaps in our understanding of the diverse nature of our communities but training has been identified to address this.

As part of our work on community cohesion with the regional community cohesion coordinator a wide range of topics including disability hate crime, human trafficking, transgender and Gypsy Traveller & Roma awareness, have been arranged. Further training sessions have been identified for 2015-2016.

Our work on equality impact assessments has highlighted a continuing training requirement for all staff involved in the process. An audit of assessments already undertaken along with feedback from officers and members is scheduled to take place to determine the strengths and weaknesses of the current process which will in turn inform a training programme.

7. Our Equality Objectives

In reviewing our equality objectives we have been mindful of the various external pressures we continue to experience, information received as a result of engagement activities, generally and specifically in relation to the objectives, as well as planned work within service areas over the coming years. As a result we have developed objectives that will not only allow us to focus our energies on those areas that matter most to people but also where we are certain that measurable outcomes will be delivered.



Additionally, we have identified similarities of purpose across our key plans and as such we are working toward providing a more rounded view of what we want to achieve both individually and in partnership. This plan is the first step towards a more cohesive identity for the work we will undertake to meet the needs, requirements and wherever possible the aspirations of our communities.

We are aware that through service improvements we enable people to achieve successful outcomes in their own lives. We remain particularly conscious of the need to:

- remove or minimise disadvantages experienced by people due to their protected characteristics, and;
- to take steps to meet the needs of people from protected groups where these are different from the needs of other people.

The revision of our equality objectives was made possible through the involvement of various groups representing/of people who share protected characteristics. The involvement of these groups is not just a feature of this specific exercise but is part of our budget planning and engagement activities. Using all the information gathered during the various events and conversations that took place, along with specific workshops we were able to focus on what was still relevant, what was missing, what we could do and what we could aspire to do in order to meet our commitment to:

“Creating a Neath Port Talbot where everyone has an equal chance to be healthier, happier, safer and prosperous”



EQUALITY OBJECTIVE 1

Address **harassment discrimination and other threats to personal safety** experienced by people due to their protected characteristics

Why is this important?

Hate crimes and incidents have a damaging and corrosive impact upon community cohesion, which can in turn increase community tensions and create a sense of intolerance. We along with our partners in the Safer Neath Port Talbot Partnership recognise that under reporting of hate crime, and in particular disability hate crime, is prevalent within our communities.

We know that women are disproportionately affected by domestic abuse. We want to continue our commitments to addressing this issue within the county borough and meet the proposed requirements of the Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act i.e. prevention of abuse, protection of victims and the support for those affected by such issues.

What difference do we want to make?

We want to improve people's safety, both real and perceived.

We want to help raise the confidence of communities in reporting hate incidents. We want to increase awareness of hate crime/incidents and reporting procedures amongst staff and the public.

We want to contribute towards the creation of an environment where domestic abuse is not tolerated and we want to protect and support victims and their families.

Links to other Plans:

Single Integrated Plan

Community Cohesion National Delivery Plan – Western Bay



EQUALITY OBJECTIVE 2

Improve **access to information** by meeting the needs of people from protected groups where these are different from the needs of other people

Why is this important?

We want to improve access to our public information, creating an easy to access catalogue of on-line information. We also want to promote awareness of alternative format information that the Council is able to offer, such as Braille, Large Print..

We want to ensure that public information is available in both Welsh and English and we want to ensure, where appropriate, that access to information in other languages can be facilitated

What difference do we want to make?

We want to offer more choice and availability of the way people access information and at lower cost.

Link to other Plans:

Corporate Improvement Plan

Single Integrated Plan



EQUALITY OBJECTIVE 3

Improve **access to services** by meeting the needs of people from protected groups where these are different from the needs of other people.

Why is this important?

The progress we made during the time Children's Social Services was under the serious concerns protocol resulted in that protocol being removed in April 2015. We ensure that the progress we made in strengthening and supporting the service to safeguard and promote the welfare of children and young people is continued. Clear priorities and services that respond to and meet the needs of local children and young people and families in need of help care and protection are essential.

The number of people with care and support needs due to age-related frailty or disability is increasing. The focus on how we assess people's needs and then provide services to meet those needs has been more around what the person cannot do rather than on what they can do. This does not achieve best outcomes for people because they can become more dependent on services, rather than living their lives independently in the community. This model of assessment is also too expensive. In a nutshell, increasing choice and control is critical to better outcomes for people and will enable us to meet increasing demands in a cost effective way.

What difference do we want to make?

We want to build on the foundations we have put in place and achieve our vision; 'All children and young people in Neath Port Talbot are protected and grow up in supportive families to achieve their potential'. We want to ensure that all children and young people who are looked after are provided with the best possible care and support in placements that meet their needs.

We want to continue to build on the success already achieved through the Transforming Adult Social Care programme, but it is not possible to continue to provide high levels of care and support to people which are not based on outcomes which maximise independence. We need to continue to reduce care home placements, and traditional forms of community support in order to live within the means available. We need to shift investment to early intervention and prevention (generally available through well-being services as primary prevention and targeted secondary prevention for people who already have care and support needs) from traditional service types.

Link to other plans:

Corporate Improvement Plan
Single Integrated Plan



EQUALITY OBJECTIVE 4

Monitor **information and data** effectively in order to identify disadvantages experienced by people due to their protected characteristics

Why is this important?

In order to provide fair and equitable services we need to be fully aware of the needs of people from protected groups. We must be mindful of our roles and responsibilities both as individuals and as a council. We know some protected groups face significant barriers on a daily basis which can impact on their participation in the community life and when accessing services.

The impact of our policies and services on people's lives can be significant and we need to be aware of equality considerations when planning and delivering services, developing policies, when procuring services, and how we interact with people from protected groups

What difference do we want to make?

We want to be able to provide services and develop policies that are based on a robust understanding of the impact on people who have protected characteristics.

Link to other plans:

Corporate Improvement Plan
Community Cohesion National Delivery Plan – Western Bay



EQUALITY OBJECTIVE 5

Deliver **staff training** in line with the Equality Act requirements

Why is this important?

In order to provide fair and equitable services we need to be fully aware of the needs of people from protected groups. We must be mindful of our roles and responsibilities both as individuals and as a council. We know some protected groups face significant barriers on a daily basis which can impact on their participation in the community life and when accessing services.

The impact of our policies and services on people's lives can be significant and we need to be aware of equality considerations when planning and delivering services, developing policies, when procuring services, and how we interact with people from protected groups

What difference do we want to make?

We want staff to understand the Council's commitment to equalities. We want staff to be confident and competent to deliver services and design policies that recognise and provide for the needs of people with protected characteristics.

Link to other plans:

Corporate Improvement Plan
Community Cohesion National Delivery Plan – Western Bay
Single Integrated Plan



EQUALITY OBJECTIVE 6

Improve **access to the environment** by meeting the needs of people from protected groups where these are different from the needs of other people

Why is this important?

To ensure that all members of our community can access our buildings and services, by removing physical and sensory barriers. This will include where possible, changes and adaptations to existing buildings and hard landscaping, and ensuring that all barriers are removed at the design stage on new projects.

What difference do we want to make?

We want to provide an environment where services can be accessed by all users with different needs and which satisfies the current British Standard design recommendations as a minimum.

Link to other plans:

Corporate Improvement Plan
Asset Management Plan
Strategic Schools Improvement Plan



Equality Objective 7

Reduce gaps in the **educational performance** experienced by pupils due to their protected characteristics

Why is this important?

In 2008, we approved an approach to school improvement, known as the Strategic School Improvement Programme based on the following principles:

1. standard of educational provision;
2. need for places and accessibility of schools;
3. standard and suitability of school accommodation; and
4. effective financial management.

We aim to raise standards in both school and pupil performance, and to secure continuous improvement in service delivery, so that all children and young people in Neath Port Talbot get the best start in life.

What difference do we want to make?

We aim to deliver an effective education service that enables all young people to maximise their learning potential. We want to continually improve the performance of schools and education of young people. We will empower all schools to become excellent and ensure high quality provision for all learners. These changes will improve the educational environment for pupils, staff and communities and will improve outcomes for children. We also want to continue to increase the levels of attendance in all our schools.

Links to other plans:

Strategic Schools Improvement Plan
Corporate Improvement Plan
Single Integrated Plan
Community Cohesion National Delivery Plan – Western Bay



Equality Objective 8

Ensure our **employment and recruitment processes** promote fairness and equality for all.

Why is this important?

It is important that our employment and recruitment processes promote fairness and equality for all and are based on the principle that people with protected characteristics (set out in the Equality Act 2010) should not be discriminated against in employment or when seeking employment.

We must demonstrate that we take any form of discrimination seriously and that we take reasonable steps as an employer to prevent discrimination. The policies need to communicate the standards of behaviour expected of all employees and what our employees can expect from the Council as an employer.

Our recruitment processes must give job applicants (both internal and external) the confidence that they will be treated with dignity and respect.

What difference do we want to make?

We want to encourage a diverse workforce and have a reputation for welcoming applicants with a protected characteristic in our organisation.

Links to other plans:

Single Integrated Plan
Corporate Improvement Plan



Gender Pay Objective

To further develop pay/employment data to better understand the reasons for the gender pay gap and to identify any actions which may be feasible to close the pay gap.

Why is this important?

We are mindful that while we have been successful in meeting the challenge in relation to equal pay amongst our staff we cannot rest on our laurels. We acknowledge that there is a long way to go in closing the gender pay gap completely but by keeping our pay and employment data under review we will be a better position to consider any actions that would be feasible to close that gap.



8.

Action Plan

Objective 1: Address harassment discrimination and other threats to personal safety experienced by people due to their protected characteristics		
Project 1: Increase awareness and reporting of hate crime.		
Responsible Officer: Karen Jones		
Action	Lead Officer	Achieved By
Design and deliver a programme of public engagement to prevent and raise awareness of hate crime and to increase the number of hate crimes reported to the police	Sian Morris	Ongoing
Review the outcomes of hate crime incident reporting and identify if steps can be taken to prevent such incidents or to provide more effective responses	Sian Morris	March 2016
Hate crime to be a standing item on agenda for each meeting of the equality groups we engage with in order to raise awareness and encourage reporting	Rhian Headon	October 2015

Measures

No. of hate crime reports

No. of repeat victims



Objective 1:	Address harassment discrimination and other threats to personal safety experienced by people due to their protected characteristics	
Project 2:	Strengthen partnership work to tackle domestic abuse and establish multi-agency mechanisms to support people at risk of being drawn into serious and organised crime	
Responsible Officer: Karen Jones		
	Action	Lead Officer
	Continue to challenge the notion that domestic abuse is not acceptable via a range of targeted communication campaigns, training events and conferences.	Julia Lewis
	Manage the Multi Agency Risk Assessment Conference (MARAC) process and the Independent Domestic Violence Advocate Service (IDVA)	Julia Lewis
	Support local partners in their continued roll out of education packs and projects in schools	Julia Lewis
	Manage the Domestic Abuse One Stop Shop and develop a business plan for its longer term future	Julia Lewis
	Create a county borough-wide domestic abuse strategy, incorporating into that strategy actions that will respond to the provisions within the Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015	Julie Lewis
	Establish a local Channel Panel to discharge the Council's duties under the Counter Terrorism and Security Act.	Sian Morris
	Participate in the Regional CONTEST board	Karen Jones
		Achieved By
		Ongoing
		Ongoing
		Ongoing
		March 2016
		March 2016
		October 2015
		Ongoing



Measures

No. of incidents of domestic abuse notified to partner agencies

No. of new victims of domestic abuse and serious sexual offences

No. of repeat victims notified to partner agencies

No. of high risk victims assessed

Percentage of domestic abuse crimes resulting in conviction

No. of people engaged with, trained and attended conferences

No. of referrals to the Channel Panel and associated outcomes

No. of service users accessing the One Stop Shop and related outcomes

Strategy adopted by agencies



Objective 2:	Improve access to information by meeting the needs of people from protected groups where these are different from the needs of other people	
Project 1:	To improve the Council's website content	
Responsible Officer:	Karen Jones	
	Action	Lead Officer
	Implement a Digital by Choice policy	Karen Jones
	Complete work to bring website content up to date	Jonathan Lewis
	Ensure website is compliant with the Council's Welsh Language Scheme/Welsh Standards requirements	Jonathan Lewis
	With the assistance of the Disability Network Action Group, Youth Council, Older Persons' Council, Black and Minority Ethnic Forum, Lesbian, Gay, Bisexual Transgender Forum embed user testing into website development activities	Steff Griffiths
	Develop on-line catalogue of public information	Steff Griffiths
	Ensure web developments are "mobile device friendly"	Steve John
	Establish the corporate consultation portal 'Objective' as a requirement for all public consultation exercises	Anita James
	Achieved By	
		October 2015
		March 2016
		March 2016
		Ongoing
		March 2016
		Ongoing
		October 2015



Measures

No. of webpages updated

% of website pages fully bilingual

% of increase in first hit successes on website

% of customers rating the web content positively

SOCITM rating

% of public consultation exercises delivered through 'Objective'

No. of consultees using the corporate consultation portal

No. of customers assisted to use self-service options by Customer Services One Stop Shop staff

% of transactions completed on line where 'on line' is an option for customers



Objective 2:	Improve access to information by meeting the needs of people from protected groups where these are different from the needs of other people	
Project 2:	To increase the accessibility of information/documentation	
Responsible Officer:	Karen Jones	
	Action	Lead Officer
	Work with equality groups to review the guidelines on accessible information	Anita James and Steff Griffiths
	Promote the use of guidelines on accessible information	Anita James
	Secure improved compliance with the Council's Corporate Identity to ensure the appropriate format, font, etc., is used	Steff Griffiths
	Ensure inclusive and culturally appropriate language is used in public information documentation	Anita James
	Ensure Welsh language is considered and taken into account at the design and development stage of any public information/service area documentation	Anita James and Steff Griffiths
	Promote images of people with protected characteristics in public information provided by the Council	Steff Griffiths
	Achieved By	
		March 2016
		Ongoing
		March 16
		March 16
		Ongoing
		March 2016

Measures

No. of requests for public information in alternative formats

No. of "hits" on alternative format guidance pages

No. of complaints upheld in relation to use of culturally inappropriate/insensitive language

No. of complaints upheld in relation to compliance with the Council's Welsh Language Scheme



Objective 3:	Improve access to services by meeting the needs of people from protected groups where these are different from the needs of other people	
Project:	Improve access to the provision of Social Services	
Responsible Officer:	Angela Thomas	
	Action	Lead Officer
	Analyse the profile of children on the child protection register and looked after children and the profile of existing foster carers to inform a recruitment and retention programme	Performance & Analysis Manager – Children’s Services
	Analyse profile of adults referred to social services for a service and those deemed eligible to receive services to inform future commissioning arrangements	Performance & Analysis Manager – Adult Services
	Analyse the profile of current service users to determine any gaps in the take up of services from specific groups.	Performance & Analysis Managers – Adult Services/Children’s Services
	Engage with specific groups to consider the possible existence of barriers to the take up services.	Head of Community Care and Commissioning/ Children’s Services
	Analyse the data to inform appropriate changes to services to meet the needs of identified groups	Head of Community Care and Commissioning/ Children’s Services



Action	Lead Officer	Achieved By
Involve existing networks in developing information and advice in the implementation of the Social Care and Wellbeing Act	Head of Community Care and Commissioning/ Children's Services	March 2016

Measures

- Equality profile of looked after children to be produced
- Equality profile of foster carers to be produced
- Equality profile of adult service users to be produced
- Changes to equality profile made following actions



Objective 4:	Monitor information and data effectively in order to identify disadvantages experienced by people due to their protected characteristics	
Project:	Develop robust monitoring systems within services	
Responsible Officer:	Karen Jones	
	Action	Lead Officer
	Audit EIAs to identify: <ul style="list-style-type: none"> • areas for improvement • good practice • areas where further training is required 	Rhian Headon
	Use the lessons learnt from Equality Impact Assessment process, the budget planning event and other relevant engagement events to identify gaps in knowledge and/or understanding of the various protected characteristics.	Rhian Headon
	Undertake development work with existing groups to put them on a firmer footing, e.g. Black and Minority Ethnic Forum and Disability Network Action Group	Rhian Headon
	Ensure monitoring data on staff is collected, inputted and updated via the VISION system at regular periods during staff employment with the Council e.g.: <ul style="list-style-type: none"> • joining the council • change of position within the council 	Sheenagh Rees
	Provide guidance and advice to officers in providing feedback to consultation exercises	Rhian Headon
	Feedback on consultation exercise to be available through Objective	Rhian Headon and Anita James
		Achieved By
		October 2015
		October 2015
		Ongoing
		March 2017
		March 2016
		March 2016

Measures

% of equality impact assessments audited

No. of improvement actions identified from equality impact assessment audit

% of improvement actions completed

No. of people participating in Black and Minority Ethnic Forum and Disability Network Action Group



Objective 5: Deliver staff training in line with the Equality Act requirements		
Project 1: Review staff training in line with the Equality Act Requirements		
Responsible Officer: Lynne Doyle		
Action	Lead Officer	Achieved By
To deliver training sessions on a range of specific topics: <ul style="list-style-type: none"> - Essential skills. - Dyslexia awareness - Hate Crime - Disability Awareness - Human trafficking. - PREVENT anti-extremism awareness - Transgender awareness - Equality Impact Assessments - Equality Act Responsibilities - Sexual Exploitation - Roma Awareness - Gypsy and Traveller Awareness - Dementia Awareness - Cultural Awareness - Age Discrimination 	Lynne Doyle	2015-16 November 2015 2015-16 January 2016 2015-16 2015-16 2015-16 2015-16 2015-16 2015-16 2015-16 2015-16 October 2015 October 2015 2015-16 2015-16

Measures

No. of staff attending training on each specific topics

% of participants of training sessions that considered training had met the objectives set for the programme



Objective 6: Improve access to the environment by meeting the needs of people from protected groups where these are different from the needs of other people		
Project 1: Improve physical accessibility to and within civic offices and other council owned buildings		
Responsible Officer: Mike Roberts		
Action	Lead Officer	Achieved By
Review signage within civic offices and other council owned buildings in accordance with BS8300, RNIB	Richard Jenkins	February 2016
Renew as appropriate signage within civic buildings	Richard Jenkins	February 2016
Review access to and from civic offices and amend where appropriate	Richard Jenkins	February 2016
Establish a system for keeping access to council owned buildings under review and amend where appropriate	Richard Jenkins	Ongoing 2015
Ensure access is suitable for the public to use toilets where appropriate in civic offices	Richard Jenkins	October 2015
Sensory accessibility within civic offices and other council owned buildings to be reviewed	Richard Jenkins	Ongoing
Liaise with the Sensory Support Manager and other partners regarding specific issues for people with visual and hearing impairments.	Richard Jenkins	Ongoing
Improve entrance signage to Neath Civic Centre	Richard Jenkins	November 2015
Create a disabled toilet near the committee rooms in Port Talbot Civic Centre	Richard Jenkins	September 2015
Continue to undertake access audits of Council buildings and prioritise identified works to improve accessible environment	Richard Jenkins	Ongoing

Measures

No. of complaints received in relation to accessibility
 % of complaints upheld in relation to accessibility



Objective 6:	Improve access to the environment by meeting the needs of people from protected groups where these are different from the needs of other people	
Project 2a:	Appropriate positioning of street furniture, signs, lighting columns, etc	
Responsible Officer:	Mike Roberts	
	Action	Lead Officer
	Engage with Disability Network Action Group Safer Neath Port Talbot Partnership and other relevant groups to consider appropriate repositioning of street lighting columns as part of the street lighting refurbishment scheme	Mike Key
	Engage with Disability Network Action Group, Safer Neath Port Talbot Partnership and other relevant groups where appropriate to consider access improvements as part of any significant environmental maintenance work	Andrew Lewis
	Ensure play equipment at the new school development at Western Avenue is appropriate for children with a physical disability	Andrew Lewis
	Ensure replacement benches within parks are suitable for people with a physical disability	Andrew Lewis
	Continue to ensure that bus shelters are suitable for all users	Andrew Lewis
	Continue to share and promote best practice in relation to equality within our service areas	Andrew Lewis
		Achieved By
		September 2016
		Ongoing
		January 2016
		Ongoing
		Ongoing
		Ongoing

Measures

No. of compliments received regarding accessibility

% of complaints upheld in relation to accessibility



Objective 6:	Improve access to the environment by meeting the needs of people from protected groups where these are different from the needs of other people	
Project 2b:	Design and delivery of regeneration projects	
Responsible Officer:	Mike Roberts	
	Action	Lead Officer
	Engage with stakeholder groups, including those representing people from protected groups, to inform the design and delivery of regeneration projects	Achieved By
	<p>The positioning and style of street furniture to be considered in the following regeneration</p> <ul style="list-style-type: none"> • Lower Station Road Enhancements • Green Park Riverside Enhancements • Harbour Walk • Port Talbot Integrated Transport Hub • Neath Town Centre Redevelopment – Phase 1 	<p>Ian Williams</p> <p>September 2015 June 2016 March 2016 December 2016 November 2015</p>
	<p>With relevant groups determine the appropriate signage, etc. in the following regeneration projects:</p> <ul style="list-style-type: none"> • Lower Station Road Enhancements • Green Park Riverside Enhancements • Harbour Walk • Port Talbot Integrated Transport Hub • Neath Town Centre Redevelopment – Phase 1 	<p>Ian Williams</p> <p>September 015 June 2016 March 2016 December 2016 November 2015</p>



Action	Lead Officer	Achieved By
<p>Ensure access is suitable for the public to use the facilities particularly in the following regeneration projects are to be reviewed:</p> <ul style="list-style-type: none"> • Lower Station Road Enhancements • Green Park Riverside Enhancements • Harbour Walk • Port Talbot Integrated Transport Hub • Neath Town Centre Redevelopment – Phase 1 	Ian Williams	September 2015 June 2016 March 2016 December 2016 November 2015
<p>Liaise with architects and other partners regarding specific issues for people with mobility problems in the following regeneration projects:</p> <ul style="list-style-type: none"> • Lower Station Road Enhancements • Green Park Riverside Enhancements • Harbour Walk • Port Talbot Integrated Transport Hub • Neath Town Centre Redevelopment– Phase 1 	Ian Williams	September 2015 June 2016 March 2016 December 2016 November 2015

Measures

No. of complaints received regarding accessibility

% of complaints upheld in relation to accessibility



Objective 7: Reduce gaps in the educational performance experienced by pupils due to their protected characteristics		
Project 1: To raise levels of attendance of pupils with the protected characteristics at school		
Responsible Officer: Chris Millis		
Action	Lead Officer	Achieved By
Attendance officers to support schools in order to collate data on protected characteristics	Huw Roberts	Ongoing
Data unit to provide monthly attendance information to identify trends on pupils within identified groups	Carl Glover	Ongoing
Education Welfare Service to evaluate data to assist schools in developing a strategy of engagement as part of their attendance action plan to be submitted annually (September) in accordance with the attendance partnership agreement	Huw Roberts	Ongoing
Analyse the attendance information in relation to identified groups and inform relevant officers in order to develop engagement strategies with identified pupils	Huw Roberts	Ongoing

Measures

To reduce the difference of 0.1% between boys and girls at primary level and at maintain the equal status at secondary level.

To reduce the difference of 1.5% between pupils with SEN and other pupils at primary level and 2.6% at secondary level (Pupils with SEN are more likely to have a disability than pupils not classed as SEN).

To maintain the equality of attendance between pupils classed as White British and Non White British at primary level and maintain high level at secondary level – 1.6% above White British.

To reduce the difference of 4% between travellers and non travellers at primary level and maintain the high percentage at secondary (4.7% above non travellers).



Objective 7: Reduce gaps in the educational performance experienced by pupils due to their protected characteristics		
Project 2: To reduce the gaps in educational performance attainment between boys and girls at Key Stages (KS) 1, 2 & 3		
Responsible Officer: Chris Millis		
Action	Lead Officer	Achieved by
To address areas of teaching and learning to ensure curriculum is engaging and challenging for both boys and girls.	EDIS Challenge Advisors	Ongoing
Training for all school staff to ensure good models of Teaching and Learning are consistent within our schools for literacy and numeracy.	Teacher Development Officers for Literacy/ Numeracy	Ongoing
Training for school staff to ensure good models of Teaching and Learning are consistent within our schools for addressing SEN/ALN	Teacher Development Officer for ALN	Ongoing
Identify good practice where schools are displaying consistently strong evidence in relation to attainment by boys.	EDIS Challenge Advisors	Ongoing
Share good practice by the development of Hwb	EDIS Challenge Advisors	Ongoing
Updated training for Headteachers to undertake effective monitoring of groups of pupils to ensure appropriate progress is made based on previous achievement	Mike Daley	Ongoing
All Heads and Deputy Heads to receive updated training on data analysis, Self-evaluation development and School improvement plan in relation to attainment of underachievement of identified pupils	Mike Daley	Ongoing
Updated Training with INCERTS tracking software for Heads, Deputies and Assessment coordinators with a focus on underachievement of either Girls and/ or Boys in relation to tracking groups	Mike Daley / Ann Stoker	Ongoing



Measures

A comprehensive regional training program is available to all schools for literacy and numeracy. Regular training programs for ALN, particularly update sessions for coordinators.

School to school support being developed in every school via the menu of support decided in the Autumn Core Visit. This is bespoke for each school and is supplemented by the 'Lift as you climb' project at primary level.

There is now individual tracking data within the LA for every pupil which includes teacher assessment, test scores and contextual data over time. This is collated by the data unit and shared with all schools.

Extensive training for all senior leaders (including governors) in self-evaluation and improvement planning has been delivered. Templates for both reports have also been provided to each school.

Extensive Hwb training for all schools in the authority has been provided.



Objective 8:	Ensure our employment and recruitment processes promote fairness and equality for all.	
Responsible Officer:	Sheenagh Rees	
	Action	Lead Officer
	Employment Policies	Achieved by
	Review our employment policies every three years:- <ul style="list-style-type: none"> • Whistleblowing Policy and Procedure • Grievance Policy and Procedure • Domestic Violence Policy • Equal Opportunities in Employment Policy • Flexible Working Policy 	Diane Hopkins
		October 2015 June 2016 September 2016 November 2016 September 2017
	Recruitment Processes	
	Undertake training for recruiting managers outlining their responsibilities under the Equality Act, making reasonable adjustments, at interview and when considering the best applicant for the post, ensuring a fair and transparent process	Diane Hopkins
		Ongoing
	Workforce Monitoring Information	
	Collection of information on protected characteristics (This is part of the VISION Development Project and approval needs to be given for this development to be prioritised by Efficiency Board).	Cath Lewis
		March 2016
	Annual Reporting	
	Publish annual report on employment information by protected characteristic. (see above)	Cath Lewis
		September 2015



Action	Lead Officer	Achieved by
Trade Union Consultation		
Undertake ongoing consultation on monitoring developments and future objectives. These are to be on the agenda annually for the LGS Forum.	Diane Hopkins	April 2016

Measures

No. of staff attending recruitment training

% of participants of training sessions that considered their knowledge had increased

No. of recruitment complaints

Other measures are reported in the Annual Equalities Employment Information Report. (LINK)



Objective:	Gender Pay Objective	
Project:	To further develop pay/employment data to better understand the reasons for the gender pay gap and to identify any actions which may be feasible to close the pay gap.	
Responsible Officer:	Sheenagh Rees	
	Action	Lead Officer
	Further develop pay/employment data	
	Address existing discrepancies	Cath Lewis
	Identify and address any gaps in data	Cath Lewis
	Annual Reporting	
	Draft and publish pay gap information in employment information annual report	Diane Hopkins
	Starting Salaries	
	Policy decision that all new starters commence on the minimum point of the grade. This is monitored via the Starting Salaries Monitoring Form.	Diane Hopkins
		Ongoing

Measures

Measure the gender pay gap by using the following method:-

- The single figure difference between the average hourly earnings of men and women calculated by reference to all female employees' average pay with all male employees' average pay. No. of new starters commencing above the minimum point of the grade.



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Summary of Responses

Do you agree with the principles set out in the draft Scheme?
Equality Objective 1 Address harassment discrimination and other threats to personal safety experienced by people due to their protected characteristics. Yes –11 No – 0
Are there any other actions you think should be included under Equality Objective 1? Yes – 7 No – 3 No Response - 1
<i>Please state what and why: (only 5 respondents commented)</i>
<i>“The LA should remember to protect the faith characteristic as well as other protected characteristics.”</i>
<i>Response</i> Religion and faith is one of the protected characteristics and this will be reinforced within the Plan while the objective itself covers all protected characteristics.
<i>“Would prefer a sharper focus on prevention of hate crimes as opposed to just reporting them. Whilst reporting is important, focusing efforts on awareness raising and conveying intentions of moving to a zero tolerance would, in my view, be more effective.”</i>
<i>Response</i> A programme of public engagement to prevent hate crime to be included in the actions.

“ We agree whole heartedly with this objective, and feel that the work of the Safer Neath Port Talbot Partnership should be supported in their work in this respect.*

** The Older Persons' Council also believe that it is important to promote a positive image of older people, acknowledging and appreciating their contribution to society, especially with regard to their efforts in volunteering and caring for dependents and grandchildren, as they are not just a drain on society as often portrayed by the media, politicians and some intolerant people.”*

Response

The promotion of positive images of people with protected characteristics in public information provided by the Council to be included as an action under Objective 2.

“To ensure there is an effective reporting mechanism for hate crime.”

Response

Hate Crime reporting mechanisms through the Police 101 telephone number are currently in place and have been publicised throughout the Council, across statutory partners and through the Safer Neath Port Talbot Partnership.

“We would be grateful if you would consider aligning your reporting measures with those in our (South Wales Police) attached Plan for Tackling Violence Against Women & Girls (where they are relevant). We are particularly keen to encourage the early identification and intervention of domestic abuse. There is more information in the Plan and we would welcome contact if you wish to discuss it further.”

Response

The reporting measures in the Strategic Equality Plan have been aligned, where appropriate, with those identified in the South Wales Police Plan for ‘Tackling Violence Against Women & Girls 2014-2017’

Equality Objective 2

Improve access to information by meeting the needs of people from protected groups where these are different from the needs of other people

Yes – 9 No – 0 No Response - 2

Are there any other actions you think should be included under Equality Objective 2?

Yes – 3 No – 5 No Response - 3

Please state what and why: (only 2 respondents commented)

“The LA should do more to ensure that the groups of the faith characteristic are protected as well as they protect the other groups.”

Response

The work identified to review guidelines on accessible information will help ensure due consideration is given to address issues for people with protected characteristics. Actions to meet Objective 4 will be instrumental in addressing these concerns.

** It is also important not to forget to include those who experience hearing loss, hearing aids are not the complete solution.*

** Whilst offering information which is more accessible and at lower cost, it is important to ensure that those without the skills and accessibility to IT and Computers are not over-looked.”*

Response

The implementation of the Council's Digital by Choice – Channel Shift Strategy, will ensure that the Council and its citizens access the benefits of digital technologies, whilst also ensuring that use of other, more traditional channels are appropriate, efficient and effective. The aim is to reduce social exclusion and poverty as on-line service options increase choice, life opportunities and can reduce cost. Additionally, widening choice of channel should mean that we are better able to cater for the needs of different groups for whom face to face and telephone contact may present barriers.

Alongside the work that is taking place in the development of the Strategy we will work with equality groups to review the guidelines on accessible information – an action to be included in the Plan.

Equality Objective 3

Improve access to services by meeting the needs of people from protected groups where these are different from the needs of other people.

Yes – 11 No – 0

Are there any other actions you think should be included under Equality Objective 3?

Yes – 4 No – 5 No Response – 2

Please state what and why:

“School transport to faith schools. Currently the LA are (sic) not meeting their duty to the faith sector, when protecting their characteristics.”

Response

Home School Transport Policy 2013 - A detailed Equality Impact Assessment (EIA) was completed in respect of the proposed changes to the Home to School Transport Policy. The EIA was subjected to rigorous internal and external scrutiny by the Welsh Local Government Association and was updated to reflect the results of the consultation exercise.

“ The Consultation Document refers to 'increasing choice and control' to improve efficiency and 'shifting investment to early intervention and prevention'. However, it is still important to still consider the needs of those who may find it difficult or will never regain independence, failure to do so could demonstrate an inequity of service! * The Older Persons' Council also wonder if in the future if the Independent Living Fund will be able to cope with the possible demand unless the rate of funding is increased significantly as demand increases. What*

is important to not loose (sic) sight of is that we do not actually lose those 'traditional service types' entirely, or to cater for anticipated future demand.”

Response

Action to be included:

Involve existing networks in developing information and advice in the implementation of the Social Care and Wellbeing Act

“Ensure that services offer appropriate services to meet specific needs, at the right time Put the needs and voices of individuals at the heart of services.”

Response

We are mindful of our responsibilities to service users ensuring services are appropriate and timely as well as ensuring we remain within our budget. Over recent years we have delivered services in an increasingly difficult financial climate something that is unlikely to change anytime soon. However, we are continually looking to improve our services and the actions identified under Objective 4 will help us achieve this.

“OBJ 3 – Action Plan ‘on children on child””.

Response

This is an error and the Plan will be corrected prior to publication. No response required.

Equality Objective 4

Monitor information and data effectively in order to identify disadvantages experienced by people due to their protected characteristics

Yes – 11 No – 0

Are there any other actions you think should be included under Equality Objective 4?

Yes – 4 No – 6 No Response – 1

Please state what and why:

“The LA should engage with ALL groups who have protected characteristics”

Response

We have established effective engagement mechanisms with groups representing/of protected characteristics and we will continue to develop these links.

“Agree to address issues identified through the suggested monitoring process”

Response

This is implicit in the Objective and the Plan as a whole

“ The text of this Objective is a little more reassuring in view of the content of Objective 3 (see comments). However the Older Persons' Council would urge you to continue to engage with community and special interest groups, however it is important that they know the outcomes of such consultation and see that their comments*

have been considered and sometimes make a difference. The Older Persons' Council are fortunate in that they are kept informed of developments, but if all community groups had feedback it may enhance public/community participation in such engagement.”

Response

While we aim to provide feedback to all who participate in engagement activities the inclusion of the 2 additional actions will ensure that this is given more prominence:

Provide guidance and advice to officers in providing feedback to consultation exercises

Feedback on consultation exercise to be available through ‘Objective’

“Obj 4 Action Plan – could also undertake development work with OPC?”

Response

The intention of undertaking development work with the specified groups was in order to raise confidence, improve greater participation and for the groups to become more sustainable. For clarity the wording of the action has been amended.

Equality Objective 5

Deliver staff training in line with the Equality Act requirements

Yes – 11 No – 0

Are there any other actions you think should be included under Equality Objective 5?

Yes – 2 No – 5 No Response – 4

Please state what and why:

“embed principles into your values framework”

Response

Equality is included as part of the induction training for new staff and is one of the underpinning principles for all our work along with Welsh language, sustainability, citizen engagement and partnership working/collaboration as detailed in and reported on in the Corporate improvement Plan and Annual Report respectively.

Equality is also one of the principles that underpin the partnership Single Integrated Plan, along with reducing poverty, community cohesion, sustainable development, early intervention and collaboration and service integration.

“OBJ 5 – Action Plan – Deliver training sessions on ... Age Discrimination, also Dementia Awareness (This will fit in with the Ageing Well Plan being done)”

Response

Action has been amended to take comments into account.

Equality Objective 6

Improve access to the environment by meeting the needs of people from protected groups where these are different from the needs of other people.

Yes – 10 No – 1

If not please tell us the reasons why:

“ Although I fully understand the reasons for this requirement, there must come a time when the environment is left as it is without too much human intervention”

Response

The objective refers to environments over which we have influence, primarily the urban environment and regeneration projects, in order to meet and improve access. Consequently the comment is acknowledged but no further action is required.

Are there any other actions you think should be included under Equality Objective 6?

Yes – 2 No – 6 No Response – 3

Please state what and why: (only 1 respondent commented)

“The Older Persons' Council are concerned that the text in the consultation document refers only to 'our buildings and services', however we feel that this could be enhanced with specific reference to the following:

** However, surely the Council has a responsibility regarding the maintenance and erosion of standards in the street scene environment where such things as café furniture and 'A' signs encroach on walk ways, if*

so could this be included in this section as they then have a responsibility there also.

** Also as was pointed out by our Friend the late Cliff Croft, ensuring that street furniture such as seats and bollards are suitable for all people who have protected characteristics is vitally important.*

** What about less cluttered road signs, an increasing number of drivers find it difficult to negotiate busy traffic when there is unnecessary signage and this would particularly affect those with some of the protected characteristics (disability/age).*

** Does the Council have a responsibility to reinforce and ensure that buildings or projects which apply for planning permission not only are considerate of the needs of people from protected groups, but comply with recognised standards and the law in this respect also?*

** Could the Council also tighten up their requirements when procuring services or collaborating in projects to ensure that these standards and laws are maintained?*

** Considerations to improving mental/emotional health should be considered also, especially when encouraging the development of open spaces. ”*

Response

Officers to attend meetings of the various groups to provide information on the work that is currently under way to address identified concerns

Equality Objective 7

Reduce gaps in the educational performance experienced by pupils due to their protected characteristics

Yes – 10 No – 1 No Response - 1

Are there any other actions you think should be included under Equality Objective 7?

Yes – 2 No – 4 No Response – 5

Please state what and why:

“The LA's home to school transport policy should be reviewed to ensure groups of pupils are not disadvantaged by their policy. I believe they are currently disadvantaged by this policy.”

Response

Home School Transport Policy 2013 - A detailed Equality Impact Assessment (EIA) was completed in respect of the proposed changes to the Home to School Transport Policy. The EIA was subjected to rigorous internal and external scrutiny by the Welsh Local Government Association and was updated to reflect the results of the consultation exercise.

“Whilst the Older Persons' Council is well aware and appreciate the impact that a much restricted budget has had upon the provision of learning for adults. We feel that it is also important here to recognise, as much as it is feasible and practical, to acknowledge the contribution of Lifelong Learning, even if it is only through when working collaboratively with others. This is especially important to achieve many of the objectives in this Strategic Equality Plan, such as:

* OBJ 1 - Reducing harassment discrimination and threats to personal safety - raising awareness of issues.

* OBJ 2 - Access to Information - vitally important to educate those with low IT skill base.

* OBJ 3 - Access to Services - Community learning will play an important part in this Objective, particularly educating people about their own wellbeing and services available, especially for carers. It will also play an important part in providing community facilities for people in place of some traditional services. ”

Response

This Objective focuses on schoolchildren as evidence suggested that improvements were necessary in relation to the attendance and attainment of pupils.

However, the contribution of lifelong learning for individuals and the community is widely recognised and officers are willing to attend meetings of various groups to provide information on the lifelong learning service.

Equality Objective 8

Ensure our employment and recruitment processes promote fairness and equality for all.

Yes – 11 No – 0

Are there any other actions you think should be included under Equality Objective 8?

Yes – 0 No – 6 No Response – 5

Is there anything else you think should be included in the Strategic Equality Plan?

Yes – 3 No – 2 No Response – 6

“This consultation response is completed on behalf of the Neath Port Talbot Older Persons' Council, as such the following equalities questions as a singular are not relevant. Please note that we are all over the age of 65, some with a disability.”

Response

No response required

“Strengthen information, advice and advocacy services to ensure people from protected groups are able to understand and exercise their rights.”

Response

The Council's response to the requirements of the Social Services and Wellbeing Act will go some way to address these concerns.

At start could benefit from details of the 'protected characteristics' and brief background. (Response from Grace Halfpenny, Corp Strategy)

Response

Information on the Equality Act 2010 and the protected characteristics are to be included in the final version of the Plan.

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Equality Impact Assessment (EIA) Report Form

This form should be completed for each Equality Impact Assessment on a new or existing function, a reduction or closure of service, any policy, procedure, strategy, plan or project which has been screened and found relevant to Equality and Diversity.

Please refer to the 'Equality Impact Assessment Guidance' while completing this form. If you would like further guidance please contact the Corporate Strategy Team or your directorate Heads of Service Equality Champion.

Where do you work?
Service Area: Corporate Strategy
Directorate: Chief Executive's Office

(a) This EIA is being completed for a...

Service/ Function <input type="checkbox"/>	Policy/ Procedure <input type="checkbox"/>	Project <input type="checkbox"/>	Strategy <input type="checkbox"/>	Plan <input checked="" type="checkbox"/>	Proposal <input type="checkbox"/>
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(b) Please name and describe below...

The Strategic Equality Plan contains the Council's Equality Objectives along with information on how the Council will address equality issues, promote equality amongst staff and the public as well as meeting the legal requirements of the Equality Act 2010 and the Public Sector Duties 2011.

(c) It was initially screened for relevance to Equality and Diversity on ...

(d) It was found to be relevant to...

Age <input checked="" type="checkbox"/>	Race <input checked="" type="checkbox"/>
Disability <input checked="" type="checkbox"/>	Religion or belief <input checked="" type="checkbox"/>
Gender reassignment <input checked="" type="checkbox"/>	Sex <input checked="" type="checkbox"/>
Marriage & civil partnership <input checked="" type="checkbox"/>	Sexual orientation <input checked="" type="checkbox"/>
Pregnancy and maternity <input checked="" type="checkbox"/>	Welsh language <input type="checkbox"/>

(e) Lead Officer

Name: Rhian Headon

Job title: Equality and Engagement Officer

Date: 26 August 2015

(f) Approved by Head of Service

Name: Karen Jones

Date: 26 August 2015

Section 1 – Aims (See guidance):

Briefly describe the aims of the function, service, policy, procedure, strategy, plan, proposal or project:

What are the aims?

- To meet the Council's legislative requirements under the Equality Act 2010 and Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011
- To set and meet Equality Objectives which will provide positive outcomes for the community
- To encapsulate the council's commitment and progress in the equality agenda
- To ensure that people living, visiting and working in the county borough are able to access services through appropriate channels, to allow greater integration into community life, and to work towards an environment where people are confident and able to participate fully in the life of the county borough and its various communities
- To remove or minimise disadvantages experienced by people due to their protected characteristics, and;
- To take steps to meet the needs of people from protected groups where these are different from the needs of other people.

Who has responsibility?

The Strategic Equality Plan is owned by the Cabinet Member for Finance and Corporate Services with officer responsibility resting with Head of Corporate Strategy.

Elected Member Champions support the Cabinet Member while officer support for implementation of the Plan is provided by the Heads of Service Equality and Community Cohesion Group, with each member of staff having responsibility for his/her actions.

Who are the stakeholder?

People who share protected characteristics within the resident population, visitors and those who work in the county borough.

Members of community groups, partner organisations, staff, elected members.

Section 2 - Information about Service Users (See guidance):

Please tick what information you know about your service users and provide details / evidence of how this information is collected.

Age	<input checked="" type="checkbox"/>	Race	<input checked="" type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	Religion or belief.....	<input checked="" type="checkbox"/>
Gender reassignment	<input checked="" type="checkbox"/>	Sex	<input checked="" type="checkbox"/>
Marriage & civil partnership	<input checked="" type="checkbox"/>	Sexual orientation.....	<input checked="" type="checkbox"/>
Pregnancy and maternity	<input checked="" type="checkbox"/>	Welsh language.....	<input checked="" type="checkbox"/>

What information do you know about your service users and how is this information collected?

The main source of data across all groups is the Census 2011. From this we know that : Age, Disability, race, religion, sex, Welsh language and marriage/civil partnership.

Data is also collected for a variety of purposes by a range of services areas but data collection is inconsistent across the council.

The data in respect of gender reassignment and sexual orientation is not currently available for the county borough. However links established with the Swansea Bay LGBT Forum has ensured we are improving our knowledge in this area.

We are working to include update our monitoring forms to help us determine how well, or otherwise, we are providing our services to people of all groups and so assist in the review of our service provision.

Any Actions Required?

- Continue to develop data collection as part of the Equality Objective

1 Resident population

Total	139,812
Male	68,450
Female	71,362
Area (hectares)	44,126
Density*	3.2

2 Resident population age structure

	No.	%
0 - 4 year olds	7,599	5.4
5 - 15 year olds	17,038	12.2
16 - 24 year olds	14,930	10.7
25 - 44 year olds	35,312	25.3
45 - 59 year olds	29,399	21.0
60 - 64 year olds	9,483	6.8
65 - 74 year olds	13,862	9.9
75 - 89 year olds	11,032	7.9
90+ year olds	1,157	0.8

3 Ethnic group population

	No.	%
White	137,087	98.1
Mixed	910	0.7
Asian or Asian	1,369	1.0
British		
Black or Black British	299	0.2
Other	147	0.1

4 Religion

	No.	%
Christian	80,646	57.7
Buddhist	312	0.2
Hindu	144	0.1
Jewish	39	0.0
Muslim	573	0.4
Sikh	113	0.1
Other	533	0.4
No religion	47,265	33.8
Not stated	10,187	7.3

5 Residents with limiting long-term illness (LLTI) & general health of all

	No.	%
People with LLTI (Lot & little)	39,112	28.0

General health

	No.	%
Very good/good	102,543	73.4
Fair	22,640	16.2
Very bad/bad	14,629	10.5

6 Residents in communal establishments

	No.	%
Total	1,130	0.8

7 Households

60,393

8 Central heating (households)

No central heating	674
--------------------	-----

9 Dwellings

Total number of dwellings	63,978
---------------------------	--------

10 Household and family types %

One person	30.2
One person (aged 65+)	13.9
One person (other)	16.3
Couple – no children	16.8
Couple & non-dependent children	12.9
Lone parent & non-dep. children	4.6
All households with dep. children	28.3
Couple & dependent children	18.3
Lone parent & dependent children	7.7

11 Housing tenure

	No.	%
Owner occupied	41,479	68.7
Shared ownership	111	0.2
Social rented	11,545	19.1
Private rented	6,186	10.2
Other/Rent free	1,072	1.8

12 Household spaces

Household spaces	64,017
At least one usual resident	60,393
No usual residents	3,624

13 Dwelling type %

Whole house or bungalow	89.2
Flat, maisonette or apartment	10.6

14 Car ownership %

Households with no car/van	25.5
Households with one car/van	43.3
Households with 2+ cars/vans	31.1

15 Economic activity (% of all aged 16-74)

	Male	Female
Economically active**	67.2	57.4
Economically inactive	32.8	42.6

**i.e. economic-activity rate

16 Economically active (% of all aged 16-74)

	Male	Female
Working full-time	45.5	26.5
Working part-time	5.6	22.1
Self-employed	8.4	3.1
Unemployed	5.9	3.1
Full-time student	1.8	2.6

17 Econ. inactive (% of all aged 16-74)

	Male	Female
Perm. sick/disabled	9.5	9.6
Retired	15.5	19.1
Looking after home/family	1.3	7.3
Students	4.5	4.1

18 Employed residents

Total	57,220
Male	30,365
Female	26,855

19 Weekly hours worked (main job) %

	Male	Female
15 hours & under	1,445	3,243
16 - 30 hours	2,736	9,923
31 - 48 hours	22,351	13,683
49+ hours	4,501	1,098

20 Self-employed

Total	5,908
Male	4,286
Female	1,622

21 Qualified residents (% of all aged 16+)

Highest qualification attained level 4	18.8
Highest qualification attained level 3	11.0
Highest qualification attained level 1/2	30.4
No qualifications	30.9

22 National identity

Welsh only	71.8
Welsh & British	8.2
British only	11.2
No Welsh identity	19.0
No British identity	79.6

23 Industries (% of all aged 16-74 in work)

Energy, water, agriculture, fishing, mining & quarrying, etc	2.7
Manufacturing	14.5
Construction	8.6
Hotels & catering	4.7
Transport, storage & communication	4.1
Wholesale & retail, repair of motor vehicles	14.7
Financial intermediation	3.1
Real estate, renting & business activities	1.2
Public admin & defence	9.8
Education	8.6
Health & social work	14.7
Other	4.3

24 Occupations (% of all aged 16-74 in work)

Managerial	7.0
Professional, technical	13.7
Admin & secretarial	13.3
Skilled trades	12.9
Services & sales	10.4
Process plant & machine operatives	10.0
Elementary occupations	9.9

25 Welsh Language skills %

	NPT	Wales
No skills in Welsh	75.2	73.3
Can understand spoken Welsh only	6.4	5.3
Can speak Welsh	15.3	19.0
Can speak, but can not read or write Welsh	2.7	2.7
Can speak and read but can not write Welsh	1.6	1.5
Can speak, read and write Welsh	10.8	14.6
Can speak and other combinations of skills in Welsh	3.3	2.5

Notes

All % rounded to 1 dec. place; not all will add to 100. Section 10 will usually add to more than 100%; percentages in other sections will be at most 100%, they may exclude some groups e.g. 'category unknown'. * Density is the number of people per hectare.

Section 3 - Impact on Protected Characteristics (See guidance):

Please consider the possible impact on the different protected characteristics. This could be based on service user information, data, consultation and research or professional experience (e.g. comments and complaints).

	Positive	Negative	Neutral	Needs further investigation
Age	➔ <input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability	➔ <input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	➔ <input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marriage & civil partnership	➔ <input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pregnancy and maternity	➔ <input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race	➔ <input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Religion or belief	➔ <input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sex	➔ <input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual orientation	➔ <input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Welsh language	➔ <input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Thinking about your answers above, please explain in detail why this is the case including details of any consultation (and/or other information), which has been undertaken to support your view.

The focus of the Strategic Equality Plan is to promote equality and eliminate discrimination. The aim is to have a positive impact on all groups particularly as we have a legal duty to set equality objectives for all protected characteristics.

As there is a requirement for equality objectives to be evidenced based and focused on achieving tangible outcomes the emphasis has been on making positive changes to people's lives. The involvement of equality groups in the development of the objectives, and throughout the whole process, has ensured the focus on positive outcomes has not been lost.

While arrangements to meet the legislative requirements in relation to the Welsh language are addressed primarily under a separate policy the actions identified to meet Objective 2 will also have a positive impact on the language. However, the overall impact of the Plan on the Welsh language is deemed to be neutral.

While the aim is to provide positive outcomes we are aware that external influences may at worst impact negatively or at best reduce the positive impact on our ability to meet the objectives.

What consultation and engagement has been undertaken (e.g. with the public and/or members of protected groups) to support your view?

Engagement has been integral in the revision of the SEP. Engagement with community and equality groups, partners, elected members as well as with officers has taken place throughout the process to determine whether the objectives remained relevant, if there were other objectives that needed to be considered and if there were any that were no longer appropriate.

Workshops, with attendees from various equality groups and officers, were held to consider the appropriateness of the objective. The resulting impacts of each objective were also raised during the discussions which reinforced our initial assessment.

The draft revised Strategic Equality Plan, including the equality objectives, was subject to public consultation between 5th June and 21st August.

Respondents included individuals, equality groups and partner organisations. There was 100% agreement to the objectives with additional actions under some objectives being identified.

50% of respondents highlighted additional elements to be included in the Strategic Equality Plan.

Post Consultation

Respondents overwhelmingly agreed with the Plan and Equality Objectives. No additional objectives or negative impacts were identified.

Comments that were received were carefully considered and where appropriate the Plan and Objectives were amended accordingly. In some instances the comments referred to work that was captured through by other plans and activities.

General comments received led to the rewording of some text for clarity as well as additional information being included the Plan (the legislative background).

A couple of significant comments were made in relation to age and religion/faith characteristics. Comments concerning age, particularly in respect of older people, were made in connection with a number of objectives; highlighting concerns over the sometime negative portrayal of older people in the media, accessible information, access to traditional care services, consultation and feedback with groups, issue in the urban environment, the benefit of adult education to influence the aims of the Objectives.

The comments received concerning religion/faith centred on meeting our duties in respect of and providing greater 'protection' to that characteristic. More specifically the respondent considered that education's Home to School Transport Policy discriminated against pupils with this particular characteristic. The comment was referred to the education service who advised that policy had been subject to an equality impact assessment and there are no plans to review the policy.

A number of other comments and suggested actions highlighted by respondents have been incorporated into the Plan/Action Plan to help meet the objectives, for example a greater focus on the prevention of hate crime and the alignment of some domestic abuse reporting measures with those of south Wales Police.

It has not been considered necessary to amend the Equality Objectives themselves but actions have been amended/new actions included to better address the matters raised by respondents.

Any actions required (to mitigate adverse impact or to address identified gaps in knowledge)

- Strategic Equality Plan to be amended as appropriate in light of comments received during consultation.
- Actions to be amended as appropriate in light of comments received during consultation

Section 4 - Other Impacts:

Please consider how the initiative might address the following issues.

You could base this on service user information, data, consultation and research or professional experience (e.g. comments and complaints).

Foster good relations between different groups	Advance equality of opportunity between different groups
Elimination of discrimination, harassment and victimisation	Reduction of social exclusion and poverty

(Please see guidance for definitions)

Please explain any possible impact on each of the above.

The whole ethos of the Strategic Equality Plan is to eliminate discrimination, harassment and victimisation as well to advance equality of opportunity between different groups the implementation of the Plan will certainly progress this.

Our commitment to engagement with different groups and communities in the development of this Plan amongst others has allowed greater understanding between groups, a shared sense of purpose, and a sense of increasing confidence to help make a better area in which to live, visit and work.

While there are number of plans and strategies that we develop as a council and in partnership but the underpinning principle of equality remains constant throughout; the Corporate Improvement Objectives, specifically in relation to older people, children and young people and those who have disability and the Single Integrated Plan specifically in relation to children and young people and health inequities.

In relation to reducing social exclusion and poverty - we have made it our priority to continue to work with our partners to mitigate the impact of welfare benefits changes on those with the lowest incomes remain a priority (corporate improvement objective 4).

The implementation of the Council's Digital by Choice – Channel Shift Strategy, will ensure that the Council and its citizens access the benefits of digital technologies, whilst also ensuring that use of other, more traditional channels are appropriate, efficient and effective. The aim is to reduce social exclusion and poverty as on-line service options increase choice, life opportunities and can reduce cost. Additionally, widening choice of channel should mean that we are better able to cater for the needs of different groups for whom face to face and telephone contact may present barriers.

We have been able to demonstrate progress against our equality objectives and the how we are meeting the public sector equality duty since its inception and this progress is report annually. In addition ongoing dialogue with equality groups and organisations as part of our strategic and service area engagement strategies has proved instrumental in meeting the duty as well as fostering a more conducive way of working.

Is the initiative likely to impact on Community Cohesion?

As equalities and community cohesion are very closely linked we are confident that through the implementation of the action plan there will be a positive impact in relation to community cohesion.

How will the initiative treat the Welsh language?

The actions identified to meet some of the equality objectives in the Strategic Equality Plan will ensure that we will also meet our responsibilities in relation to the Welsh language, for example the work that is being undertaken to improve the content on the website.

Further consideration of the Welsh language will be made as part of the implementation of the Welsh language Standards.

Actions (to mitigate adverse impact or to address identified gaps in knowledge).

- To seek opportunities to strengthen the participation of and communication with individuals and groups to ensure the continued engagement of interested parties.

Section 5 - Monitoring arrangements:

Please explain the arrangements in place (or those which will be put in place) to monitor this function, service, policy, procedure, strategy, plan or project:

Monitoring arrangements:

- The Heads of Service Equality and Community Cohesion Group has responsibility for implementing and monitoring progress of the Plan.
- Quarterly reports will be scrutinised by Corporate Management Group
- Progress will be reported annually to Policy and Resources Cabinet Board
- The Heads of Service Equality and Community Cohesion Group will keep the equality objectives under review.

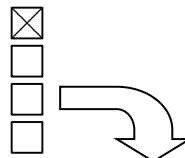
Actions:

- Review the membership of the Heads of Service Equality and Community Cohesion Group to include representatives of equality groups to ensure enhanced monitoring and development opportunities.

Section 6 – Outcomes:

Having completed sections 1-5, please indicate which of the outcomes listed below applies to your initiative (refer to guidance for further information on this section).

- Outcome 1: Continue the initiative...
- Outcome 2: Adjust the initiative...
- Outcome 3: Justify the initiative...
- Outcome 4: Stop and remove the initiative...



For outcome 3, detail the justification for proceeding here

Section 7 - Publication arrangements:

On completion, please contact the Corporate Strategy Team for advice on the legal requirement to publish the findings of EIAs.

Action Plan:

What are we going to do and why?	Who will be responsible for seeing it is done?	When will it be done by?	How will we know we have achieved our objective?	Progress
Continue to develop data collection as part of the Equality Objective	Karen Jones	March 2016	Improvements in data collections level of data held on service user and staff	
Strategic Equality Plan to be amended as appropriate in light of comments received during consultation.	Karen Jones	26 th August 2015	Strategic Equality Plan amended as appropriate	Amended Strategic Equality Plan due to be reported to Policy and Cabinet Board on 3 rd September 2015
Actions to be amended as appropriate in light of comments received during consultation	Karen Jones	26 th August 2015	Actions amended as appropriate and reported to Policy and Cabinet Board	Amended actions due to be reported to Policy and Cabinet Board on 3 rd September 2015
To seek opportunities to strengthen the participation of and communication with individuals and groups to ensure the continued engagement of interested parties	Karen Jones	As per appropriate actions in action plan	Engagement activities completed within approved timescales as per the action plan.	
Review the membership of the Heads of Service Equality and Community Cohesion Group to include representatives of equality groups to ensure enhanced monitoring and development opportunities.	Karen Jones	October 2015 October 2015	<ul style="list-style-type: none"> • Membership of Heads of Service Equality and Community Cohesion Group includes representatives of equality groups • Heads of Service dropped from name of Equality and Community Cohesion 	

		December 2016	Group • Equality and Community Cohesion Group begin to produce quarterly monitoring reports for Corporate Directors Group	
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POLICY AND RESOURCES CABINET BOARD

REPORT OF THE HEAD OF FINANCIAL SERVICES – DAVE REES

3RD SEPTEMBER 2015

MATTERS FOR INFORMATION

WARDS AFFECTED – ALL

TREASURY MANAGEMENT MONITORING 2015/16

1. Purpose of Report

- 1.1 This report sets out treasury management action and information since the previous report.

2. Rates of Interest

- 2.1 Bank base rates remain at of 0.5% (since 5th March 2009) and detailed below are the changes in the bank base rate since April 2008.

Effective Date	Bank Rate
10 April 2008	5.00%
08 October 2008	4.50%
06 November 2008	3.50%
04 December 2008	2.00%
08 January 2009	1.50%
05 February 2009	1.00%
05 March 2009 to date	0.50%

- 2.2 The following table provides examples of external borrowing costs as provided by the Public Works Loans Board as at 18th August 2015:

	Equal Instalments of Principal		Annuity		Maturity	
	Previous 29th June 2015	Current	Previous 29th June 2015	Current	Previous 29th June 2015	Current
	%	%	%	%	%	%
5-5.5 years	1.79	1.89	1.79	1.90	2.35	2.39
10-10.5 years	2.35	2.39	2.38	2.41	2.98	2.95
20-20.5 years	2.98	2.95	3.04	3.00	3.46	3.45
35-35.5 years	3.39	3.38	3.47	3.45	3.49	3.44
49.5-50 years	3.53	3.51	3.52	3.49	3.40	3.36

3. General Fund Treasury Management Budget

3.1 The following table sets out the treasury management budget for 2015/16 and consists of a gross budget for debt charges i.e. repayment of debt principal and interest, and interest returns on investment income.

2014/15 Outturn Position £'000		2015/16 Original Budget £'000
16,964	Principal and Interest charges	17,230
246	Contribution to Treasury Management Equalisation Reserve to fund SSIP and other Capital Programme over the next 3 years.	
17,210	Subtotal Expenditure	17,230
	Investment Income	
(806)	- Total	(614)
227	- less allocated to other funds	210
(579)	Subtotal Income	(404)
16,631	Net General Fund	16,826

NB: Other funds include Trust Funds, Social Services Funds, Schools Reserves, Bonds etc.

4. Borrowing

4.1 The following borrowing has been arranged with the PWLB:

Date of Advance	Loan Reference	Amount	Interest Rate	Term	Type	Maturity date
30 July 2015	504279	£9.0m	3.12%	48 years	Maturity Loan	1 July 2063

5. Investment Income

5.1 In line with the Council's Investment Strategy, the 2015/16 Original Budget for investment income is £614,000; treasury management investment income generated on investments made to date is £427,000.

Members should note that the majority of investments are classified as 'specified' i.e. up to 12 months and are currently with the major banks including Barclays, Lloyds Group, Bank Santander, Clydesdale and Nationwide Building Society.

5.2 The Council policy will allow investments up to a maximum of £25m for periods of more than 1 year and up to 5 years, and this will be considered when decisions on investing surplus funds are made.

5.3 No additional long term investments have been carried out since the last report. The Council currently has £10m invested for periods in excess of 12 months:

Counterparty	Value £'000	Period	Maturity	Rate %
Eastbourne Borough Council	4,000	4.5 Years	June 18	2.2%
Peterborough City Council	6,000	5 Years	Dec 18	2.1%
TOTAL	10,000			

Icelandic Bank Update

- 5.4 Members should note the following position in relation to the recovery of monies from investments in Icelandic related banks.
- 5.5 The tables below show the amounts outstanding.

Table 1 – Original Investments

Bank	Original Investment	Amount of Principal Repaid	Current Outstanding Investment
	£'000	£'000	£'000
Heritable	9,000	8,597	403
KSF	3,000	2,546	454
Total	12,000	11,143	857

Table 2 – Investments Held in Escrow Accounts – Icelandic Kroner

Bank	Investment (Sterling Equivalent)	Amount Repaid	Outstanding Investment
	£'000	£'000	£'000
New Glitnir	387	0	387

As previously reported the Local Government Association and Local Authorities are looking at how best to repatriate the amount held in Icelandic Kroner and this will be reported on further to the next meeting of this Board.

List of Background Papers

Treasury Management Files
PWLB Notice Number 317/15

Appendix

None

Wards Affected

All

Officer Contact

For further information on this report item, please contact:

Mr David Rees – Head of Financial Services

Tel. No. 01639 763634

E-mail: d.rees1@npt.gov.uk

Mr Huw Jones – Chief Accountant – Capital and Corporate

Tel. No: 01639 763575

E-mail: h.jones@npt.gov.uk

Mr Chris Rees – Senior Accountant

Tel. No: 01639 763590

E-mail: c.rees@npt.gov.uk

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POLICY & RESOURCES CABINET BOARD

REPORT OF THE HEAD OF FINANCIAL SERVICES – MR DAVID REES

3rd SEPTEMBER 2015

SECTION A – MATTERS FOR DECISION

WARDS AFFECTED: ALL

ANNUAL TREASURY MANAGEMENT OUTTURN REPORT 2014/15

1. Purpose of Report

- 1.1 This Council is required through regulations issued under the Local Government Act 2003 to produce an annual treasury report reviewing treasury management activities and the actual prudential and treasury indicators for 2014/15 (this report).
- 1.2 This report meets the requirements of both the CIPFA Code of Practice on Treasury Management (the Code) and the CIPFA Prudential Code for Capital Finance in Local Authorities (the Prudential Code). Some information incorporated within this report has been provided by the Council's Treasury Advisors Capita Asset Services.
- 1.3 Recent changes in the regulatory environment place a much greater onus on members for the review and scrutiny of treasury management policy and activities. This report is important in that respect, as it provides details of the outturn position for treasury activities and highlights compliance with the Council's policies previously approved by members.
- 1.4 This Council also confirms that it has complied with the requirement under the Code to give prior scrutiny to the annual strategy report, which was submitted to Cabinet in January 2014 before being reported to full Council.

2.0 Executive Summary

- 2.1 During 2014/15, the Council complied with its legislative and regulatory requirements. The key actual prudential and treasury indicators detailing the impact of capital expenditure activities during the year, with comparators, are as follows:

Prudential and Treasury Indicators	2013/14 Actual £000	2014/15 Original Estimate £000	2014/15 Revised Estimate £000	2014/15 Actual £000
Capital Expenditure	53,718	58,188	63,486	57,806
Capital Financing Requirement	219,942	246,862	235,749	241,875
External debt(gross)	172,085	170,426	189,861	194,224
Less Investments	(59,477)	(65,000)	(60,000)	(47,550)
Net Borrowing	112,608	105,426	129,861	146,674

2.2 The full list of prudential and treasury indicators are to be found in Appendix 1. During the financial year the Council operated within its treasury limits and Prudential Indicators.

2.3 The financial year 2014/15 was once again a challenging environment as in previous years with low investment returns and continuing counterparty risk.

3.0 Introduction and Background

3.1 This report summarises:

- Capital activity during the year;
- Impact of this activity on the Council's underlying indebtedness (the Capital Financing Requirement);
- Reporting of the required prudential and treasury indicators;
- Overall treasury position identifying how the Council has borrowed in relation to this indebtedness, and the impact on investment balances;
- Summary of interest rate movements in the year;
- Detailed debt activity; and
- Detailed investment activity

4.0 The Council's Capital Expenditure and Financing 2014/15

4.1 The Council undertakes capital expenditure on long-term assets. These activities may either be:

- Financed immediately through the application of capital or revenue resources (capital receipts, capital grants, revenue contributions etc), which has no resultant impact on the Council's borrowing need; or
- If insufficient financing is available, or a decision is taken not to apply resources, the capital expenditure will give rise to a borrowing need.

4.2 Actual capital expenditure forms one of the required prudential indicators. The table below shows the actual capital expenditure and how this was financed.

	2013/14 Actual £'000	2014/15 Original Estimate £'000	2014/15 Revised Estimate £'000	2014/15 Actual £'000
Total capital expenditure	53,718	58,188	63,486	57,806
Resourced by:				
• Capital receipts	(1,530)	(3,350)	(1,400)	(1,250)
• Capital grants & contributions	(26,820)	(17,586)	(29,346)	(22,708)
• Capital reserves + Direct Revenue Financing	(4,001)	(7,150)	(7,521)	(2,579)
Unfinanced capital expenditure (to be funded from Borrowing)	(21,367)	(30,102)	(25,219)	(31,269)

5.0 The Council's Overall Borrowing Need

5.1 The Council's underlying need to borrow for capital expenditure is termed the Capital Financing Requirement (CFR). This figure is a gauge of the Council's debt position. The CFR results from the capital activity of the Council and what resources have been used to pay for the capital spend. It represents the 2014/15 unfinanced capital expenditure (see previous table), and prior years' net of unfinanced capital expenditure which has not yet been paid for by revenue or other resources.

5.2 Part of the Council’s treasury activities is to address the funding requirements for this borrowing need. Depending on the capital expenditure programme, the treasury service organises the Council’s cash position to ensure sufficient cash is available to meet the capital plans and cash flow requirements. This may be sourced through borrowing from external bodies (such as the Government, through the Public Works Loan Board [PWLB] or the money markets), or utilising temporary cash resources within the Council.

5.3 Reducing the CFR – the Council’s underlying borrowing need (CFR) is not allowed to rise indefinitely. Statutory controls are in place to ensure that capital assets are broadly charged to revenue over the life of the asset. The Council is required to make an annual revenue charge, called the Minimum Revenue Provision – MRP, to reduce the CFR. This is effectively a repayment of the borrowing need. This differs from the treasury management arrangements which ensure that cash is available to meet capital commitments. External debt can also be borrowed or repaid at any time, but this does not change the CFR.

5.4 The total CFR can also be reduced by:

- The application of additional capital financing resources (such as unapplied capital receipts); or
- Charging more than the statutory revenue charge (MRP) each year through a Voluntary Revenue Provision (VRP).

5.5 The Council’s 2014/15 MRP Policy (as required by WAG Guidance) was approved by Council as part of the Treasury Management Strategy Report for 2014/15 during January 2014.

5.6 The Council’s CFR for the year is shown below, and represents a key prudential indicator.

CFR	2013/14 Actual £’000	2014/15 Original Estimate £’000	2014/15 Revised Estimate £’000	2014/15 Actual £’000
Opening balance	207,493	226,172	219,942	219,942
Add unfinanced capital expenditure (as above)	21,367	30,102	25,219	31,269
Less MRP/Set aside receipts	(8,918)	(9,412)	(9,412)	(9,336)
Closing balance	219,942	246,862	235,749	241,875

5.7 The borrowing activity is constrained by prudential indicators for net borrowing and the CFR, and by the authorised limit.

5.8 Net borrowing and the CFR – in order to ensure that borrowing levels are prudent over the medium term the Council’s external borrowing, net of investments, must only be used for a capital purpose. This essentially means that the Council is not borrowing to support revenue expenditure. Net borrowing should not therefore, except in the short term, have exceeded the CFR for 2014/15 plus the expected changes to the CFR over 2015/16 and 2016/17. This indicator allows the Council some flexibility to borrow in advance of its immediate capital needs in 2014/15. The table below highlights the Council’s net borrowing position against the CFR. The Council has complied with this prudential indicator.

	31/3/14 Actual £m	31/3/15 Original Estimate £m	31/3/15 Revised Estimate £m	31/3/15 Actual £m
Net borrowing position	112.608	105.426	129.861	146.674
CFR	219.942	246.862	235.749	241.875

5.9 The authorised limit – the authorised limit is the “affordable borrowing limit” required by s3 of the Local Government Act 2003. The Council does not have the power to borrow above this level.

5.10 The operational boundary – the operational boundary is the expected borrowing position of the Council during the year. Periods where the actual position is either below or over the boundary is acceptable subject to the authorised limit not being breached.

	Actual 2014/15 £000
Authorised limit	249,861
Operational boundary	229,861
Maximum Gross Borrowing during 2014/15	
<u>Comprising of:</u>	
Maximum Long Term Borrowing at any point during year	193,224
Maximum Short Term Borrowing at any point during year	1,000

The Council has maintained gross borrowing below the Authorised limit.

6.0 Treasury Position as at 31st March 2015

6.1 The Council's debt and investment position is managed by Finance Treasury Staff in order to ensure adequate liquidity for revenue and capital activities, security for investments and to manage risks within all treasury management activities. Procedures and controls to achieve these objectives are well established both through Member reporting detailed in the executive summary, and through officer activity detailed in the Council's Treasury Management Practices. At the beginning and the end of 2014/15 the Council's treasury position was as follows:

	31 March 2014 Principal	Rate / Return	31 March 2015 Principal	Rate / Return
Fixed rate funding:	£m	%	£m	%
-PWLB	109.4	5.35	127.9	5.03
-Market (Rifw & LOBO)	62.7	3.93	65.3	3.93
-Other			1.0	0.50
Variable rate funding:				
-PWLB	-	-		
-Market	-	-		
Total debt	172.1	4.80	194.2	4.67
Investments:				
- in house	59.4	0.92	47.6	1.20
- with managers				
Total investments	59.4	0.92	47.6	1.20

WLB = Public Works Loans Board which is a body the Government has established to lend money to Local Government.

Market LOBO's = Lender Option Borrower Option – this is borrowing from the market when the lender has offered a long term loan but with options to continue or foreclose on the loan at various specific intervals.

7.0 The Strategy for 2014/15

7.1 The strategy for 2014/15 was approved by Cabinet Board and Council in January 2014.

7.2 Interest Rate and New Borrowing Forecasts:

- The cheapest borrowing will be internal borrowing by running down cash balances and foregoing interest earned at historically low rates. However, in view of the overall forecast for long term borrowing rates to increase over the next few years, consideration will also be given to weighing up the short term advantage of internal borrowing against potential long term costs if the opportunity is missed for taking loans at long term rates which will be higher in future years.
- Temporary borrowing from the money markets or other local authorities.
- PWLB variable rate loans for up to 10 years.
- Short dated borrowing from non PWLB sources.
- Long term fixed rate market loans at rates significantly below PWLB rates for the equivalent maturity period (where available) and to maintaining an appropriate balance between PWLB and market debt in the debt portfolio.
- PWLB fixed rate loans for periods under 10 years where rates are expected to be significantly lower than rates for longer periods. This offers a range of options for new borrowing which will spread debt maturities away from a concentration in longer dated debt.

7.3 The main sensitivities to the forecasts were:

- If a sharp fall in long and short term rates (due to risks around relapse into recession, deflation etc) was likely then long term borrowings would be postponed and potential rescheduling from fixed rate funding into short term borrowing would be considered.
- If a sharp rise in long and short term rates was likely (due to an increase in world economic activity or inflation risks) then fixed rate funding would be considered before any increases took effect

7.4 Investments

The Council continued with its main investment priorities:

- (a) security of capital
- (b) liquidity of capital

with the aim of achieving the optimum return commensurate with proper levels of security and liquidity. With investments being dominated by low counterparty risk considerations, relatively low returns were expected when compared to borrowing rates.

7.5 For balances generated through normal cashflow the strategy looked to utilise the business reserve (call account) and short dated deposits.

7.6 External v Internal Borrowing

Investment rates were expected to be below long term borrowing rates for the foreseeable future. In recent years new capital expenditure has been financed using internal cash balances instead of new external borrowing.

7.7 Debt Rescheduling

The strategy did allow for the use of investment balances to repay debt prematurely providing it was economically worthwhile and it enhanced the maturity profile of the debt portfolio.

No debt rescheduling was anticipated (or took place) in 2014/15 particularly as the PWLB rate structures have made it more expensive in recent years to do so.

8. Borrowing Outturn for 2014/15

8.1 The following long term loans were entered into during 2014/15 due to the fact that PWLB loan rates were at historic low rates. These loans are used to finance capital expenditure on projects such as the Strategic School Improvement Programme, Neath Town Centre Redevelopment, Street Lighting Replacement Programme and the new Aberafan Seafront Leisure Investment.

Lender	Date	Amount	Rate	Period	Details
PWLB	10tOct14	£10.0m	3.69%	25 years	Fixed maturity loan repayable 1 st July 2039
PWLB	10Oct14	£5.0m	3.70%	39 years	Fixed maturity loan repayable 1 st July 2053
PWLB	22Jan15	£5.0m	2.98%	48 years	Fixed maturity loan repayable 1st January 2063
RiFW	22Dec14	£2.6m	2.50%	3 years	Fixed rate to 31 st December 2017

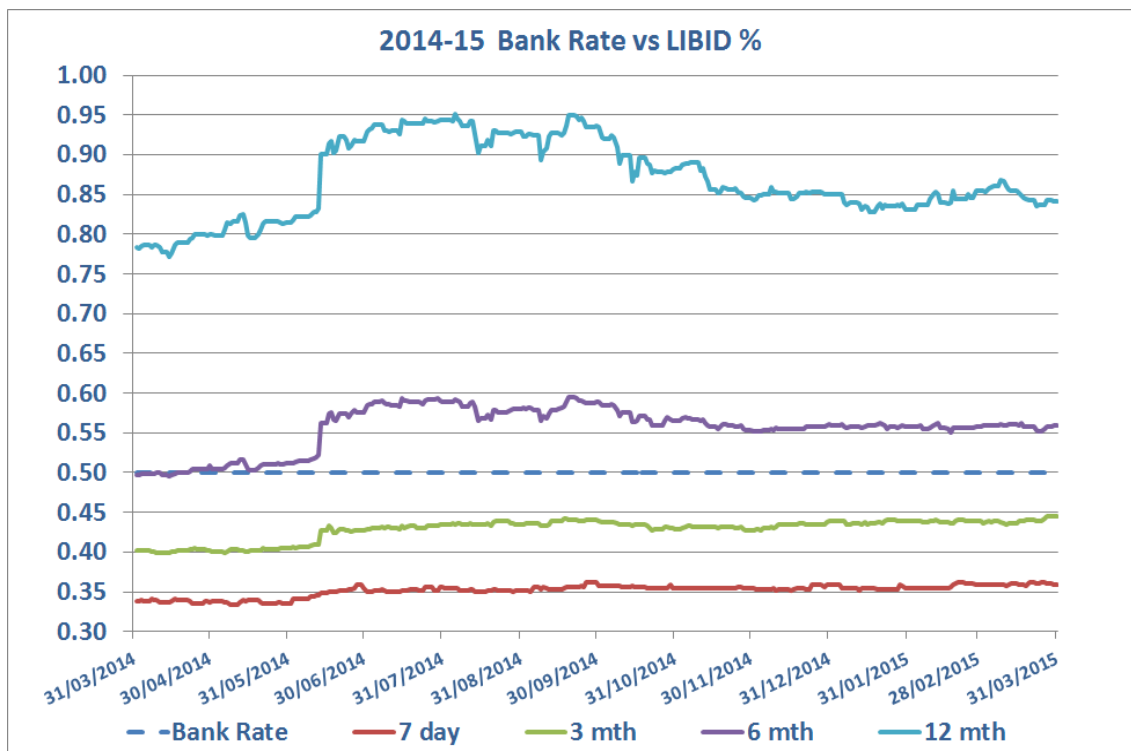
8.2 Treasury Borrowing – The following short term temporary loans were undertaken during the year:-

Start Date	End Date	Lender	Value £'000	Rate %
31/3/15	1/4/15	Rhondda Cynon Taff Superannuation Fund	1,000	0.50

8.3 Rescheduling – No loans were rescheduled during 2014/15

9. Investment Rates in 2014/15

9.1 Bank Rate remained at its historic low of 0.5% throughout the year; it has now remained unchanged for six years. Market expectations as to the timing of the start of monetary tightening started the year at quarter 1 2015 but then moved back to around quarter 3 2016 by the end of the year.



10. Investment Outturn for 2014/15

10.1 Investment Policy – the Council’s investment policy is governed by Welsh Government guidance, which has been implemented in the annual investment strategy approved by the Council in January 2014. This policy sets out the approach for choosing investment counterparties, and is based on credit ratings provided by the three main credit rating agencies supplemented by additional market data (such as rating outlooks, credit default swaps, bank share prices etc).

10.2 The investment activity during the year conformed to the approved strategy, and the Council had no liquidity difficulties.

10.3 Resources – the Council’s longer term cash balances comprise, primarily, revenue and capital resources, although these will be influenced by cash flow considerations. The Council’s core cash resources comprised the following:

Balance Sheet Resources	31 March 2014 £'000	31 March 2015 £'000
Balances and Earmarked Reserves	50,000	42,739
Provisions	3,332	2,130
Usable capital receipts	7,631	6,826
Total	60,963	51,695

10.4 Investments held by the Council – The Council received the following return on its investments:

Average Investment £'000	External Interest Earned £'000	Rate of Return	Benchmark Return
67,337	806	1.20%	0.43%

The benchmark for funds managed in house is the 3 month LIBID uncompounded. The rate reflects a more realistic neutral position for core investments with a medium term horizon and a rate which is more stable with fewer fluctuations caused by market liquidity.

11. Performance Measurement

11.1 One of the key requirements in the Code is the formal introduction of performance measurement relating to investments, debt and capital financing activities. Whilst investment performance criteria have been well developed and universally accepted, debt performance indicators continue to be a more problematic area with the traditional average portfolio rate of interest acting as the main guide (as incorporated in the table in section 6). The Council’s original performance indicators for 2014/15 were set out in the Annual Treasury Strategy approved by Council in January 2014.

12. Icelandic Bank Defaults

12.1 As at the 31st March 2015 the Authority had the following investments outstanding from Iceland related banks:

Bank Name	Balance Remaining £'000
Heritable Bank	403
KSF	454
Total	857

12.2 Some of the investments matured by the old Glitnir, totalling £387k, have resulted in cash being held in the form of Icelandic Kroner. In line with Icelandic law, the Kroner is not tradable and can only be spent within Iceland. The Local Government Association is pursuing ways of transferring these investments to realise repayments into Sterling. These new investments with the new bank are held in an Escrow Account in the name of the local authority and generating interest in at c4%.

13. Appendices

Appendix 1 – Prudential Indicators

14. Recommendation

14.1 It is recommended that Members note the 2014/15 treasury management function performance as set out in this report including the actual 2014/15 prudential and treasury indicators.

15. Reason for Proposed Decision

15.1 For Members to note the Treasury Management Performance for last financial year.

List of Background Papers

Treasury Management Closing Files 2014/15

Capita Asset Services - Treasury Management Templates

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COMPLIANCE STATEMENT

ANNUAL TREASURY MANAGEMENT OUTTURN REPORT 2014/15

Implementation of Decision

The decision is proposed for implementation after the three-day call in period.

Sustainability Appraisal

Community Plan Impacts

Economic Prosperity	-	Neutral
Education & Lifelong Learning	-	Neutral
Better Health & Well Being	-	Neutral
Environment & Transport	-	Neutral
Crime & Disorder	-	Neutral

Other Impacts

Welsh Language	-	Neutral
Sustainable Development	-	Neutral
Equalities	-	Neutral
Social Inclusion	-	Neutral

Consultation

There is no requirement under the Constitution for external consultation on this item.

PRUDENTIAL INDICATORS

PRUDENTIAL INDICATORS	2013/14 Actual	2014/15 Original Estimate	2014/15 Revised Estimate	2014/15 Actual
Capital Expenditure	£'000 53,718	£'000 58,188	£'000 63,486	£'000 57,806
Ratio of financing costs to net revenue stream	% 5.87	% 6.44	% 6.80	% 6.70
In year borrowing requirement	£'000 12,449	£'000 20,690	£'000 15,807	£'000 21,933
Capital Financing Requirement as at 31 st March	£'000 219,942	£'000 246,862	£'000 235,749	£'000 241,875
Incremental impact of capital investment decisions	£ p	£ p	£ p	£ p
Increase in council tax (Band D) per annum	3.83	14.61	20.58	14.69

PRUDENTIAL INDICATORS

TREASURY MANAGEMENT INDICATORS	2013/14 Actual	2014/15 Original Estimate	2014/15 Revised Estimate	2014/15 Actual
	£'000	£'000	£'000	£'000
Authorised Limit for External Debt: Borrowing and other long term liabilities	244,024	268,694	249,861	249,861
Operational Boundary for External Debt: Borrowing and other long term liabilities	224,024	248,694	229,861	229,861
External Debt (Gross)	172,085	170,426	189,861	194,224
Less Investments	(59,477)	(65,000)	(60,000)	(47,550)
Net Borrowing Position	112,608	105,426	129,861	146,674

PRUDENTIAL INDICATORS

Maturity Structure of Fixed Rate Borrowing During 2014/15	2013/14 Actual	2014/15 Original Estimate		2014/15 Actual
		Upper Limit	Lower Limit	
	%	%	%	%
Under 12 months	1	15	0	1
12 months to 2 years	1	15	0	2
2 to 5 years	5	40	0	6
5 to 10 years	13	60	0	12
10 years and above	80	100	15	79

POLICY & RESOURCES CABINET BOARD

3RD SEPTEMBER 2015

REPORT OF THE HEAD OF FINANCIAL SERVICES

SECTION A – MATTER FOR DECISION

WARDS AFFECTED – ALL

INSURANCE ARRANGEMENTS 2015/16

1. Purpose of Report

- 1.1 The purpose of the report is to provide Members with details of the outcome of the insurance tendering process for 2015, which has been co-ordinated on our behalf by our insurance brokers, Marsh Limited.
- 1.2 The report also outlines the cost of providing the insurance cover for the Council's main policies and provides a comparison with the previous financial year.

2. Background

- 2.1 The Council's Long Term Agreements for the insurance cover of property, fidelity guarantee, combined liability, professional indemnity, motor fleet, contractors all risks, hired in plant and computer are coming to the end of their term and will expire on 30th September 2015.
- 2.2 Approval of the insurance tenders is required in advance of the 1st October to ensure that the Council continues to have adequate insurance cover in place.
- 2.3 The Council's insurance broker, Marsh Limited, has completed a tender exercise on our behalf for these classes of business, via the Crown Commercial Service Framework. The tender arrangements will introduce a five year agreement for the provision of insurance policies.

3. Tender evaluation

- 3.1 The tenders received have been evaluated in accordance with the Council's tender evaluation criteria scoring which take account of the quality and depth of the cover and services offered, together with the premium quoted.

3.2 The price and quality evaluation criteria applied for this tender exercise was 40% price and 60% quality with the quality criteria split into the following elements.

- Compliance with tender and innovation 20%
- Quality Systems
 - (i) Risk Management assistance 10%
 - (ii) Claims 10%
 - (iii) General 10%
 - (iv) Stability 10%

3.3 Details of the preferred insurer are shown in Table 1 below. The presentation of this table has changed to reflect that we have utilised Risk Management Partners to place some policies as we can only access the insurance market via this route.

3.4 It is proposed that the long term agreement with insurers will be for a three year term, with a two year option to renew. This allows a degree of flexibility which may be required if any major changes are made to the operation of this Council.

4. Premiums 2015/16

4.1 The total cost for our tendered Insurance premiums, fees, etc. for renewal from 1st October 2015 is £885,383 (inclusive of 6% insurance premium tax). Table 1 below summarises the total renewal cost by class of business and includes the 2014/15 figures for comparison purposes. This table also identifies the current and proposed insurers.

4.2 This table identifies saving of £64,000 arising from this tendering process, which will be fully realised in 2016/17. However, this will be offset in that year by an increase in Insurance Premium Tax from 6% to 9.5% which will result in an additional charge of £26,000, a net saving of £38,000.

4.3 Included in the total cost of Insurance premiums and fees is a claims handling deposit premium of £72,966 payable to Gallagher Bassett International for handling liability claims on behalf of the Authority and our liability insurers. The actual claim handling cost is subject to variation based on the actual number of claims received per policy area.

Table 1

Class of Business	Original Provider	New Provider	2014/15 £	2015/16 £
Material Damage (Buildings)	AIG	AIG via RMP	364,786	306,976
Fidelity Guarantee	AIG	QBE via RMP	12,000	14,425
Combined Liabilities	AIG	QBE via RMP	210,404	211,725
Combined Liabilities-SWTRA	AIG	QBE via RMP	126,000	132,515
Professional Indemnity	Travelers	QBE via RMP	30,000	6,700
Motor Fleet-Minimum Deposit Policy	AIG	QBE via RMP	57,730	64,650
Motor retro Low Claims Rebate	n/a	QBE via RMP	0	-2,887
Contractors All Risk / Hired in Plant	HSB	HSB via RMP	7,886	7,779
Computer	HSB	HSB via RMP	5,774	4,151
Insurance Premium Tax			48,875	44,762
Total Premium (including Tax)			863,455	790,796
Claims Handling	Gallagher Bassett	Gallagher Bassett	64,950	72,966
Insurance Consultants Fees	Marsh	Marsh	21,621	21,621
TOTAL			950,026	885,383

4.4 The policy renewal conditions remain the same as in 2014/15. These are:

- Combined Liability, which covers Employers and Public Liability insurance, has an excess for each and every claim of £100,000. The Aggregate Stop remains at £3.1m.
- Material Damage, which covers building insurance, has a self-insurance element amounting to £100,000. This increases to £250,000 for schools. The Aggregate Stop remains at £1m.
- Motor Fleet insurance has an excess for each and every claim of £100,000. The Aggregate Stop remains at £350,000.

The Authority will aim to maintain reasonable internal budgets to fund the self-insured excesses.

5. Recommendation

5.1 It is recommended that Members:

- Approve the placing of insurance policies as outlined in this report.
- Task the Head of Financial Services with ensuring the Council's tendered Insurance arrangements are in place from 1st October 2015.

6. Reason for proposed decision

6.1 To provide a decision in relation to the Council's Insurance arrangements, which need to be in place before the 1st October 2015.

List of Background Papers

Insurance Renewal Report 2015

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COMPLIANCE STATEMENT

INSURANCE ARRANGEMENTS 2015/16

(a) Implementation of Decision

The decision is proposed for immediate implementation.

(b) Sustainability Appraisal

Community Plan Impacts

Economic Prosperity	-	No impact
Education and Lifelong Learning	-	No impact
Better Health and Well Being	-	No impact
Environment and Transport	-	No impact
Crime and Disorder	-	No impact

Other Impacts

Welsh Language	-	No impact
Sustainable Development	-	No impact
Equalities	-	No impact
Social Inclusion	-	No impact

(c) Consultation

This item is not subject to external consultation.

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POLICY AND RESOURCES CABINET BOARD

REPORT OF THE HEAD OF FINANCIAL SERVICES – DAVE REES

3RD SEPTEMBER 2015

SECTION A - MATTERS FOR DECISION

WARDS AFFECTED - ALL

DISCRETIONARY HOUSING PAYMENTS- REVIEW OF 2014-15 PERFORMANCE AND POLICY UPDATE FOR 2015-16

1. Purpose of Report

- 1.1. The purpose of this report is to enable members to review performance in line with this authority's Discretionary Housing Payment Policy in the context of Government changes to welfare benefits which have reduced entitlement to Housing Benefit and increased demand for additional discretionary help through this scheme.

2. Background

- 2.1. The Discretionary Housing Payment (DHP) Scheme gives Local Authorities the power to award additional payments to Housing Benefit recipients. Payments are applicable to customers in receipt of Housing Benefit either where there is a shortfall between the rent charged (less any ineligible services such as heating and lighting) and the amount of housing benefit payable, or where the claimant is in receipt of Housing Benefit and merits a lump sum payment for a bond, rent in advance, or to clear "specific" arrears etc.
- 2.2. The Government provides funding for DHPs and the funding allocation for Neath Port Talbot CBC for 2014/15 was £372k. This is a very small amount in relation to the Council's total spend on housing benefit of circa £54 million.

3. Applications and Spend 2014/15

Spend on DHP awards is monitored on a monthly basis to ensure we do not exceed the fund limit. At the end of 2014/15, there had been 1162 claims for additional help under the scheme. There have been 802 awards made and 360 unsuccessful claims.

4. Objectives of the Scheme

4.1 Discretionary Housing Payments should not seek to undermine the purpose and nature of the UK Government Housing Benefit scheme, nor support irresponsible behaviour, nor assist in situations so common that a consistent approach to such payments would involve expenditure above the allocated funding. However through the DHP scheme the authority aims to –

- Assist in sustaining tenancies to prevent homelessness.
- Safeguard residents in their own home.
- Help customers financially through difficult circumstances or events.
- Support the most vulnerable households.
- Provide further financial assistance to those most affected by the welfare reforms.
- Assist in obtaining suitable affordable accommodation.
- To provide temporary financial support to tenants whose current accommodation is unaffordable whilst they either secure employment or move to more affordable accommodation.
- Protect those who we consider should not be affected by the Welfare Reforms (e.g. Bedroom Tax) taking into consideration, where appropriate, the guidance provided by Central Government.

5. Outcomes

5.1 Housing Benefits staff have worked closely with the Housing Options Service, RSLs generally and particularly NPT Homes.

5.2 The Housing Options service has looked specifically at those non RSL tenants who have been at risk of losing their home. They interact with the customer to look at their circumstances as a whole rather than simply the rent shortfall. There will possibly be remedies other than DHPs to assist the individual that the Options service may help with. Appendix one details the Housing Options Service approach to DHPs.

5.3 NPT Homes carry out a similar exercise as the Housing Options service. They, regardless of any DHP requirement, seek to assist their tenants who

have difficulty in sustaining their tenancy. In view of their relationship with their tenants NPT Homes are well placed to make judgements about any DHP help that is required and make recommendations to the Benefits office in order to assist in decision making. Appendix two details the NPT Homes approach to DHPs.

- 5.4 Other RSLs are also encouraged to follow the NPT Homes approach and actively do so.
- 5.5 In order to prevent disabled applicants from having to move to alternative accommodation decisions to provide additional assistance to this group is made more on the grounds of their personal circumstances than purely a rent shortfall decision. Particular consideration is given to those tenants in specially adapted accommodation as it is incongruous to move someone into alternative accommodation and then adapt it in the identical manner as the original property. Consideration is also given to the support which is available to the tenant at their current home as opposed to what would be available if they had to move to alternative accommodation.
- 5.6 Foster carers are offered protection by the “Bedroom Tax” regulations if they have one extra bedroom to their normal requirements. However where a foster carer has two extra rooms the authority awards a DHP to protect the foster carer from what is considered an unfair punitive situation. This aids the availability of foster carers within the Borough.
- 5.7 802 applicants have benefited from DHP awards during 2014/15. There were 935 awards made. Of these 740 awards were bedroom tax related (£306k) and 120 were Local Housing Allowance shortfall related (£45k). Of the 800 applicants who received assistance 222 received that help on the grounds of a disability.
- 5.8 There were no appeals received against DHP decisions made and there were no formal complaints received

6. **Policy Update for 2015-16**

- 6.1 Attached at Appendix 3 is the proposed Discretionary Housing Payments Policy and Procedure for 2015. Some additional procedural clarity is also incorporated. The changes proposed to the existing policy document are shown in *italics*.
- 6.2 The changes propose to clarify the aims of the authority in making awards, make reference to budget limitations when making awards, include reference to RSLs in making decisions and to exclude certain disability

benefit income when making financial determinations. The following summarises the main changes:

- Liaison with RSLs and NPT Homes in particular has made the decision process fairer and the support to the applicant more rounded and is proposed to continue.
- Awards of DHPs need to reach those most appropriate.
- Vulnerable tenants, especially the disabled receive the support they require.
- Foster carers to receive support where required in order to protect their ability to carry out their role without detriment as a result of Bedroom Tax charges.

7. Recommendations

It is recommended that members:-

- Note the outcomes and financial support provided via Discretionary Housing Payments in 2014-15:
- Acknowledge and support the joint working arrangements between Housing Benefit, Housing Options and NPT Homes in relation to awarding DHP's.
- Approve the updated Discretionary Housing Payments Policy and Procedure (as set out in Appendix 3)

8. Reason for Proposed Decision

To review performance information and update the Discretionary Housing Payment Policy and Procedures

List of Background Papers

The Discretionary Financial Assistance Regulations 2001
DHP Policy and Procedure Document

Appendices

Appendix 1 - Housing Options Service approach to DHPs
Appendix 2 - The NPT Homes approach to DHPs.

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COMPLIANCE STATEMENT

DISCRETIONARY HOUSING PAYMENTS- REVIEW OF 2014-15 PERFORMANCE AND POLICY UPDATE FOR 2015-16

(a) Implementation of Decision

The decision is proposed for implementation after the 3day call in period.

(b) Sustainability Appraisal

Community Plan Impacts:

Economic Prosperity	Neutral
Education and Lifelong Learning	Neutral
Better Health and Well Being	Positive
Environment and Transport	Neutral
Crime and Disorder	Neutral

Other Impacts:

Welsh Language	Neutral
Sustainable Development	Neutral
Equalities	Neutral
Social Inclusion	Positive

(c) Consultation

There has been no requirement under the Constitution for external consultation on this item.

Housing Options Service approach to DHPs

1. DHP applications are assessed and decisions recommended by the Housing Options Section. These are generally applications from tenants in the private sector not in RSL owned accommodation.
- 1.1. **Consistency of decision making**
 - 1.1.1. Decision making is based upon the individual's circumstances and need so will vary from applicant to applicant, though the logic of processing the application is uniform throughout. Initially based on calculating the financial income and outgoings of the applicant, exploring their family structure, health needs and their immediate risk of becoming homeless. With all these areas considered a decision is made regarding the amount and length of payment required and what additional support to input according to their immediate needs.
 - 1.1.2. On occasion the applicant's situation is barely redeemable and their circumstances will mean that they will have no access to alternative accommodation (due to excessive arrears etc.).It may then be necessary to provide financial assistance for up to a 12 month period to prevent eviction (this would normally only be families or those who would be a priority need case)
- 1.2. **Treatment of disabled applicants**
 - 1.2.1. Where an applicant is in receipt of DLA/PIP staff either conduct a Telephone interview or visit the client to establish precisely what disposable income they actually have (i.e. on the basis that any disability benefits are required to meet their needs as a disabled person). If the property is adapted then it generally is given that DHP will be paid in part or full as it is not realistic to expect the client to move.
 - 1.2.2 In certain cases if the shortfall is excessive and the property is not suitable for the individual any award would be limited to 8-12 weeks whilst alternative suitable accommodation is sought. Using the DHP in short periods encourages the applicant to engage with support so that hopefully in the future they will not need to re-apply.

1.3 Providing support generally and not just financial support:

Support to those in need is not limited to the award of a DHP. Support is also provided such as assisting with benefit applications and budgeting advice (e.g.: Re-claiming of bank charges , negotiation with Landlords , referring on to relevant external agencies such as the Credit Union) Tenancy Support is also provided if the need is identified.

1.4. Managing the budget

1.4.1. Monthly spend is monitored to try and make the budget last to the end of the financial year. This is to ensure that those in similar need are able to be supported whether they require support at the beginning or the end of the year.

1.4.2. During 2014/15 163 applications were received , 55 were refused (either not eligible, unaffordable, withdrawn, lack of contact or they had already moved)

- 32 applications were for the Private rented sector
- 131 for Housing Associations (NPT Homes cases were dealt with by them from October onwards)
- 4 Bonds/RIA were issued for affordable/suitable accommodation

NPT Homes approach to DHPs

1. DHP applications are assessed and decisions recommended by NPT Homes. These are for NPT Homes tenants.

Background

- 1.1. **NPT Homes tenants affected by the bedroom tax and the impact on the DHP budget.**

- 1.1.1. As at April 2014 there were 1700 tenants affected by the ‘bedroom tax’.

- 1.1.2. Discretionary Housing Payments (DHP) are an option for tenants affected by bedroom tax to claim to assist with the shortfall between their housing benefit and their rent.

- 1.1.3. Prior to the introduction of the bedroom tax very few NPT Homes tenants would have received a DHP.

- 1.1.4. Amount of DHP awards for 2014/15:

- 541 NPT Homes tenants were awarded DHP’s, receiving a total of £266,208.11.
- There are tenants affected by the bedroom tax who fall into priority groups, such as those living in adapted properties, those with medical needs requiring an extra bedroom etc. There were 122 tenants that fell into one of these priority groups who have received full DHP for 2 years from April 2013 to April 2015.

- 1.2. **Treatment of disabled applicants.**

- 1.2.1 The Local Authority maintains full responsibility for decisions on those tenants in substantially adapted properties. In 2014/ 2015 160 tenants received DHP for this reason, amounting to approximately £107,000.

- 2.1 **Providing support generally and not just financial support**

- 2.1.1 The Financial Inclusion team assist the Local Authority with DHP decisions for those in financial hardship; those tenants downsizing to NPT Homes properties requiring a ‘deposit’; and for those requests for help

with arrears payments for those unable to downsize because of the 'bedroom tax' due to their arrears levels.

3.1 Consistency of decision making

3.1.1 In October 2014 NPT Homes' Financial Inclusion team took on a greater role in the decision making process for claims from NPT Homes' tenants for DHP. This arrangement has resulted in speedier decisions and more informed decision making (based on rent account; history of payments and knowledge of tenants' circumstances etc.). This arrangement therefore has continued into this financial year.

3.1.2 The length and amount of awards vary according to the tenant's circumstances and need. Some tenants receive full or partial year awards and some will not receive help towards their full shortfall of bedroom tax.

**DISCRETIONARY HOUSING PAYMENTS –POLICY AND
PROCEDURE (updated 2015)**

1. Objectives of the Scheme

1.1 Discretionary Housing Payments (DHP) should not seek to undermine the purpose and nature of the Housing Benefit scheme, nor support irresponsible behaviour, nor assist in situations so common that a consistent approach to such payments would involve expenditure above the allocated funding. However through the DHP scheme the Council will aim to –

- Assist in sustaining tenancies to prevent homelessness
- Safeguard residents in their own home
- Help customers financially through difficult circumstances or events
- Support the most vulnerable households
- Provide further financial assistance to those most affected by the welfare reforms.
- Enable relevant applicants to move to affordable and sustainable accommodation.
- Protect those who we consider should not be affected by the Welfare Reforms (e.g. Bedroom Tax) taking into consideration, where appropriate, the guidance issued by central government.

2. Criteria for DHP's

2.1 When considering a DHP you must be satisfied that:-

- There is a shortfall between the amount of weekly benefit awarded and the amount of weekly eligible rent the claimant is liable to pay (except in the case of help with tenancy start up or moving costs) and the shortfall must be shown to be causing hardship which would be alleviated if additional support were paid,
- The claimant requires further help with housing costs,

- Awards are made at a qualifying level which would result in the funds available not being overspent should all those meeting the criteria receive an award. A DHP **cannot** be made:
- To top up an award made under the Council Tax Reduction Scheme.
- To contribute to the cost of ineligible service charges (such as heating and lighting)
- To assist in paying for rent increases imposed as a result of incurring rent arrears
- To assist in paying for rent costs which arise from the imposition of sanctions or reductions in Housing Benefit

3. **Decision Making Process**

3.1 The decision to award/refuse a DHP lies *within the Benefits Office*.

3.2 When making the decision the *Benefits Office decision maker* will consider each application on its own merit having regard to the following –

- A request from an RSL based on personal knowledge of the claimants circumstances (NPT Homes being particularly active in this area)
- The shortfall between Housing Benefit and the liability
- Any steps taken by the claimant to reduce the rental liability;
- If a member of the household has a disability and has the accommodation been adapted to meet their needs;
- The medical circumstances (i.e. ill health and disabilities) of the claimant, their partner and any other occupants of the claimant's home;
- If the claimant moved to the address in order to assist with care;
- The income and expenditure of the claimant, their partner and any other occupants of the claimant's home. *It should be noted that*

benefits received for specific expenditure (e.g. Disability benefits) should not be taken to be used for other purposes such as topping up rent shortfalls;

- Any savings or capital that might be held;
- The level of indebtedness of the claimant or their family;
- The exceptional nature of the claimant and family's circumstances;
- If the applicant provides accommodation for foster children;
- Hardship suffered by the claimant;
- If the individual is fleeing domestic abuse or violence;
- If children are near the age limits, at which they would qualify for their own room;
- The possible impact on the Council of not making such an award, e.g. the pressure on priority homeless accommodation;
- Any other special circumstances.

3.3 After considering the above it must be remembered that it is likely that a large number of claimants still fall into the defined categories. Any cases meeting the required criteria for an award must be considered to be more deserving, with greater exceptional circumstances, than the majority of applicants to warrant granting an award. When considering the merits of hardship in any particular case there should be more than purely the obvious hardship caused by a shortfall in the benefit payment.

4. **Claiming a DHP**

4.1 A request for DHP should usually be made in writing and should include reasons for the request (an application form is available). Details of the claimant's income and expenditure will be required in order to determine financial hardship. Details of personal circumstances must be included to determine exceptional circumstances.

4.2 Additional evidence may be requested to support an application as deemed necessary, for example proof of rents arrears, multiple debts, disability etc.

5. **Length of DHP Awards**

- 5.1 Awards are expected to last for a fixed period depending on the individuals' circumstances.
- 5.2 Awards may take into account the need to allow the claimant a short future period to adjust or take into account a family's circumstances, such as hardship caused by increased hospital visits while undergoing treatment.
- 5.3 Awards may be granted for a longer period of time if appropriate.

6. **DHP Decisions**

- 6.1 The Council endeavours to notify the decision on the DHP request within fourteen days of the date all the information needed to support the claim is provided.
- 6.2 The *Benefits Office decision maker* will record the decision and the reasons for the decision on the appropriate proforma for each case.
- 6.3 The *Benefits Office decision maker* will notify the customer, in writing, of the decision. Where a DHP claim is successful the letter will include the weekly award, period of award, and date the next payment will be made. Where the claim is unsuccessful, the decision letter will give detailed reasons for the refusal and the right for the applicant to request a review of the decision.
- 6.4 Review requests must be made in writing, contain sufficient information for the decision in dispute to be identified and state the reasons for the disagreement.
- 6.5 Any request for review will be referred directly to the Principal Officer or alternative Senior Officer. Where the original decision is changed and an award is made the officer will provide written notification to the applicant confirming the weekly award, period of award, and date the next payment will be made. Where the decision is unchanged, the decision letter will give reasons for the refusal. There is no further right of review.

POLICY AND RESOURCES

CABINET BOARD

3RD SEPTEMBER 2015

REPORT OF THE HEAD OF LEGAL SERVICES

SECTION B – MATTER FOR INFORMATION

WARDS AFFECTED: ALL

Public Services Ombudsman for Wales Annual Letter and Report 2014/2015

1. Purpose of Report

- 1.1. To advise Members of the receipt of the Ombudsman's Annual Letter and the publication of his Annual Report.

2. Background

- 2.1. In recent years the Ombudsman has adopted the practice of sending an annual letter to each local authority which comes within his jurisdiction. A full copy of the letter and Appendix is reproduced for Members at Annex 1 of the tables attached to the letter, the column showing the performance of this Council is the column on the left, the exception being Table G where there are no relevant figures for this Authority. In Table H no comparative figures are given for other local authorities.
- 2.2. At Annex 2 Members will find two pages reproduced from the Ombudsman's Annual Report 2014/2015 showing comparative statistics for complaints of "maladministration" i.e. service failure, delay etc. and alleged breaches of the Members' Code of Conduct.

- 2.3. Section B of Annex 1 shows that complaints of maladministration run right across the functions of the Local Authority. The highest number of complaints relates to loads and transport. Members should not be too concerned about this fact. The number of complaints will fluctuate year on year. I see the complaints as they come in and make appropriate comments to Heads of Service if any patterns are detectable. Useful comparison tables are found in Section C. The number of complaints overall is down on last year.
- 2.4. I have noted that the number of complaints treated as “premature” is in line with the Local Authority average. These figures can be found in Section F. The Ombudsman generally expects that members of the public will use internal complaints procedure before coming to the Ombudsman. Complaints referred back to the Local Authority because the complainant has not used the internal complaints procedure as treated as premature.
- 2.5. The specific complaints in Section I of the letter have now been dealt with and concluded under the Ombudsman’s procedures.
- 2.6. The extracted tables at Annex 2 are there for information only and do not require any further comment.

3. **List of Background Papers**

Public Services Ombudsman for Wales Annual Report 2014/2015.

4. **Wards Affected**

All

7. **Officer Contact**

Mr. David Michael – Head of Legal Services
E-mail d.michael@npt.gov.uk. Tel: 01639 763368

COMPLIANCE STATEMENT

Public Services Ombudsman for Wales Annual Letter and Report 2014/2015

(a) **Sustainability Appraisal**

Community Plan Impacts

Economic Prosperity	-	no impact
Education & Lifelong Learning	-	no impact
Better Health & Well Being	-	no impact
Environment & Transport	-	no impact
Crime & Disorder	-	no impact

(b) **Other Impacts**

Welsh Language	-	no impact
Sustainable Development	-	no impact
Equalities	-	positive
Social Inclusion	-	positive

(c) **Consultation**

There has been no requirement under the Constitution for external consultation on this item.

ANNEX 1

Our ref: NB/jm

Ask for: James Merrifield

Your ref:

 01656 644 200

Date: 3 August 2015

 James.Merrifield@ombudsman-wales.org.uk

Mr Steven Phillips
Chief Executive
Neath Port Talbot County Borough Council
Civic Centre
Port Talbot
SA13 1PJ

Dear Mr Phillips

Annual Letter 2014/15

Following the recent publication of my Annual Report, I am pleased to provide you with the Annual Letter (2014/15) for Neath Port Talbot County Borough Council.

I have referred to the stark reality of the volume of increases in enquires and complaints in the Annual Report. Comparing the position against 2013/14, there has been a 7% increase in the number of public body complaints received by my office. The Health and Local Authority sectors account for 83% of the complaints received by my office; over the past five years, there has been a 126% and 10% increase in complaints respectively.

Traditionally, county councils have generated the largest number of complaints to this office and the last year has seen a 5% increase. Whilst Housing and Planning are consistently the largest areas of complaint for Local Authorities, the data for 2014/15 shows notable increases in complaints about Complaint-handling, Environment and Environmental Health, and Finance and Taxation, compared with 2013/14.

In reference to the outcomes of complaints, I am pleased that my office has issued fewer upheld reports against Local Authorities, compared with 2013/14. I have issued one Public Interest report against a body in the Local Authority sector. The report identified numerous failings concerning the way in which the Local Authority investigated concerns about the welfare of the complainant's daughter. The report also identified poor complaint-handling, a common feature amongst complaints across all sectors.

The complaint data shows a small decrease in the number of Quick Fixes and Voluntary Settlements achieved with Local Authorities, compared with 2013/14. I am keen to ensure that, wherever possible and appropriate, my office works with bodies from all sectors to resolve complaints as quickly and effectively as possible. In this regard, I am concerned that the time taken in responding to requests for information from this office has significantly worsened; 45% of responses across Local Authorities took more than six weeks in 2014/15.

This figure is noticeable worse than the equivalent figure for the Health sector, despite my office making appreciably more requests for information to Health Boards. Against this background, I take this opportunity to reinforce the content of the letter I sent to you in April 2015 setting out a number of changes in the way that my office will work with your organisation in handling complaints. The changes included amending the time given to bodies to provide complaint files to two weeks, as well as new arrangements in granting additional time to bodies to provide information meaning that requests for extensions which are made with very limited justification will no longer be agreed.

In reference to your Local Authority, the number of complaints received has decreased from 47 in 2013/14 to 40 in 2014/15, and is now below the average. The largest number of complaints in 2014/15 related to Roads and Transport, which were three-times the average. However, as my office did not investigate any complaints against your Local Authority in 2014/15, there are no response times recorded.

My office is working in a number of ways to address the upward trend in complaints. We will be looking to engage more directly with county councils to promote improvement. We will also be placing greater emphasis on the data which we gather, initially in relation to complaints about the Health sector, to further identify trends and patterns. My office will also be taking a more proactive role in measuring compliance with recommendations and settlements, which may result in requests to visit your offices to discuss and examine changes that you have implemented. In addition to this work, you will be aware that following its inquiry, the Assembly's Finance Committee issued a report in May 2015, making a number of recommendations for revised or additional powers for the Public Services Ombudsman for Wales. I very much hope that those recommendations will come to fruition in the form of a new Act within the next year or so.

This correspondence has been copied to the Leader of the Council. I will also be sending a copy of this correspondence to your contact officer within your organisation and would again reiterate the importance of this role. Finally, a copy of all annual letters will be published on the PSOW's website.

Yours sincerely



Nick Bennett
Ombudsman

Copy: Leader, Neath Port Talbot County Borough Council

Appendix

Explanatory Notes

Section A compares the number of complaints against the Council which were received by my office during 2014/15, with the Local Authority average (adjusted for population distribution) during the same period.

Section B provides a breakdown of the number of complaints about the Council which were received by my office during 2014/15. Section C compares the number of complaints against the Council which were received by my office during 2014/15, with the Local Authority average for the same period. The figures are broken down into subject categories.

Section D provides the number of complaints against the Council which were taken into investigation by my office during 2014/15. Section E compares the number of complaints taken into investigation with the Local Authority average (adjusted for population distribution) during the same period.

Section F compares the complaint outcomes for the Council during 2014/15, with the average outcome (adjusted for population distribution) during the same period. Public Interest reports issued under section 16 of the Public Services Ombudsman (Wales) Act 2005 are recorded as 'Section 16'.

Section G compares the Council's response times during 2014/15 with the average response times for all Local Authorities, and all public bodies in Wales during the same period. This graph measures the time between the date my office issued an 'investigation commencement' letter, and the date my office receives a full response to that letter from the public body.

Section H provides a breakdown of all Code of Conduct complaints received against Councillors during 2014/15. Finally, Section 'I' contains the summaries of all reports issued in relation to the Council during 2014/15.

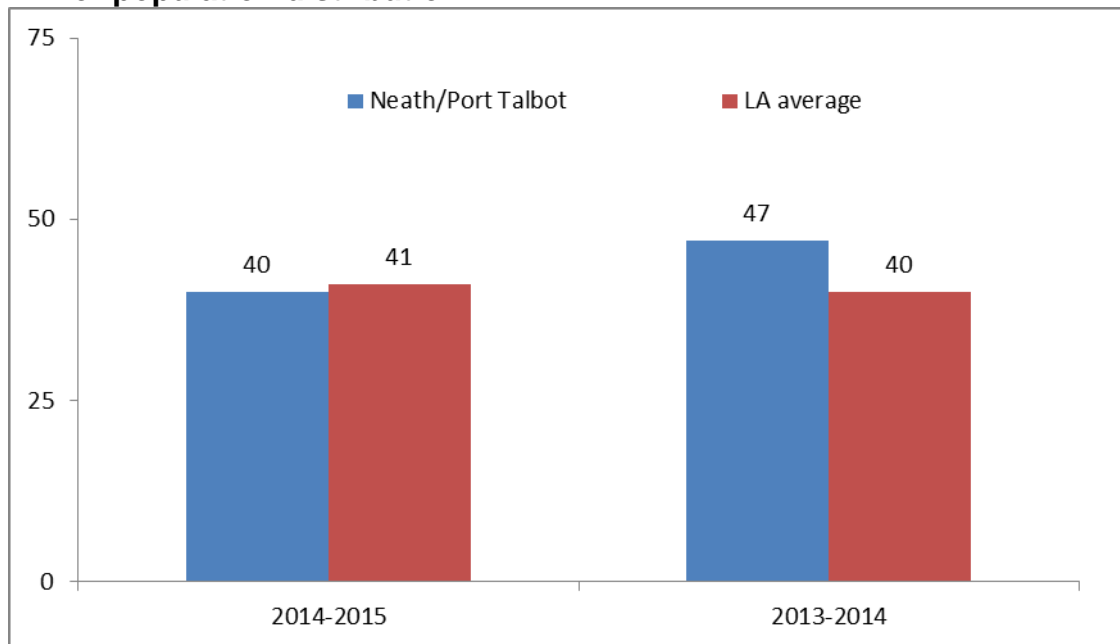
Housing Stock

As with previous exercises, the figures for 2014/15 have not been adjusted to take account of the transfer of housing stock. However, it is noted that there is likely to be a higher proportion of Housing complaints where Local Authorities have retained their housing stock.

Feedback

We welcome your feedback on the enclosed information, including suggestions for any information to be enclosed in future annual summaries. Any feedback or queries should be sent to james.merrifield@ombudsman-wales.org.uk.

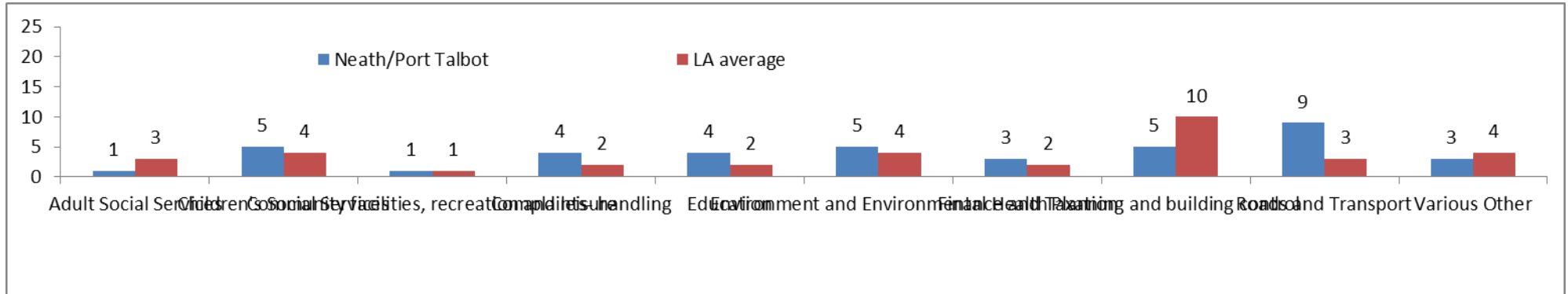
A: Comparison of complaints received by my office with average, adjusted for population distribution



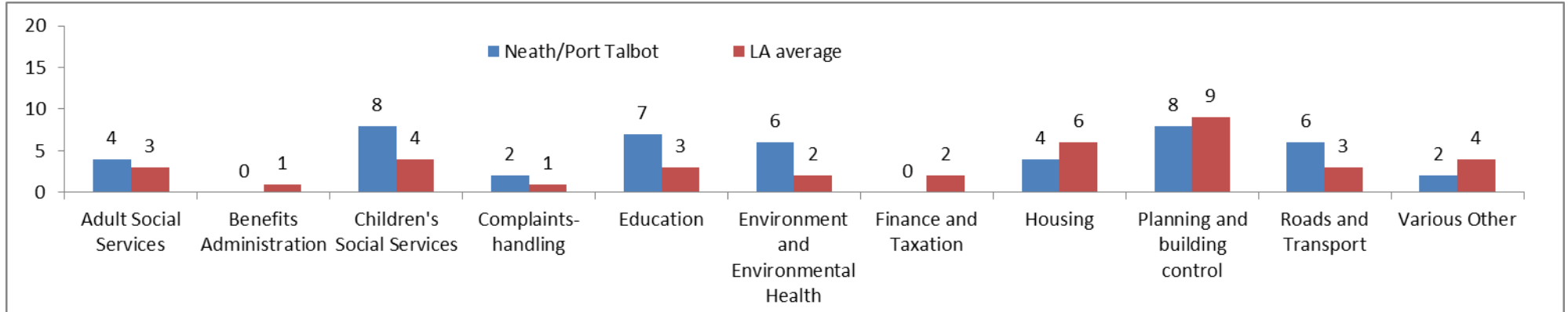
B: Complaints received by my office

Subject	2014/15	2013/14
Adult Social Services	1	4
Benefits Administration	0	0
Children's Social Services	5	8
Communities facilities, recreation and leisure	1	0
Complaint-handling	4	2
Education	4	7
Environment and Environmental Health	5	6
Finance and Taxation	3	0
Housing	0	4
Planning and building control	5	8
Roads and Transport	9	6
Various Other	3	2
Total	40	47

**C: Comparison of complaints by subject category with LA average
2014/15**



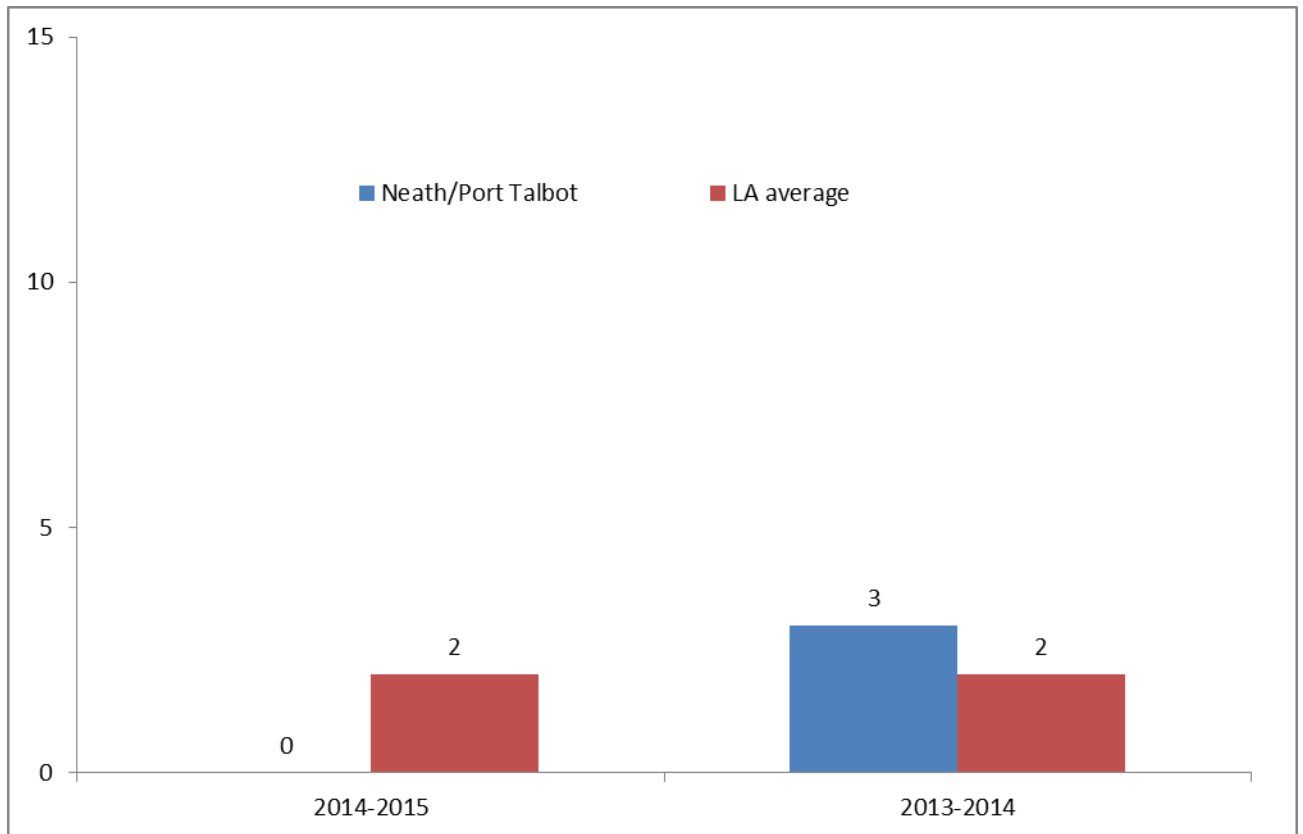
2013/14



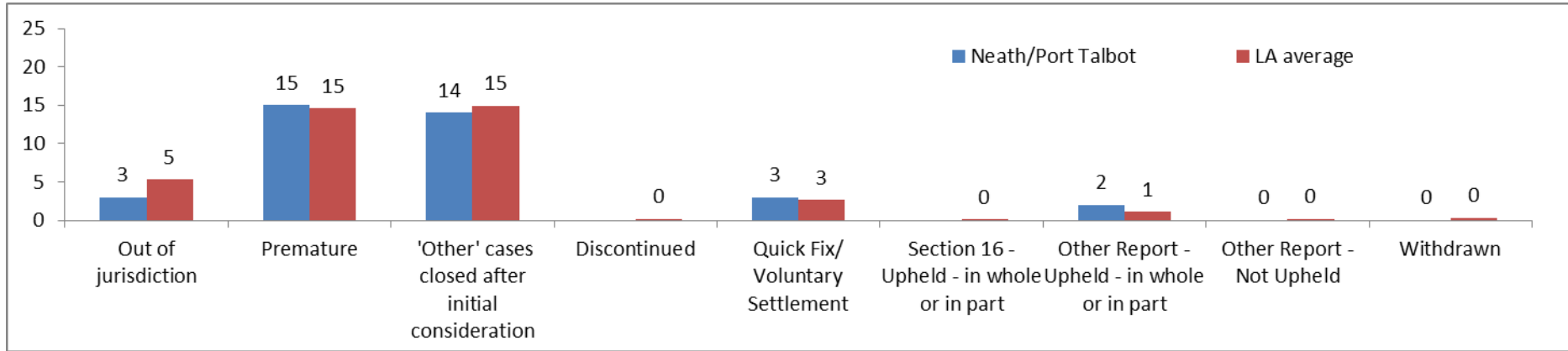
D: Complaints taken into investigation by my office

	2014/15	2013/14
Number of complaints taken into investigation	0	3

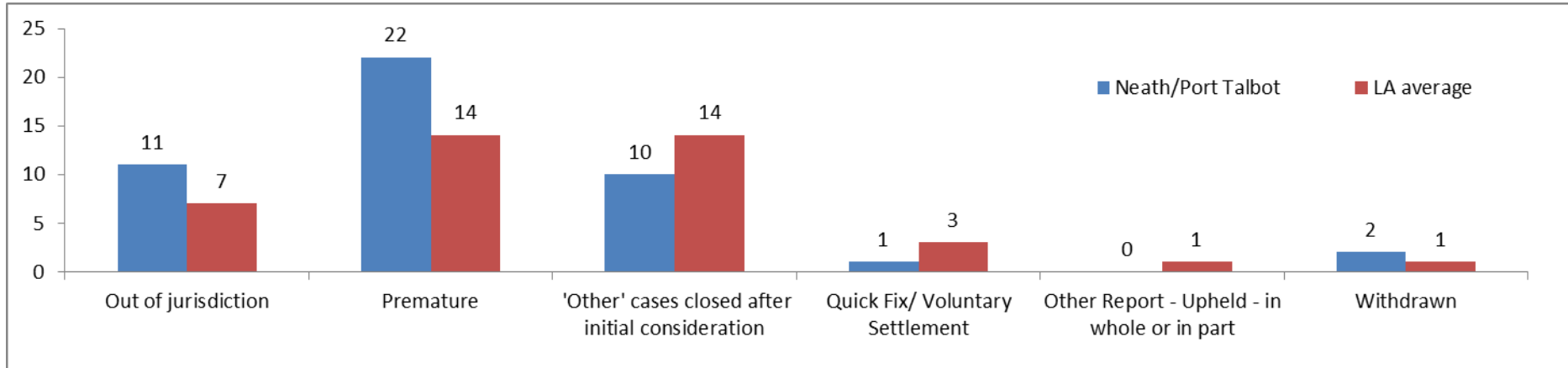
E: Comparison of complaints taken into investigation by my office with average, adjusted for population distribution



**F: Comparison of complaint outcomes with average outcomes, adjusted for population distribution
2014/15**

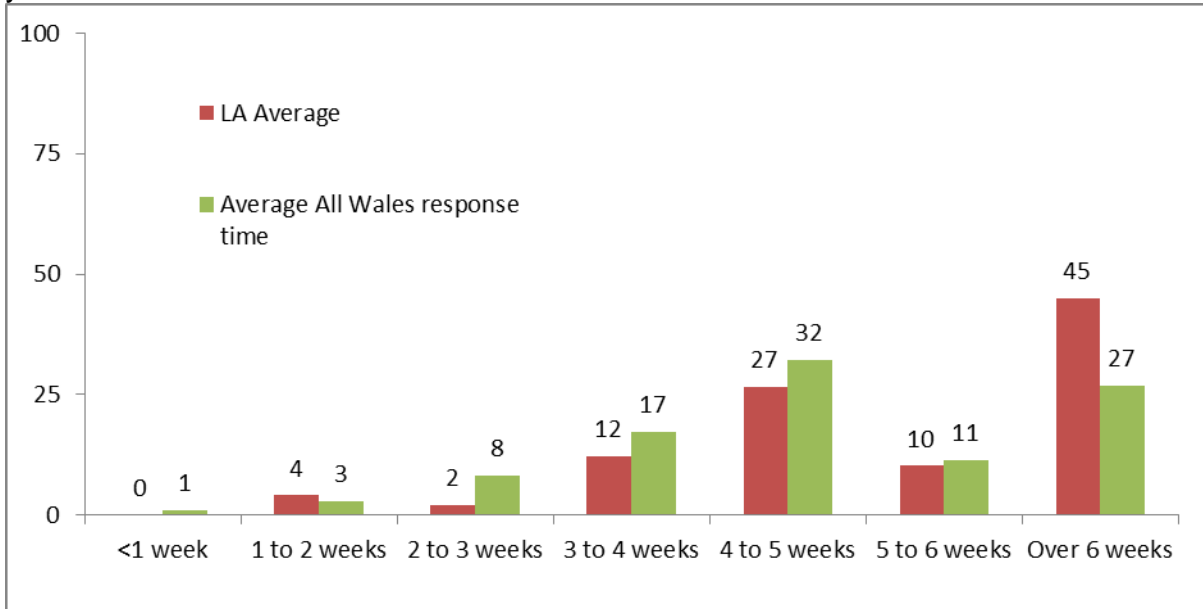


2013/14

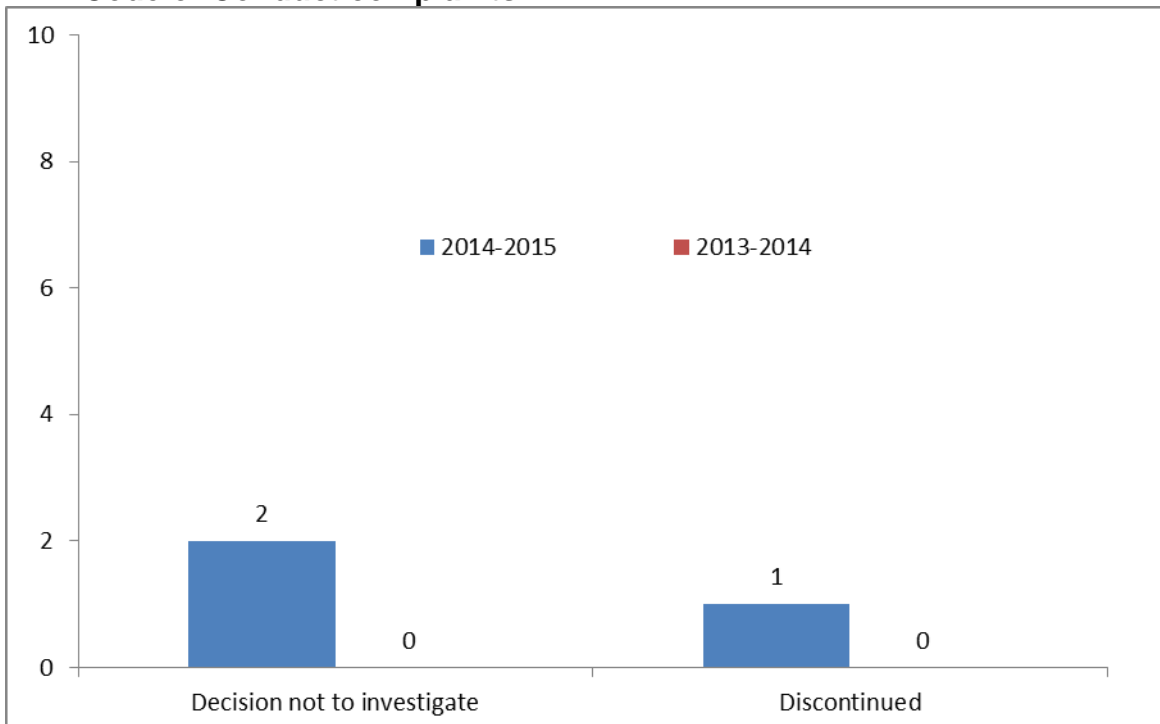


G: Comparison of Council times for responding to requests for information with average LA and average All Wales response times, 2014/15 (%)

Graph G relates to those investigations which were commenced during 2014/15. As there were no investigations commenced against Neath Port Talbot, there are no response times for Neath Port Talbot. However, we have included the average Local Authority response times and the average response times for all bodies in Wales for your information.



H: Code of Conduct complaints



I: Summaries

Social Services - Adult

Other reports – Upheld

Abertawe Bro Morgannwg University Health Board & Neath Port Talbot County Borough Council – Services for older people

Case reference 201304185 & 201304186 – Report issued February 2015

Mrs C complained that the Health Board and the Council had undertaken a Protection of Vulnerable Adult (POVA) investigation following concerns raised about the care her mother, Mrs D, received at a Care Home. She said that the investigation focus was too narrow; not robust; did not involve Mrs D's family; and, was significantly delayed. She also complained that the Health Board and the Council did not deal with the complaints made by the family during the POVA process.

The Ombudsman's investigation identified a number of failings by both the Health Board and the Council in the way the POVA concern was investigated. The complaint was upheld and the Ombudsman recommended that:

- The Health Board and the Council should:
 - a) apologise for the failings identified in this report;
 - b) undertake formal consideration of whether it is appropriate for those involved in regular contract arrangements with a Home to also undertake an investigation into allegations of poor nursing standards/Care standards at that Home and arrange additional training in investigative skills for members of staff undertaking POVA investigations;
 - c) ensure that all staff involved in the POVA process are made aware of the content of this report and additional training is provided on the requirements of the process. Both bodies should also ensure that the staff involved in the POVA process are given additional training on how to recognise a complaint and what to do with a complaint which needs to be considered outside of the POVA process.

- The Health board should:
 - d) make a payment to Mrs C of £250 in recognition of the failings of the Health Board identified in the report and makes a payment to Mrs C of £250 in recognition of the additional stress, anxiety and time and trouble they have been put to in pursuing their complaint.

- The Council should:
 - e) make a payment to Mrs C of £750 in recognition of the failings of the Council identified in the report and makes a payment to Mrs C of £250 in recognition of the additional stress, anxiety and time and trouble they have been put to in pursuing their complaint.

**Neath Port Talbot County Borough Council – Services for vulnerable adults
Case reference 201302531 – Report issued July 2014**

Mr M complained on behalf of a support group (the Group) set up by a number of carers of users of social services in the area of Neath Port Talbot County Borough Council (the Council) that:

- the Council had refused to allow the service users (or their carers on their behalf) to receive direct payments;
- the Council had refused to accept a joint complaint from the Group on the carers' behalf;
- there had been unacceptable delay in the Council's handling of the matter.

The Acting Ombudsman found that the Council had failed to take forward the service users' request for direct payments; however, this was in part due to a dispute about the amount the Council was willing to pay them. The Acting Ombudsman did not uphold the complaint about the amount of direct payment the Council was offering. The Acting Ombudsman accepted that the Council had faced some difficulties in dealing with the Group's complaint as there were questions over the service users' mental capacity to agree to a joint complaint, and whether the Group was an appropriate person to represent them given that Mr M had an apparent conflict of interest as the proprietor of a care agency. However, the Acting Ombudsman found that there were some failings in how the Council dealt with the complaint. In particular, it took too long to carry out an assessment of the service users' mental capacity to agree to the joint complaint and, having decided that the Group was not an appropriate person to bring the complaint, it failed to pass the Group's appeal against this decision to the third stage of the Statutory Social Services Complaints Procedure when requested to do so by the Group.

The Acting Ombudsman recommended that the Council should:

- a) provide a written apology to the Group for the failings identified;
- b) contact the individual carers who make up the Group to establish whether they still want to pursue direct payments for their relatives, and if they do, take that forward.

The Council agreed to implement the above recommendations.

Social Services – Children

Quick fixes & Voluntary settlements

**Neath Port Talbot County Borough Council – Children in care/taken into care/'at risk' register/child abuse/custody of children
Case reference 201400753 – May 2014**

Ms A complained to the Ombudsman about the Council's failure to respond to her complaint. Following contact from the Ombudsman's office, the Council agreed to provide Ms A with a written response to the concerns she had raised, in accordance with Stage One of the statutory complaints procedure.

COUNTY/COUNTY BOROUGH COUNCILS

County/ County Borough Council	Out of Jurisdiction	Premature	'Other' cases closed after initial consideration	Discontinued	Quick Fix/ Voluntary Settlement	S16 Report - Upheld - in whole or in part	Other Report Upheld - in whole or in part	Other Report - Not Upheld	Withdrawn	Total Cases Closed
Blaenau Gwent	6	4	10				1		1	22
Bridgend	2	9	19				1		1	32
Caerphilly	9	19	19				1	1		49
Cardiff	11	41	27		17		1		1	98
Carmarthenshire	5	23	17	2	7	1	1		2	58
Ceredigion	3	12	12	1	2		7	1		38
Conwy	8	8	13		1					30
Denbighshire	7	10	8		1		1	1		28
Flintshire	7	20	12		3		1			43
Gwynedd	7	9	12		3		1		1	33
Isle of Anglesey	4	14	13							31
Merthyr Tydfil	5	5	6				1			17
Monmouthshire	2	9	5				2		1	19
Neath Port Talbot	3	15	14		3		2			37
Newport	1	14	18		1					34
Pembrokeshire	5	14	13		3					35
Powys	4	20	22		3		1	1		51
Rhondda Cynon Taf	4	17	13		1					35
Swansea	9	20	28		1		1			59
Vale of Glamorgan	6	9	12		3		1			31
Torfaen	2	7	13		4					26
Wrexham	7	22	22	1	5		1	1		59
TOTAL	117	321	328	4	58	1	24	5	7	865

COUNTY/COUNTY BOROUGH COUNCILS

County/ County Borough Council	Closed after initial consideration	Discontinued	No evidence of breach	No action necessary	Refer to Standards Committee	Refer to Adjudication Panel	Withdrawn	Total Cases Closed
Blaenau Gwent	1			1				2
Caerphilly	4	1						5
Cardiff	15		2		1		3	21
Carmarthenshire	15							15
Ceredigion	2		1					3
Conwy	1							1
Denbighshire	2							2
Flintshire	1	1						2
Gwynedd	6	1			2			9
Isle of Anglesey	2		3		1			6
Merthyr Tydfil	4							4
Monmouthshire	2		1					3
Neath Port Talbot	2	1						3
Newport City			1					1
Pembrokeshire	5	1						6
Powys	8	2						10
Rhondda Cynon Taf	7		1		2			10
Swansea	9	1						10
Vale of Glamorgan Council	7		1					8
Torfaen	7	2						9
Wrexham			1				1	2
Total	100	11	10	1	6	4	132	

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POLICY AND RESOURCES CABINET BOARD 2015/2016 DRAFT FORWARD WORK PROGRAMME

Meeting Date and Time	Agenda Items	Type (Decision, Monitoring or Information)	Rotation (Topical, Annual, Biannual, Quarterly, Monthly)	CONTACT
3 rd September 2015	1. Treasury Management Monitoring Reports/Outturn Reports/Private Write Off Reports e.g. Housing/C.Tax	Decision & Information	Each Meeting	D. Rees/H. Jenkins
	2. Insurance Arrangements	Decision		D. Rees/H.Jenkins
	3. Discretionary Housing Payments	Decision		
	4. Quarterly Performance Monitoring	Monitoring	Each Meeting	S. Davies
	5. Strategic Equality Plan – Final Proposals	Decision	Topical	R. Headon
	6. Counter Terrorism & Security Act 2015	Decision Delegated Auth.		K. Jones
	7. Anti-Social Behaviour Legislation Changes	Decision Delegated Auth.		K. Jones
	8. Domestic Abuse Legislation	Decision Delegated Auth.		K. Jones
	9. Lottery/Employee Wellbeing Initiative			
	10. Public Services Ombudsman for Wales Annual Report	Monitoring		D. Michael

POLICY AND RESOURCES CABINET BOARD 2015/2016 DRAFT FORWARD WORK PROGRAMME

Meeting Date and Time		Agenda Items	Type (Decision, Monitoring or Information)	Rotation (Topical, Annual, Biannual, Quarterly, Monthly)	CONTACT
15 th October, 2015	1.	Treasury Management Monitoring/Write Offs Private Reports	Monitoring & Decision	Each meeting	D. Rees
	2.	Miscellaneous Grants Applications	Decision	Each Meeting	H. Jenkins
	3.	ICT (2 Reports)– Contract Renewals and a Draft ICT Strategy	Decision	Annual	S.John
	4.	Income Generation			D. Rees
	5.	Fees & Charges –			D. Rees
	6.	Digital by Choice - Channel Shift Strategy: Consultation on Draft Strategy – Final Proposals	Decision	Topical	K.Jones/S. Griffiths
	7.	Digital Inclusion Draft Strategy for Consultation (Final Proposals to Special Mtg on 3rd December 2015)	Decision re approval to consult	Topical	K.Jones/S. Griffiths
	8.	Outcome Agreement			K. Jones

POLICY AND RESOURCES CABINET BOARD 2015/2016 DRAFT FORWARD WORK PROGRAMME

Meeting Date and Time		Agenda Items	Type (Decision, Monitoring or Information)	Rotation (Topical, Annual, Biannual, Quarterly, Monthly)	CONTACT
19th November 2015	1.	Treasury Management Monitoring/Write Offs	Monitoring & Decision	Each Meeting	D. Rees
	2.	Miscellaneous Grants Applications	Decision	Each Meeting	H.Jenkins
	3.	Quarterly Performance monitoring	Monitoring	Quarterly	S. Davies
	4.	Well being of Future Generations Act Update report	Decision	Annual	K. Jones
	5.	Corporate Governance - 6 Month Progress Report	Monitoring		N. Sparkes
	6.	Home Loans Improvement Initiative Project Plan & Final Scheme (from 19 th Feb.2015 PRB Meeting)	Information/Decision	Topical	D. Rees
	7.	Welsh Church Act Funds – Final Account	Decision	Annual	D.Rees

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