



C O U N C I L S U M M O N S

To all Members of Council

You are hereby summoned to attend a

MEETING OF THE COUNCIL

to be held at 2.30 pm on

WEDNESDAY 14 October 2015

in the

COUNCIL CHAMBER - PORT TALBOT

Prayers will be said by the Mayor's Chaplain prior to the commencement of the meeting.

--- A G E N D A ---

PART A

1. *Mayor's Announcements.*
2. *To receive any declarations of interest from Members.*
3. *To receive and, if thought fit, confirm the Minutes of the previous meeting of Council:*

Civic Year 2015/16

2 September, 2015

PART B

4. *To consider, and if thought fit approve, the recommendations of the Cabinet re: Budget Monitoring*

(Report to Cabinet 23 September 2015 – Enclosed)

(Pages 11 - 18)

Report of the Head of Corporate Strategy and Democratic Services as follows:-

5. *Strategic Equality Plan (Pages 19 - 98)*
6. *Section 85(1) of the Local Government Act 1972 and Membership Arrangements (Pages 99 - 102)*
7. *Annual Report (Pages 103 - 220)*

Report of the Corporate Parenting Group as follows:

8. *Annual Report of the Corporate Parenting Panel (Pages 221 - 244)*

Report of the Director of Social Services, Health and Housing as follows:

9. *Safeguarding (Pages 245 - 294)*

PART C

10. *To receive the following-and any questions raised by Members, or any matters to be raised by Cabinet Members:- (Pages 295 - 332)*

Record of Executive Decisions of the Cabinet and Cabinet Boards.

PART D

11. *To receive any questions from Members, with Notice, under Rule 9.2 of the Council's Procedure Rules.*
12. *Any urgent items (whether public or exempt) at the discretion of the Mayor pursuant to Section 100B (4) (b) of the Local Government Act 1972.*

PART 2

13. *Access to Meetings - to resolve to exclude the public for the following item pursuant to Section 100A(4) and (5) of the Local Government Act 1972, and Paragraph 12 of Part 4 of Schedule 12A to the above Act.*

Private Report of the Head of Human Resources as follows:

14. *Work Force Issues (Pages 333 - 340)*

Sam P...

Chief Executive

**Civic Centre
Port Talbot**

Thursday, 8 October 2015

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COUNCIL

(Civic Centre, Port Talbot)

Members Present:

2 September 2015

The Mayor: Councillor A.P.H.Davies

The Deputy Mayor: Councillor Mrs.S.M.Penry

Councillors: J.R.Bryant, A.Carter, Mrs.A.Chaves, D.W.Davies, M.Ellis, J.S.Evans, C.P.Golding, S.K.Hunt, H.N.James, I.B.James, Mrs.L.H.James, R.James, Mrs.D.Jones, E.E.Jones, M.Jones, R.G.Jones, D.Keogh, E.V.Latham, A.Llewelyn, Mrs.K.Lloyd, A.R.Lockyer, J.Miller, Mrs.S.Miller, C.Morgan, J.D.Morgan, Mrs.S.Paddison, D.M.Peters, M.Protheroe, L.M.Purcell, S.Rahaman, P.A.Rees, A.Taylor, A.J.Taylor, A.H.Thomas, J.Warman, D.Whitelock, I.D.Williams and Mrs.L.G.Williams

Officers in Attendance: S.Phillips, H.Jenkins, A.Evans, N. Jarman, G.Nutt, Mrs.K.Jones, N.Chapple, R.George, Mrs.A.Manchipp and Miss.G.Cirillo

Representatives of the Translation Service: Present

1. **MEMBER'S DECLARATION OF INTEREST**

The following Member made a declaration of interest at the commencement of the meeting:-

Councillor A.Taylor

Re: Minute No 3 of the Policy and Resources Cabinet Board Decision Record as it relates to the Afan Lido AFC as he is a Committee Member of the AFC.

2. **MINUTES OF THE PREVIOUS MEETING OF COUNCIL**

RESOLVED: that the Minutes of the previous meeting of Council be confirmed:-

Council

1 July, 2015

3. **SECTION 85(1) OF THE LOCAL GOVERNMENT ACT 1972**

RESOLVED: that in view of the absence at the present time of Councillor Glyn Rawlings from Council business, due to illness, approval be granted for his continued absence until further notice pursuant to Section 85(1) of the Local Government Act 1972.

4. **MEMBERSHIP ARRANGEMENTS**

Council received, circulated at the meeting, the proposed changes to memberships of the Children, Young People and Education Scrutiny Committee, Personnel Committee, Licensing and Gambling Acts Committee, Licensing and Gambling Acts Sub Committee and Registration and Licensing Committee.

RESOLVED: that the following changes be approved:

Children, Young People and Education Scrutiny Committee

Replace Councillor Mrs A.Wingrave with Councillor D.Whitelock

Personnel Committee

Replace Councillor Mrs.K.Lloyd with Councillor Mrs.D.Jones

Licensing and Gambling Acts Committee
Licensing and Gambling Acts Sub Committee
Registration and Licensing Committee

Councillor E.E.Jones be appointed Chairman on a temporary basis until such time as the Chairman returns from his leave of absence due to ill health.

5. **GAMBLING ACT 2005 - REVIEW OF STATEMENT OF PRINCIPLES**

Council received, as an appendix to the circulated report, a copy of the draft Gambling Act 2005 - Review of Statement of Principles, for Members' comments prior to consultation.

Members generally supported the Statement of Principles contained in the appendix and the obligation on the Authority to protect vulnerable people.

RESOLVED: that the Gambling Act 2005 - Review of Statement of Principles, as contained in the appendix to the circulated report, be approved for consultation purposes.

6. **LICENSING ACT POLICY**

Council received, as an appendix to the circulated report, a copy of the draft Licensing Act 2003 – Review of Licensing Act Policy, for Members' comments prior to consultation.

During the discussion the following points were raised:-

What effect did the introduction of more flexible licensing hours have on communities and what resources did the Authority have to deal with complaints such as noise nuisance? Officers advised that out of hours working was not undertaken by Licensing Officers and that noise nuisance was dealt with by Officers of Environmental Health who did provide such a service. In relation to crime and disorder complaints these would be dealt with by the police.

Should a licensed premises continue to receive complaints it was possible to undertake a review of the license wherein the Committee undertaking the review could impose additional conditions, suspend or revoke the license. Members then asked for details of the number of licences called in for review together with details of the powers of enforcement the Authority has. It was noted that the review of a licence was one of the final ways of dealing with problem premises and that there were only a few undertaken per year.

Members also questioned whether the reference to the Race Relations Act 1976 and the Race Relations (Amendment) Act 2000

was correct. Officers would look into this outside of today's meeting and amend the document, if necessary, prior to consultation.

Member also stressed the importance of monitoring closely the use of glass and bottles particularly outside licensed premises.

In addition, Members asked what the Authority could do to restrict the sale of New Psychoactive Substances and noted that as the sale of the substances were not illegal and were sold 'not for human consumption', the Authority could not prevent their sale in shops. The Authority could however prevent their sale on licensed premises if this was happening.

The Authority was providing education into the dangers of New Psychoactive Substances at schools throughout the County Borough. The Welsh Government was looking to introduce legislation against their sale although there was a danger that this would drive their sale 'underground'.

RESOLVED: that the, draft Licensing Act 2003 – Review of Licensing Act Policy, as contained in the appendix to the circulated report, be approved for consultation purposes.

7. **EXECUTIVE DECISIONS OF THE CABINET AND CABINET BOARDS**

RESOLVED: that the following Executive Decisions of Cabinet and Cabinet Boards be noted:-

Cabinet	10 June 2015
Cabinet	17 June 2015
Cabinet	24 June 2015
Cabinet	9 July 2015
Cabinet	15 July 2015
Children, Young People and Education	18 June 2015
Children, Young People and Education	16 July 2015
Children, Young People and Education (Special)	30 July 2015
Children, Young People and Education (Special)	30 July 2015
Social Care, Health and Housing	11 June 2015

Social Care, Health and Housing	30 th July 2015
Social Care, Health and Housing (Reconvened)	3 rd August 2015
Policy and Resources	28 May 2015
Policy and Resources	9 July 2015
Policy and Resources (Special)	23 July 2015
Economic and Community Regeneration (Special)	19 Mach 2015
Economic and Community Regeneration	19 June 2015
Economic and Community Regeneration	31 July 2015
Environment and Highways	23 July 2015

CHAIRPERSON

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COUNCIL

REPORT OF THE CORPORATE DIRECTORS GROUP

14th October 2015

SECTION A – MATTERS FOR DECISION

WARDS AFFECTED: ALL

ITEM 1

BUDGET GUIDELINE CHANGES 2015/16

1 Purpose of Report

- 1.1 The purpose of the report is to obtain approval for any changes to 2015/16 budget guidelines, in accordance with the requirements of the Council's constitution.

2 Virements

- 2.1 The Council's Constitution requires the prior approval of any virement that does not involve a significant variation in the level or nature of the delivery of the service agreed by Council in the Revenue Budget as follows:-

Less than £100,000 – Corporate Directors
More than £100,000 but less than £500,000 – Cabinet
More than £500,000 – Council

Cabinet received and approved the budget monitoring report for Quarter 1 2015/16 at its meeting of the 23rd September 2015. The following budget virement is commended to Council for approval in line with the above mentioned constitution values.

Community Care (SSHH)

The following budget virements are proposed as a result of the establishment of a Common Commissioning Unit and the introduction of a new staffing structure to deliver the new Social Work Model. Social work teams will now work with individuals regardless of age or disability.

Amount £	Board	Service Area
-77,640	SSHH	Community care management
2,677,460	SSHH	Community care social work
-1,381,460	SSHH	Elderly social work
-170,960	SSHH	Elderly Community resource team
-275,500	SSHH	PD social work
-613,560	SSHH	LD social work
87,760	SSHH	Community Mental health team
-120,470	SSHH	MH Domiciliary care - in house
-125,630	SSHH	Supporting people

Recommendations

It is recommended that Council approve:

- the budget virements set out in par 2.1

Background Papers

Budget working papers 2015/16

Cabinet report 23rd September 2015

Officer Contact

For further information on this report item, please contact:

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Mrs Sue Gorman, Chief Accountant - Financial Services

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CABINET BOARD

REPORT OF THE HEAD OF FINANCIAL SERVICES

23RD SEPTEMBER 2015

SECTION A – MATTER FOR DECISION

WARDS AFFECTED: ALL

CAPITAL BUDGET MONITORING 2015/16

1. Purpose of Report

To provide Members with information in relation to delivery of the 2015/16 Capital Budget.

2. Background

On 4th February 2015 Council approved its Capital Programme for 2015/16, the report detailed planned Capital Expenditure totalling £66.821m for the financial year. The purpose of this report is to update Members as to the delivery of this Programme as at 30th June 2015 and to seek approval for the updated budget position.

3. Targeted Achievements

As Members are aware the following achievements are being targeted during this financial year:

- Progressing with the building of Ysgol Bae Baglan, the £40.7m '3-16' new build school at Western Avenue, Baglan Bay.
- Construction and re-modelling works at the existing Ysgol Gyfun Ystalyfera Comprehensive School site.
- The construction of a replacement leisure facility at Aberafan Seafront.
- Completion of the first phase of the re-development of Neath Town Centre which includes the construction of a new multi storey car park and the first 23,000 square feet of retail space.

4. Changes to the approved budget

The proposed budget shown in the table below includes changes to the programme approved by Council in February 2015. The main changes are:

- Inclusion of £2.111m in relation to a Welsh Government grant for local transport initiatives.
- A grant award of £1.5m from the Welsh Government to develop an 11 pitch extension at the Caegarw Traveller Site.

5. 2015/16 Capital Expenditure

Details of Capital Expenditure as at 30th June 2015 is outlined below:

	Original Budget £'000	Proposed Budget £'000	Actual @ 30th June 2015 £'000
Ysgol Newydd Bae Baglan	24,000	24,000	2,175
Ysgol Gyfyn Ystalyfera 3-18	5,900	5,900	390
Aberafan Seafront – Replacement Leisure Facility	5,393	5,393	2,418
Engineering and Transport – Rolling Maintenance Programme	1,500	1,500	145
Local Transport Fund, Road Safety and Safe Route in Communities		2,111	0
Gypsy and Traveller Grant – Caegarw Site Pitch Extension		1,500	0
Major Bridge Strengthening	1,040	1,040	0
Neath Town Centre – Phase 1	4,600	4,600	1,567
Physical Regeneration Programme	6,211	6,211	90
Vibrant and Visible Places	4,412	4,162	143
Street Lighting Replacement	4,000	4,000	398
Disable Facilities Grants	3,000	3,000	563
Housing Renewal Areas	920	920	49
Contingency	1,132	382	
Remaining Capital Programme	4,713	6,034	1,518
Total	66,821	70,753	9,456

6. Revenue Budget Virement

In order to continue with the next phase of the street lighting replacement programme a further revenue budget virement of £254k is required between the Environment Directorate Budget and the Capital Financing budget. Member approval for this virement is sought within the Revenue Budget Monitoring report.

7. Harbour Way – European Funding

The Council has received formal notification from the Welsh European Funding Office (WEFO) that the amount of eligible European grant funding for this project has been reduced by £2.209m. Due to the requirement to close the 2014/15 financial accounts the Council has had to fund this shortfall temporarily from its own resources namely un-applied general capital grants.

Discussions are ongoing with the Transport Grant arm of the Welsh Government to reimburse the Council in current and future years. To date the Welsh Government have confirmed that they have £1.5m contingency funding set aside for this project and are reviewing other funding arrangements for the remaining balance.

8. Recommendations

It is recommended that Members:

- Approve the proposed budget outlined in section 5 above and refer the updated capital programme to Council for determination.
- Note the position in relation to expenditure as at 30th June 2015.

9. Reason for proposed decision

To inform Members of the latest projected variances against budget and action being taken to manage resources.

10. Background Papers

Capital Programme working files

11. Wards Affected

All

12. Officer Contact

For further information on this report item, please contact:

Mr David Rees – Head of Financial Services

☎ 01639 763644

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Mr Huw Jones – Chief Accountant - Capital and Corporate

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COMPLIANCE STATEMENT

CAPITAL BUDGET MONITORING 2015/16

(a) **Implementation of Decision**

The decisions are proposed for implementation immediately after consultation with the Cabinet Scrutiny Committee and determination by Council.

(b) **Sustainability Appraisal**

Community Plan Impacts:

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

Other Impacts:

Welsh Language	Positive
Sustainable Development	Positive
Equalities	Neutral
Social Inclusion	Neutral

(c) **Consultation**

There is no consultation required in respect of this report.

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL CYNGOR BWRDESISTREF SIROL CASTELL-NEDD PORT

COUNCIL 14th OCTOBER 2015

REPORT OF THE HEAD OF CORPORATE STRATEGY AND DEMOCRATIC SERVICES – KAREN JONES

Matter for Decision

Wards Affected: All Wards

Revised Strategic Equality Plan 2015-2019

Purpose of Report

1. To present the Revised Strategic Equality Plan 2015-19 for consideration and approval.

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 has been undertaken to assist the Council in discharging its Public Sector Equality Duty under the Equality Act 2010. An overview of the Equality Impact Assessment 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 2011to 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.

Recommendation

24. Having given due regard to the Equality Impact Assessment at Appendix 3 and the consultation report attached at Appendix 2 it is recommended that Members approve the Strategic Equality Plan 2015-2019 and recommend its formal adoption.

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 the three day call in period.

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.
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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



Contents

1. Introduction
2. The Equality Act 2010
3. Description of the authority
4. Engagement and Employment
5. Equality Impact Assessments:
6. Training and communication
7. Equality Objectives
8. Action Plan



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 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	Achieved By
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	September 2016
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	September 2017
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	December 2016
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	December 2016
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	December 2016



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

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
	Review signage within civic offices and other council owned buildings in accordance with BS8300, RNIB	Richard Jenkins
	Renew as appropriate signage within civic buildings	Richard Jenkins
	Review access to and from civic offices and amend where appropriate	Richard Jenkins
	Establish a system for keeping access to council owned buildings under review and amend where appropriate	Richard Jenkins
	Ensure access is suitable for the public to use toilets where appropriate in civic offices	Richard Jenkins
	Sensory accessibility within civic offices and other council owned buildings to be reviewed	Richard Jenkins
	Liaise with the Sensory Support Manager and other partners regarding specific issues for people with visual and hearing impairments.	Richard Jenkins
	Improve entrance signage to Neath Civic Centre	Richard Jenkins
	Create a disabled toilet near the committee rooms in Port Talbot Civic Centre	Richard Jenkins
	Continue to undertake access audits of Council buildings and prioritise identified works to improve accessible environment	Richard Jenkins
	Achieved By	
		February 2016
		February 2016
		February 2016
		Ongoing 2015
		October 2015
		Ongoing
		Ongoing
		November 2015
		September 2015
		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
	The positioning and style of street furniture to be considered in the following regeneration <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
	With relevant groups determine the appropriate signage, etc. in the following regeneration projects: <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
		September 2015 June 2016 March 2016 December 2016 November 2015



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?
<p>Equality Objective 1</p> <p>Address harassment discrimination and other threats to personal safety experienced by people due to their protected characteristics.</p> <p>Yes –11 No – 0</p>
<p>Are there any other actions you think should be included under Equality Objective 1?</p> <p>Yes – 7 No – 3 No Response - 1</p>
<p><i>Please state what and why: (only 5 respondents commented)</i></p>
<p><i>“The LA should remember to protect the faith characteristic as well as other protected characteristics.”</i></p>
<p><i>Response</i></p> <p>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.</p>
<p><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></p>
<p><i>Response</i></p> <p>A programme of public engagement to prevent hate crime to be included in the actions.</p>

“ 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
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9 Dwellings

Total number of dwellings	63,978
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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.

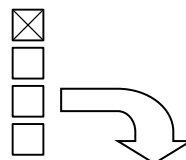
Actions:

- 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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Strategic Equality Plan and Equality Objectives



Legislation

- Equality Act 2010
 - Public Sector Duty
 - Protected Characteristics:
 - Age
 - Disability
 - Gender Reassignment
 - Sex
 - Marriage and civil partnership
(but only in respect of the need to eliminate discrimination)
 - Race
 - Sexual orientation
 - Religion and belief
 - Pregnancy and maternity

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

- Specific duties to help carry out the public sector duty including(amongst others):

- Setting Equality Objectives
- Producing a Strategic Equality Plan
- Undertaking Equality Impact Assessments
- Reporting arrangements

Equality Objectives

- 8 Equality Objectives
- Gender Pay Objective (imposed by legislation):
 - 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.

Objective 1

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

- Hate Crime
- Domestic Abuse

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

- Website content
- Accessibility of information/ documentation

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

- Improve access to the provision of Social Services

Objective 4

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

- Develop robust monitoring systems within services

Objective 5

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

- Review staff training in line with the Equality Act Requirements

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

- Improve physical accessibility to and within civic offices and other council owned buildings
- Appropriate positioning of street furniture, signs, lighting columns, etc.
- Design and delivery of regeneration projects

Objective 7

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

- To raise levels of attendance of pupils with the protected characteristics at school
- To reduce the gaps in educational performance attainment between boys and girls at Key Stages (KS) 1, 2 & 3

Objective 8

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

Implementation

- Responsible officers – members of the Heads of Service Equality and Community Cohesion Group
- Lead officers – within service areas to ensure actions progressed
- Elected Member Equality Champions – to consider objectives in depth

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**NEATH PORT TALBOT COUNTY BOROUGH COUNCIL
CYNGOR BWRDEISTREF SIROL CASTELL-NEDD PORT TALBOT**

COUNCIL 14th OCTOBER, 2015

**REPORT OF THE HEAD OF CORPORATE STRATEGY AND
DEMOCRATIC SERVICES**

SECTION A – MATTER FOR DECISION

WARD(S) AFFECTED: ALL

1. SECTION 85(1) OF THE LOCAL GOVERNMENT ACT 1972

- 1.1. I have received a request from Councillor C.M.Crowley to approve his leave of absence from Council business under the provisions of the above Act, due to illness.

Section 85(1) states: “..If a member of a local authority fails throughout a period of six consecutive months from the date of his last attendance to attend any meeting of the authority he shall, unless the failure was due to some reason approved by the authority before the expiry of that period, cease to be a member of the authority.”

Councillor Crowley last attended a meeting of the Council on 15th May, 2015.

1.2. Recommendation

It is recommended that, in view of the absence at the present time of Councillor Crowley from Council business, due to illness, Council approves his absence until further notice pursuant to Section 85(1) of the Local Government Act 1972.

1.3. List of Background Papers

Notification from Councillor Crowley

1.4 Officer Contact:

Karen Jones, Head of Corporate Strategy and Democratic Services
Contact: k.jones3@npt.gov.uk or telephone 01639 763284.

MEMBERSHIP ARRANGEMENTS

The following changes to Memberships have been requested:-

Schools Standards Partnership Group

Replace Councillor Mrs.D.Jones with Councillor H.N.James

Schools Admissions Forum

Replace Councillor Mrs.D.Jones with Councillor H.N.James

Recommendation:

That Council approves the above changes.

Officer Contact

Karen Jones, Head of Corporate Strategy and Democratic Services
Contact: k.jones3@npt.gov.uk or telephone 01639 763284.

OUTSIDE BODY ARRANGEMENTS

Swansea Bay Regional Equality Council

Further to the decision taken at the Special Meeting of Council held on 20th May 2015, to withdraw from the Swansea Bay Regional Equality Council in May 2016, following further discussions it is felt more appropriate to withdraw this Authority's membership with effect from their AGM which was 11th August 2015.

Recommendation:

That the Authority be no longer represented on the Swansea Bay Regional Equality Council by Councillors E.E.Jones and A.N.Woolcock and Mrs Karen Jones.

Officer Contact

Karen Jones, Head of Corporate Strategy and Democratic Services
Contact: k.jones3@npt.gov.uk or telephone 01639 763284.

Abertawe Bro Morgannwg Community Health Council

It is proposed to review the Authority's membership on the above as follows:-

Replace Councillor R.James with Councillor E.E.Jones

Replace Councillor M.Crowley with Councillor A. Carter

Recommendation:

That Council approves the above changes.

Officer Contact:

Karen Jones, Head of Corporate Strategy and Democratic Services

Contact: k.jones3@npt.gov.uk or telephone 01639 763284.

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Council
14th October 2015

Report of the Head of Corporate Strategy and Democratic Services
K. Jones

Matter for Decision

Wards Affected: All Wards

Draft Annual Report 2014-15 (Corporate Improvement Plan – ‘Rising to the Challenge’)

Purpose of Report

1. To present the Annual Report for 2014-15 for consideration and approval.

Executive Summary

2. Overall, we achieved most of what we set out to do during 2014-15 in relation to our six improvement objectives. We also demonstrated improved performance across a number of services when compared with performance last year, despite our very challenging financial position, although in some areas our performance relative to other local authorities moved from top quartile performance to mid quartile performance. In 2014-15, we achieved our target budget savings of £17.3 million, bringing the cumulative spending reductions to £59 million since 2009-10 and a corresponding reduction in our workforce of approximately 20% (1700 employees).

The main highlights of the year include:

- Removal of our Children and Young People Services from the Care and Social Services Inspectorate’s Serious Concern Protocol following significant and sustained performance improvement over the last two years.
- Steady improvements in pupil performance and pupil attendance.
- Opening the first of the four new residential care homes Lys y Seren for older and disabled people whilst reducing the

reliance on residential care by people with a learning care by arranging more appropriate support in the community.

- We were able to support a number of important physical regeneration projects across the county borough and ensured that local people and businesses benefited from the regeneration activity.
- We worked with partners to help people on low incomes affected by welfare benefit changes.
- We achieved the 2015-16 statutory recycling and composting target of 58% and significantly improved our position across the 22 Welsh local authorities to 7th (14th last year).
- We made good progress in delivering our efficiency programme with more services now available on-line and a good percentage of people choosing to access services in this way.

Background

3. Under the Local Government (Wales) Measure 2009, the Council is required to publish a forward looking improvement plan setting out our improvement priorities (known as improvement objectives) for the financial year ahead and an annual report to reflect back on the performance of that plan.
4. This Annual Report looks back at how we did on delivering the improvement objectives set out in our Corporate Improvement Plan 2014-17 'Rising to the Challenge.' It is intended to comply with the legal duty in the 2009 Measure but more importantly it provides an assessment of our performance for our citizens.

Financial Appraisal

5. The performance described in the Report was delivered against a challenging financial backdrop but the Council met the required savings identified for the year.

Equality Impact Assessment

6. 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 relevant protected characteristics and persons who do not share it.”
7. An Equality Impact Assessment was undertaken for the development of the 2014-17 Corporate Improvement Plan. As the Council has largely delivered what it set out to do, there are no material issues that were identified in the Equality Impact Assessment that require further addressing here.

Workforce Impact

8. During the year, the Council saw a further downsizing of its workforce (by 241 employees) as it sought to deliver savings of £17.3 million in-year.

Legal Impact

9. This Annual Report is prepared under Section 15(3) of the Local Government (Wales) Measure 2009 and discharges the Council's duties under sections 2(1), 3(2), 8(7) and 13(1).

Risk Management

10. Councils are required to produce a backward looking report by 31st October each year. The report must comply with provisions within the Measure. Failure to produce a compliant report within the timescales can lead to a Certificate of Non-Compliance by the Wales Audit Office and statutory recommendations the Council would be obliged to address. The risk of non-compliance is considered low as the Report follows the same format as previous years when a Certificate of Compliance has been achieved and the timescales of 31st October 2015 are achievable.

Consultation

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

Recommendations

12. It is recommended that Council adopts the draft Annual Report 2014-15 and summary.
13. It is recommended that the Head of Corporate Strategy and Democratic Services is given delegated authority in consultation

with the Leader, Deputy Leader and Chief Executive to make any further changes that are necessary prior to final publication and which do not materially change the content of the report.

Reason for Proposed Decision

14. To meet the statutory requirements set out in the Local Government (Wales) Measure 2009.

Implementation of Decision

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

Appendices

16. Appendix 1 – Draft Full Annual Report
17. Appendix 2 – Draft Summary Annual Report
18. Appendix 3 – Full suite of Neath Port Talbot performance measures
19. Appendix 4 – Comparison data against All-Wales.

List of Background Papers

20. Corporate Improvement Plan 2014 – 2017 “Rising to the Challenge”
21. Local Government (Wales) Measure 2009

Officer Contact

22. Mrs Karen Jones, Head of Corporate Strategy and Democratic Services. Tel: 01639 763284 or e-mail: k.jones3@npt.gov.uk
23. Mrs Nita Sparkes, Corporate Strategy and Performance Manager. Tel 01639 686172, e-mail: n.sparkes@npt.gov.uk

DRAFT

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

ANNUAL REPORT

Assessment of our performance 2014-2015

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This Annual Report is prepared under Section 15(3) of the Local Government (Wales) Measure 2009 (referred to as the 2009 Measure), and discharges the Council’s duties under sections 2(1), 3(2), 8(7) and 13(1).

Message from the Leader and Chief Executive

Welcome to the Annual Report 2014-15.

This report provides our assessment of our performance in the last financial year, in particular, the progress we made on delivering on our priorities outlined in our [2014-17 Corporate Improvement Plan](#) (referred to as the Plan) 'Rising to the Challenge'. We made a commitment to safeguarding employment to the maximum extent possible, whilst seeking out and exploiting all opportunities to improve the prosperity and wellbeing of local people in our communities in times of severe and enduring austerity. Overall, we are pleased to report that we achieved most of what we set out to do.

Following more than two years of hard work which saw significant improvements to our Children and Young People Services, the Chief Inspector of the Care and Social Services Inspectorate Wales, announced that she had decided to remove the Council from the Serious Concerns Protocol. This could not have been achieved without the strong commitment of our staff and partners; supported by political and corporate leadership. However, we recognise that there is more to do and therefore our improvement programme will continue to deliver our aspiration that outcomes for children, young people and families that we support are optimised.

In our Education Services, we made steady improvements in pupil performance at key stage 2 and maintained performance at key stage 3 and 4. Schools also saw an improvement in pupil attendance. Our transforming adult social care programme saw fundamental changes to services for disabled people, helping people become more independent, and we opened the first of our new residential care homes, Llys y Seren, with our partner Grŵp Gwalia.

Despite the very challenging financial circumstances, we performed strongly in drawing down capital investment, allowing us to support a number of important physical regeneration projects, such as implementing phase one of the Neath Town Centre redevelopment (new multi-storey car park). We also worked with partners and helped people from low income households (with particular focus on those who were affected by the welfare benefit changes) to improve their financial circumstances.

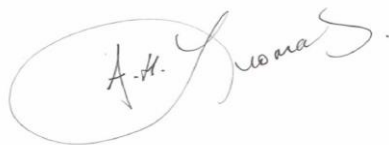
We made good progress in implementing our Waste Strategy and achieved the 2015-16 statutory recycling and composting target of 58% during 2014-15. We also saw our plans to embrace digital technology develop with an increase in number of services available on-line.

We would like to express our thanks to all of our staff for continuing to deliver good quality services and acknowledge that they are working extremely hard with fewer resources to achieve this performance. We are also very grateful for the continued support trade unions, partners and community organisations have given us to help us deliver services that make a difference to people across the County Borough.

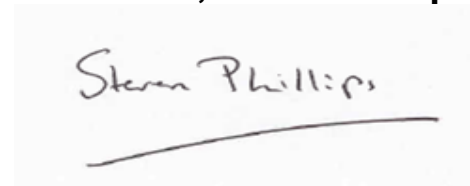
Since 2010, this Council has been proactive in forecasting funding gaps and delivered spending reductions of £59 million and reduced its workforce by some 20% through a combination of voluntary redundancies and the transfer of functions. For 2014-15, we saved the required budget savings of £17.3 million and an additional £101 k was transferred into the Council's general reserves at year end.

As austerity measures continue, the next three years will bring more tough challenges for the Council and the depth of the budget cuts will be even more keenly felt. With the continued support of local people, our workforce, trade union colleagues and partners, we are determined to keep rising to the challenges in front of us.

Leader of the Council, Councillor Ali Thomas

Handwritten signature of Ali Thomas in black ink, enclosed in a light blue oval.

Chief Executive, Steven Phillips

Handwritten signature of Steven Phillips in black ink, with a horizontal line underneath.

Introduction

Under the 2009 Local Government (Wales) Measure, we are required to publish two documents each year: the first is a forward looking improvement plan setting out our improvement priorities (known as improvement objectives) for the financial year ahead; and the second is an annual report to reflect back on the performance of that Plan.

This Annual Report (referred to as the Report) assesses the extent to which we delivered the improvements set out in our [2014-17 Corporate Improvement Plan](#) 'Rising to the Challenge'. Whilst it is intended to comply with the legal requirement in the measure, more importantly it provides an assessment of our performance for our citizens.

We aim to ensure that our Report presents a fair and balanced picture of performance in the year. We have taken on board feedback from our external auditors to improve the way we communicate performance to our citizens. This Report covers the period 1st April 2014 to 31st March 2015. We have also produced a summary ([insert hyperlink to summary](#)) version of this Report.

This full Report is available on our website [Performance and Improvement](#)

In order to promote sustainability and to reduce printing costs, a hard copy of this Report is only available at these locations:

- Neath One Stop Shop, Civic Centre, Neath SA11 3QZ;
- Port Talbot Civic Centre, Port Talbot SA13 1PJ; and
- Pontardawe Library, Holly Street Pontardawe SA8 4ET.

If you require this information in larger print or in an alternative format, please contact the Corporate Strategy Team on 01639 763677 or email: improvement@npt.gov.uk

Section 1 Overall Assessment of Performance

We assess our overall performance by a variety of means, which includes performance measures that cover a range of Council service areas; comparing change activity against the milestones we set in the programmes and projects that underpin each of our corporate improvement objectives; and progress made in strengthening on capacity for continuous improvement.

We made a conscious decision to prioritise certain areas of work, expressed as the Council's six improvement objectives. On the whole, performance demonstrates improvement in line with what we planned to deliver. We have reported in more detail how we have performed on each improvement objective in Section 2.

Page 112 In terms of performance, for 2014-15, there are 163 measures in our full data set. These are reported to scrutiny committees on a quarterly basis and are accessible through our website. The data set comprises of National Statutory Indicators, Public Accountability Measures, Service Improvement Data and measures we have developed locally.

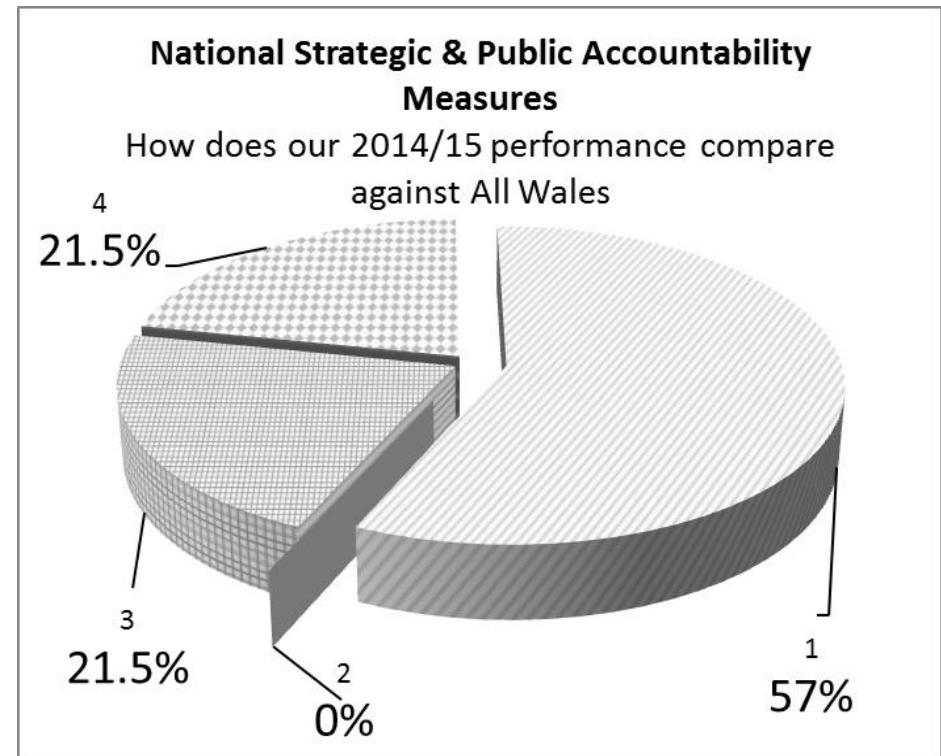
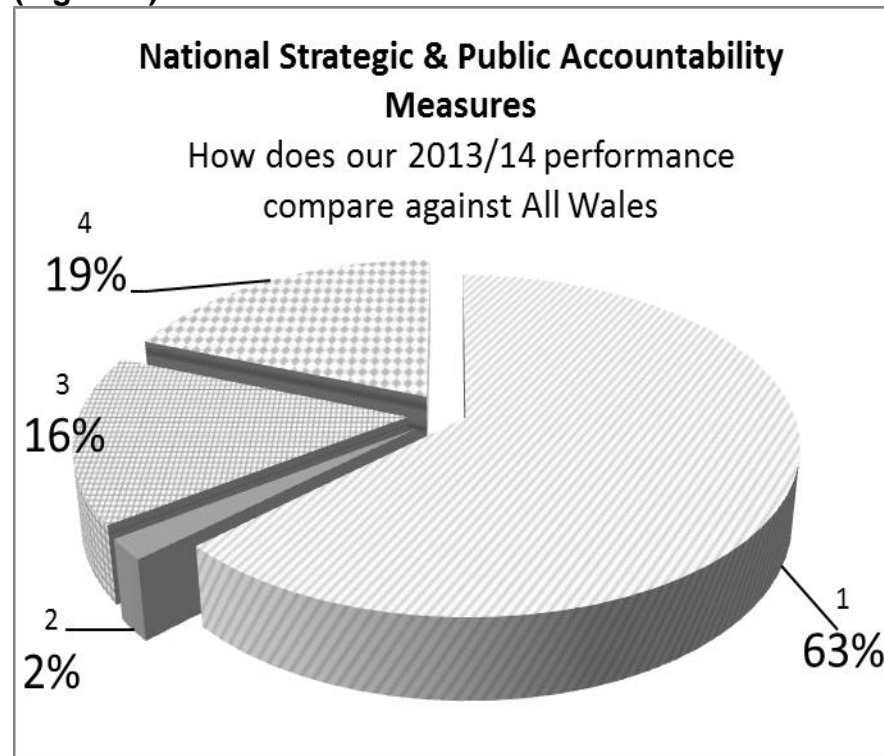
Our full set of performance measures **INSERT LINK WHEN AVAILABLE**, provides summary comments on performance from service areas and includes explanations for those performance indicators where performance has fallen by 5% or more on the previous year.


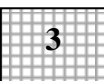
We also use performance information in a range of ways to see how we compare to other councils and how we can learn and improve within our service areas. These include: sharing and comparing performance of our 43 nationally reported performance indicators with the rest of Wales (pages 7-9 below); comparing our information with other Councils through benchmarking groups and benchmarking data for our service areas; visiting other councils to learn from their best practice; and hosting visits for other Councils to share our best practice.



Performance of the 43 National Strategic Indicators and Public Accountability Measures that are compared nationally across Wales are captured in the following charts.

The charts below provide a comparison with All Wales performance data for 2014-15 (Figure 1) and also a comparison against our own performance in the previous year (Figure 2) for these performance indicators (the All Wales figure is calculated using the base data supplied by all Councils i.e. overall performance for Wales).

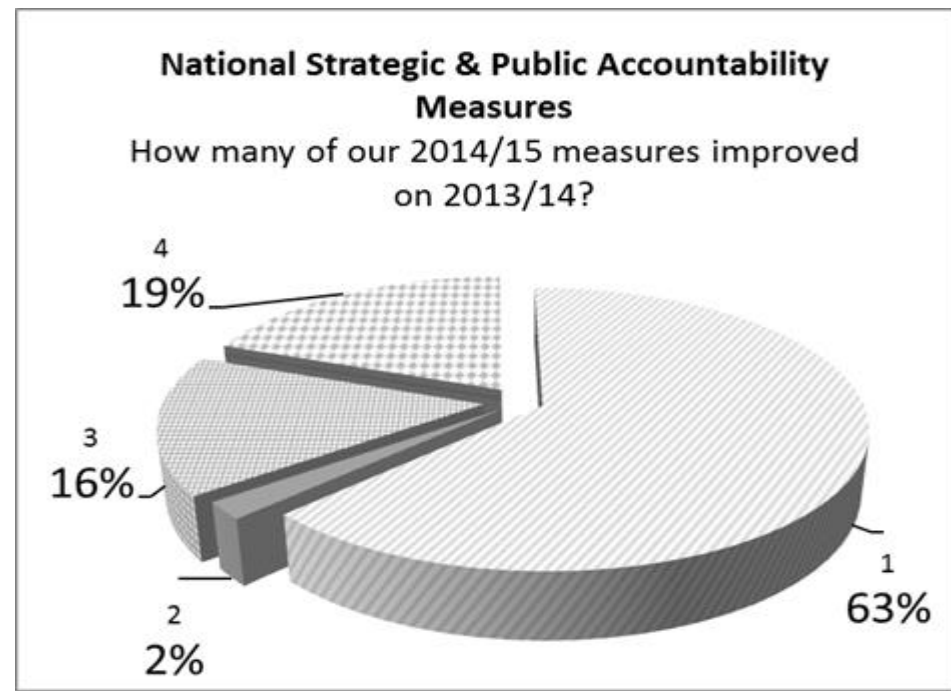
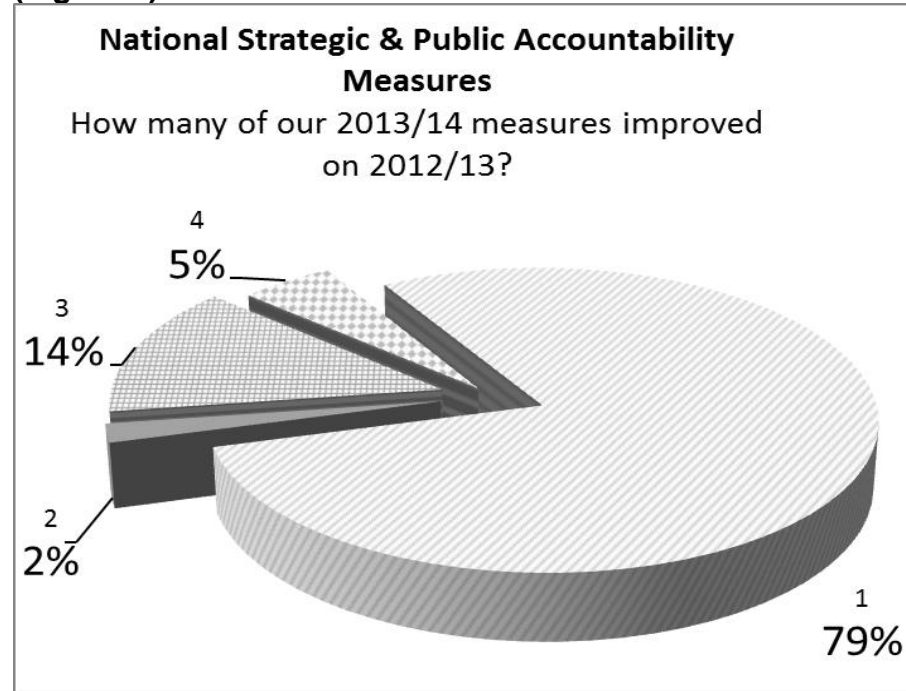
(Figure 1)



-  1 Performance better than All Wales data
-  3 Performance is within 5% All Wales data

-  2 Performance maintained
-  4 More than 5% below All Wales data

(Figure 2)



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1 Improved or Maximum Performance

2 Performance maintained

3 Marginally Declined within 5%

4 Declined by 5% or more

Some of the key points of our performance for these national performance indicators are highlighted below:

- 57% of our measures were better than the All Wales figure and below last year's performance of 63%.
- 63% of our national measures either achieved maximum performance or improved. Whilst this is below last year's strong performance of 79%, we are on a par with the All Wales level, which also had 63% of performance indicators showing improvement for 2014-15.
- We saw an overall shift in the quartile position of our performance indicators where a number of indicators moved from the upper quartile into the mid quartile:
 - 2014-15: 9 indicators upper quartile, 23 indicators mid quartile, 10 indicators lower quartile.
 - 2013-14: 18 indicators upper quartile, 15 indicators mid quartile, 10 indicators, lower quartile.

A full breakdown of the 43 performance indicators and rankings for 2014-15 is attached as appendix 2. **(INSERT LINK)**

Section 2 - Progress made against each of our Six Improvement Objectives

Improvement Objective One

Improve outcomes for children in need and children looked after by improving the performance of the Council's Children and Young People Services department

Overall summary of our progress:

In February 2015, the Care and Social Services Inspectorate Wales completed a full inspection on the Council's Children and Young People Services department and the outcome was reported on 21st April 2015. As a result of the significant improvements made during the past two years, the Chief Inspector of Care and Social Services Inspectorate Wales announced that the Serious Concerns Protocol had been lifted from department.

The service now has a stable and more experienced workforce; social work practice that is procedurally sound and performance that is amongst the best across Wales. The "back to basics" work has now been completed and with continued support and a comprehensive understanding from Councillors and Senior Managers across the Council, it is time for the service to fulfil its aspirations to move from the good service it is now to an excellent service.

The focus for 2015-16 is now on making further improvements in the quality and consistency of social work practice, particularly focusing on outcomes for children, young people and their families and preparing for the introduction of the new Social Services and Well-Being (Wales) Act 2014. From April 2016, a whole new set of qualitative and quantitative performance related measures will be introduced and will support our plans for developing the service further.

During 2014-15 we said we would:

1. Improve the quality and effectiveness of social work practice; continue to improve performance of our eight priority measures and also want the number of children looked after in the County Borough to show a 2.5% year on year decrease over the next two years.

What did we do?

- 139 case file audits were completed during 2014-15 and findings reported as part of the Quality Assurance Framework. The results demonstrated increased compliance with procedures and enhanced quality. Areas where continued improvements could be made are regularly discussed and monitored and appropriate support/training provided where necessary.
- During 2014-15, the service achieved the revised targets for all eight of the key priority measures that had been agreed with the Care and Social Services Inspectorate Wales and are clearly being sustained as the Service moves forward. All eight measures improved or achieved maximum performance.
- The number of looked after children (excluding respite) as at 31st March 2015 was 434, compared to 467 in 2014. The aim was to reduce the number by 2.5% over the year; however we actually achieved a 7.3% reduction, equating to 33 fewer children. The reduction reflects positive changes in the following areas: a) supporting children to remain with or return to their birth families wherever possible; b) improving permanency planning for children by increasing the opportunities for Adoption or Special Guardianship Orders; and c) the combination of a) and b) has improved the financial stability of the Council by reducing the expenditure on looked after children.

2. Ensure the capacity and capability of the workforce would meet the demands on the service by minimising social worker vacancies and use of agency workers, ensure all employees in the service have an agreed Personal Development Plan and by March 2015, show that 72% of staff feel valued at work from our staff survey (it was 58.8% in 2012).

What did we do?

- The stability in the workforce which had been sustained and built upon since the last inspection has contributed to a much more unified service. The profile of the workforce has also changed with a higher percentage of staff now having being qualified for two or more years. By 31st March 2015, there were 8 FTE social work vacancies across all frontline teams and 14 agency workers within the service. This compares to 18 agency workers as at 31st March 2014. The use of agency workers continues to be minimised as and when appropriate.
- Individual learning plans have been developed for staff. During 2014-15, 95% of all qualified staff and 79% of all

non-qualified staff had an agreed Individual Learning Plan in place. A training needs analysis has been undertaken and the outcomes used to inform the training plan for 2015-16.

- The results from the annual staff survey undertaken last year showed that 69.15% of staff felt valued at work. Although this figure is slightly below our target of 72%, it represents an overall improvement since the staff survey was first undertaken in 2011 (51.3%). A full report of the survey findings can be found [here](#).

3. Ensure that improving Children Young People Services department remains a priority for the Council and its partners and that there is continued strong and supportive political and professional leadership for the improvement programme.

What did we do?

- Following a Welsh Local Government Association Peer Review in 2014, it was agreed that the initial priorities set out in the Plan have all been successfully embedded and whilst not losing sight of these, it was also recognised that in order to become a good/excellent performing service, other priorities needed to be addressed.
- These priorities were approved by the Children, Young People and Education Cabinet Board on 26th February 2015. The full report is available [here](#).

4. Further enhance performance management and elected member scrutiny arrangements, by developing a new model which will put better checks and balances in place, so that service delivery is not compromised.

What did we do?

- Performance management information continues to be readily available, along with a comprehensive audit programme and a new scrutiny model, which includes forward work programmes and Scrutiny Committee having sight of the Cabinet Work Programme to better plan their work.
- The Children, Young People and Education Scrutiny Committee has benefited from support in developing their understanding and knowledge of both the strategic and operational elements of the service. Strengthening of corporate arrangements means that there is now more structured and thorough questioning, making the scrutiny processes far more effective and holding stakeholders to account.

5. Formally adopt the new Corporate Parenting Policy and ensure that the Corporate Parenting Panel hold a celebration and information day to recognise the achievements of looked after children; and support care leavers by commissioning contracts with housing providers to provide suitable long term accommodation for young people who leave the care system.

What did we do?

- A Corporate Parenting Strategy was approved in September 2014, which describes the role of the Council as a Corporate Parent, the responsibilities of individuals and explains what looked after children can expect from the Council. The Corporate Parenting Panel, consisting of a group of councillors and key officers meet regularly to ensure the Strategy is working effectively. A link to the Strategy report can be found [here](#).
- A looked after children's consultation and fun day was held in July 2014. The event provided an excellent opportunity for looked after children and their carers to voice what was important to them. It also enabled councillors to promote their role as corporate parents, therefore providing looked after children with a better understanding of what they can expect from councillors as corporate parents. In 2015, it is planned to organise a further seminar which will focus on the role of councillors and their responsibilities as corporate parents with a view to further strengthen this area of our work.
- In 2014, a commitment was given to ensure no young person would be placed in unsuitable bed and breakfast accommodation. Through the work of the Corporate Parenting Panel, current contracts with supported housing providers are being reviewed to provide a better range of support to meet the needs of young people. An accommodation task group has been established by the panel and this will take forward the proposals which impact on young people, and care leavers under the new Social Services and Well-Being (Wales) Act 2014.

In partnership, we said we will accomplish the work streams that are set out principally in the Team Around the Family, through the Think Family Partnership. This will mean: access to different services are clearer to service users and providers; early intervention and prevention will mean a reduction in demand for costly intervention services across the partnership and a reduction in the number of children looked after.

What did we do?

- There is now a full team structure in place for the Think Family Partnership, as well as an [Early Intervention and](#)

[Prevention Commissioning Strategy \(2014-17\)](#). Awareness sessions for partner organisations have been delivered and the criteria has been clearly communicated to partners, so they are able to make informed decisions as to whether families are appropriate for a referral to the Team Around the Family.

- During 2014-15, 328 referrals were received by Team Around the Family, including 93 cases which had been 'stepped down' by Children and Young People Services department i.e. cases that had been worked by the service where the families no longer required the level of intervention offered by social services, but would still benefit from ongoing non-statutory support which could be provided through Team Around the Family. Partners are involved in supporting families in moving forward with their support plans and have accepted the role of Lead Family Contact as part of this. Audits continue to monitor the extent and effectiveness of joint working with partners. Several factors across the partnership during 2014-15, together with the improvements in Children and Young People Services department have cumulatively resulted in a 7.3% reduction in the number of looked after children.
- Findings from the most recent Care and Social Services Inspectorate Wales inspection report indicate that multi-agency working has improved. Appropriate thresholds for access to statutory services were understood by partner agencies and Children and Young People Services department. There is a common understanding amongst partner agencies of the strategic approach being used by the Council, particularly in relation to reducing the numbers of looked after children in a safe manner. A comprehensive programme of appropriate training, some of which was mandatory, has been provided for staff and multi-agency partners, with good attendance.
- The [Early Intervention and Prevention Commissioning Strategy \(2014-17\)](#) was developed through the Think Family Partnership by engaging partner agencies in planning the strategic direction of the early preventative services. However, it is acknowledged that further work needs to be done in this area, to ensure this does not lead to a fragmented provision which is not fully integrated to meet the full range of need. Despite this, multi-agency partners overall are positive about the potential for the proposed model of service delivery. The full inspection report can be found [here](#).

Improvement Objective Two

Raise educational standards and attainment of all young people

Overall summary of our progress:

During 2014-15, we completed detailed business cases for the majority of projects under the 21st Century Schools Programme. Schools secured an improvement in pupil attendance in both sectors, in particular in the primary sector which saw a 1.6% rise. We maintained our performance at key stage 4 (secondary school leavers) in line with 2012-13 performance and we continue to compare favourably across Wales. Key Stage 2 results (primary school leavers) are steadily improving with key stage 3 (year 9 pupils) maintaining their performance compared to 2012-13.

However, there has been a rise in fixed and permanent exclusions in the secondary sector and a rise in fixed exclusions in the primary sector which we are actively working to decrease. Performance of pupils entitled to free school meals in literacy and numeracy has been identified as an area that requires further improvement (we did not meet a number of our anticipated performance outcomes for the 2013-14 academic year).

During 2014-15 we said we would:

- 1. Continue with the delivery of the Strategic School Improvement Programme and following consultations (in some cases with Welsh Government determination), this will include federating (merging) some schools; relocating some schools; increasing the capacity in some schools; continuing with our arrangements to build some new schools; and to close some others.**

What did we do?

- Last year Cabinet approved the amalgamation of the following schools: Central Infant and Central Junior schools (to open in September 2015); and Cwmafan Infant and Cwmafan Junior schools (opened in January 2015).

- A new school, Ysgol Hendrefelin, opened in January 2015 representing the amalgamation of Velindre Community School and Ysgol Hendre Special School together with the closure of Bryncoch Pupil Referral Unit and creation of a secondary assessment centre in the new school.
- Construction work of the new build Ysgol Bae Baglan (3 –16 year) is well underway, to replace Cwrt Sart, Glanafan, Sandfields and Traethmelyn Schools. The build is on schedule for September 2016 occupation.
- Welsh Government approved the Strategic Outline Case relating to the proposal for a replacement school for St Joseph’s Catholic Comprehensive and 6th Form. Welsh Government and the Dioceses are currently in discussions over evidence of affordability. This proposal is likely to be deferred to 21st Century Schools Funding Band B.
- Formal consultation on a new school (3-11 year) in Briton Ferry area to replace Brynhyfryd, Ynysmaerdy and Llansawel Primary schools to be commenced and preparation of a detailed business case to be completed. Welsh Government grant funding has been secured ‘in principle’.

2. Continue to work with developers to ensure appropriate educational provisions are available in the new Coed Darcy village commencing with a 3-11 year primary school.

What did we do?

- Officers continue to work with the developers on the design of the new build school at Coed Darcy, although the continued effect of the economic climate on the housing market could impact upon this project adversely.

3. Continue to implement our strategy for the provision of Welsh medium education in Neath Port Talbot and we will measure our success against outcomes as detailed in the Welsh Education Strategic Plan.

What did we do?

- The percentage of year 2 pupils taught through the medium of Welsh has increased from 17.6% to 18.5% (2013-14 academic year).
- More learners improved their language skills on transfer from primary to secondary school (209 to 224).
- Schools have seen an improvement in Welsh 2nd language and a significant improvement in Welsh 1st language

(71% to 79%) at GCSE level.

- We launched the Welsh language charter to promote the use of informal Welsh amongst pupils.
- We appointed a new Welsh in Education Officer to promote effective teaching of Welsh first language and to support the strategic development of Welsh throughout the County Borough. The officer is leading a new initiative 'Y Siarter Iaith' throughout the county where Welsh medium schools have specific targets to reach the Bronze award by July 2015 (which was achieved). The officer has also evaluated work on extended writing of pupils, created a portfolio of good practice (levelled and moderated) and created a resource bank of writing 'genres'.

4. Consult on a new Welsh medium school in the north of the County Borough and a new Welsh medium school in the south of the County Borough.

What did we do?

- Welsh Government funding has been secured for the above projects and formal consultation has been completed.

5. Ensure that a school led improvement model is promoted and supported through: school to school collaboration; cluster development; and improvement partnerships and increase the number mainstream Schools which are good/outstanding (as per the criteria determined with regional partners) from 58% to 68% in 2014-2015.

What did we do?

- The number of effective and highly effective schools is currently 68.35% (changed from previously good/outstanding). Of this number, 51.89% of all schools are effective and 16.46% of all schools are highly effective.

6. Ensure that the 14-19 Learning Pathways programme supports all young people to achieve their full learning potential and by providing a range of relevant courses (including vocational courses) we aim to improve attainment levels for year 11 pupils and continue to work with young people who are Not in Education, Employment or Training (NEET) at post 16 and have less than 3% being NEET in 2014-2015.

What did we do?

- The number of young people Not in Education, Employment or training (NEET) for 2014 was 3.8%, an improvement on the previous year of 4.4%. Our schools worked with Career Wales, our youth service and Communities First to undertake work targeted at young people at risk of becoming NEET e.g. summer transition programmes. Improved links between schools, colleges and work based learning providers has also contributed to improved performance.
- We have increased the average wider point score for pupils aged 16 from 537 to 540. However this performance is below our forecast for the 2013-14 academic year of 575. In comparison our performance is better than the All-Wales level and we are ranked 10th across Wales.
- We have increased the average 'capped' points score for pupils aged 16 from 349 to 351. However this performance is below our forecast for the 2013-14 academic year of 359.

7. Support schools and enable schools to support each other in implementing the National Literacy and Numeracy Framework to improve literacy and numeracy outcomes across all key stages (years 2, 6, 9 & 11). Note: Foundation Stage = 6/7 year old pupils, key stage 2 = Year 6 pupils (final year of primary school), key stage 3 = Year 9 pupils (secondary school), key stage 4 = Year 11 pupils (final year of compulsory education in secondary school).

What did we do?

- Three of the four key stage literacy measures improved and at least met their forecast performance for the year. One of the measures (at key stage 4) maintained performance but was below its forecast for the year. All four key stage numeracy measures have improved. Two measures met their forecast performance for the year and two measures did not achieve forecast performance for the year.

8. Improve the performance of pupils entitled to free school meals (FSM) in literacy and numeracy. This will include improving the quality of teaching; improving engagement with parents/carers and identify and facilitate opportunities for pooling resources, for example through Communities First & Flying Start projects.

What did we do?

- Four of the eight measures improved, one maintained performance and three measures saw a drop in performance. One of the measures exceeded its forecast performance but seven of the measures did not achieve forecast performance for the 2013-14 academic year. This has been identified as an area that requires further improvement.

9. Improve pupil attendance by continuing to provide advice and support to all schools and to those schools with lower attendance levels, scrutinise attendance and share best practice within schools.

What did we do?

- In the 2013-14 academic year, we made improvements in pupil attendance. Primary school attendance increased by 1.6% to 94.6% and secondary school attendance increased by 0.9% to 93.5%. The ongoing core visits to schools which include looking at attendance issues and schools attendance targets with an action plan and evaluation, has positively impacted on attendance levels. In a comparison context (across Wales) our primary school attendance is ranked at 16th and 12th at secondary school.

10. Continue to improve safeguarding practices and procedures to ensure that all schools judged by Estyn meet statutory requirements.

What did we do?

- Estyn reports for 2013-14 show that all schools meet the requirements i.e. undertaking peer reviews; safe recruitment audits; and stronger scrutiny of agencies supplying staff our schools to meet our standards.

11. Improve and enhance behaviour management by aiming to have fewer permanent exclusions across all our schools and to reduce the number of days lost to fixed term exclusions. This work will include improving capacity within schools to manage behaviour, so that intervention is employed at the early stages of challenging behaviour and specific support for targeted schools on behaviour management.

What did we do?

- There has been a rise in fixed and permanent exclusions in the secondary sector and a rise in fixed exclusions in the primary sector. For the 2013-14 academic year, the actual permanent exclusions was 12, an increase of

three on last year. The number of days lost in primary sector increased to 281 days (174 the previous year) and the number of days lost in secondary sector increased to 1,626 days (1,568 the previous year). As a priority we are working to improve performance in this area.

12. Continue to consult with pupils, parents, staff, governors on all aspects of education provision through dedicated consultation events and annual roadshow meetings across the County Borough.

What did we do?

- To date the Deputy Leader and senior officers from the service have met with chairs of governors termly and attended meetings with secondary and primary school head teachers. We have held roadshows in primary and special schools and all cluster schools were invited to the roadshows.

In partnership, we said we will continue to deliver school improvement through our partnership in ERW (Education through Regional Working). A South West and Mid Wales consortium made up of six partner authorities which are Neath Port Talbot, Swansea, Carmarthen, Powys, Pembrokeshire and Ceredigion who will: share best practice amongst schools in the ERW region; monitor school performance; support school leadership; co-ordinate high quality governor training, and ensure that the delivery of the Literacy and Numeracy Framework is effective across all schools.

What did we do?

- We put in place the ERW Leading Learner Group, which will oversee the National Professional Qualification for Headship, head teacher and middle leader professional development programmes and the training of higher level teaching assistants. We also put in place a Regional Governor Support Officer Group. All partner regions now share training programmes on the ERW website.
- We also increased our performance for pupils achieving Level 2 inclusive of English/Welsh and maths from 55.7% to 55.8%; however we did not achieve the challenging forecast of 59%.

Improvement Objective Three

Maximise the number of adults who are able to live independently, with or without support, within the home of their choice within their community

Overall summary of our progress:

We opened the first of our four new residential care homes for older and disabled people, Llys y Seren, with our partner Grŵp Gwalia. From October, we fully implemented our modernised disability service, which is helping people become more independent, assisting people into employment or delivering modern care and support where this is needed. The number of individuals with a learning disability who are reliant on residential care reduced, improving the quality of life for the people concerned as well as reducing care costs by £1.4 million. We have also made a number of improvements to modernise social work practice to ensure we are fully focused on helping people maximise their independence and quality of life.

During 2014-15 we said we would:

1. Deliver on proposals for a new range of services for people with disabilities, which will cater for individuals with assessed needs in relation to physical disabilities, learning disabilities and mental health. This will focus on three discrete elements – a community independence service, an employment service and a care and support service.

What did we do?

- From October 2015, we will have fully implemented a modernised service. In order we can see the difference this is making for people; we developed a new monitoring framework to show how the people we have been supporting are benefitting.
- During the year we supported 810 more individuals (65yrs+) in their own communities to become more independent in their day-to-day lives than last year (total was 3070).

- The COASTAL project (funded by the European Social Fund) to support disabled people into work came to an end and all project outcomes were achieved. For the nine months ending 31st December 2014, 30 people gained paid employment, 151 achieved accredited training and 80 gained work experience.
- We established care and support services at Trem y Mor and extended our service at 'Old' Rhodes House.

2. Modernise social work practice to ensure we meet or exceed practice standards in terms of timeliness of response and quality, and implement the safeguarding action plan to further improve safeguarding practices.

What did we do?

- We have implemented a new social work model and established Community Network Teams and Community Resource Teams. We also developed a new supervision policy.
- We are currently developing a system for the reporting of care response measures.
- Providers attended a workshop, where there was an opportunity to discuss Protection of Vulnerable Adults (POVA) and Deprivation of Liberty Safeguards and to update them on current changes in legislation.
- We have established an 'in house' Designated Lead Manager training programme for all social workers who fulfil the following criteria: i.e. been in the role two years; their practice has been formally assessed; and they undertake more complex work. This will substantially increase our ability to manage Protection of Vulnerable Adult (POVA) referrals. The in house training focusses on lessons learned from case reviews and Ombudsman findings.

3. Continue to prevent homelessness by maintaining the high percentage of all potentially homeless households which were prevented from becoming homeless for at least six months.

What did we do?

- Last year this was 95.2% and this year 95.5%. Of the 988 potentially homeless households, 944 were prevented from becoming homeless for at least 6 months. Performance against this indicator remains exemplary. This is in the context of a 30% increase in statutory homeless cases presenting to the Housing

Options Service compared to the previous year and an ongoing increasing complexity of cases dealt with and continuing difficulty in securing suitable move-on accommodation. Effective early intervention and prevention work was very successful with the majority of those households who presented to the service.

4. Improve residents' ability to remain independent in their own homes by providing support and continuing to offer disabled facilities grants for adaptations to houses to meet the needs of disabled residents and aim to reduce the average time to complete a disabled facilities grants to 225 days.

What did we do?

- We achieved our revised target (285 days) and completed our disabled facilities grant on average in 252 days. This was a planned increase from last year's 204 days due to the introduction of the Rapid Adaptation Grants process (introduced to enable smaller adaptation works to be carried out quicker, such as replacement of stair lifts, ramps and steps) which took smaller jobs out of the disabled facilities grant process and also due to a number of more complex grants being completed. We were however able to complete more disabled facilities grants, 323 this year (287 last year) due to the average cost being lower than predicted allowing the budget to go further.

In partnership, we said we would:

- 1. Work with the ABMU Health Board, Neath Port Talbot Carers Service, carer representatives, third sector organisations and others to develop a commissioning strategy focusing on services which support carers in Neath Port Talbot. The strategy will help us plan how we use the money available in a way which achieves the best outcomes for unpaid carers.**

What did we do?

- The Carers' Strategy Group agreed a process for developing the strategy, an estimated time table and the development of a communication plan. Consultation was undertaken in early 2015 and work is ongoing to update the Strategy following the outcome of the consultation. Further information can be found [here](#).

- 2. Implement an approach called 'Pathways to Independence' across community care to ensure adults of working age with care and support needs are assessed and supported in a way which maximises their**

independence and more people are living independently with minimal or no support in their own communities.

What did we do?

- The number of individuals who are reliant on residential care in the learning disability population reduced from 73 to 49. The percentage of the budget spent on residential care, has reduced from 48% to 26%. The current reduction in residential care costs in learning disability has reduced by £1.4million which is 10% of overall spend. Further targets have been identified for mental health and physical disabilities and progress is being made. An outcome matrix has been developed to measure outcomes for individuals.

3. Work with neighbouring authorities and the ABMU Health Board as part of the Western Bay Programme to ensure services are integrated. Work will focus on community services for frail older people, those with learning disabilities and adult mental health services.

What did we do?

- Investment from the Intermediate Care Fund (£7.8 million), has allowed 148 new staff to be appointed across the Western Bay area (Neath Port Talbot, Swansea and Bridgend), these include therapists, advanced nurse practitioners, nurses, reablement and care workers and social workers.
- We made further investment in our third sector partners to provide enhanced services, including care and repair services, the British Red Cross providing services to people leaving hospital; and a third sector broker as a common access point for signposting to these and other third sector services.
- The aim of the investment has been to advance the integration of health and social care services, to provide more responsive and coherent services to our citizens that prevent unnecessary hospital and care home admissions, and reduce the need for long term homecare packages by promoting independence and more effective use of the third sector. To this effect, we are seeing some encouraging, early indications that the model is having an impact on unscheduled hospital admissions, care home placements and new homecare packages of care. There are emerging areas of good practice from each locality, and the lessons learned are being shared between all partners.
- There has been considerable attention and effort to improve the flow from hospital to community which has

contributed to a steady decrease (6.98%) in delayed transfers of care. During the year there were 40 delayed transfers of care for social care reasons compared to 43 for the same period last year. This is against a backdrop of unprecedented pressures on hospital services which in turn impacts on social care services. This continued improvement in performance, therefore reflects a considerable achievement for partnership working. Our rate of delayed transfer of care for people over 75 years is better than All-Wales performance and we are ranked 11th across Wales.

- Also, a considerable amount of work has been done to vastly improve the information produced around service provision and outcomes in community services. During February 2015, we introduced the 'Australian Therapy Outcome Measures' (AuSTOMs), in order to measure the improvement of patients receiving the various therapeutic services. Community services are also in the process of introducing systems specifically to measure outcomes and are piloting a new approach, working with citizens to measure the impact of service delivery on individuals and their carers.
- The Learning Disabilities Commissioning Strategy and Operating Model was approved and a 'Joint Commitments for Mental Health Services' paper was presented and approved by Western Bay partner Boards/Cabinets, which demonstrates a shared vision for improving services.

4. Develop and implement a Multi Agency Transition Policy and protocol to ensure all young people receive high quality advice, information and support to enable them to plan for their future as they move into adulthood.

What did we do?

- A Transition Protocol has been agreed and signed off between Adult and Children and Young People Services which ensures a more seamless transition process. This includes an agreement to have a single plan for every young person coming through transition and a data collection process.

5. Open the first (of the four) new 60 bed residential care home delivered by Grŵp Gwalia in the summer of 2014, situated in Moor Road, Port Talbot.

What did we do?

- Llys y Seren is open and delivering long term residential care. The home also supports patients clinically discharged from acute hospital care or admitted directly from their own home, requiring additional recovery time and/or completion of assessment to establish the appropriate ongoing arrangements that will suit their individual needs (known as residential reablement). This encourages and enables older people to maintain their independence, to gain confidence and progress with their recovery, in preparation for their return home or other long term care arrangements.

6. Increase the availability of good quality, well managed, affordable private sector accommodation via the Social Lettings Agency to address the future changes in homelessness legislation and work to have 100 tenancies in management by the end of 2014-2015.

What did we do?

- The Social Lettings Agency (SLA) increased the total number of properties in its management to 102, exceeding the challenging target of 100 (an increase of 16 properties on the previous year). The properties managed by the SLA that are used to house homeless households that were unable to access social housing.

Improvement Objective Four

Support and invest in our town centres and communities to promote economic growth, regeneration and sustainability to maximise job opportunities and improve access to employment

Overall summary of our progress:

We performed strongly in drawing down capital investment, despite the very challenging financial circumstances, which allowed us to support a number of important physical regeneration projects, such as implementing phase one (new multi-storey car park and retail space) of the Neath Town Centre redevelopment. Many of the projects supporting this improvement objective are creating an improved environment for business growth and employment, such as 'Vibrant and Viable Places'. We continued to work with key partners to ensure the benefit from wider investment programmes such as the second University Campus is maximised for local people. We developed innovative ways of working together with partners, to help people on low incomes to improve their financial circumstances, (utilising European funding via the Local Services Board) with a particular focus on those people who were affected by welfare benefit changes.

During 2014-15 in Regeneration we wanted to:

1. Continue work on Harbourside by developing pedestrian links to improve accessibility to employment opportunities.

What did we do?

- We completed the development of pedestrian links and a planning application for a proposed Business Park was approved.

2. Begin work on the Baglan Link Bridge which will make Baglan Energy Park more accessible and enable local bus companies to provide a bus service to the site.

What did we do?

- The link bridge was officially opened in March 2015. Baglan Energy Park is now more accessible and bus companies are using the route. Our long term aim would be to increase the number of journeys taken through the Energy Park, by existing and potential users, hence increasing awareness of opportunities the energy Park provides.

3. Begin construction work to deliver the first phase of the Neath Town Centre redevelopment to improve the town centre for the community and visitors to the town.

What did we do?

- The first phase to include a new 600 space multi-storey car park, and 23,000 square feet of new retail space is under construction and due for completion in September 2015.

4. Complete improvements in public areas in Port Talbot, Neath and Croeserw to enhance the environment for the community.

What did we do?

- Initial works completed in Port Talbot (including Lower Station Road) and Croeserw. Also additional public realm works were completed in The Parade area in Neath.

5. Begin construction work, on the new Leisure Centre on Aberavon seafront.

What did we do?

- Construction work is well advanced and the centre is due to open in December 2015.

6. Continue to drive forward regeneration projects in the Valleys to make enhancements to tourism, employment and public areas.

What did we do?

- Regeneration projects in Pontardawe and Glynneath have been completed and a planning application has been

submitted for the second phase at Sarn Helen.

7. Develop a comprehensive commuter cycle network to enable residents and visitors to access towns, employment centres and visitor attractions effectively and safely.

What did we do?

- In partnership with the City and County of Swansea we have introduced an integrated commuter route scheme covering the whole of Swansea Bay. This scheme has led to improved cycle signage in the County Borough, raising awareness to car/lorry drivers of cyclists and a full marketing programme is being implemented to raise awareness of the routes. This scheme so far has led to a 25% increase in cyclists on routes that have been measured.

8. Pursue the establishment of quality tourist accommodation and facilities at sites including Rheola

What did we do?

- Outline planning was approved in November 2014 for mixed use development, comprising of residential units, holiday accommodation, retail and leisure complex.

9. Continue to renovate properties in the Council's two renewal areas- Neath East and Sandfields East & Aberavon. We aim to improve 75 properties.

What did we do?

- To date 1727 properties were improved (exceeded our year on year cumulative target of 1698) through the renewal area scheme, these include 179 properties across Neath East and Sandfields East renewal areas.
- Local contractors delivered the renewal area schemes', ensuring the local economy is benefiting from the investment as well as the residents by having substantial money saving improvements carried out to their homes. The renewal area funding and scheme also helps to attract and draw down additional funding into the area resulting in more properties having work carried out, more work for local contractors and more money in the local economy.

During 2014-15 in Employment & Prosperity we wanted:

- 1. Continue to work with Welsh Government to test and explore opportunities to reduce the number of individuals in South West Wales who are economically inactive or unemployed by working in a joined up, client centred way.**

What did we do?

- 71.2% of the working age population (16 to 64) were economically active, a slight fall from the 71.6% reported last year.
- Fewer people of working age were claiming Job Seekers Allowance, 2.2% compared to 2.7% last year.

- 2. Help economically inactive people and those who are long-term unemployed to improve their chances of getting a job through the Workways project and to explore self-employment through the Council's Innov8 programme.**

What did we do?

- Since April 2009, the project engaged with 5,026 people, which was above its set target and supported 2,589 people into sustainable employment. The project came to an end on 31st December 2014.

- 3. Provide an effective and supportive service through our Business Development Team to local businesses to help them prosper creating more jobs and business start ups.**

What did we do?

- We exceeded our forecasts for all four business development measures. A growing confidence in the local business community has resulted in a marginal increase in the number of enquiries that the Business Development Team handled (686) throughout 2014-15 compared to the previous year. We also helped create 187 jobs as a result of financial support from the Council; assisted 361 new business start-up enquiries; and 38 new business start-ups were assisted through the Innov8 programme.

- 4. Identify contracts for local companies and job and training opportunities for local people within major developments in the County Borough.**

What did we do?

- **Trem y Mor Respite Centre**, Aberavon, outputs achieved: four local companies secured contracts to provide materials/supplies; 47 people secured work on site, including 15 new job opportunities; two pathway apprenticeships completed; two apprenticeship training weeks completed; 197 training weeks completed and all outputs agreed at the tender stage were achieved.
- **Neath Town Centre Redevelopment**, outputs achieved: 22 local companies introduced to a main contractor; five local companies secured contracts to provide materials/supplies; two local sub-contractors secured mechanical, electrical and cladding contracts; 116 people secured work on site, 10 who were previously unemployed, 2 trainee places and 1 work placement. The project is on track to achieve all outputs identified at the tender stage.
- **Ysgol Bae Baglan** - work has started with appointed contractors and partners to identify training and employment for local people and contract opportunities for local contractors.

5. Provide opportunities for accessing training and employment, and support for businesses, in the community at the Croeserw Enterprise Centre.

What did we do?

- Since opening in September 2013, the Centre has provided a number of further learning and training courses to improve opportunities for local people in relation to employment. Working in partnership with a number of organisations (such as Communities First, Skills and Training Unit, Adult Community Learning, NSA Afan and Bridgend College), the Centre provided 30 sector specific skills courses such as: hair and beauty, general construction, plastering, carpentry, essential skills and ICT and nearly 200 people have attended courses from throughout the Upper Afan Valley and Llynfi Valley with all of those who have completed the course receiving a recognised qualification.

In partnership, we said we would:

1. Continue to monitor progress made by NPT Homes to ensure they meet the Council's promise to bring all former council housing up to the Welsh Housing Quality Standard and to regenerate communities.

What did we do?

- The percentage of social housing meeting the Welsh Housing Quality Standard increased from 27.5% to 28.3%, which is below the forecast of 37%. As at 31st March 2015, 307 NPT homes are Welsh Housing Quality Standard compliant which is lower than their target for the year as they had a considerable movement in the volume of work anticipated. However 72% of their major works programme to bring all homes up to Welsh Housing Quality Standard by March 2017 had been completed. NPT Homes are on track to deliver so that all their stock meets Welsh Housing Quality Standard by March 2017. Some of the work NPT homes have undertaken up to 31st March 2015 include: 5,029 kitchens (58% of target); 4,571 bathrooms (55% of target); 4,132 (70% of target) heating system installations; 1,105 roof replacements (48% of target); 1,821 window and door installations (73% of target). Full progress report is available [here](#).

2. Continue to offer the “Housing to Homes” interest free loans to encourage landlords, developers and home owners to renovate empty houses that have fallen into disrepair and aim to support ten homes to be available for use.

What did we do?

- We continued to have a good take of the Houses to Homes scheme by landlords and property developers. During the year, 16 units in total were renovated from empty properties to a habitable dwelling suitable for sale or rental. This scheme helps supply additional units of accommodation, provides work for local contractors and can improve the aesthetics of often a rundown property.

3. Work with our housing partners to deliver affordable housing, through the Social Housing Grant (including Smaller Properties programme and revenue funded schemes), Vibrant & Viable Places programme and the Welsh Housing Partnership; whilst continuing to explore other and innovative funding solutions.

What did we do?

- We delivered (i.e. ready for occupation) 52 properties (forecast was 77) utilising capital grant funding (including Social Housing Grant) and 37 properties (forecast was 10) without grant funding. One scheme (17 properties) did not complete as anticipated because of circumstances outside of our control; a further scheme was anticipated to be completed at the end of 2014-15 but was completed early in this financial year (2015-16). The delivery of affordable housing depends on a number of factors and as a programme can be subject to variations as a result of circumstances beyond our control (e.g. financial climate, market forces and site investigations). It

is worth noting that although the number of affordable homes delivered through grant funding was fewer than anticipated, the number delivered without grant funding was higher than anticipated which meant that we exceeded the overall target (forecast 87 and 89 delivered).

4. Develop projects and programmes to maximise the impact of the next round of European Funding

What did we do?

- The European and External Funding team supported the successful and compliant delivery and closure of a number of projects including: Neath Port Talbot regeneration schemes; Harbour Way; South West Workways; and Engage (supporting NEETs).
- The team has coordinated and supported proposals in preparation for the 2014 - 2020 Structural Fund programmes in line with our integrated strategies including: strategic infrastructure and regeneration; Connectivity; Workways +; and supporting young people.

5. Prioritise the allocation of Discretionary Housing Payment Grants to those in greatest need to prevent hardship.

What did we do?

- During 2015-16, 804 awards were made totalling £372,000. Much of this money went to support those affected by the spare room subsidy charge and a substantial proportion to assist disabled people affected by the spare room subsidy charge and/or suffering financial difficulties. Contributions were also made to those affected by the benefits cap in greatest need.

6. Continue to fund benefits advice services, including maintaining the Council's Welfare Rights Unit, so that people are accessing the benefits to which they are entitled.

What did we do?

- During the year we maintained the Council's Welfare Rights Unit, so that it was able to support people to successfully appeal benefit decisions that have cut or removed the benefits that they are entitled to.
- In total, the unit dealt with 267 appeal cases, of these 227 (85%) cases were successfully appealed (40 not successful). This has resulted in a total of £1,240,166.18 worth of benefits going to people to which they are

entitled to. 256 new appeal cases were opened in 2014-15.

7. Complete the three pilot projects that we have set up with the assistance of European funding, to improve access to advice and support services for people with low incomes and recommend next steps to the Local Service Board.

What did we do?

- The three pilot projects have been completed and evaluated and all have achieved their planned outcomes as follows:
 - **Project one**, the Multi Agency Hub at Pontardawe - the Policy & Resources Cabinet Board (16th October) received the evaluation [report](#) for this pilot and approved the recommendation to extend the project for a further 12 months and for a number of follow up actions to be undertaken.
 - **Project two**, the dedicated advice line set up in the Council's Corporate Contact Centre - a [report](#) was presented to Policy & Resources Cabinet Board (27th November) on the evaluation with a list of recommendations, including extended the pilot to the end of March.
 - **Project three**, one stop help for people actively seeking work through joint working between the library service and the Jobcentre - the Policy & Resources Cabinet Board (16th October) received the evaluation [report](#) of this pilot and approved the recommendation to endorse the continuation of the partnership arrangements.

8. Deliver on the Strategic Aims of the Regional Economic Development Strategy to enhance the long-term prospects of our City Region economy, its businesses and communities and monitor the delivery via a newly developed performance management framework.

What did we do?

- Last year five 'Pillar' sub groups were established to progress the work of the above strategy. The performance management framework (currently under development) will be informed by the emerging 'Pillar' sub groups priorities and work programmes.

9. Work towards linking strategic employment sites by establishing priority bus corridors between key towns within the City Region.

What did we do?

- Completion of the Baglan Energy Park Link Bridge has increased access to Port Talbot to Swansea bus corridor, through Harbourside and Fabian Way strategic sites. Work continues to develop on other schemes in liaison with the Regional Transport Forum.

10. Work with community transport operators to enhance and integrate their services to support local communities and ensure the schemes meet the transport targets as set out in the Service Level Agreements with the Council.

What did we do?

- All targets as set out in service level agreements have been met. There have been regular meetings with both community transport schemes and Shop mobility, to encourage closer working and combined bids, to improve future funding prospects. To date, a Regional Development Plan bid has been submitted and a project proposal put forward to Pen-y-Cymoedd Community Fund.

11. Redevelop Port Talbot Parkway Station, to improve access, parking and facilities for customers.

What did we do?

- The project was due for completion in spring 2015 but has been delayed due to a number of unforeseen site issues and has resulted in the need to undertake further design work. To date the fabrication of the new footbridge and station booking office are well underway.

12. Implement the Vibrant and Viable Places Regeneration Framework to combine support for people and places, and encourage partnership working by the public, private and third sector.

What did we do?

- Work onsite of the first scheme at Green Park has been delayed due to unforeseen archaeological issues. The delivery of 34 homes is now expected in summer 2016.

13. Develop key sites and premises across the County Borough to encourage economic growth sites include: Harbourside, Coed Darcy Urban Village and Swansea University's new Bay Campus.

What did we do?

- We developed a research and development village at Harbourside.
- In relation to Coed Darcy Urban Village, we have finalised the majority of compulsory purchase orders for the southern access Link Bridge and planning application for phase two of the housing development is pending.
- Construction work at Swansea University's new bay campus is due for completion and open to students in September 2015.

14. Enable the establishment of caravan site facilities at Margam Park in partnership with the Camping and Caravanning Club to enhance visitor numbers to the County Borough.

What did we do?

- A planning application has been submitted and is awaiting approval.

15. Make the most of community investment by working in partnership with developers/organisations who are delivering substantial investment programmes, to encourage and monitor training and job opportunities for local people, and local supply chain activity.

What did we do?

- **Residential Care Homes (Grŵp Gwalia):**
 - **Llys y Seren Residential Care Home:** 21 companies introduced to main contractors; seven contracts awarded to local companies; 300 people secured employment on site; four apprentices completed training weeks on site; eight trainee/temporary job opportunities/work placements.
 - **Caewern Respite Care Home:** 13 companies have been introduced to main contractors and four contracts awarded to local companies.
- **Welsh Housing Quality Standards (NPT Homes):** 31 people have secured jobs with sub-contractors; eight apprentices secured placements with sub contractors and 25 people have been provided with temporary job opportunities.

- **New Leisure Centre (Aberavon):** to date 80 companies have been introduced to main contractors; 13 contracts awarded to local companies and 32 local people have secured jobs on-site.
- **Swansea University:** 450 companies have been introduced to main contractors; 40 local companies secured contracts; 36 job opportunities created; more than 50 individuals completed 1000 trainee weeks.

Improvement Objective Five

Increase the percentage of waste recycled and composted

Overall summary of our progress:

We are continuing to implement our Waste Strategy and achieved the 2015-16 statutory recycling and composting target of 58% during 2014-15. In 2012-13 we were one of the worst performing local authorities in this area (19th across Wales) but are now ranked 7th.

Our engagement team has been out and about, meeting various community groups and schools, to raise awareness of the recycling services available and this has contributed to us achieving an 8% increase in public participation in recycling and composting. We also replaced a number of larger bins for smaller ones and increased the recycling facilities in our main buildings to encourage staff to recycle more (all positive contributions to recycling participation rates).

As a result of this work we will avoid any potential fines the Welsh Government may impose, £200 per tonne, if we do not meet the statutory target.

During 2014/15 we wanted to:

- 1. Progress with the implementation of the Council's Waste Strategy to increase recycling and composting to achieve statutory recycling targets. We aim to increase our rates to 55% and work towards achieving the 2015-2016 statutory target of 58% (which is currently 52%).**

What did we do?

- We achieved a combined recycling and composting performance of 58.10% at the end of 2014-15 and remain on track to exceed the Welsh Government statutory target of 58% by March 2016.

2. Implement the Council's communications and engagement plan to improve public participation by undertaking surveys to identify areas of low participation and prioritise efforts to increase participation in these areas.

What did we do?

- We completed a recycling participation survey in January 2015 that revealed the 10 lowest performing areas improved by only 3%, whereas the most improved areas increased by 14 - 21%. Our focus going forward will be on participation improvement in the lower performing areas. The average participation of the lowest 10 areas increased their participation from 69% to 79%. The recycling participation across the County Borough increased from 72% in 2013-14 to 80% in 2014-15. Participation in food waste collection service will be prioritised in all areas in future surveys.
- During the year recycling officers engaged with various community groups and schools through various communication channels to provide support in the use of the councils recycling service and to provide general recycling education to school children. Public satisfaction with this service was measured at various road shows that revealed public satisfaction of 83%, with 91% of those who responded valuing face to face contact and interaction with recycling officers.

3. Introduce a phased roll out 'Kerbside Sort' recycling waste collection service in 2014-2015, to all accessible areas of the County Borough.

What did we do?

- We expanded our fleet for kerbside sort collections and currently operate a service with seven vehicles in accessible areas throughout the County Borough. This means we now sort recycling items at the kerbside instead of sending the items to another site for sorting and is a much more efficient way of operating. A further seven vehicles will be rolled out during 2015-16. Service evaluation is ongoing following public responses to the initial pilot collection service and further trials are planned to improve service efficiency.

4. Continue the introduction of smaller wheelie bins, prioritising the areas that have low recycling participation

What did we do?

- In April 2015-16 we completed the roll out of smaller bins to relevant householders. This has had a positive effect upon increasing recycling participation and increasing performance.

5. Introduce specific enforcement of commercial waste, to ensure all businesses comply with legislation by writing to all businesses. We will ensure they have valid trade waste agreements, take action against businesses that do not and undertake ad hoc inspections to ensure that businesses are presenting appropriate waste in line with their agreements (trade waste agreements with the Council only).

What did we do?

- A new enforcement system was put in place to enforce commercial waste legislation. This resulted in the Council's waste enforcement team contacting 429 businesses to determine waste collection arrangements. The action resulted in 119 businesses choosing to have a collection service with the Council and 122 set up contracts with private sector. Checks on compliance with collection arrangements and legislation will be ongoing. There were 87 recorded random inspections during 2014-15, to ensure compliance with our trade waste agreements. Other non-recorded ad hoc inspections also took place throughout the year that formed part of this process.

6. Increase the level of waste recycled by council staff in the three main centres namely Neath Civic Centre, Port Talbot Civic Centre and The Quays by increasing the recycling provision available, offering food waste recycling provision and rationalisation of 'general' waste bins.

What did we do?

- In Neath Civic Centre and The Quays we have introduced recycling stations in all break-out kitchen areas; each includes a 40 litre box for glass and a food waste caddy. A 1100 litre container for cardboard and two, 240 litre containers for glass have been added to the outside waste collection area at Neath Civic Centre, as well as a 240 litre container for glass has been added to the outside waste collection area at The Quays.
- Attempts to increase recycling bins in Port Talbot Civic Centre proved problematic owing to space restrictions

and office layouts. Opportunities to recycle waste in future within Port Talbot Civic Centre will be investigated by the Council's recycling officer.

- To promote recycling, general (under desk) waste bins were removed in The Quays and Neath Civic Centre. This reduced general waste capacity from 9,663 litres to 1,340litres. Recycling capacity increased by 1,226 litres overall in The Quays and Neath Civic Centre. Over the course of a year this extra capacity will help to contribute up to 400 tonnes to the Council's recycling performance.

In partnership we said we would continue to participate in procurement of the regional treatment of food waste through Anaerobic Digestion (conversion of food waste into energy and fertilizer) which will contribute to the Council achieving statutory recycling targets.

What did we do?

- In partnership with a private sector organisation, a new medium term contract is scheduled to commence in March 2016 at the Council's material recovery and energy centre. This will provide the council with the ability to arrange at lower cost, the treatment of food waste by anaerobic digestion.

Improvement Objective Six

To improve customer/citizen access to services and functions provided by the Council or on behalf of the Council and to improve the efficiency of those services and functions

Overall summary of our progress:

We increased the number of services available 'on-line' and the number of people using those 'on-line' services rose steadily over the course of the year. We continued to work on improving the content of our website, simplifying content, bringing it up to date where necessary increasing the Welsh content.

Page 149 Work to move staff from fortnightly to monthly pay was completed successfully and we continued to implement a new i-procurement system (40% of invoice spends processed through the new system). When fully implemented, the system will streamline administration and improve management information.

The work to audit the Council's staffing data and the implementation of new systems to make it easier to keep records up to date and improve management information was mixed and we have reviewed our plans to take forward this area of work during 2015-16. Sickness across the Council increased slightly (by 2.3%) to an average of 9.4 FTE (full time equivalent) for 2014-15 compared to 9.19 FTE days last year. The Council did not meet its target to reduce sickness by 5% for the year.

Customer waiting times (face to face contact at Neath and Port Talbot One Stop Shops) continued to improve and the percentage of calls abandoned after 5 seconds decreased. However, the average time to answer telephone calls increased due to very high volumes of calls during the summer of 2014. To address this we put in place measures such as the introduction of a specific Interactive Voice Recognition system (Press 1 for Refuse and Recycling etc.) on the 686868 telephone number and the introduction of new working methods using alternative faster computer systems. This resulted in significant improvements in the second half of the year.

What we said we would do:

- 1. Continue with a programme of efficiency reviews, using our Systems Thinking approach, and prioritising services where we receive most complaints.**

What did we do?

- In order to improve our customers' experience, we monitor where there is highest demand and introduce new technologies to streamline these processes, for example in street care. Further improvements were made to the online transactional services from feedback received from staff and the public. These changes have resulted in a more effective service delivery for our customers for example requests for some services can be made online so can be requested at any time of day or night, internal processes have also been streamlined so that it is also a more efficient and effective system for staff. We also worked with our welfare rights team to improve the flow of work and investigated the value and preventable demands into the service which will provide a more timely service to members of the public who use this service.

- 2. Modernise and improve on-line transactions available to the public and increase the number of on-line transactions undertaken.**

What did we do?

- The number of on-line transactions undertaken continued to increase and by the end of March 2015, 50% of refuse and recycling consumables were booked on-line; 25% of bulk collections; 43% of van permits and 26% of pest control appointments.
- We continued to re-develop our website and by March 2015, 675 out-of-date pages were deleted. We also translated more information into Welsh and redesigned and modernised our homepage, making it easier to use.

- 3. Improve our telephone response times in our corporate Contact Centre (main switchboard) and reduce the number of abandoned calls.**

What did we do?

- Customer waiting times (face to face contact at Neath and Port Talbot One Stop Shops) continued to improve

with fewer customer walk offs. There was also a marked reduction in the number of customers that we saw on a face to face basis, 67,886 in 2014-15, compared to 75,576 in 2013-14. This may be partly attributed to the introduction of and the promotion by staff of online service requests for customers. Also, through continued collaborative working with NPT Homes we have further reduced the number of incorrect enquiries made by their tenants to the Council. All customers who visited the One Stop Shops were encouraged to make use of online service requests e.g. booking van permits, booking bulk collections, the ordering of recycling/refuse equipment. In future, this will reduce the need for customers to attend in person or contact the Council by telephone. The percentage of calls abandoned after 5 seconds also improved on last year from 12.87% during 2013-14 to 12.47% during 2014-15.

However, over the year there was a slight increase in the average time to answer telephone calls from 30 seconds during 2013-14 to 33 seconds during 2014-15. This was due to our Contact Centre experiencing very high levels of demand during the first 2 quarters of 2014-15 for a number of reasons including strike action after effects and the introduction of new recycling routines. These had a considerable effect on telephone demand and our ability to answer increased customer call volumes. Measures were put in place to address these concerns such as the introduction of a specific Interactive Voice Recognition system (Press 1 for Refuse and Recycling etc.) on the 686868 telephone number and the introduction of new working methods using alternative faster computer systems. However, the high call demand in the first two quarters meant that even though we have made significant improvements in the second half of the year, the average time remains slightly higher than last year due to this high demand period at the beginning of the year.

4. Continue the work we started last year to transform our internal management and administrative processes. Once complete we expect to reduce the cost of administration associated with these processes and have much improved management information available to inform our future improvement plans.

What did we do?

- **New procure to pay system** - by the end of March 2015, we had 129 (63%) departments live on the new procure to pay system and 40% of invoice spends are now processed through the i-procurement system.

Purchasing cards were deployed to 199 users across all departments, this further increases the ability for users to procure low value goods and help to reduce the amount of petty cash across the Council. Our 'on contract' spend (where there is a contract in place for buying goods/supplies corporately) for 2014-15 was 56%, we expect this to increase further in 2015-16 with the roll out of the system to more departments and the availability of compliant contracts being delivered through the National Procurement Service.

- **Moving staff currently on fortnightly pay to monthly pay** - we successfully transferred staff who were being paid fortnightly to monthly pay by the target date of 31st March 2015.
- **Audit the Council's staffing data and have new systems in place that make it easier to keep records up to date and report on that information for management purposes** - progress in updating our main personnel and payroll system was more mixed and we have reviewed our plans to take forward this work during 2015-16.
- **Develop a new, improved absence management module to help managers continue to maximise the attendance of staff at work and reduce sickness absence levels by at least 5% on 2013-2014 levels** - sickness across the Council increased slightly (by 2.3%) to an average of 9.4 FTE (full time equivalent) for 2014-15 compared to 9.19 FTE days last year. The Council did not meet its target to reduce sickness by 5%. The Policy & Resources Scrutiny Committee recently examined measures being taken to bring about a step change in levels of long term sickness absence. The Committee endorsed the focus on long term absence and will be keeping progress under review. Our performance was 7th best in a Wales context.

5. Implement a revised corporate performance management framework which will support continuous improvement and employee development across the Council's services and functions.

What did we do?

- We continued to implement the revised framework which included an evaluation of business plans produced to identify any further training and development needs in readiness for the 2015-16 planning cycle. Specific training was provided to managers responsible for preparing report cards and an evaluation will be undertaken during 2015-16 to identify any further training and development needs in readiness for the 2016-17 planning cycle.

In partnership, we said we would implement the recommendations from the review of funding provided by the Council to Third Sector organisations, which will include the development of a new grant making policy to encourage organisations to work towards achieving financial sustainability and the building of capacity across the sector locally.

What did we do?

- We started work with partner organisations from the third sector to develop a policy and associated documentation. Initially, it was proposed the work would be completed by the end of March 2014 to inform grant allocations in 2015-16. However, due to the extensive budget consultation activities undertaken during the autumn and to avoid confusion with the savings proposals identified as part of that process a revised timetable was agreed by Policy & Resources Cabinet Board on 16th October 2014 which included a completion date of July 2015.

Section 3 Progress made on securing continuous improvement

Our approach to improving outcomes is based on a cycle of: planning; implementing, monitoring, reflection and review at all tiers of our organisation. In 2014, the Wales Audit Office undertook a comprehensive assessment of our arrangements and they presented their findings to Full Council in January 2015. The assessment findings superseded what we said we would do in last year's Corporate Improvement Plan in relation to 'securing continuous improvement'.

There were no statutory recommendations made by the Wales Audit Office and no significant shortcomings were identified. There were, however, a range of proposals for improvement put forward for Full Council's consideration and most of those proposals for improvement were accepted by Full Council.

Since the assessment, good progress has been made in most areas, although progress in others was more mixed.

Governance – we have introduced a new IT system to underpin our administration of the Council's business. The new system and associated improvement work has enhanced access to: forward work programmes for all Cabinet Board and Scrutiny Committee; business committee reports; contact details and information about elected Members of the Council. We have also strengthened our scrutiny practice, focusing scrutiny work where it can make most impact and reviewed the Council's involvement in a range of outside bodies to ensure that arrangements are based on sound governance and are fit for purpose. We have begun to improve the planning of Member development opportunities.

Performance Management – we reviewed the progress made in establishing business plans across all service areas and secured a much greater degree of consistency in business planning practice. We also made good progress in establishing "report cards" for each operational service area, although there is more to do in the coming year to achieve consistency in this aspect of work. These developments will provide a stronger basis for holding managers to account for the performance of their respective responsibilities. We continued to roll out a new appraisal system for managers, however, staff appraisal arrangements for the rest of the work continued to be mixed and a further review of these wider arrangements will take place in 2015-16.

Financial Management – we improved the reporting arrangements to make it easier to people to see the link between budget management and performance management. We also developed our reports to make it easier to identify where early intervention is needed to stem pressures and reduce the risk of over-spending. We continued to progress the review of accounting instructions and financial regulations and began work to review policies on income generation and charging.

Workforce Planning – we focused efforts on improving the quality of workforce information and intend to introduce a workforce planning element to business planning in 2015-16.

Asset Management – we updated a number of key asset management plans, such as our highways asset management plan, but progress in updating other asset management plans has taken longer than initially planned. This work will continue through into 2015-16.

Information Technology and Information Management – the Council’s ICT Strategy was updated and progress was made in addressing a number of proposals for improvement arising from an audit by the Information Commissioner. The adoption of ICT by the Council continues to grow and we will be maintaining a focus on information management in 2015-16 to ensure we secure the ongoing trust of those who use council services in our ability to safeguard data as we embark upon an ambitious programme to extend the range of on-line services.

Community Capacity Building and Collaborative Working – we started to explore a number of alternative ways of delivering services and focused collaborative efforts on a small number of regional arrangements – schools (Education through Regional Working); economic development (City Region); social services (Western Bay); waste (Regional Waste Collaborative).

The proposals for improvement were overseen by the Corporate Governance Group and progress on these proposals can be found [here](#). These were also reported in our Annual Governance Statement (2014-15).

Section 4 Underpinning principles

- a. **Equalities** - during 2014-15, we reviewed our equality objectives to ensure that they remain relevant in the current climate of austerity. We involved a number of people in carrying out our review, including representatives from various equality groups, trade unions, elected members and officers. Following public consultation (undertaken in the summer), a revised Strategic Equality Plan (which will include the equality objectives) will be approved by Council in October 2015 [insert link to SEP when available](#). From next year, the Strategic Equality Plan will be integrated into the Corporate Improvement Plan.

Over the last twelve months our attention has been focused on ensuring we examine the equality impact of savings proposals and organisational change. A comprehensive equality impact assessment was included in the 2015-16 Budget Report.

- b. **Welsh Language** - in our [Welsh Monitoring Annual Report 2014-15](#) we provided a realistic assessment of progress in meeting the requirements of our Welsh Language Scheme. We identified areas where improvements would be possible given the current financial climate: the continued development of further opportunities for language awareness; improvements in monitoring and compliance of the Council's website; and the consideration of linguistic skills as part of the 'More Than Just Words' Strategy/Action Plan.

We undertook a detailed assessment of the impact that the proposed new Welsh Language Standards would have for the Council. We have identified areas that we could fully comply with at no additional cost, areas where we could partially comply within resources available but have also highlighted to Welsh Government and the Welsh Language Commissioner that whilst we continue to be committed to promoting the Welsh language and culture, compliance with other proposed standards would require significant financial investment or would be unachievable at a time when we are not recruiting due to financial circumstance or for other practical reasons.

- c. **Sustainability** – there are many examples of local activities which are making a positive contribution to sustainable development including those of our schools with 'Green School' status, the implementation of our environmental strategy which considers biodiversity and the promotion of cycling and other greener methods of transport. Internally we have a high take up of the salary sacrifice opportunities for acquiring cycles under the

'Cycle to Work' scheme. Additionally, the Local service Board has been working over many years with Tata Steel regarding air quality issues in the area.

In preparation for the new duty contained within the Well-being of Future Generations Act 2015, we have produced a draft Sustainable Development Policy and Action Plan, which will be reported upon annually. Once the Policy has been agreed, more work will need to be done to embed sustainable development as a central organising principle, including reviewing our impact assessment tools we use in relation to new policies and decisions.

- d. Engagement** – over the autumn of 2014 we embarked upon an extensive programme of consultation and engagement with a very wide range of stakeholders to explain the financial forecasts we had made and to receive feedback on proposals we had developed to close our budget gap. We consulted and engaged on two levels – on the “package” of measures and on individual proposals. We have had a significant response from stakeholders and have summarised responses to the “package” in our budget 2015-16 report.

Other consultation and engagement activity has been reported in individual reports that have been considered by our scrutiny committees and executive boards. We will be reviewing the approach we took this year to identify where our approach could be further improved in future years.

Section 5 What our Regulators said

- a. **Wales Audit Office** - under the 2009 Measure, the Auditor General for Wales (AGW) is required to report annually on his audit and assessment work in relation to whether the Council has discharged its duties and has met the requirements of the 2009 Measure.

In 2014 the Wales Audit Office carried out a comprehensive assessment of the Council's arrangements to support continuous improvement and reported its findings in November 2014, [Full Corporate Assessment Report](#). The overall conclusion from the exercise was that "the Council has been delivering its key priorities but limitations in governance arrangements and performance evaluation present risks to it being able to sustain progress in the future". There were no statutory recommendations but 20 overall proposals for improvement. To date we are making good progress in implementing those recommendations.

- b. **Care and Social Services Inspectorate Wales (CSSiW)** - the Care and Social Services Inspectorate Wales completed a [full inspection in February 2015](#) and notified the Council on 21st April 2015 that it had removed Children and Young People Services from the serious concerns protocol. An improvement plan has been created to ensure we continue to strengthen services for children and families, building on the excellent progress we have made in the last two years.

- c. **Estyn** - during the 2014/15 academic year, 13 of our schools were inspected by Estyn, who provided an overall assessment on each school based on current performance (1) and prospects for improvement (2):
- 1 school was assessed as Excellent (1) & Excellent (2);
 - 6 schools were assessed as Good (1) & Good (2);
 - 2 Schools were invited by Estyn to prepare a written case study, describing the excellent practice identified during the inspection;
 - 2 schools required some local authority monitoring but were assessed as Good (1) & Good (2);
 - 5 schools required further monitoring by Estyn, all were assessed as Adequate (1) & Adequate (2). If an inspection team judges that a school has some important areas for improvement, then Estyn will monitor the school at a later stage (usually a year to 18 months later). Inspectors judge whether the school has improved enough to be removed from the monitoring list or whether it needs to be identified as requiring

significant improvement or special measures;

- 1 school was assessed as Unsatisfactory (1) & Unsatisfactory (2). In accordance with the Education Act 2005, Estyn is of the opinion, that special measures are required in relation to this school. The school, with the local authority will draw up an action plan which shows how it is going to address the recommendations. Estyn will monitor the school's progress on a termly basis. Estyn school inspection reports can be found by visiting the Estyn website: www.estyn.gov.uk

d. Estyn - Neath Port Talbot Adult Community Learning Partnership had a monitoring visit in October 2014 and is judged to have made sufficient progress in relation to the recommendations following the core inspection in November 2012. The monitoring report is found here: [Estyn- Adult Community Learning](#).

Section 6 Have your say on what matters to you

We would like to hear what you thought of our Annual Report and our future priorities for improvement that we should consider when planning and delivering services in order to help shape decisions on important matters.

Please send them to the Chief Executive, Neath Port Talbot County Borough Council, Civic Centre, Port Talbot, SA13 1PJ or email them to: improvement@npt.gov.uk

We also have a number of consultation/engagement events about various services which we promote in the press and on the website which you can access via the following link: <http://www.npt.gov.uk/haveyoursay>

Visit the Council's website: www.npt.gov.uk

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

SUMMARY ANNUAL REPORT

Assessment of our performance 2014-2015

Page 161



Introduction

The Council has a legal duty to produce an annual report that summarises performance during the last financial year. This is a short version of the Council's Annual Report for 2014-15, explaining the progress we made against our six Improvement Objectives.

If you want to read more, a full version of the report and performance measures can be found on the Council's website: www.npt.gov.uk/improvement

(If you require this information in larger print or in an alternative format, please contact the Corporate Strategy Team on 01639 763677 or email: improvement@npt.gov.uk)

In order to be sustainable and to reduce printing costs, a paper copy of the full Annual Report and the full suite of performance indicators is available at these locations:

Neath One Stop Shop, Civic Centre, Neath SA11 3QZ

Port Talbot Civic Centre, Port Talbot SA13 1PJ

Pontardawe Library, Holly Street Pontardawe SA8 4ET

Overall Assessment of Performance

Since 2010, this Council has been proactive in forecasting funding gaps and delivered spending reductions of £59 million and reduced its workforce by some 20% through a combination of voluntary redundancies and the transfer of functions. For 2014-15, we saved the required budget savings of £17.3 million and an additional £101 K was transferred into the Council's general reserves at year end.

Despite the very challenging financial circumstances, we performed strongly in drawing down capital investment, allowing us to support a number of important physical regeneration projects, such as implementing phase one of the Neath Town Centre redevelopment (new multi-storey car park).

We made a conscious decision to prioritise certain areas of work, expressed as the Council's six improvement objectives. On the whole performance demonstrates improvement in line with what we planned to deliver. We have reported in more detail how we have performed on each improvement objective in the following pages.



Improvement Objective 1

Improve outcomes for children in need and children looked after by improving the performance of the Council's Children and Young People Services Department

Overall summary of our progress:

In February 2015, the Care and Social Services Inspectorate of Wales completed a full inspection on the Council's Children and Young People Services department and the outcome was reported on 21st April 2015. As a result of the significant improvements made during the past two years, the Chief Inspector of Care and Social Services Inspectorate for Wales announced that the Serious Concerns Protocol had been lifted from Children's Social Services.

The service now has a stable and more experienced workforce; social work practice that is procedurally sound and performance that is amongst the best across Wales. The "back to basics" work has now been completed and with continued support and a comprehensive understanding from Councillors and Senior Managers across the Local Authority, it is time for the service to fulfil its aspirations to move from the good service it is now to an excellent service.

The focus for 2015-16 is now on making further improvements in the quality and consistency of social work practice, particularly focusing on outcomes for children, young people and their families and preparing for the introduction of the new Social Services and Well-Being (Wales) Act 2014, from April 2016, a whole new set of qualitative and quantitative performance related measures will be introduced and will support our plans for developing the service further.

Improvement Objective 2

Raise educational standards and attainment for all young people

Overall summary of our progress:

During 2014-15, we completed detailed business cases for the majority of projects under the 21st Century Schools Programme. Schools secured an improvement in pupil attendance in both sectors, in particular in the primary sector which saw a 1.6% rise. We maintained our performance at Key Stage 4 (secondary school leavers) in line with 2012-13 performance and we continue to compare favourably across Wales. Key Stage 2 results (primary school leavers) are steadily improving with Key Stage 3 (year 9 pupils) maintaining their performance compared to 2012-13.

However, there has been a rise in fixed and permanent exclusions in the Secondary sector and a rise in fixed exclusions in the Primary sector which we are actively working to decrease. Performance of pupils entitled to free school meals in Literacy & Numeracy has been identified as an area that requires further improvement (we did not meet a number of our anticipated performance outcomes for the 2013-14 academic year).



Improvement Objective 3

Maximise the number of adults who are able to live independently with or without support within the home of their choice within their community

Overall summary of our progress:

We opened the first of our four new residential care homes for older and disabled people, Llys y Seren with our partner Grŵp Gwalia. From October, we fully implemented our modernised disability service, which is helping people become more independent, assisting people into employment or delivering modern care and support where this is needed.

The number of individuals with a learning disability who are reliant on residential care reduced, improving the quality of life for the people concerned as well as reducing care costs by £1.4 million. We have also made a number of improvements to modernise social work practice to ensure we are fully focused on helping people maximise their independence and quality of life.



Improvement Objective 4

Support and invest in our town centres and communities to promote economic growth, regeneration and sustainability to maximise job opportunities and improve access to employment

Overall summary of our progress:

We performed strongly in drawing down capital investment, despite the very challenging financial circumstances we are working within. This has allowed us to support a number of important physical regeneration projects, such as implementing phase one of the Neath Town Centre redevelopment (a new multi-storey car park and retail space).

Many of the projects supporting this improvement objective are creating an improved environment for business growth and employment, such as 'Vibrant and Viable Places'. We continued to work with key partners to ensure the benefit from wider investment programmes such as the second University Campus is maximised for local people. We developed innovative ways of working together with partners, to help people on low incomes to improve their financial circumstances, (utilising European funding via the Local Services Board) with a particular focus on those people who were affected by welfare benefit changes.

We also helped create 187 jobs as a result of financial support from the Authority; assisted 361 new business start-up enquiries; and 38 new business start-ups were assisted through the Innov8 programme.



Improvement Objective 5

Increase the percentage of waste recycled and composted

Overall summary of our progress:

We are continuing to implement our Waste Strategy and achieved the 2015-16 statutory recycling and composting target of 58% during 2014-15. In 2012-13 we were one of the worst performing local authorities in this area (19th across Wales) and are now ranked 7th.

Our engagement team has been out and about, meeting various community groups and schools, to raise awareness of the recycling services available and this has contributed to us achieving an 8% increase in public participation in recycling and composting. We also replaced a number of larger bins for smaller ones and increased the recycling facilities in our main buildings to encourage staff to recycle more (all positive contributions to recycling participation rates).

As a result of this work we will avoid any potential fines the Welsh Government may impose £200 per tonne if we do not meet the statutory target.



Better, Simpler, Cheaper

*improving customer experience, making
better use of public money*

Improvement Objective 6

To improve customer/citizen access to services and functions provided by the Council or on behalf of the Council and to improve the efficiency of those services and functions

Overall summary of our progress:

We increased the number of services available 'on-line' and the number of people using those 'on-line' services rose steadily over the course of the year. We continued to work on improving the content of our website, simplifying content, bringing it up to date where necessary increasing the Welsh content.

Work to move staff from fortnightly to monthly pay was completed successfully and we continued to implement a new i-procurement system (40% of invoice spends processed through the new system). When fully implemented, the system will streamline administration and improve management information.

The work to audit the Council's staffing data and the implementation of new systems to make it easier to keep records up to date and improve management information was mixed and we have reviewed our plans to take forward this area of work during 2015-16. Sickness across the Council increased slightly (by 2.3%) to an average of 9.4 FTE (full time equivalent) for 2014-15 compared to 9.19 FTE days last year. The Council did not meet its target to reduce sickness by 5% for the year.

Customer waiting times (face to face contact at Neath and Port Talbot One Stop Shops) continued to improve and the percentage of calls abandoned after 5 seconds decreased. However, the average time to answer telephone calls increased due to very high volumes of calls during the summer of 2014. To address this we put in place measures such as the introduction of a specific Interactive Voice Recognition system (Press 1 for Refuse and Recycling etc.) on the 686868 telephone number and the introduction of new working methods using alternative faster computer systems. This resulted in very good improvements in the second half of the year.

Have your say on what matters to you

We would like to hear what you thought of our Annual Report or on future priorities for improvement the Council should consider when planning and delivering services and to help shape decisions on important matters.

Please send them to the Chief Executive, Neath Port Talbot County Borough Council, Civic Centre, Port Talbot, SA13 1PJ or email them to: improvement@npt.gov.uk

During the year, we also have a number of consultation / engagement events about various services which we promote in the press and on the website which you can access via the following link: <http://www.npt.gov.uk/haveyoursay>

Visit the Council's website: www.npt.gov.uk

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**Quarterly Performance Management Data 2014-2015 – Quarter 4
Performance (1st April 2014– 31st March 2015)**

Report Contents:

Section 1: Key points.

Section 2: Summary of Quarterly Performance data by Committee/Service Area.

Section 3: Quarterly Performance Management Data and performance key

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. On the whole performance demonstrates improvement in line with what we planned to deliver.

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

Children's Services

In February 2015, the Care and Social Services Inspectorate of Wales (CSSiW) completed a full inspection and the outcome was notified to the Council on 21st April 2015. As a consequence of the significant improvements made during the past two years, the CSSiW announced that the Serious Concerns Protocol had been lifted from Children's Social Services.

The service has consistently achieved the required standard for all of the 8 key priority measures that were initially agreed with CSSiW and are clearly being maintained as the Service moves forward. All 8 priority measures improved and exceeded their target in the year.

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

Education

Schools in NPT have secured an improvement in pupil attendance in both sectors, in particular in the primary sector with a 1.6% rise. Key Stage 4 results have maintained in line with 2012/13 performance with NPT continuing to compare favourably across Wales. Key Stage 2 results are steadily improving with Key Stage 3 maintaining their performance compared to 2012/13. There has been a rise in fixed and permanent exclusions in the Secondary sector and a rise in fixed exclusions in the Primary sector which NPT are actively working on to decrease.

- **Improvement Objective 3 -Maximising Choice & Independence**

Adults Services

9 of the 11 adult services performance indicators have improved or achieved maximum performance during the period. We saw excellent progress in carers assessments and delayed transfers of care. 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.

Housing - Private Sector Renewal

We achieved our Corporate Improvement Plan revised target (285 days) and completed our Disabled Facilities Grant (DFG) on average in 252 days. This was a planned increase from last year's 204 days due to the introduction of the Rapid Adaptation Grants process which took smaller jobs out of the DFG process and also due to a number of more complex grants being completed. During 2014/2015 there were also a number of very complex extensions for children which were started in previous financial years. We were however able to complete more DFG's, 323 this year (287 last year) due to the average cost being lower than predicted allowing the budget to go further.

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

Economic Development

All three measures exceeded their targets as set in the Corporate Improvement Plan for 2014/15. A growing confidence in the local business community, resulting in an increase in number of enquiries that the Business Development team handled throughout 2014/15 compared to the previous year. The availability of Enhanced Local Needs Support has

also had a positive impact on the number of business enquiries in addition to the Business Development team continuing to be fully engaged with businesses leading to the requirement to deal with enquiries covering a wide range of issues and topics.

In terms of the number of jobs created and the number of new business start-up enquiries, during the year we saw a planned lower output compared to the previous year.

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

Waste Management

The Council is progressing with the implementation of its waste strategy and has achieved the 2015/16 statutory recycling and composting target of 58% during 2014/15. All six waste performance indicators have improved.

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

Sickness Management

Sickness across the Council has increased slightly (by 2.3%) to an average of 9.4 FTE (full time equivalent) for 2014-2015 compared to 9.19 FTE days last year. The Council did not meet its target to reduce sickness by 5% for the year.

Scrutiny Committee recently received a presentation outlining measures being taken to bring about a step change in levels 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 we saw on a face to face basis 67,886 this year compared to 75,576 last year. This may be partly attributed to the introduction of and the promotion by staff of online service requests for customers. Also, through continued collaborative working with NPT Homes we have further reduced the number of incorrect enquiries made by their tenants to the Council. All customers who visit the One Stop Shops are encouraged to make use of online requests e.g. booking van permits, booking bulk collections, the ordering of recycling/refuse equipment. This naturally reduces the need for customers to attend in person or telephone. The percentage of calls abandoned after 5 seconds has also improved on last year. Over the year there was an increase in the average time to answer telephone calls for previously documented reasons (including external

influences). However, since addressing these we have seen a significant improvement in performance in the three month period January to March 2015 our across these measures which have been further improved during the 1st quarter of 2015-2016.

Other Service include:

- **Youth Justice**

NPT Youth Offending Team has now amalgamated with Bridgend and Swansea to form the Western Bay Youth Justice and Early Intervention Service. NPT Youth Offending Team has improved its performance in 2014/15 and moves into Western Bay with a commitment to maintaining and developing its performance as part of Western Bay whilst ensuring local issues within Neath Port Talbot are addressed.

- **Homelessness and Housing**

Performance measured against one indicator continued at the maximum possible, one measure improved slightly and the remaining four measures deteriorated. This deterioration was in the context of a 30% increase in statutory homeless cases presenting to the Housing Options Service compared to the previous year, an ongoing increasing complexity of cases dealt with and continuing difficulty in securing suitable move-on accommodation. Effective early intervention and prevention work was nonetheless successful with the majority of those households who present to the Service

- **Public Protection**

Just 2 out of 8 comparable Public Protection performance indicators have declined in the period (percentage of significant breaches rectified for animal health purposes and contact with new businesses for Trading Standards), whilst 3 saw improved performance and 4 remained the same (3 of which achieved 100% performance). All significant breaches are dealt with as quickly as possible and new businesses are contacted at the earliest opportunity, once they are identified. This set of Public Protection performance indicators are therefore very positive.

- **Planning**

Planning has seen mixed performance during the period; improvements include determining all major and other planning applications during the year within 8 weeks and reducing the average time taken for making a decision on applications. Some of the indicators saw a drop in performance which includes minor planning and householder planning applications determined within 8 weeks. Although not a measure in itself, overall the performance of

the team in determining planning applications within the statutory 8 weeks has fallen this year from 78.5% to 76.8%, which is indicative both of the complexity of applications and appeals the team has had to deal with, and the recent pressures on staff resources. Nevertheless, despite these challenging times, officers remain committed to the delivery of a quality planning service, and will continue to ensure that Officers encourage and engage in ‘front-loaded’ negotiations, through the successful chargeable pre-application service. This was introduced in 2014 and is effective in reducing delays for developers later in the process.

- **Building Control**

100% of building control ‘full plan’ applications were checked within 15 working days .This has been achieved at the same time that there has been a reduction in the number of experienced staff employed within the Building Control Section as a result of contributions to the Council’s Forward Financial Plan. The number of full plan applications approved first time dropped marginally but continues with a high performance level of 96.6%.

- **Libraries**

The figures for the Library Service cannot be compared like for like to the previous year’s performance, as NPTCBC ceded overall responsibility for five of the libraries to various community groups on 1st April 2014 and a further four on 1st May 2014. Comparing like for like (with the remaining Libraries), visits are up 1.44%, Material Issued down 11.13%. The withdrawal of the Mobile Library service from Southern Powys has impacted on the Material Issued figures (withdrawal of funding from Powys).

- **Asset Management**

Six of the seven buildings categories have improved since last year. There has been slight improvement in condition of buildings that are good and satisfactory. The percentage of buildings in category C (poor) and the percentage of urgent and essential works has continued to drop, resulting from further reduction of poor/bad category buildings owned or leased by NPT.

- **Transport and Highways**

All six indicators have improved which include improved condition of our roads, a reduction in average time to repair street lamp failures during the year and a higher percentage of adults aged 60 or over who hold a concessionary bus pass. With respect to roads, these have benefitted from several years of substantial additional funding, firstly the Council’s three year Urban Streets Initiative and secondly additional WG Local Government Borrowing Initiative funding, both of which have ended.

- **Street Scene & Countryside Management**

We have increased the percentage of total length of 'Rights of Way' which are easy to use by members of the public and our highways and relevant land cleanliness has improved. The statutory fly tipping performance indicator has seen a drop in the performance outturn for the year, an explanation for this is reported under performance indicator number 163.

Section 2 - Summary of Quarterly Performance by Committee/Service Area - (quarter 4, 2013-2014 position in brackets)

Service Area	Scrutiny Committee	Improved or Maximum Performance	Maintained Performance	Marginally declined - within 5%	Performance declined by 5% or more	No Comparable data	Number of Performance Indicators
1. Chief Executive and Finance & Corporate Services	P&R	7 (7)	0 (0)	3 (4)	3 (2)	0 (0)	13 (13)
P&R Total		7 (7)	0 (0)	3 (4)	3 (2)	0 (0)	13 (13)
2. Education	CYPE	8 (15)	2 (2)	8 (3)	4 (2)	0 (0)	22 (22)
3. Social Care – Youth Justice	CYPE	5 (5)	0 (0)	0 (0)	0 (1)	1 (0)	6 (6)
4. Social Care – Children’s Services	CYPE	31 (33)	0 (0)	8 (3)	5 (4)	1 (5)	45 (45)
CYPE Total		44 (53)	2 (2)	16 (6)	9 (7)	2 (5)	73 (73)
5. Social Care – Adults Services	SCHH	9 (9)	0 (0)	2 (2)	0 (0)	0 (0)	11 (11)
6. Housing – Homelessness and Housing Advice	SCHH	2 (3)	0 (0)	1 (3)	3 (0)	0 (0)	6 (6)
7. Housing – Private Sector Renewal	SCHH	2 (4)	0 (0)	0 (1)	3 (0)	2 (2)	7 (7)
8. Planning & Regulatory Services – Public Protection	SCHH	6 (7)	1 (0)	1 (1)	1 (2)	1(0)	10 (10)
SCHH Total		19 (23)	1 (0)	4 (7)	7 (2)	3 (2)	34 (34)
9. Planning & Regulatory Services – Planning	ECR	4 (1)	0 (0)	1 (3)	3 (1)	1 (4)	9 (9)

Service Area	Scrutiny Committee	Improved or Maximum Performance	Maintained Performance	Marginally declined - within 5%	Performance declined by 5% or more	No Comparable data	Number of Performance Indicators
10. Planning & Regulatory Services – Building Control	ECR	1 (2)	0 (0)	1 (0)	0 (0)	0 (0)	2 (2)
11. Economic Development	ECR	1 (3)	0 (0)	0 (0)	2 (0)	0 (0)	3 (3)
12. Asset Management	ECR	6 (6)	0 (0)	1 (1)	0 (0)	0 (0)	7 (7)
13. Leisure & Libraries	ECR	1 (4)	0 (1)	0 (1)	0 (0)	5 (0)	6 (6)
ECR TOTAL		13 (16)	0 (1)	3 (4)	5 (2)	6 (4)	27 (27)
14. Environment & Transport – Waste Management	E&H	6 (5)	0 (0)	0 (0)	0 (1)	0 (0)	6 (6)
15. Environment & Transport – Transport and Highways	E&H	6 (5)	0 (0)	0 (1)	0 (0)	0 (0)	6 (6)
16. Environment & Transport – Countryside Management	E&H	1 (0)	0 (0)	0 (1)	0 (0)	0 (0)	1 (1)
17. Environment & Transport – Street Scene	E&H	2 (1)	0 (0)	0 (1)	1 (1)	0 (0)	3 (3)
E&H Total		15 (11)	0 (0)	0 (3)	1 (2)	0 (0)	16 (16)
Total Number of Performance Indicators		98 (110)	3 (3)	26 (24)	25 (15)	11 (11)	163 (163)
Overall performance Percentage (of comparable measures)		65% (72%)	2% (2%)	17% (16%)	16% (10%)		

NB - Quarter 4, 2013-2014 position in brackets.

Section 3: Quarterly Performance Management Data and Performance key

2014-2015 – Quarter 4 Performance (1st April 2014 – 31st March 2015)

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







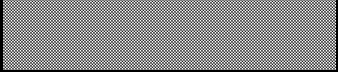
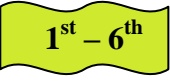
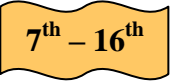
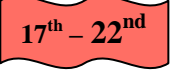
(NSI) National Strategic Indicators (NSIs) - are used to measure the performance of local authorities at a national level and focus on key strategic priorities. Local authorities are under a legal duty to collect & report on these measures.

(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 2014/2015 i.e. an overall performance indicator value for Wales.

(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 years 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.
	2014/15 NPT performance in upper quartile (top six of 22 local authorities) in comparison with All Wales national published measures (NSI & PAM's). 9 of 42 comparable measures in upper quartile.
	2014/15 NPT performance in mid quartiles (7 th – 16 th) in comparison with All Wales national published measures (NSI & PAM's). 23 of 42 comparable measures in mid quartiles.
	2014/15 NPT performance in lower quartile (17 th – 22 nd) in comparison with All Wales national published measures (NSI & PAM's). 10 of 42 comparable measures in lower quartile.

1. Chief Executive's and Finance & Corporate Services

No	PI Reference	PI Description	2012/13 Actual	All Wales 2014/15	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
1	Benefits M001 (Local)	Percentage of new claims correctly assessed.	100%		100%	100%	😊
2	Benefits M002 (Local)	Average days taken for new claims and changes of circumstances from application to assessment.	N/a New		7.53	6.86	↑
3	CS001 (Local)	Customer Services - Average customer waiting times (face to face contact)	13 minutes		8 minutes	6.8 minutes	↑
4	CS003 (Local)	Customer Services - Percentage of telephone calls abandoned after 5 seconds	10.5%		12.87%	12.47%	↑
5	CS004 (Local)	Customer Services - Percentage of customers leaving before being seen (walk offs)	1%		0.13%	0.08% 53 of 67,886	↑
6	CFH/007 (SID)	The percentage of council tax due for the financial year which was received by the authority.	97.1%		97.3%	97.5%	↑
7	CFH/008 (SID)	The percentage of non-domestic rates due for the financial year which were received by the local authority.	97.3%		98.1%	100.7%	↑
	In 2014/15 the net collectable debit decreased in March 2015 due to a significant decrease in Rateable Value for Tata Steel. As Tata Steel had already paid their rates based on the higher Rateable Value and the refund was not actioned until 2015/16, the Business Rates team had effectively received more income than rates due for that financial year hence the 100.7% collection rate. Had the refund to Tata Steel been actioned in the same financial year (i.e 2014/15) the collection rate would have been 98.2%.						
8	#CHR/002 (PAM)	The number of working days/shifts per full time equivalent (FTE) local authority employee lost due to sickness absence.	9.65	9.9 7 th	9.19	9.4	v

The sickness PI, CHR002 is a Public Accountability Measure (PAM) with effect from 1st April 2014.

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

No	PI Reference	PI Description	2012/13 Actual	All Wales 2014/15	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
9	CFH/006 (SID)	The percentage of undisputed invoices which were paid within 30 days.	92.4%		91.6%	90.7%	V
10	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.	7.88%		9.63%	13.48%	V
11	7.7(L) (Local)	Percentage of standard searches carried out in 10 working days.	99.4%		97.9%	86.3%	↓
	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.						
12	CS002 (Local)	Customer Services - Average time to answer telephone calls	28 seconds		30 seconds	33 seconds	↓
	During the first 2 quarters of 2014-2015 the Contact Centre experienced very high levels of demand for a number of previously reported reasons including strike action after effects and the introduction of new Recycling routines. These had a considerable effect on telephone demand and our ability to answer increased customer call volumes. Measures were put in place to address these concerns such as the introduction of a specific Interactive Voice Recognition system (Press 1 for Refuse and Recycling etc.) on the 686868 telephone number and the introduction of new working methods using alternative faster computer systems. From the end of the second quarter, improvements have been made in our key performance indicators. However, the high call demand in the first two quarters of the year has meant that even though we have made very good improvements in the second half of the year, the average time remains slightly higher than last year due to this high demand period at the beginning of the year.						
13	L(P) 13 (L) (Local)	Annual Savings (£)	£1,462,117		£797,516	£534,399	↓
	The savings generated through procurement activity are reliant on the contracts that have been undertaken during that period and the ability to measure savings against an existing contract or service provision. In 2012-2013, the figures were largely inflated by the huge savings recorded in home to school transport which had never been subject to any previous form of competition. In 2013-2014, we also recorded large Home To School Transport savings of £347k, whilst this year it's a more modest but still significant £100k. These alone, would account for the difference and reduction year on year						

2. Education – Schools

No	PI Reference	PI Description	2012/13 Actual (2011/12 Academic year)	All Wales 2014/15 (2013/14 academic year)	Quarter 4 2013/14 (2012/13 academic year)	Quarter 4 2014/15 (2013/14 academic year)	Direction of Improvement
14	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%	1.2% Joint 1 st	0%	0%	😊
15	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.	80.6%	86.4% 21 st	82.0%	84.1% (1,144 of 1,360 pupils)	↑
16	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.	50.4		82.2	79.8	↑
17	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.	486	530 10 th	537	540	↑
18	EDU/016a (PAM)	Percentage of pupil attendance in Primary Schools.	93.1%	94.8% 16 th	93.0%	94.6% (3,153,617 of 3,333,372 sessions)	↑
19	EDU/016b (PAM)	The percentage of pupil attendance in Secondary Schools.	92.3%	93.6% 12 th	92.6%	93.5% (2,182,564 of 2,333,737 sessions)	↑

2. Education – Schools - continued

No	PI Reference	PI Description	2012/13 Actual (2011/12 Academic year)	All Wales 2014/15 (2013/14 academic year)	Quarter 4 2013/14 (2012/13 academic year)	Quarter 4 2014/15 (2013/14 academic year)	Direction of Improvement
20	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.	68.8%	81.2% 22 nd	73.1%	73.1% (1,096 of 1,500 pupils)	↔
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	0.1 1 pupil	↔
22	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%	17.2% 14 th	10.3%	10.0% (150 of 1,500 pupils)	v
23	EDU/010b (SID)	The percentage of school days lost due to fixed-term exclusions during the academic year, in Secondary Schools.	0.111% 1,658 days		0.107% 1,572 days	0.112% 1,598 days	v
24	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.	54.1%	55.5% 9 th	56.0%	55.8%	v
25	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.	0.2%	0.4% 13 ^h	0.1% (2 of 1,619 pupils)	0.2% (3 of 1,667 pupils)	v

2. Education - Schools -continued

No	PI Reference	PI Description	2012/13 Actual (2011/12 Academic year)	All Wales 2014/15 (2013/14 academic year)	Quarter 4 2013/14 (2012/13 academic year)	Quarter 4 2014/15 (2013/14 academic year)	Direction of Improvement
26	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	16.5%		16.4%	15.4% (209 of 1,360 pupils)	V
The decrease is due to the annual variation in take up of Welsh language education. It is expected that the percentage of pupils receiving a Teacher Assessment in Welsh first language will remain fairly consistent over the next 2 to 3 years.							
Page 185	EDU/010a (SID)	The percentage of school days lost due to fixed-term exclusions during the academic year, in Primary Schools.	0.012% 191 days		0.011% 186 days	0.016% 262 days	V
	There has been an increase in permanent exclusions in the secondary sector and a rise in days lost due to fixed term exclusions in both sectors. Measures are now in place to look at these rises:- <ul style="list-style-type: none"> • Inclusion Review in place with behaviour / exclusions identified as a priority area. • Exclusions shared with Challenge Advisors as they occur. • Chronology that led to the exclusions is being audited in a sample of schools 						
28	EDU/008b (SID)	The number of permanent exclusions during the academic year per 1,000 pupils from Secondary Schools.	1.26 10 pupils		1.0 8 pupils	1.3 10 pupils	↓
Same comment as EDU010a above							
29	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.	16.1		38.5	52.2	↓
EDU009 guidelines states that the definition for Part Time provision is at least 10 hours per week. Neath Port Talbot Home Tuition policy states that pupils up to year 9 should receive 1 hour a day tuition, year 10 pupils 1.5 hours a day and year 11 pupils 2 hours a day. These are in conflict with EDU009 performance indication guidelines. There have also been extreme difficulties accommodating 3 SEN pupils due to their complex needs.							

2. Education - Other

No	PI Reference	PI Description	2012/13 Actual	All Wales 2014/15	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
30	EDU/015b (NSI)	The percentage of final statements of special education need issued within 26 weeks excluding exceptions.	100%	95.6% Joint 1 st	100%*	100%*	😊
31	L(SEN) 1a (Local)	Number of children with new statements of special educational needs.	112		103*	77*	↑
33	L(Yth)2+ (Local)	The percentage of 11 - 19 year olds in contact with the youth service.	27.48%		33.07%	30.24%	∨
33	L(SEN) 1b (Local)	Total number of children with statements of special educational needs.	774		788*	790*	∨
34	L(FP) 1+ (Local)	Number of full day childcare places provided.	1,707		1,800	1,624	↓
The decrease in the number of places can be attributed to the re-classification of childcare/day centres by CSSIW. The indicator definition will be re-addressed for 2015/16.							
35	EDU/015a (NSI)	The percentage of final statements of special education need issued within 26 weeks including exceptions	27.7%	64.5% 21 st	32.0%*	23.37%*	↓
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 -12 months data

3. Social Care - Youth Justice

No	PI Reference	PI Description	2012/13 Actual	All Wales 2014/15	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
36	SCY/003a (SID)	The percentage of children and young people in the youth justice system identified via screening as requiring a substance misuse assessment that commence the assessment within five working days of referral.	92.7%		98.5%	100%	😊
37	SCY/003b (SID)	The percentage of those children and young people with an identified need for treatment or other intervention, who receive that within ten working days of the assessment.	100%		100%	100%	😊
38	SCY/001a (SID)	The percentage change in the average number of hours of suitable Education, Training or Employment (ETE) children and young people receive while within the youth justice system by Children and young people of statutory school age.	0%		25.8%	50.5%	↑
39	SCY/001b (SID)	The percentage change in the average number of hours of suitable Education, Training or Employment (ETE) children and young people receive while within the youth justice system by: Young people above statutory school age.	-9.7%		38.2%	71.3%	↑
40	SCY/002a (SID)	The percentage change in the proportion of children and young people in the youth justice system with suitable accommodation at the end of their court order compared with before the start of their court order.	4.1%		-3.7%	2.6%	↑
41	SCY/002b (SID)	The percentage change in the proportion of children and young people in the youth justice system with suitable accommodation upon their release from custody compared with before the start of their custodial sentence.	-20%		0%	n/a	—
No young people had a closed custodial sentence within that period therefore nothing to measure for this indicator.							

NB - The above Youth Justice indicators will be not be reported after 2014-15 and will be replaced in 2015-16 by new regional 'Western Bay' measures which will be reported to Children, Young People and Education Scrutiny Committee on a six monthly basis. These will include a new 'Mental Health Measure'.

4. Social Care – Children’s Services

No	PI Reference	PI Description	2012/13 Actual	All Wales 2014/15	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
42	*SCC/001a (SID from 2014-15)	Priority Measure: The percentage of first placements of looked after children during the year that began with a care plan in place.	58.4%		100%	100%	😊
43	SCC/013ai (SID)	The percentage of open cases of children who have an allocated social worker - Children on the child protection register.	99.8%		100%	100%	😊
44	SCC/013bi (SID)	The percentage of open cases of children who are allocated to someone other than a social worker where the child is receiving a service in accordance with his/her assessment or plan - Children on the child protection register.	0%		0%	0%	😊
45	*SCC/030a (SID from 2014-15)	The percentage of young carers known to Social Services who were assessed.	100%		100%	100%	😊
46	SCC/030b (SID)	The percentage of young carers known to Social Services who were provided with a service.	84.2%		64.7%	100%	😊
47	Local	Priority Measure: The percentage of child protection visits undertaken within 6 weeks. .	N/a New		99.6%	100%	😊
48	SCC/044a (SID)	The percentage of children looked after who were permanently excluded from school during the previous academic year	0%		0%	0%	😊

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

4. Social Care – Children’s Services – continued

No	PI Reference	PI Description	2012/13 Actual	All Wales 2014/15	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
49	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.	15.8%	13.5% 7 th	15.7%	10.7%	↑
50	SCC/006 (SID)	The percentage of referrals during the year on which a decision was made within 1 working day.	93.1%		97.2%	98.5%	↑
51	SCC/010 (SID)	Priority Measure: The percentage of referrals that are re-referrals within 12 months.	35.9%		22.1%	15.4%	↑
52	SCC/011a (PAM)	The percentage of initial assessments that were completed during the year where there is evidence that the child has been seen by the Social Worker.	79.2%	78.0% 15 th	68.3%	74.4%	↑
53	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.	43.1%	44.8% 15 th	38.7%	47.1%	↑
54	SCC/013aii (SID)	The percentage of open cases of children who have an allocated social worker - Children looked after.	95.2%		99.1%	99.6%	↑
55	SCC/013aiii (SID)	The percentage of open cases of children who have an allocated social worker – Children in need.	66.3%		68.0%	71.8%	↑
56	SCC/013biii (SID)	The percentage of open cases of children who are allocated to someone other than a social worker where the child is receiving a service in accordance with his/her assessment or plan – Children in need.	29.4%		31.8%	25.5%	↑

4. Social Care – Children’s Services – continued

No	PI Reference	PI Description	2012/13 Actual	All Wales 2014/15	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
57	SCC/013bii (SID)	The percentage of open cases of children who are allocated to someone other than a social worker where the child is receiving a service in accordance with his/her assessment or plan - Children looked after.	0.6%		0.9%	0.4%	↑
58	SCC/014 (SID)	The percentage of initial child protection conferences due in the year which were held within 15 working days of the strategy discussion.	67.8%		93.5%	94.4%	↑
59	SCC/021 (SID)	Priority Measure: The percentage of looked after children reviews carried out within statutory timescales during the year.	69.2%		95.0%	96.6%	↑
Page 190	SCC/022a (SID)	The percentage attendance of looked after pupils whilst in care in primary schools.	90.1%		93.1%	94.2%	↑
	SCC/025 (PAM)	Priority Measure: The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations.	68.3%	87.7% 7 th	86.9%	91.9%	↑
62	SCC/034 (SID)	The percentage of child protection reviews carried out within statutory timescales during the year.	87.2%		97.5%	98.5%	↑
63	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.	52.9%		42.1%	57.1%	↑
64	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.	33.3%		55.6%	57.1%	↑
65	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.	N/a		93.0%	97.2%	↑

4. Social Care – Children’s Services – continued

No	PI Reference	PI Description	2012/13 Actual	All Wales 2014/15	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
66	SCC/041a (NSI)	The percentage of eligible, relevant and former relevant children that have pathway plans as required.	20.0%	91.2% 19 th	69.8%	83.9%	↑
67	SCC/042a (SID)	Priority Measure: The percentage of initial assessments completed within 7 working days.	38.1%		80.6%	91.9%	↑
68	SCC/042b (SID)	The average time taken to complete initial assessments that took longer than 7 working days to complete.	30		18	14.2	↑
69	SCC/043a (SID)	Priority Measure: The percentage of required core assessments completed within 35 working days.	48.7%		70.2%	84.4%	↑
70	SCC/43b (SID)	The average time taken to complete those required core assessments that took longer than 35 days.	68		56	44.3	↑
71	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.	No data reported	88.9% 18 th	82.2%	88.6%	↑
72	Local	Priority Measure: The percentage of qualified and unqualified workers that receive supervision within 28 calendar days.	N/a New		92.5%	93.8%	↑
73	SCC/004 (NSI/PAM)	The percentage of children looked after on 31 March who have had three or more placements during the year.	8.7%	9.0% 7 th	6.4%	7.1%	v

4. Social Care – Children’s Services – continued

No	PI Reference	PI Description	2012/13 Actual	All Wales 2014/15	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
74	SCC/007a (SID)	The percentage of referrals during the year that were allocated to a social worker for initial assessment.	48.5%		94.1%	93.1%	▼
75	SCC/007b (SID)	The percentage of referrals during the year that were allocated to someone other than a social worker for initial assessment.	6.3%		4.4%	5.5%	▼
76	SCC/015 (SID)	The percentage of initial core group meetings due in the year which were held within 10 working days of the initial child protection conference.	82.3%		91.4%	88.4%	▼
77	SCC/022b (SID)	The percentage attendance of looked after pupils whilst in care in secondary schools.	83.8%		89.7%	85.4%	▼
78	SCC/033d (NSI)	The percentage of young people formerly looked after with whom the authority is in contact at the age of 19.	72.2%	93.3% 9 th	95.7%	95.2%	▼
79	SCC/041b (SID)	The percentage of eligible, relevant and former relevant children that have been allocated a personal advisor.	96.0%		100%	96.8%	▼
80	SCC/001b (SID)	For those children looked after whose second review (due at 4 months) was due in the year, the percentage with a plan for permanence at the due date.	69.5%		89.8%	86.5%	▼
81	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.	63.6%		85.7%	77.1%	↓
It is recognised that this is an area which requires development and work is ongoing to improve mechanisms for capturing this information more accurately.							

4. Social Care – Children’s Services – continued

No	PI Reference	PI Description	2012/13 Actual	All Wales 2014/15	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
82	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.	92.3%	93.1% 13 th	100%	90%	↓
	The small numbers of young people in this category impact on the figures. The young people affected were in transitional arrangements pending their subsequent move to suitable accommodations.						
83	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.	46.2%	59.5% 21 st	63.6%	40.0%	↓
	The significant drop in in part can be attributed to the complex needs of the young people.						
84	SCC/037 (NSI)	The average external qualifications point score for 16 year old looked after children, in any local authority maintained learning setting.	162	276 10 th	335	296	↓
	Results vary depending on cohort of the children. However the Corporate Parenting Panel is focusing on improving the educational attainment of Looked After Children.						
85	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.	3.8		4.0	5.3	↓
	Fixed term exclusions will be a priority for NPT in 2015-16						
86	SCC/007c (SID)	The percentage of referrals during the year that did not proceed to allocation for initial assessment.	45.2%		1.5%	1.4%	—

5. Social Care - Adults Services

No	PI Reference	PI Description	2012/13 Actual	All Wales 2014/15	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
87	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%	88.3% Joint 1 st	100%	100%	😊
88	SCA/019 (NSI/PAM)	The percentage of adult protection referrals completed where the risk has been managed.	100%	95.6% Joint 1 st	100%	100%	😊
89	SCA/001 (NSI)	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over.	5.97	4.83 11 th	3.49	3.21	↑
90	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.	99.98	67.30 2 nd	107.8	111.46	↑
91	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.	23.36	18.85 19 th	23.86	21.71	↑

5. Social Care – Adult Services – c ontinued

No	PI Reference	PI Description	2012/13 Actual	All Wales 2014/15	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
92	SCA/003a (SID)	The percentage of clients who are supported in the community during the year, in the age groups: Aged 18-64.	91.17%		92.45%	93.27%	↑
93	SCA/018b (SID)	The percentage of carers of adult service users who had an assessment in their own right during the year.	23.9%		20.0%	40.48%	↑
94	SCA/018c (SID)	The percentage of carers of adult service users who were assessed during the year who were provided with a service.	44.6%		66.7%	71.35%	↑
Page 195	SCA/020 (PAM)	The percentage of adult clients who are supported in the community during the year.	82.6%	85.2% 12 th	85%	88.9%	↑
	SCA/003b (SID)	The percentage of clients who are supported in the community during the year, in the age groups: Aged 65+	79.4%		81.98%	81.66%	v
97	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.	76.1%	80.0% 13 th	81.7%	79.3%	v

6. Housing – Homelessness and Housing Advice

No	PI Reference	PI Description	2012/13 Actual	All Wales 2014/15	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
98	HHA/016 (SID)	The average number of days all homeless families with children spent in bed and breakfast accommodation.	0		0	0	😊
99	HHA/013 (NSI/PAM)	The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months.	97.1%	65.4% * See note	95.2%	95.5%	↑
100	HHA/008 (SID)	The percentage of homeless presentations decided within 33 working days.	96.6%		96.4%	92.2%	∨
Page 196	HHA/002 (SID)	The average number of working days between homeless presentation and discharge of duty for households found to be statutory homeless.	71		62	74	↓
	It took 13,784 working days to discharge duty on the 186 statutory homeless presentations during the period, i.e. an average of 74 working days. For the same period in 2013/14 it took 8,237 working days to discharge duty on 132 statutory homeless presentations. There has been 19% deterioration in performance against this indicator but this is in the context of a 30% increase in the volume of cases to which the measure applies.						
102	HHA/017a (SID)	The average number of days that all homeless households spent in bed and breakfast accommodation	16.02		16.61	17.51	↓
	45 homeless households spent time in B&B accommodation totaling 788 days. Explanation for 17a & 17b : This deterioration in performance is reflective of the ongoing and increasing difficulty in securing suitable move-on accommodation for statutory homeless households.						
103	HHA/017b SID	The average number of days that all homeless households spent in other forms of temporary accommodation.	111.97		106.49	127.20	↓
	80 homelessness households spent time in other forms of temporary accommodation totaling 10,176 days.						

*. Note - 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.

7. Housing - Private Sector Renewal

No	PI Reference	PI Description	2012/13 Actual	All Wales 2014/15	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
104	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.	5.28%	11.76% 1 st	37.38%	68.59%	↑
105	PSR/007a (SID)	Of the Houses in Multiple Occupation known to the local authority, the percentage that: Have a full license.	1.7%		1.4%	1.63%	↑
Page 197 of 197	PSR/002 (NSI/PAM)	The average number of calendar days taken to deliver a Disabled Facilities Grant.	244	231 14 th	204	252	↓
	We achieved our Corporate Improvement Plan revised target (285 days) and completed our Disabled Facilities Grant (DFG) on average in 252 days. This was a planned increase from last year's 204 days due to the introduction of the Rapid Adaptation Grants process which took smaller jobs out of the DFG process and also due to a number of more complex grants being completed. During 2014/2015 there were also a number of very complex extensions for children which were started in previous financial years. We were however able to complete more DFG's, 323 this year (287 last year) due to the average cost being lower than predicted allowing the budget to go further.						
107	PSR/009a (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Children and young people	386		310	437	↓
	30 DFG's were delivered to Children & Young People, at an average of 440 calendar days per DFG, compared to 18 at an average of 310 days in the previous 12 months. Explanation for increase as per indicator 106 above.						

7. Housing - Private Sector Renewal - continued

No	PI Reference	PI Description	2012/13 Actual	All Wales 2014/15	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
108	PSR/009b (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Adults	233		197	233	↓
	293 DFG's were delivered to Adults, at an average of 233 calendar days per DFG, compared to 269 at an average of 197 days in the previous 12 months. Explanation for increase as per indicator 106 above.						
109	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%	—
110	PSR/007c (SID)	Of the Houses in Multiple Occupation known to the local authority, the percentage that: Are subject to enforcement activity.	0%		0.2%	0%	—
8. Planning and Regulatory Services - Public Protection							
111	PPN/001i (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Trading Standards.	100%		100%	100%	😊
112	PPN/001iii (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Animal Health.	100%		100%	100%	😊
113	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%	100%	😊
114	PPN/001ii (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene.	99%		82%	98%	↑

8. Planning and Regulatory Services - Public Protection - continued

No	PI Reference	PI Description	2012/13 Actual	All Wales 2014/15	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
115	PPN/007i (SID)	The percentage of significant breaches that were rectified by intervention during the year for Trading Standards.	70.4%		78.7%	86.8%	↑
116	PPN/009 (PAM)	The percentage of food establishments which are 'broadly' compliant with food hygiene standards	83.02%	94.2% 17th	92.2%	92.8%	↑
117	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	56%		79%	79%	↔
Page 199	PPN/008i (SID)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year: Trading Standards	60%		56%	51.6%	v
	PPN/007ii (SID)	The percentage of significant breaches that were rectified by intervention during the year for Animal Health.	90%		77.3%	71.4%	↓
119	<p>Of the 7 significant breaches that required rectification during the year, 5 were rectified by intervention for Animal Health. Most of the infringements recorded relate to animal movement and tagging of animals. All sheep, goats, cows and pigs have identification tags and when they are moved, licenses are issued. Failure for these to be present or completed is deemed a breach. Although regarded as infringements, they can be resolved easily by advising the keepers of the animals. The bulk of these issues have been resolved swiftly; or referred to neighbouring authorities for further action. Just recently a joint investigation has been completed with the Animal & Plant Health Agency into storage of animal by-products on a premises, which has diverted resources from routine inspections. The recording of infringements by the Animal Health section has improved considerably, and this figure is more reflective of the work that is being carried out than in previous years. Like Trading Standards, it would be unprofessional to resolve the more serious infringements without a thorough and formal investigation, and this can take a few months.</p>						
120	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.	44%		100%	N/a*see note	—

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

9. Planning and Regulatory Services – Planning

No	PI Reference	PI Description	2012/13 Actual	All Wales 2014/15	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
121	PLA/002 (SID)	The percentage of applications for development determined during the year that were approved.	96.6%		95.5%	96.4%	↑
122	PLA/004d (SID)	The percentage of all other planning applications determined during the year within 8 weeks.	83.5%		73.9%	79%	↑
123	PLA/M002 (Local)	Average time taken from receipt of application to date decision is issued - days	N/a New		87.6 days	82.7 days	↑
124	PLAM/004 (Local)	The percentage of major planning applications determined during the year within 8 weeks.	N/a New		23.1%	30.4%	↑
125	PLA/M001 (Local)	Average time taken from receipt of application to validation of application -days	N/a New		30.1 days	30.6 days	▼
126	PLA/004b (SID)	The percentage of minor planning applications determined during the year within 8 weeks.	75.5%		71.3%	63.5%	↓
Performance has dropped from 71.3% to 63.5%, which remains a consequence of the complexity of the type of application determined and pressures on staff resources, but continues to be partly balanced by the increase in performance for ‘all other’ planning applications - PLA/004 d – which increased from 73.9% to 79%.							

9. Planning and Regulatory Services – Planning - continued

No	PI Reference	PI Description	2012/13 Actual	All Wales 2014/15	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
127	PLA/004c (SID)	The percentage of householder planning applications determined during the year within 8 weeks.	98.0%		94%	87.4%	↓
	<p>Performance remains high at close to 88% but falls short of the high standards set in recent years (94% overall during 2013-14). Two relatively poor quarters (Quarter 1 and Quarter 4) have affected these cumulative figures, and it is acknowledged that there is a need to 'go back to basics' and focus more on performance measurement.</p> <p>Although not a measure in itself, overall the performance of the team in determining planning applications within the statutory 8 weeks has fallen this year from 78.5% to 76.8%, which is indicative both of the complexity of applications and appeals the team has had to deal with, and the recent pressures on staff resources. Nevertheless, despite these challenging times, officers remain committed to the delivery of a quality planning service, and will continue to ensure that Officers encourage and engage in 'front-loaded' negotiations, through the successful chargeable pre-application service. This was introduced in 2014 and is effective in reducing delays for developers later in the process.</p>						
Page 201	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.	27%	41% 10 th	69%	42%	↓
	<p>This Authority fully utilises its Social Housing Grant programme and has taken advantage of other innovative funding opportunities to deliver affordable housing and where the opportunity has arisen secured affordable housing through the Planning System.</p> <p>The variation in data between 2014-15 and 2013-14 for this indicator is affected by external market forces which can dictate our ability to secure affordable housing through the planning system, availability of grant funding and variations of onsite productivity (schemes can take many months/years from initiation to development to completion and it could be that in one year we have schemes on site and the next year we have schemes completed). These factors are outside the control of the local authority.</p> <p>2014/15 information for this indicator is pre-populated with data from the Affordable Housing data collection return (to the Welsh Government) for the year ending 31 March 2014 representing total affordable housing units provided in the local authority area; pre-populated with data from the Newbuild data collection return (to the Welsh Government) for the year ending 31 March 2014 representing the total number of properties newly completed in the local authority area, including those inspected by both the local authority building control department and also the National House Building Council (NHBC).</p>						

9. Planning and Regulatory Services – Planning - continued

No	PI Reference	PI Description	2012/13 Actual	All Wales 2014/15	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
129	PLA/M003 (Local)	Percentage of applications where the quality of the development has been improved (following negotiation by the case officer either at pre-application stage or during the course of the application).	N/a		36%	29.3%	—
	<p>The percentage figure has dropped in comparison with the same quarter last year. This figure is largely dependent on the nature of applications that are received during any quarter and, as a consequence, is subject to minor fluctuations throughout the year. The cumulative figure was 29% of applications requiring the intervention of Officers to improve proposals to make them more acceptable. This reduction in the overall number of applications requiring improvement can be attributed to the fact that the Department received a greater number of applications which were acceptable upon submission, and as such did not require negotiation.</p> <p>This measure will be deleted from the planning data set reported to scrutiny for 2015-2016. Whilst it is important as an indicator for the Planning Section to understand, as a comparative year on year indicator it is not appropriate.</p>						
<h2>10. Planning and Regulatory Services – Building Control</h2>							
130	BCT/004 (SID)	Percentage of Building Control 'full plan' applications checked within 15 working days during the year.	96.1%		98.1%	100%	😊
131	BCT/007 (SID)	The percentage of 'full plan' applications approved first time.	97%		99%	96.6%	∨

11. Economic Development

No	PI Reference	PI Description	2012/13 Actual	All Wales 2014/15	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
132	L(ED) 3 (Local)	Number of business enquiries resulting in advice, information or financial support being given to existing companies through Business Services.	651		682	686	↑
133	L(ED) 1 (Local)	Number of jobs created as a result of financial support by the Local Authority.	137		255	187	↓
	<p>It was anticipated that there would be lower output for 2014/15 which was reflected in the Corporate Improvement Plan target for the year of 145 (which was exceeded). Whilst businesses would seek funding to make investments, there remained uncertainty about the economic recovery and how this would impact on job creation. Secondly, changes to European Regulations requiring the Loan Fund to be registered with the Financial Conduct Authority meant that this fund would not be available for at least part of the year. The Loan was not available for the first six months of 2014/15 and this had an impact on the outputs achieved for this indicator. In addition, during the year, the Business Team has also administered an additional fund, Enhanced Local Needs Support which has contributed to the number of jobs created.</p>						
Page 203	L(ED) 2 (Local)	Number of new business start-up enquiries assisted through Business Services	349		429	361	↓
	<p>It was anticipated that there would be lower output for 2014/15 which was reflected in the Corporate Improvement Plan target for the year of 150 (which was exceeded). The Business Development team has had a great deal of success in setting up monthly Enterprise Clubs to fill a gap in the support market for individuals thinking about starting a business with Job Centre Plus being the key source of referrals. However, Job Centre Plus now invites business advisors from the Centre for Business to provide advice and this has resulted in a decrease in the number of enquiries for support. However, the changes to the welfare system have resulted in more individuals enquiring about self-employment so this should impact on outputs reported for this indicator in 2015/16.</p>						

12. Corporate Health – Asset Management

No	PI Reference	PI Description	2012/13 Actual	All Wales 2014/15	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
135	CAM/001ai (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: A – Good	7.1%	Not available yet	7.15%	7.21%	↑
136	CAM/001aii (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: B – Satisfactory	35.0%		41.17%	43.33 %	↑
137	CAM/001aiii (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: C – Poor	46.2%		42.23%	39.79%	↑
138	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	19.4%		15.16%	15.11%	↑
139	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	59.9%		60.61%	56.72%	↑
140	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	20.7%		24.23%	28.17%	↑
141	CAM/001aiv (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: D – Bad	11.7%		9.45%	9.67%	▼

13. Leisure and Libraries

No	PI Reference	PI Description	2012/13 Actual	All Wales 2014/15	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
142	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.	5,839	8,662 22 nd	5,696 (798,044 visits)	5,775 (807,892 visits)	↑
143	LCL/001(b) (NSI)	The number of people using Public Libraries during the year, per 1,000 population.	6,831	5,526 8 th	6,839 (958,162 visits)	5,709 (798,609 visits)	—
144	LCL/002a (SID)	The number of publicly accessible computers per 10,000 population.	8		8	6	—
145	LCL/002b (SID)	The percentage of available computer hours, in use.	46%		48%	46%	—
146	LCL/003 (SID)	The percentage of library material requests supplied within 7 calendar days.	78%		83%	81%	—
147	LCL/004 (SID)	The number of library materials issued, during the year, per 1,000 population.	4,146		4,190 (587,079 issues)	3,219 (450,318 issues)	—

The figures for the Library Service cannot be compared like for like to the previous year's performance, as NPTCBC ceded overall responsibility for five of the libraries to various community groups on 1st April 2014 and a further four on 1st May 2014. Comparing like for like (with the remaining Libraries), visits are up 1.44%, Material Issued down 11.13%. The withdrawal of the Mobile Library service from Southern Powys has impacted on the Material Issued figures (withdrawal of funding from Powys).

14. Environment & Transport – Waste Management

No	PI Reference	PI Description	2012/13 Actual	All Wales 2014/15	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
148	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.	48.33%	56.24% 7 th	54.04%	58.10%	↑
	WMT/004b (NSI/PAM)	The percentage of municipal waste collected by local authorities sent to landfill.	20.3%	29.38% 2 nd	14.04%	11.13%	↑
150	WMT/010i (SID)	The percentage of local authority municipal waste: Prepared for re-use.	0.15%		0.18%	0.29%	↑
151	WMT/010ii (SID)	The percentage of local authority municipal waste: Recycled.	34.92%		38.09%	38.47%	↑
152	WMT/010iii (SID)	The percentage of local authority municipal waste: Collected as source segregated bio-wastes and composted or treated biologically in another way.	13.27%		15.76%	19.34%	↑
153	WMT/012 (SID)	The percentage of local authority collected municipal waste used to recover heat and power.	27.54%		29.33%	32.40%	↑

15. Environment & Transport – Transport and Highways

No	PI Reference	PI Description	2012/13 Actual	All Wales 2014/15	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
154	THS/009 (SID)	The average number of calendar days taken to repair street lamp failures during the year.	1.94		1.83	1.56	↑
155	THS/007 (NSI)	The percentage of adults aged 60 or over who hold a concessionary bus pass.	91.8%	85.8% 7 th	88.9%	90.6%	↑
156	THS/011a (SID)	The percentage of: Principal (A) roads in overall poor condition.	7.9%	4.1%	6.8%	5.8%	↑
157	THS/011b (SID)	The percentage of: Non-principal/classified (B) roads in overall poor condition.	6.7%	5.0%	5.2%	4.0%	↑
158	THS/011c (SID)	The percentage of: Non-principal /classified C roads in overall poor condition.	9.6%	17.2%	8.2%	7.0%	↑
159	THS/012 (PAM)	The percentage of Principal (A) roads, Non-principal (B) roads and Non-principal C roads that are in overall poor condition.	8.0%	11.9% 3 rd	6.7%	5.6%	↑

16. Environment & Transport - Countryside Management

No	PI Reference	PI Description	2012/13 Actual	All Wales 2014/15	Quarter 4 (Full Year) 2013/14	Quarter 4 (Full Year) 2014/15	Direction of Improvement
160	CMT/001 (SID)	The percentage of total length of 'Rights of Way' which are easy to use by members of the public.	68%		67%	68.9%	↑

17. Environment & Transport - Street Scene

161	STS/005b (PAM)	The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness.	83%	96.9% 5 th	97.8%	98.8%	↑
162	STS/005a (SID)	The cleanliness Indicator	70		67.6	70.6	↑
163	STS/006 (NSI)	The percentage of reported fly tipping incidents cleared within 5 working days.	95.25%	93.05% 22 nd	81.10%	72.06%	↓
<p>We saw an increase in reporting of fly tipping incidents this year (1,242 compared to 1,111 last year). One of the reasons for this is due to more accessible contact channels through social media, including Twitter and Facebook. There has also been an increase in elected Members reporting incidents. The overall drop in performance is as result of proactive work of the waste enforcement section, and our continued commitment to address fly tipping and subsequent prosecutions. As 15 days (statutory notice under the Refuse Disposal (Amenity) Act 1978 – Section 6) is given to remove investigated incidents, waste is not permitted to be cleared within the 5 days; this will affect the overall performance of this Performance Indicator.</p>							



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

2014- 2015 Performance Comparison – NPT compared to All Wales

The information included in this document provides information on the performance of our Council's National Strategic Indicators (NSI's) and Public Accountability Measures (PAM's) for 2014/2015 (which local authorities are required to collect & report), and using these measures provides a comparison with All Wales performance data for 2014-2015 and also sets out our rank and quartile position for each indicator .

Page 3 also provides a year on year comparison for NPT performance for these 43 national indicators against our own performance in the previous year.

Key:

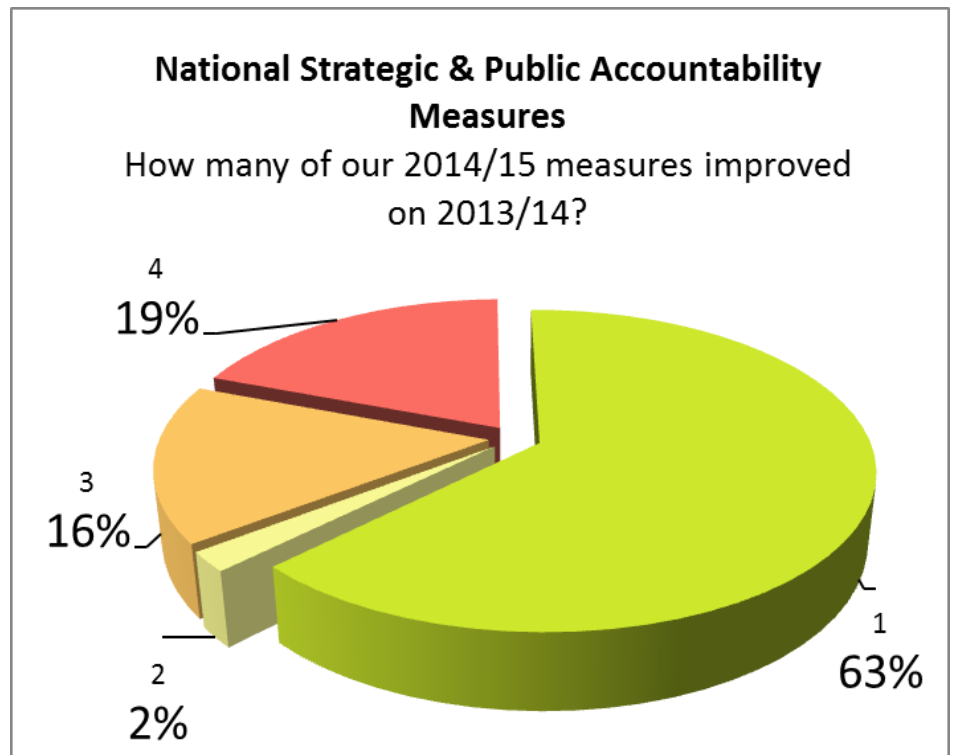
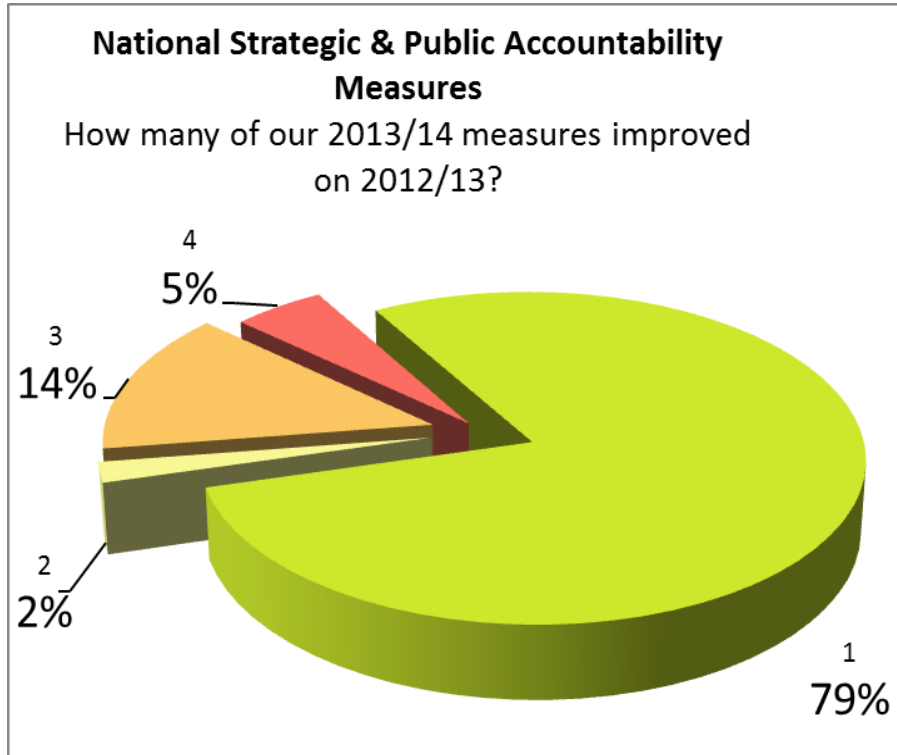
National Strategic Indicators (NSIs) - are used to measure the performance of local authorities at a national level and focus on key strategic priorities. Local authorities are under a legal duty to collect & report on these measures.

Public Accountability Measures - consist of a small set of "outcome focussed" indicators, selected initially from within the existing Performance Measurement Framework. They 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.

All Wales data -This data is calculated using the base data supplied by all authorities that is aggregated to provide an overall performance indicator value for Wales for each of the performance indicators.

Maximum Performance - Achieving either 100% or 0% (where lower performance figure is better) performance, where there is no scope for improvement for the relevant performance indicator.

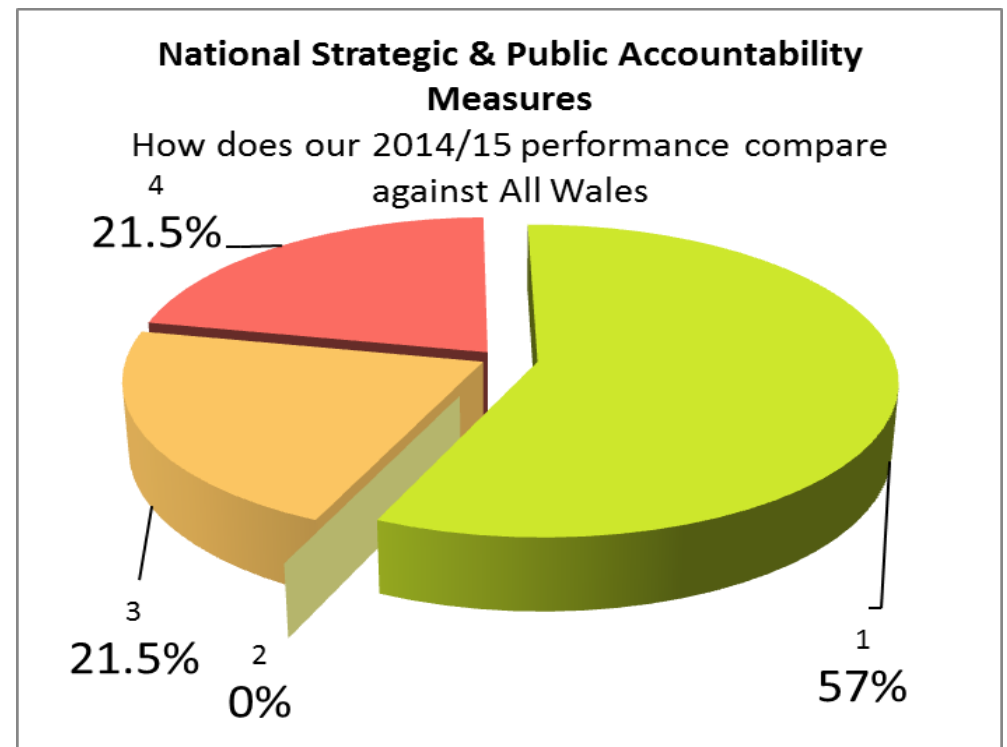
Performance of our NSI's and PAMs compared to the previous year



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- | | |
|---|--|
| 1 Improved or Maximum Performance | 2 Performance Maintained |
| 3 Marginally Declined within 5% | 4 Declined by 5% or more |

Our performance of our NSI's and PAMs compared against all Wales data



- | | |
|---|---|
| 1 Performance better than All Wales data | 2 Performance maintained |
| 3 Performance is within 5% All Wales data | 4 More than 5% below All Wales data |

NPT - Quartile position of our performance indicators compared across Wales

	2012/13	2013/14	2014/15
Upper (1 st) quartile 1 st – 6 th	10 Indicators	18 Indicators	9 Indicators
Mid (2 nd & 3 rd) Quartiles 7 th – 16 th	15 Indicators	15 Indicators	23 Indicators
Lower (4 th) Quartile 17 th – 22 nd	18 Indicators	10 Indicators	10 Indicators
No Comparable Data	1 indicator	1 indicator	1 indicator
Total Indicators	44	44	43

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Performance Key for Trend Against All Wales data	
Trend	
↑	Performance is better than All Wales data
↔	Performance maintained with All Wales
∨	Performance is within 5% of All Wales data
↓	Performance is more than 5% below All Wales data
—	No comparable data

All 43 NSI & PAM Indicators – NPT 2014/15 Actual against All Wales 2014/15:

Page 213	PI Reference	PI Description	NPT Actual 12/13	NPT Actual 13/14	NPT Actual 14/15	All Wales 2014/15	2014/15 NPT Trend against All Wales	Rank and quartile position		
								2012/13	2013/14	2014/15
1	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.	5.28%	37.38%	68.59%	11.76%	↑	7th	3 rd	1 st
2	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%	0%	0%	1.2%	↑	Joint 1 st	Joint 1 st	Joint 1st

No	PI Reference	PI Description	NPT Actual 12/13	NPT Actual 13/14	NPT Actual 14/15	All Wales 2014/15	2014/15 NPT Trend against All Wales	Rank and quartile position		
								2012/13	2013/14	2014/15
3	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%	100%	88.3%	↑	Joint 1 st	Joint 1 st	Joint 1st
4	SCA/019 (NSI/PAM)	The percentage of adult protection referrals completed where the risk has been managed.	100%	100%	100%	95.6%	↑	Joint 1 st	Joint 1 st	Joint 1st
5	EDU/015b (NSI)	The percentage of final statements of special education need issued within 26 weeks excluding exceptions.	100%	100%	100%	95.6%	↑	Joint 1 st	Joint 1 st	Joint 1st
Page 214	* WMT/004b (NSI/PAM)	The percentage of municipal waste collected by local authorities sent to landfill.	20.3%	14.04%	11.13%	29.38%	↑	2 nd	3 rd	2 nd
	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.	99.98	107.8	111.46	67.30	↑	6 th	5 th	2 nd
8	THS/012 (PAM)	The percentage of Principal (A) roads, Non-principal (B) roads and Non-principal C roads that are in overall poor condition.	8.0%	6.7%	5.6%	11.9%	↑	7 th	4 th	3 rd
9	STS/005b (PAM)	The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness.	83%	98.5%	98.8%	96.9%	↑	21 st	11 th	5 th
10	CHR/002* (PAM)	The number of working days/shifts per full time equivalent (FTE) local authority employee lost due to sickness.	9.65	9.19	9.4	9.9	↑	N/A	N/a	7 th

*- Public Accountability Measure with effect from 1st April 2014.

No	PI Reference	PI Description	NPT Actual 12/13	NPT Actual 13/14	NPT Actual 14/15	All Wales 2014/15	2014/15 NPT Trend against All Wales	Rank and quartile position		
								2012/13	2013/14	2014/15
11	THS/007 (NSI)	The percentage of adults aged 60 or over who hold a concessionary bus pass.	91.8%	88.9%	90.6%	85.8%	↑	4 th	6 th	7 th
12	SCC/004 (NSI/PAM)	The percentage of children looked after on 31 March who have had three or more placements during the year.	8.7%	6.4%	7.1%	9.0%	↑	10 th	6 th	7 th
13	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.	15.8%	15.7%	10.7%	13.5%	↑	16 th	15 th	7 th
14	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.	48.33%	54.04%	58.10%	56.24%	↑	19 th	14 th	7 th
15	SCC/025 (PAM)	The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations.	68.3%	86.9%	91.9%	87.7%	↑	21 st	14 th	7 th
16	LCL001b (NSI)	The number of people using public libraries during the year per 1,000 population.	6,831	6,839	5,709	5.526	↑	4 th	4 th	8 th

No	PI Reference	PI Description	NPT Actual 12/13	NPT Actual 13/14	NPT Actual 14/15	All Wales 2014/15	2014/15 NPT Trend against All Wales	Rank and quartile position		
								2012/13	2013/14	2014/15
17	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.	54.1%	56%	55.8%	55.5%	↑	9 th	7 th	9th
18	SCC/033d (NSI)	The percentage of young people formerly looked after with whom the authority is in contact at the age of 19.	72.2%	95.7%	95.2%	93.3%	↑	22 nd	12 th	9th
19	SCC/037 (NSI)	The average external qualifications point score for 16 year old looked after children, in any local authority maintained learning setting.	162	335	296	276	↑	19 th	4 th	10th
	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.	27%	69%	42%	41%	↑	18 th	5 th	10th
21	EDU/011 (NSI/PAM)	The average point score for pupils aged 15 as at the preceding 31 August, in schools maintained by the local authority.	486	537	540	530	↑	10 th	6 th	10th
22	SCA/001 (NSI)	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over.	5.97	3.49	3.21	4.83	↑	17 th	11 th	11th
23	EDU/016b (PAM)	The percentage of pupil attendance in Secondary Schools.	92.3%	92.6%	93.5%	93.6%	▼	11 th	12 th	12th
24	SCA/007 (PAM)	The percentage of clients with a care plan at 31 st March whose care plans should have been reviewed that were reviewed during the year.	76.1%	81.7%	79.3%	80.0%	▼	19 th	13 th	12th

No	PI Reference	PI Description	NPT Actual 12/13	NPT Actual 13/14	NPT Actual 14/15	All Wales 2014/15	2014/15 NPT Trend against All Wales	Rank and quartile position		
								2012/13	2013/14	2014/15
25	SCA/020 (PAM)	The percentage of adult clients who are supported in the community during the year.	82.55%	84.96%	85.1%	85.2%	V	19 th	16 th	12 th
26	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.	92.3%	100%	90%	93.1%	V	14 th	Joint 1 st	13 th
27	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.	0.2%	0.1%	0.2%	0.4%	↑	8 th	7 th	13 th
28	PSR/002 (NSI/PAM)	The average number of calendar days taken to deliver a Disabled Facilities Grant.	244	204	252	231	↓	8 th	6 th	14 ^h
29	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%	10.3%	10.0%	17.2%	↓	14 th	14 th	14 th
30	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.	43.1%	38.7%	47.1%	44.8%	↑	10 th	16 th	15 th

No	PI Reference	PI Description	NPT Actual 12/13	NPT Actual 13/14	NPT Actual 14/15	All Wales 2014/15	2014/15 NPT Trend against All Wales	Rank and quartile position		
								2012/13	2013/14	2014/15
31	SCC/011a (PAM)	The percentage of initial assessments that were completed during the year where there is evidence that the child has been seen by the Social Worker.	79.2%	68.3%	74.4%	78.0%	V	11 th	20 th	15th
32	EDU/016a (PAM)	Percentage of pupil attendance in Primary Schools.	93.1%	93.0%	94.6%	94.8%	V	21 st	22 nd	16th
33	PPN/009 (PAM)	The percentage of food establishments which are 'broadly' compliant with food hygiene standards	83.02%	92.2%	92.8%	94.2%	V	20 th	8 th	17th
34	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.	No Data	82.2%	88.6%	88.9%	V	No Data	20 th	18th
35	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.	23.36	23.86	21.71	18.85	↓	19 th	19 th	19^h
36	SCC/041a (NSI)	The percentage of eligible, relevant and former relevant children that have pathway plans as required.	20.0%	69.8%	83.9%	91.2%	↓	22 nd	21 st	19th
37	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.	46.2%	63.6%	40%	59.5%	↓	16 th	8 th	21st

No	PI Reference	PI Description	NPT Actual 12/13	NPT Actual 13/14	NPT Actual 14/15	All Wales 2014/15	2014/15 NPT Trend against All Wales	Rank and quartile position		
								2012/13	2013/14	2014/15
38	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.	80.6%	82.0%	84.1%	86.4%	V	18 th	20 th	21 st
39	EDU/015a (NSI)	The percentage of final statements of special education need issued within 26 weeks including exceptions	27.7%	32.0%	23.37%	64.5%	↓	21 st	20 th	21 st
40	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.	68.8%	73.1%	73.1%	81.2%	↓	17 th	19 th	22 nd
41	STS/006 (NSI)	The percentage of reported fly tipping incidents cleared within 5 working days.	95.3%	81.1%	72.06%	93.05%	↓	11 th	21 st	22 nd
42	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.	5,839	5,696	5,775	8,662	↓	21 st	22 nd	22 nd
43	HHA/013 (NSI/PAM)	The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months.	97.1%	95.2%	95.5%	65.4%	* see comment below	2 nd	—	—

* ■ 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 will advise 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.

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

COUNCIL

14 OCTOBER 2015

Report of the Corporate Parenting Panel

Matter for Information

Wards Affected: All

Corporate Parenting Panel Annual Report 2014-15

Purpose of the Report

1. The terms of reference for the Neath Port Talbot Corporate Parenting Panel provides for an Annual Report to be produced by the Panel to full Council. The Annual Report for 2014-15 is included at Appendix 1.

Executive Summary

2. The Annual Report 2014-15 outlines the work of the Corporate Parenting Panel over the last year and highlights the progress that has been made. It also identifies future work of the Panel and some of the initiatives and actions it will aim to achieve during 2015/16.
3. The work programme for 2014/15 has focussed on the key areas - educational attainment, continued monitoring and improvement of accommodation for Care Leavers, holding a Looked After Children Information and Fun Day and representation of Looked After Children in the Youth Justice System
4. Several policies have been commissioned by the Panel and the Online Safety Policy has been recognised by the Fostering Network as an example of good practice.

5. The Information and Fun Day was a success and was enjoyed by all who attended.
6. The Panel has continued to support the improvement of educational attainment for Looked After Children and the action plan continues to be developed and monitored. The Panel has been proactive in addressing this issue which has become a national priority.
7. Accommodation for Care Leavers has been a priority for the Panel and significant improvement has been made. Work in this area will continue as it has been noted that there could be a surge in demand in the next few years due to the current number of Looked After Children.
8. It was identified that Looked After Children were over represented in the Youth Justice System. There have been positive developments within Neath Port Talbot in this area with a reduction in the number involved in the system.
9. There are challenges for the Panel going forward and these include identifying priority areas, avoiding duplication of the work of other groups and developing mechanisms to ensure all Elected Members are aware of their role and responsibilities as Corporate Parents. A seminar on Corporate Parenting will take place on 22 October and all Members are invited to attend.
10. Future work of the Panel includes continuing to develop and monitor existing work areas. In addition, identifying future priorities such as commissioning information on health services for Looked After Children.

Background

11. Looked After Children are one of the most vulnerable groups in our society and improving the lives of these children is a national priority. Providing care and support for them is the job of staff employed by the Council, partner agencies, foster carers and Elected Members.
12. The role of the Corporate Parenting Panel is to champion the rights of these children and young people to ensure their needs are being met, they are safe and have the best chances in life. The Panel monitors information that impacts on Looked After Children and holds partners and officers to account.

13. The Neath Port Talbot Corporate Parenting Panel was set up in 2013 and is chaired by the Leader of the Council.

Financial Impact

14. The work that has been developed around Looked After Children and Children and Young People Services has resulted in a reduction in the number of Looked After Children. This will have a positive impact with savings projected in the Forward Financial Plan.

Equality Impact Assessment

15. The activities of the Panel take into account that age is a protected characteristic and where necessary other protected characteristics are considered, such as race and disability. Where new or changes to policies are commissioned by the Panel equality impact assessments are undertaken as appropriate.

Workforce Impacts

16. The work that has been developed around Looked After Children and Children and Young People Services has resulted in a positive impact on the workforce with more stability.

Legal Impacts

17. There are a range of statutory legal requirements in regards to Looked After Children. The Panel helps to support the Council and its partners to discharge them by ensuring there is clear focus and responsibilities there to.

Risk Management

18. The role of the Corporate Parenting Panel is to champion the rights of Looked After Children. The Council is no longer subject to the serious concerns protocol and the Panel will minimise the risk of losing focus on the needs of Looked After Children.

Consultation

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

Recommendation

20. In accordance with the agreed terms of reference for the Corporate Parenting Panel, an annual report has been produced for full Council. Members have the opportunity to consider and comment on the information contained within the report and the proposed priorities for the next period.

Reason for Proposed Decision

21. In setting up the Corporate Parenting Panel the Council requires an annual report to be produced by the Panel setting out the work that has been undertaken and identifying future priorities.

Appendices

22. Appendix One - Corporate Parenting Panel Annual Report 2014-15
23. Appendix Two - Terms of reference of the Corporate Parenting Panel.

Officer Contact

24. Catherine Gadd
Democratic Services Officer
01639 763118
c.gadd@npt.gov.uk

CORPORATE PARENTING PANEL

TERMS OF REFERENCE/MEMBERSHIP

1. A Corporate Parenting Panel is formally established as part of the Annual Meeting arrangements with clear terms of reference, membership and reporting lines.
2. The Panel to meet six weekly in the first year.
3. The terms of reference are:
 - To ensure looked after children and young people are seen as a priority by the whole of the Council and its partners.
 - Scrutinise the policies, opportunities and procedures in place across the Council to support looked after children and young people in achieving their potential and make recommendations, where appropriate to the Cabinet, for improvement.
 - Gather the views of, and act as advocate for looked after children and young people and care leavers.
 - To monitor and evaluate the responsiveness of partners in supporting children and young people looked after to achieve their potential.
 - To hold officers and partners to account.
4. Membership
 - Chairman: Cllr A H Thomas (Leader of the Council)
 - Cllr P A Rees
 - Cllr P D Richards
 - Cllr A R Lockyer
 - Cllr Mrs K Pearson
 - Cllr M Harvey
 - Cllr Ms C Morgans
 - Cllr S Paddison
 - Cllr S Rahaman
 - Cllr I B James
 - Cllr D Keogh
 - Cllr M Ellis

Appendix 2

- Cllr J D Morgan

Attendees to include:

- Foster Parent
- Care Leaver
- Director of Social Services, Health and Housing
- Head of Children and Young People
- Principal Officer with responsibility for looked after children
- Education Co-ordinator
- Others subject to the business of the Committee (to include wider partners)

5. Initial Work Programme

To include:

- To prepare a corporate parenting policy statement.
- To understand the outcomes being achieved by looked after children in Neath Port Talbot and identify areas where improvement work should be concentrated in the first instance, starting with improving educational achievements.
- Ensuring all elected members have appropriate opportunities to ensure they fully understand their corporate parenting responsibilities. This is to include initial induction, clear role descriptions, and suitable training and guidance.
- To commission suitable information to support Elected Members in their corporate parenting roles. To include identifying what information is important, what insight it provides for Members and how to determine if the information is highlighting good or poor performance.
- Reporting Arrangement –letter from Panel Chairperson to the Cabinet Member for Children and Young People. Letter from chairperson to other Members as

Appendix 2

appropriate. Annual report from the Panel to full Council.

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Corporate Parenting Panel Annual Report 2014/15

Contents

Section	Item
	Chair's Foreword
1	Introduction
2	Overview of the work of the Corporate Parenting Panel 2014/15 and future actions
3	Challenges
4	Future Work
5	Conclusions
6	Officer Contact

Chair's Foreword

It gives me great pleasure to present the Annual Report of the Corporate Parenting Panel for 2014-15. I decided to set up this Panel of Members in July 2013 to make certain that the Council was undertaking its duties as Corporate Parents and to ensure that children the Council look after have the same opportunities as others in the County Borough. Part of the role of a Corporate Parent is ensuring that Looked After Children receive a standard of care that we would deem good enough for our own children.

I would like to thank the Foster Carer representative, who sits on the Panel, for providing an invaluable contribution. I would also like to thank the Elected Members on the Panel for their attendance, commitment and enthusiasm, which has resulted in another productive year. The guidance and support of officers given to the Panel has ensured that it continues to make a difference to the outcomes for children in care and care leavers.

Reading through the Annual Report it is an opportunity to reflect on the challenges and successes of the Panel over the last civic year. The work programme for 2014/15 has focussed on the following key areas:

- Educational attainment
- Continued monitoring and improvement of accommodation for Care Leavers
- The Looked After Children Information and Fun Day
- Representation of Looked After Children in Youth Justice System

Good progress has been made in all of these areas, which is outlined throughout this report.

In 2015/16 the Panel will continue the work to improve educational attainment and accommodation for care leavers, in particular addressing the anticipated surge in demand for accommodation and the impact of the 'When I am Ready' arrangements. The Panel will also be focussing on aspects of health for children in the care of the Council.

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All Elected Members are corporate parents and I hope the work undertaken by the Panel, which is outlined in this report, will be of interest to you. It may also assist Members in identifying opportunities for their development and understanding.

Councillor Alun Thomas OBE
Chair of Corporate Parenting Panel.

1. Introduction

The main aim of this report is to highlight the work that has been undertaken by the Corporate Parenting Panel during 2014/15. It outlines future work of the Panel and some of the initiatives and actions it will aim to achieve in 2015/16. The document may also facilitate discussions on other items that could be included within the work programme for 2015/2016.

The Care and Social Services Inspectorate Wales (CSSIW) invoked their Serious Concerns Protocol in relation to Children's Services in Neath Port Talbot Council in November 2012. As part of the improvement work it was identified that there was a significant gap in relation to Elected Members understanding their Corporate Parenting role. With the assistance of the Independent Support Team, two Corporate Parenting All Member Seminars were held. The recommendation resulting from these events was that a Corporate Parenting Panel was set up and it was agreed by full Council that the Panel would be established during the 2013/14 Civic Year. The Terms of Reference for the Panel provides for an Annual Report to be produced to full Council. The Panel has now been in place for two years.

The Panel is chaired by the Leader of the Council and is made up of twelve Elected Members, including the Cabinet Members for Children and Young People and Education and Lifelong Learning and the Chair of Children, Young People and Education Scrutiny Committee. A Foster Carer Representative also attends the Panel. Support is given to the Panel by the Democratic Services Team, the Director of Social Services, Health and Housing, the Head of Children's Services and other Council officers as and when required.

A further CSSIW inspection was undertaken in February 2015, which focussed on whether sufficient progress had been made to improve the quality and consistency of services for children and young people in need of support or protection, including those who were looked after and care leavers. The Inspectors also evaluated the potential for the Local Authority to sustain and further develop improvements in the Service. Upon completion of

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the CSSIW Inspection Report; the Chief Inspector took the decision to remove Neath Port Talbot's Children's Services from the Serious Concerns Protocol.

The Inspection Report from February 2015 stated the following key findings in relation to the Corporate Parenting Panel:

“Corporate parenting arrangements were being embedded and starting to make a real difference but concerted effort will be required to ensure ongoing success”.

This was further explained in the report:

“Elected members were able to give examples of what difference ‘corporate parenting’ has made to the outcomes for children and young people who were receiving services. These included supporting opportunities for looked after children to achieve academically and increasing the supported housing options for care leavers. There was a commitment to ensure young people were no longer placed in unsuitable bed and breakfast accommodation. This showed a critical change from previous inspections when corporate parenting was seen as passive rather than proactive.”

These findings highlight the progress that the Panel had made since its inception. The work of the Panel needs to be sustained to ensure that there continues to be improved outcomes for Looked After Children and Care Leavers.

2. The Work of the Corporate Parenting Panel during 2014/2015 and Future Actions

Purpose of Panel

Looked After Children are one of the most vulnerable groups in our society and improving the lives of these children is a national priority. Providing care and support for them is the job of staff employed by the Council, partner agencies, foster carers and Elected Members. The Council's Elected Members all have a role

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as 'corporate parents' and this means that they are responsible for ensuring that Looked After Children receive a standard of care that they would deem good enough for their own children. The role of the Corporate Parenting Panel is to champion the rights of these children and young people to ensure their needs are being met, they are safe and have the best chances in life. The Panel monitors information that impacts on Looked After Children and hold partners and officers to account.

Number of Meetings

The Corporate Parenting Panel meets on a six weekly basis and there were 7 meetings held in the 2014/15 Civic Year.

The Work Programme

The Work Programme included:

- Commissioning relevant data and information to assist Members of the Panel with agreeing priority areas.
- Improving educational attainment for Looked After Children.
- Improving accommodation options for Care Leavers.
- Monitoring stability of placement arrangements.
- Arranging and holding an information and fun day for Looked After Children.
- Monitoring the number of Looked After Children involved in the Youth Justice System.
- Receiving information on safeguarding arrangements for Looked After Children.

Policies

Progress so far:

In the last annual report it was stated that a draft Corporate Parenting Policy had been developed. Following further consultation with children and young people the final Policy was approved by the Children, Young People and Education Cabinet

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Board in September 2014 and was taken to full Council for formal adoption on 15th October 2014.

The Online Safety Policy for foster parents was also approved by the Children, Young People and Education Cabinet Board on 22nd September 2014. The final Policy is included in the packs that are given to Foster Carers to provide them with further and up to date guidance. Since its implementation the Fostering Network has recognised this Policy as an example of good practice.

Future Actions:

The Panel will commission the development of relevant policies as and when required. Any policies developed will be considered and formally approved by the Children, Young People and Education Scrutiny Committee and Cabinet Board.

Information and Fun Day

Progress so far:

One of the first achievements for the Corporate Parenting Panel during 2014/15 was holding an Information and Fun Day for Looked After Children on 30th July 2014. The event demonstrated the commitment of the Council, both officers and Elected Members, to our Looked After Children. It was also an opportunity to consult on some important policies. The event was made possible by the generous support of sponsors and partners. Elected Members played a key role in securing sponsorship and had a big impact on making the event a success.

More than 150 children, young people and their foster carers attended on the day. The emphasis of the event was having fun and the opportunity was also taken to get feedback from children and young people on several areas to find out what is important to them to help shape how they are cared for. The occasion allowed Looked After Children and their carers to get together to make

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new friends and share their experiences. Members of the Corporate Parenting Panel got involved in different activities and enjoyed interacting with those that attended. Members also had the opportunity to explain what a corporate parent is and their role, which provided children, young people and carers with a better understanding of who champions their interests and ensures the Council delivers the services required.

The event was very successful and it achieved its aims. The contribution from Council officers and partners ensured it ran smoothly and demonstrated the benefits of partnership working. An event report was completed and all sent to all Elected Members for their information.

Future Actions:

An event framework has been established to assist with any future planned events.

Improving Educational Attainment for Looked After Children

Progress so far:

The Panel recognised that the attainment of Looked After Children was significantly lower than any other group and it was agreed that earlier intervention was required and in particular to concentrate on literacy levels. During 2013/14 the Panel had directed officers to develop an action plan for a co-ordinated approach to targeting literacy support for Looked After Children. The development of the action plan was co-ordinated by the then Head of Learning and Inclusion and the Looked After Children Education Officer. The action plan has been supported by the Panel and was implemented during 2014/15. A Policy was also developed to support the action plan and was formally approved by the Children, Young People and Education Cabinet Board on 4th December 2014.

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The Panel regularly monitors the action plan and receives quarterly update reports. In addition Members request data and information that is relevant to the educational attainment of Looked After Children to ensure that sufficient progress continues to be made in this area.

The Panel has been proactive in addressing this issue which has become a national priority. The Panel developed and submitted a consultation response to the Welsh Government's consultation on raising the ambitions and educational attainment of children who are looked after in Wales.

Future Actions:

A method of measuring success needs to be established. As a starting point three years of performance data is available in 2015 to compare. It will also be measured against the key milestones within the action plan which will be reported to the Panel on a quarterly basis.

The National curriculum reforms and changes to national literacy and numeracy arrangements proposed by Welsh Government will have an impact in this area. How it influences the attainment of Looked After Children in Neath Port Talbot will be considered by the Panel in due course. The Panel will also consider the final policy on raising the ambitions and educational attainment of children who are looked after in Wales, once it has been produced by the Welsh Government.

Accommodation for Care Leavers

Progress so far:

Accommodation for Care Leavers was identified as an area that required significant improvement. The Corporate Parenting Panel highlighted the need to ensure that all young care leavers are in suitable and appropriate accommodation. The Panel tasked the Director of Social Services, Health and Housing to take forward

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improvement work in this area and significant work was undertaken during 2014/15.

In 2014 a commitment was given to ensure that Bed and Breakfast (B&B) accommodation was only used in absolutely the most emergency situations. Since this commitment there have been very few instances where care leavers have needed to be placed temporarily in B&B accommodation whilst alternative accommodation was identified. In cases where this has happened a range of accommodation options had been explored, all of which had broken down, including: family arrangements, supported lodgings, private rented accommodation and housing tenancies. The B&B arrangements were temporary and in all cases alternative arrangements were put in place. When it is unavoidable that young people need to use B&B accommodation the leaving care service ensures that there is a plan in place to move young people on and that there are arrangements for monitoring them, which can include daily contact with the young person.

Children and Young People Services have continued to develop relationships with Housing Options. Support has been made available to access housing for young people 18+ in emergency situations where they have been unable to access supported accommodation.

Monitoring of this project has been on-going through six monthly update reports. The workings of contracts with Housing organisations that have an impact on Care Leavers have also been presented to the Panel.

Future Actions:

It has been noted that there will be a surge in demand for accommodation for care leavers in the next few years due to the current number of Looked After Children. In addition in April 2016 the 'When I'm ready' arrangements come into force under part 6 of the Social Services and Well-Being Act (Wales) 2014. The arrangements set out the requirements for young people to remain in their foster placement until they are ready for independence. Children and Young People Services are currently

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working in conjunction with the finance, housing benefits and welfare rights departments to develop a policy to deliver the requirements of the scheme which needs to be implemented prior to April 2016. A Working Group has been established to ensure there will be adequate provision of housing accommodation and to review existing commissioning arrangements with housing providers. The Panel will receive regular updates in this area to ensure progress is being made.

Stability of Placement

Progress so far:

Placement stability is key to securing better outcomes for children in care. Local authorities have a duty to secure a sufficient range of placements to meet the needs of looked after children in their area. The Corporate Parenting Panel has requested reports to ensure that an appropriate Placement Strategy and arrangements are in place in Neath Port Talbot. The main focus has been on the number of placement moves and the reasons behind them. Since July 2014 the Service has developed the mechanism for reporting on placement breakdowns, and they are now easily able to distinguish between planned placement moves and placement breakdowns.

Future Actions:

The Panel will continue to receive regular updates on the number of placement moves and any other relevant information in relation to progress in this area.

Youth Offending

Progress so far:

The Corporate Parenting Panel were informed that despite the reduction in first time entrants to the criminal justice system, and the welcome drop in the number of children imprisoned in Wales and England, Looked After Children (LAC) were over represented in the Youth Justice System. The key issues were highlighted and progress against these issues has been reported back to the

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Panel. There have been positive developments within Neath Port Talbot and the Panel was pleased to note the reduction in the numbers of LAC in the Youth Justice Service.

Future Actions:

The Panel will continue to be updated at regular intervals on the numbers of LAC in Neath Port Talbot involved with the Youth Justice System and related issues. Where appropriate the Panel will challenge areas that require further improvement.

Safeguarding

Progress so far:

The Panel has received information in relation to safeguarding issues for Looked After Children, such as inspection and audit reports. Through receiving this information the Panel has been reassured that appropriate mechanisms are in place to safeguard children and young people who are in care of the Local Authority.

One of the recommendations from the Internal Audit report on Safeguarding Children – children who go missing and children at risk of sexual exploitation (June 2014) - was for consideration be given to inviting a Health representative to sit on the Corporate Parenting Panel. This recommendation has been actioned and a representative from the Health Board regularly attends the meeting.

Members of the Panel and Members of the Children, Young People and Education Scrutiny Committee and Cabinet Board, were invited to attend awareness raising training on preventing child sexual exploitation. Feedback from the Members that attended was that it was very useful and informative and they have suggested that the awareness raising training is made available to all Members.

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Future actions:

Members of the Panel will continue to receive any relevant information in relation to safeguarding Looked After Children and they will be invited to appropriate training as and when required.

3. Challenges

In undertaking its work the Panel has faced several challenges, which have included:

- Care Leaver representatives were attending meetings of the Panel, however, this is no longer the case. Further discussions will be held with relevant officers in identifying and encouraging care leaver representatives to attend meetings on a regular basis or alternative mechanisms to be established for their input into the work of the Panel. The input of children and young people is important to help shape the services they receive.
- Identifying priority areas and the development of the work programme. It was important to not cross over with the work of other groups and to avoid duplication. Where appropriate the work of the Panel should dovetail and compliment other work.
- Developing mechanisms to ensure all Elected Members are aware of the work the Panel is undertaking and their role and responsibilities as Corporate Parents. Also identifying suitable training and development opportunities for Members. Work in this area is still on-going.

4. Future Work

The previous section of the report provides an overview of the work carried out by the Panel during 2014/15. It has continued to make good progress and the next step is to consider the future

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work of the Panel. So far, the following areas have been identified:

- Continue to monitor areas prioritised by the Panel and, where necessary, challenge areas of concern and put actions in place for improvement. This includes: Representation of Looked After Children in the Youth Offending Service, Accommodation for Care Leavers, Educational Attainment for Looked After Children and Stability of Placement.
- The Panel wants to ensure that all Elected Members understand their role as Corporate Parents and have access to appropriate information. An all Member Seminar on Corporate Parenting has been arranged for 22nd October 2015.
- There is a regular representative from the Health Board and Members of the Panel have requested information to ensure that the health requirements of Looked After Children are being met, which has been programmed into the work programme.
- Other areas of work identified by the Panel, which will improve the outcomes for Looked After Children, will be added to the Forward Work Programme as and when identified.
- Review of the Terms of Reference to ensure they remain fit for purpose. Should changes be considered necessary, then a report to full Council will be made.

5. Conclusions

It has been a busy year for the Corporate Parenting Panel and progress has been made in a number of key areas, as outlined in the report. The continued action taken by the Panel to address educational attainment, accommodation for care leavers and the Looked After Children in the Youth Justice System will have a

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significant impact on improving the outcomes for Looked After Children. The Panel needs to ensure that there is effective evaluation and monitoring of the impacts and outcomes of this work.

The Report highlights future areas of work and development and Members will be kept informed of the progress of the Panel. The Panel looks forward to bringing further information to Members and reporting on progress.

6. Contact Information

The Corporate Parenting Panel is supported by the Democratic Services Team located in the Chief Executive's Department and contact details follow:

Name	Position	Contact Details
Catherine Gadd	Democratic Services Officer	c.gadd@npt.gov.uk 01639 763118

**NEATH PORT TALBOT COUNTY BOROUGH COUNCIL
COUNCIL**

14 October 2015

Report of the Director of Social Services, Health and Housing

Matter for Information

Wards Affected

All Wards

Corporate Safeguarding

Purpose of the Report

1. To inform Members of the steps being taken to ensure that the Council safeguards Children, Young People and Vulnerable Adults in all aspects of its activities; whether through its own staff, partners, contractors or volunteers.

Background

2. Last year (3 September 2014) Council received a similar Report.

That Report explained how since June 2013 Corporate Safeguarding had been overhauled and new, more rigorous procedures had been put in place.

This included:-

- Revision of our procedures to ensure Safer Recruitment
- Formal Audit by Internal Audit of key areas of potential risk
- Extension of review and audit to schools and provision of refreshed guidance
- Ensuring that taxi drivers, escorts and volunteers who work with children are correctly vetted; and that contractors are fully aware of their own duties

- The establishment of the Corporate Safeguarding Board which meets eight weekly; and the Operational Safeguarding Group.
- The need for constant vigilance and common sense practice to ensure that potential safeguarding risks are anticipated and eliminated to the utmost extent, humanly possible.
- The need to maintain awareness and understanding of procedures at all levels of the Council.

That report also explained a key distinction, namely:-

- (a) That the Council has specific Safeguarding duties with regard to Children, Young People and Adults. (For example Child Protection Services and Protection of Vulnerable Adults)
- (b) In the case of the Council's own activities it ensures that they are conducted in a way which safeguards Children, Young People and Adults. The latter is what Corporate Safeguarding is about.

3. **Progress to Date**

In June 2014 the Council and all Welsh Councils received a Corporate Safeguarding Review by the Wales Audit Office.

The Council came out well from this Review and also compared with many other Councils. The Report which we received from WAO was presented to Children, Young People and Education Cabinet Board on 12 February 2015.

More recently (July 2015) a Summary Report covering all 22 Welsh Councils was published by WAO. That Report is reproduced at Appendix 1.

The Report individual to this Council showed that we have many strengths and there were no significant recommendations about requirements for improvement or unaddressed risk.

For example:

- Our procedures for Safer Recruitment are robust
- We conduct Internal Audits which are proportionate to potential areas of risk
- We have a planned series of Audits throughout the year, which address relevant themes.
- A Staff Survey conducted by WAO as part of their Review showed that staff have high levels of awareness of Safeguarding issues, understand procedures correctly, know who the Local Authority Designated Officer is, etc.

I am pleased to report that the overhaul work which was undertaken in mid to late 2013 was not only reflected in the WAO Report, but that the developments put in place have been maintained and developed in the period from last year's Report to Council to date.

The Corporate Safeguarding Board which includes the Chief Executive; Director of Social Services, Health and Housing; Director of Education, Leisure and Lifelong Learning; Head of H.R. continues to ensure that high standards of Safeguarding are applied to and maintained across all of the Council's activities.

On account of their relationship with the Council owing to Local Management of Schools, it has been necessary regularly to remind school Leaders and Governors of their responsibilities and to provide refreshed guidance.

One particular area has been the use of Supply Teacher Agencies, where schools must ensure that Agencies they use have robust DBS checking systems in place.

Over the past 12 months there have been a number of Professional Abuse Strategy Meetings (PAMS) with regard to allegations of abuse by professionals. Appendix 2 sets out the number and by type. .

On account of the Council's Forward Financial Plan, the level of external recruitment (excluding Schools and Children's Services) has been lower than it might otherwise have been.

As a consequence the level of DBS checking where required, is correspondingly lower.

Never the less this must not be allowed to become a cause for relaxing our approach to vetting employees.

In relation to criminal record checks, HR implemented electronic DBS checks in January 2015, a more efficient process in terms of both cost and time, which also provides greater assurance in relation to tracking checks.

The work which was undertaken in late 2013 onwards related mainly to Safeguarding Children and Young People. This was because at the time Children's Services was subject to the Serious Concerns Protocol (lifted in April 2015).

During the last year an identical approach has been extended to Protection of Vulnerable Adults.

The Directorate now has two embedded HR officers in Adults' and Community Services, which the Directorate funds.

This has enabled us to achieve the level of compliance which we achieved previously in Children's Services. For example, HR officers sign off Recruitment Checks before any employee starts.

Since a Court Ruling in March 2014, Deprivation of Liberty Safeguards (DOLS) have become a significant safeguarding issue for all Councils. In summary this means that where people are placed in residential care that they or a representative have the capacity to consent to this; and individuals are not unlawfully deprived of their liberty.

An illustration of the pressure which has mounted in DOLS referrals is as below:-

2013/14: 8

2014/15: 447

2015/16: 780 (projected).

Care Homes are one of the largest areas by cost, where Third Parties provide services to individuals on the Council's behalf.

This is an area where the Council must check robustly that high standards of safeguarding are being maintained throughout.

The system of reviewing Care Homes has been amended. For instance there is a dedicated individual for each Care Home, leading to greater continuity and better knowledge of each setting.

Where there are concerns, Improvement Notices are issued, which are monitored and supported to achieve rapid compliance.

Over the last four years there has been a decrease in the number of referrals in relation to protecting vulnerable adults, as follows:-

2011/12: 348

2014/15: 287 (-18%)

An Internal Audit Report was published on 14th November 2014 regarding Safer Recruitment in Adults & Community Services; with a follow-up Report on 13th May 2015. Both showed significant improvement.

A significant amount of training is undertaken in relation to a range of safeguarding topics, including Safe Recruitment (mandatory for recruiting managers), Child Protection Training for CYPS Social Work staff (mandatory for qualified social workers), Child Sexual Exploitation, etc.

4. There are two Safeguarding Boards which cover the Western Bay Region. The Western Bay Safeguarding Children Board (WBSCB) and The Western Bay Safeguard Adults Board (WBSAB).

There has been high focus for both safeguarding boards on compliance with the Social Services and Wellbeing Act in preparation for implementation in April 2016. The WBSCB is now fully compliant, has a robust Business Plan which is reviewed and reported on through the governance of its management groups on the board's behalf. The plan for 2015/16 is publicly available on the website.

The WBSCB has also just signed off the annual report which provides an overview of progress made against 2014/15 business plan, what gaps existed and where the focus should continue over the next year.

During the last year the WBSCB has taken a lead nationally in spearheading the multi agency approach to Child Sexual Exploitation; and to ensuring that Agencies individually and collectively are effective, vigilant and well prepared.

As the Annual Report shows, the WBSCB has a high emphasis upon efficient, business like operation and above all, being effective in challenging and ensuring that agencies are meeting their Safeguarding duties and responsibilities.

Most recently, the Chairman of WBSCB sought assurances from each local authority within the region on the recommendations from the national review of corporate safeguarding published in July 2015.

Each year the WBSCB requires each Agency to complete a Section 28 Audit. This Audit aims to confirm that each Agency is compliant with its own Safeguarding Duties towards Children and Young People.

The WBSCB scrutinises these audits, challenges and holds agencies to account for these Audits.

Similarly, the SAB is developing against its strategic responsibilities which will come into force with SSWA implementation. The structure and terms of reference are being reviewed to assure the board is ready and in place. The SAB also has a Business Plan in compliance with the Act identifying its strategic priorities which include implementation of part 7 of the Act, DOLS and domestic abuse of older people.

5. Conclusions

- The systems, checks and balances to ensure that the Council fulfils its Corporate Safeguarding duties to a high standard are all in place and work.
- Systems and safeguarding themes are audited through a planned programme to ensure compliance and eliminate risk.
- Safeguarding is overseen at the highest managerial level by the Corporate Safeguarding Board.
- Its work extends to schools, partners, contractors and volunteers.
- In the past year an identical approach to that taken in 2013/14 for Children's Services has been extended to Adults & Community Services.
- Above all, successful Corporate Safeguarding relies upon constant vigilance and common sense.

Appendices

Appendix 1 – Review of Corporate Safeguarding Arrangements in Welsh Councils

Appendix 2 – Professional Abuse Strategy Meetings

Officer Contact

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Archwilydd Cyffredinol Cymru
Auditor General for Wales

Review of Corporate Safeguarding Arrangements in Welsh Councils



WALES AUDIT OFFICE
SWYDDFA ARCHWILIO CYMRU



I have prepared and presented this report under the Government of Wales Act 1998 and the Public Audit (Wales) Act 2004.

The Wales Audit Office study team was project managed by Nick Selwyn and Huw Rees and comprised Martin Gibson, Steve Blundell, Brian Jones, Melanie Watson, Osian Lloyd and Ginette Beal under the direction of Jane Holownia.

Huw Vaughan Thomas
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Summary report

Welsh councils' corporate assurance arrangements for overseeing the safeguarding of children are of variable quality



- 1 All children have a right to protection against abuse, neglect, exploitation and violence and councils have a statutory duty to safeguard and promote the welfare of children and young people. Under **Safeguarding Children: Working Together Under the Children Act 2004**¹ (Working Together), local authorities have a statutory duty to have in place safeguarding arrangements for children, which include strategic planning, directly delivering services, and providing support and guidance to providers of commissioned services. Local authorities also have a duty to work in partnership with others to secure the safeguarding and well-being of children in their area, including participating in their local safeguarding children board.
- 2 On behalf of the Auditor General, staff of the Wales Audit Office have examined the extent to which councils have put in place, and are operating, effective management and assurance processes and controls for safeguarding children. Our methods are set out in [Appendix 1](#). In summary, we undertook fieldwork at all 22 Welsh councils; surveyed local authority staff and elected members²; and reviewed relevant research and guidance from the Care and Social Services Inspectorate Wales and Estyn.
- 3 Our review specifically considered the effectiveness of safeguarding arrangements within two selected services, as a means of testing the corporate assurance arrangements within councils as a whole. The services we selected are:
 - a Education services – All schools, including independent schools, non-maintained schools and further education institutions have a statutory duty to exercise their functions with a view to safeguarding and promoting the welfare of their pupils.
 - b Cultural and leisure services – A local authority provides and enables a wide range of facilities and services for children such as libraries and leisure centres and parks. Their employees, volunteers and contractors have different levels and types of contact with children who are users of these services.
- 4 Our findings and recommendations are set out in [paragraph 12](#).

¹ **Safeguarding Children: Working Together Under the Children Act 2004**, Welsh Government, September 2006

² We undertook a survey of local authority staff working in leisure, cultural services and libraries and education non-schools-based staff; schools-based staff; head teachers; chairs of governors; and all elected members. We received 1,990 responses in total: 185 from chairs of governors, 331 from elected members and 1,474 from council staff.

Welsh Government guidance, which sets out the safeguarding arrangements it expects councils to put in place, is not sufficiently clear and compliance with guidance by councils varies

- 5 Welsh Government policy Working Together sets out clear expectations of corporate and senior officer and member leadership on safeguarding matters, with corporate responsibilities for planning improvements. However, we found that not all councils have established lead directors for safeguarding and the role of the lead member for safeguarding is underdeveloped and not well understood in many councils.
- 6 Although councils are generally clear that they should have an identified person responsible for safeguarding in education as set out in the Welsh Government's policy **Keeping learners safe: The role of local authorities, governing bodies and proprietors of independent schools under the Education Act 2002**³ (Keeping Learners Safe) councils are sometimes confused about responsibilities for safeguarding generally at a senior level across the whole authority as set out in Working Together. This may be because there is some lack of consistency in both the Welsh Government's guidance in relation to the terms used for those responsible for safeguarding at senior and operational levels and how their responsibilities are described in the two guidance documents and how councils have interpreted these two documents.
- 7 We also found that councils are working with partners as part of local safeguarding children boards to provide a strategic overview on safeguarding. The development of regional joint working is supporting effective inter-agency planning. However, we found that safeguarding policies and procedures are not always up to date and need to be reviewed to align better with Welsh Government guidance and to cover all relevant council services.

Council-wide arrangements for safe recruitment and training do not always provide assurance that corporate safeguarding responsibilities are being discharged effectively

- 8 Finding, recruiting and training the right people to work with children can be difficult. We found that most councils have established systems for the safe recruitment of staff that will come into contact with children and their families. Whilst we found examples of good practice, we also found some common weaknesses such as these arrangements not being consistently applied across all relevant council services.

³ **Keeping learners safe: The role of local authorities, governing bodies and proprietors of independent schools under the Education Act 2002**, Welsh Government, January 2015

- 9 Likewise, training on safeguarding for employees and elected members who work with, or come into contact with, children and families is not consistently embedded in all councils. In some councils, training programmes on safeguarding are restricted to core services, such as education and social care; or delivered as discretionary rather than mandated training. And we found evidence of weaknesses in some councils of poor systems to identify, track and monitor attendance on safeguarding training.
- 10 In many councils, safeguarding is too focused on education and social care and more needs to be done to ensure that corporate safeguarding responsibilities are fully integrated with the work of other services that have regular contact with children and young people such as leisure, libraries and housing.

Safeguarding arrangements are not consistently monitored and evaluated by councils as part of their corporate scrutiny, internal audit and risk management arrangements

- 11 The work of councils' scrutiny committees, risk management and internal audit functions are essential and integral parts of a council's assurance framework and decision-making arrangements. We found that limitations and weaknesses in the monitoring and evaluation of corporate safeguarding were undermining effective scrutiny within councils. Internal audit is not used in most councils to review safeguarding practices. Risk management arrangements are not always robust enough to provide assurance that safeguarding is effectively managed.

Recommendations

12 The key recommendations arising from the work we carried out are that councils should:

Recommendation	Responsible partners
<p>R1 Improve corporate leadership and comply with Welsh Government policy on safeguarding through:</p> <ul style="list-style-type: none"> • the appointment of a senior lead officer who is accountable for safeguarding and protecting children and young people with corporate responsibilities for planning improvements; • the appointment of a lead member for safeguarding; and • regularly disseminating and updating information on these appointments to all staff and stakeholders. 	Councils
<p>R2 Ensure there is a corporate-wide policy on safeguarding covering all council services to provide a clear strategic direction and clear lines of accountability across the council.</p>	Councils
<p>R3 Strengthen safe recruitment of staff and volunteers by:</p> <ul style="list-style-type: none"> • ensuring that Disclosure and Barring Service (DBS) checks and compliance with safe recruitment policies cover all services that come into contact with children; • creating an integrated corporate compliance system to record and monitor compliance levels on DBS checks; and • requiring safe recruitment practices amongst partners in the third sector and for volunteers who provide services commissioned and/or used by the council which are underpinned by a contract or service level agreement. 	Councils
<p>R4 Ensure all relevant staff, members and partners understand their safeguarding responsibilities by:</p> <ul style="list-style-type: none"> • ensuring safeguarding training is mandated and coverage extended to all relevant council service areas, and is included as standard on induction programmes; • creating a corporate-wide system to identify, track and monitor compliance on attending safeguarding training in all council departments, elected members, schools, governors and volunteers; and • requiring relevant staff in partner organisations who are commissioned to work for the council in delivering services to children and young people to undertake safeguarding training. 	Councils

Recommendation	Responsible partners
<p>R5 In revising guidance, the Welsh Government should clarify its expectations of local authorities regarding the roles and responsibilities of the designated officer within education services, and the named person at senior management level responsible for promoting the safeguarding.</p>	Welsh Government
<p>R6 Improve accountability for corporate safeguarding by regularly reporting safeguarding issues and assurances to scrutiny committee(s) against a balanced and council-wide set of performance information covering:</p> <ul style="list-style-type: none"> • benchmarking and comparisons with others; • conclusions of internal and external audit/inspection reviews; • service-based performance data; • key personnel data such as safeguarding training, and DBS recruitment checks; and • the performance of contractors and commissioned services on compliance with council safeguarding responsibilities. 	Councils
<p>R7 Establish a rolling programme of internal audit reviews to undertake systems testing and compliance reviews on the council's safeguarding practices.</p>	Councils
<p>R8 Ensure the risks associated with safeguarding are considered at both a corporate and service level in developing and agreeing risk management plans across the council.</p>	Councils

- 13 We have also set out in [Appendix 2](#), the key assurance requirements for effective corporate safeguarding arrangements, as a checklist for councils to review their current performance.

Part 1

Welsh Government guidance, which sets out the safeguarding arrangements it expects councils to put in place, is not sufficiently clear and compliance with guidance by councils varies



- 1.1 All children have a right to protection against abuse, neglect, exploitation and violence and councils have a statutory duty to safeguard and promote the welfare of children and young people. Safeguarding, however, is far more than child protection. Child protection is specifically about protecting children and young people from suspected abuse and neglect. Safeguarding is much wider and includes everything a council can do to keep children and young people safe, including minimising the risk of harm and accidents, taking action to tackle safety concerns and ensuring children grow up in safe circumstances.
- 1.2 Safeguarding is also about being able to respond quickly and appropriately to concerns or allegations brought to the council, which means having the right policies and procedures in place to deal with difficult situations if they arise. Clearly, it is in the best interest of councils and their service users to have effective safeguarding systems and practices in place. One of the most important principles of safeguarding is that it is everyone's responsibility. Each professional and organisation must do everything they can to ensure that children and adults at risk are protected from abuse.
- 1.3 This part of the report considers the key issues set out in the Welsh Government policy framework for safeguarding and comments on how councils in Wales are currently working to meet these commitments. We consider the effectiveness of corporate leadership on safeguarding; the roles of the lead director and lead member; awareness amongst council and schools-based staff and members on safeguarding policy issues; and the effectiveness of local safeguarding boards.

Some councils are unclear about their corporate safeguarding responsibilities

- 1.4 The Welsh Government policy framework for safeguarding is set out in **Safeguarding Children: Working Together under the Children Act 2004**⁴ (Working Together). Working Together notes that improved outcomes for children can only be delivered and sustained when key people and bodies work together to design and deliver more integrated services around the needs of children and young people. Such an approach needs to be led and managed at a local level and supported nationally, and requires improved joint working between the Welsh Government and its partners, and between those partners and children, young people and their families and communities.
- 1.5 Working Together sets out some key underlying principles for the establishing and management of effective safeguarding arrangements. These include:
 - a all key people and bodies work in partnership to achieve shared outcomes;
 - b clear overall accountability exists for all services;
 - c key local services are integrated, where appropriate, around the needs of children and young people, and children and young people are actively involved in developing and evaluating the services which are provided for them;

⁴ **Safeguarding Children: Working Together Under the Children Act 2004**, Welsh Government, September 2006

- d key people and bodies work well individually and together through universal, targeted and specialist services to safeguard and promote the welfare of children; and
 - e children, young people and their families receive effective support at the first sign of difficulties.
- 1.6 The key agencies identified in Working Together are local authorities; the police; the probation service; NHS trusts; and local health boards. An awareness and appreciation of the role of others is essential for effective collaboration between these agencies and joint working should extend across the planning, management, commissioning/provision and delivery of their respective services.
- 1.7 Working Together requires chief officers and senior managers to provide strong leadership, to establish clear, appropriate and effective accountability and decision-making arrangements and ensure that human and financial resources are deployed efficiently to provide high-quality services. Councils are also required by Welsh Government guidance to work with partners in the establishment and effective operation of local safeguarding children boards. Councils are required to have developed a clear written statement of their responsibilities towards children that is available for all employees and have established a clear line of accountability within the organisation for work on safeguarding and promoting the welfare of children.
- 1.8 Chief officers and senior managers also have statutory responsibilities for monitoring the actions of their employees to safeguard and promote the welfare of children. Welsh Government guidance requires councils to ensure their services are provided in a framework within which organisations and individuals are accountable for the quality of their practice and services and for providing the best possible standard of safeguarding. Similarly, staff need to be properly trained, competent and accountable for their conduct and practice.
- 1.9 The statutory basis for safeguarding is changing with the implementation of the **Social Services and Well-being (Wales) Act 2014**, which is due to be implemented in April 2016, introduces new requirements to strengthen and improve safeguarding. This includes the creation of a National Independent Safeguarding Board and revised expectations of the role and work of local safeguarding children boards. Part seven of the 2014 act also clearly sets out the responsibilities of key people and bodies to make arrangements to ensure that their functions are discharged with regard to the need to safeguard and promote the welfare of children.
- 1.10 The welfare of children is the corporate responsibility of the entire local authority because all local authority services have an impact on the lives of children and families, and local authorities have a particular responsibility towards those children and families most at risk of social exclusion. A successful safeguarding approach therefore requires effective internal working, collaboration, corporate leadership, and recognition of the importance of child well-being.

- 1.11 We undertook a survey of local authority staff working in leisure, cultural services and libraries and education non-schools-based staff; schools-based staff; head teachers; chairs of governors; and all elected members. Identical surveys were used for each group to ensure findings could be compared. We received 1,990 responses in total: 185 from chairs of governors, 331 from elected members and 1,474 from council staff. The survey enabled us to check awareness and understanding of safeguarding and test compliance with key requirements of Working Together.
- 1.12 Our survey found that the majority of respondents, 95.3 per cent, agreed that safeguarding and protecting children and young people is a high priority for their council. However, as Exhibit 1 shows, some members, council staff and chairs of governors do not know that everyone is responsible for safeguarding and protecting children and young people in their council – Exhibit 1.

Exhibit 1 - The person(s) survey respondents identified as being accountable for safeguarding and protecting children and young people in their council

Only 64 per cent of respondents understood that all council staff, elected members and schools governors have responsibilities for safeguarding and protecting children and young people in their council.

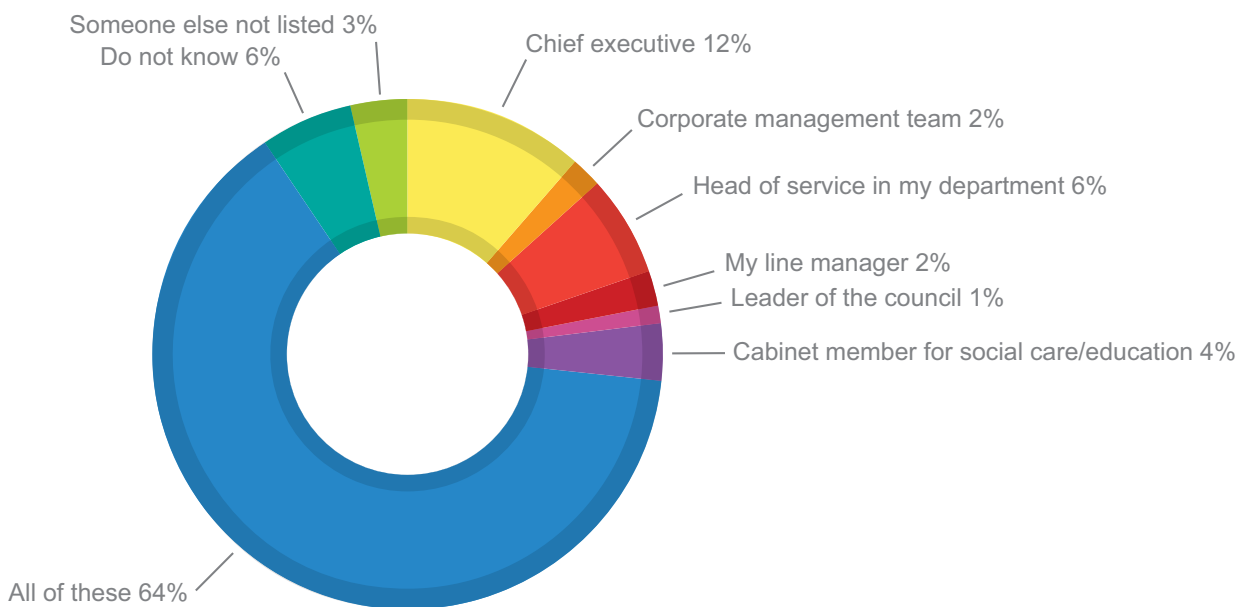


Exhibit source: Wales Audit Office Safeguarding Survey, 2013-14

- 1.13 The results of our survey suggest that councils have much more to do to ensure safeguarding is fully embedded. Our survey found that 11.3 per cent of chairs of governors and 8.6 per cent of operational staff did not know who was accountable for safeguarding within their council. In addition, within services, 7.6 per cent of schools-based staff and 8.6 per cent of leisure, cultural and libraries staff similarly stated that they did not know who was accountable for safeguarding within their council. Taken together, the findings from our survey show that councils need to do more to ensure that all those who have a role in safeguarding young people understand their responsibilities, and the lines of accountability for safeguarding within their authority.
- 1.14 We found that the majority of authorities had established some form of corporate board to provide oversight and corporate leadership on safeguarding. The best examples are where members and senior managers take collective responsibility for safeguarding and have established committees and/or performance boards with membership drawn from all services, which have responsibility for strategic oversight of safeguarding matters. For example, the Corporate Parenting Cabinet Committee in Bridgend County Borough Council which has a wide membership drawn from all council directorates and includes the executive team, cabinet and scrutiny committees.
- 1.15 However, we also identified some weaknesses in corporate arrangements in some councils, particularly where the authority was undergoing significant management change with new senior managers taking up post, and a change in management responsibilities and organisational structure. This often resulted in councils needing to establish new systems and processes for managing safeguarding. These changes did not provide assurance that the councils' safeguarding work, at a corporate level, was operating effectively.

Not all councils have established a named senior person for safeguarding with corporate responsibilities for promoting improvements

- 1.16 Working Together requires councils to identify a named person at the senior management level to promote the importance of safeguarding and to uphold the welfare of children throughout the organisation. The lead director is accountable to the chief executive for carrying out the tasks set out, and thence to the members of the authority's executive, and overview and scrutiny committees. Working Together stipulates that lead directors must be senior officers capable of exercising the authority necessary to lead a change process that will have an impact on the understanding and approach of their peers to partnership working. These aspects have added importance given the lead position of local authorities in promoting partnership working on safeguarding. [Exhibit 2](#) explains the role of the lead director.

Exhibit 2 - Working Together clearly identifies the role of the lead director who is responsible for safeguarding in local authorities



Exhibit source: **Safeguarding Children: Working Together under the Children Act 2004**, Welsh Government, September 2006

- 1.17 Our review found that many councils have designated a lead officer for safeguarding who has responsibility to lead on this work within the council and across departments and services. However, in a number of councils we found that there is a general lack of awareness amongst senior officers and members on who fulfils the role of the lead director for safeguarding. To compound the lack of clarity, in some councils there is no one single lead, with the council creating leads in different services.
- 1.18 For example, we found in a small number of councils that there are separate managers in social services and education who jointly deliver the key responsibilities of the lead director. In other councils, we found that there was no lead director for safeguarding. The lack of a named senior officer who takes corporate responsibility for leading on promoting safeguarding is a major weakness in ensuring that appropriate information-sharing arrangements are established, good-quality advice and policy guidance are in place, and systems to deliver services work effectively. A weakness in corporate leadership on safeguarding also weakens councils' accountability arrangements for safeguarding.

1.19 Only 67.4 per cent of those who responded to our survey stated that they knew who their council's designated officer was. Our survey also identified that there is a particular lack of awareness in leisure services, cultural and libraries services and amongst chairs of school governors, operational members of staff and administration staff. This is of particular concern as many of these services and staff have direct contact with children. Exhibit 3 highlights the awareness levels between sectors.

Exhibit 3 - Many survey respondents are uncertain who the lead director accountable for safeguarding in their council is

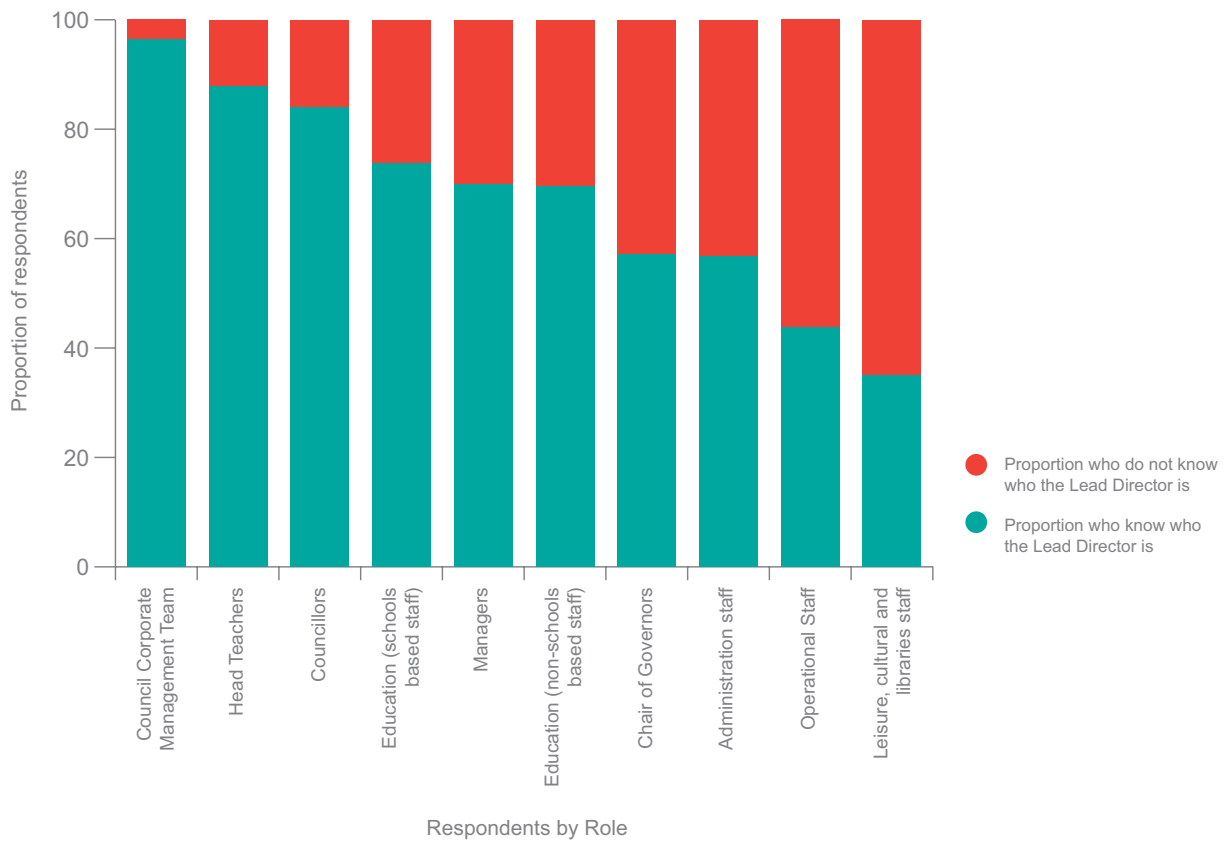


Exhibit source: Wales Audit Office Safeguarding Survey, 2013-14

- 1.20 Although councils are generally clear that they should have an identified person responsible for safeguarding in education as set out in the Welsh Government's Keeping Learners Safe⁵ guidance, they are sometimes confused about responsibilities for safeguarding at a senior level across the whole authority as set out in Working Together. This may be because there is some lack of consistency in the Welsh Government's guidance in relation to the terms used for those responsible for safeguarding at senior and operational levels and how their responsibilities are described in the two guidance documents.
- 1.21 For example, the Keeping Learners Safe guidance states that there should be a designated officer to deal with child protection and safeguarding issues in education. This causes some confusion and a lack of clarity over the distinction between this role and the 'senior named individual'. The Welsh Government needs to ensure that the guidance documents are better aligned and complement each other.

The role of the lead member for safeguarding is underdeveloped and not well understood

- 1.22 As well as having a lead officer, Working Together also requires councils to designate a lead member for children and young people's services for the purposes of co-ordinating and overseeing local arrangements. The lead member's role mirrors the lead director's role but at the political level. The lead member will be responsible within the political process for promoting the authority's lead role in enabling partnership working, and ensuring that decision-making processes give due weight to the need for co-operation across partners.
- 1.23 As an elected member of the council, the lead member should support the development of a strategic direction for local authority services and should be a member of the authority's executive with responsibilities broadly mirroring those functions for which the lead director has responsibility. As a member of the local authority executive, the lead member will be in a position to highlight the accountability of chief officers to the chief executive and elected members for their particular service's contribution to improving outcomes for children and young people, and to meeting their safeguarding responsibilities.
- 1.24 We found some good examples of strong political leadership of safeguarding in a number of Welsh councils. For example, Denbighshire County Council has created a Cabinet Member for Safeguarding and created a specific Safeguarding Scrutiny Committee drawing representation across services. Likewise, Ceredigion County Council has also created a lead Cabinet Member for Safeguarding and the Cabinet Member for Children's Services, Education and Skills at Conwy County Borough Council has the role of children's champion.

⁵ Keeping learners safe: The role of local authorities, governing bodies and proprietors of independent schools under the Education Act 2002, Welsh Government, January 2015

1.25 Exhibit 4 shows that over 55 per cent of survey respondents do not know who the council's lead member for safeguarding is. In each of the services and the different grades of staff we surveyed, less than half know who the lead member for safeguarding and child protection is except for senior managers and councillors.

Exhibit 4 - The majority of survey respondents do not know who the lead member accountable for safeguarding in their council is

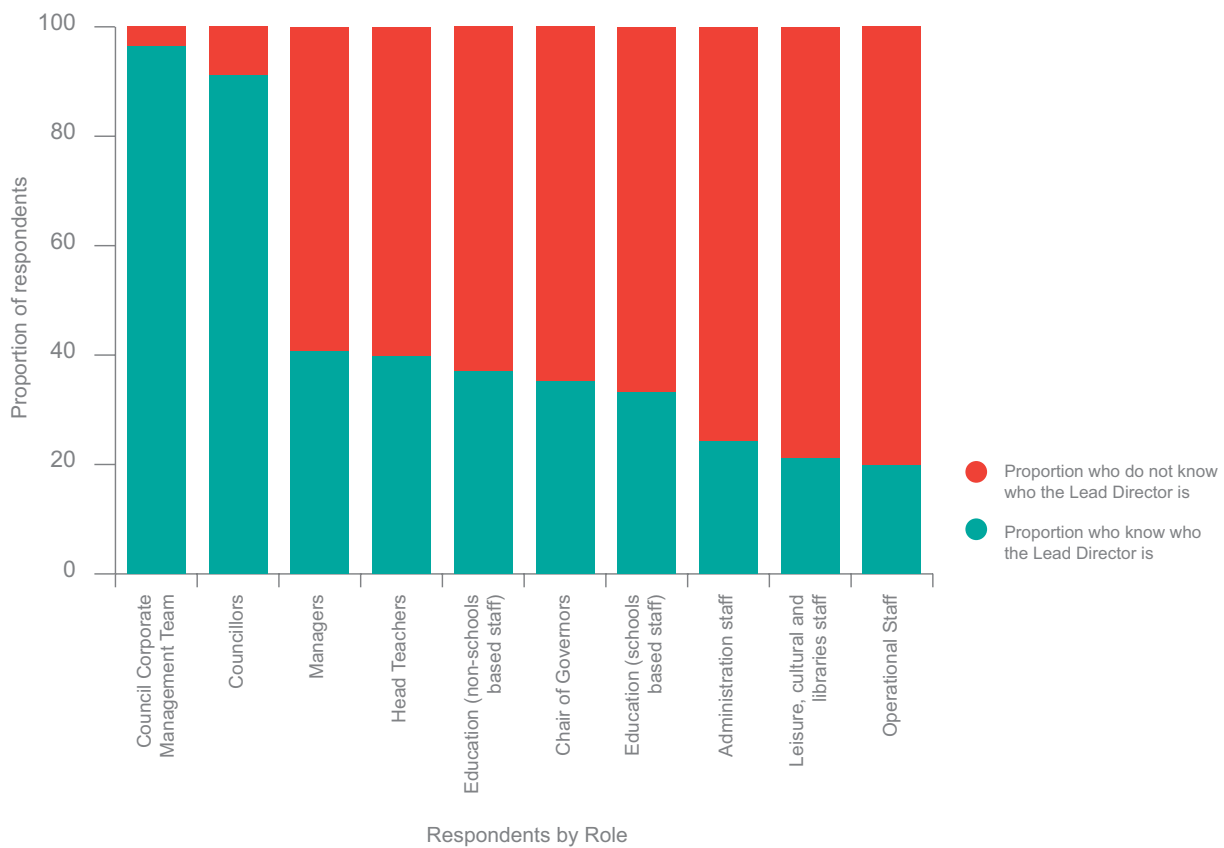


Exhibit source: Wales Audit Office Safeguarding Survey, 2013-14

Local safeguarding children boards are providing some strategic direction and the development of regional joint working supports effective inter-agency planning, but safeguarding policies and procedures should align better with Welsh Government guidance and need to cover all relevant council services

- 1.26 Local authorities have a statutory duty to plan services for children in need, in consultation with a wide range of other agencies, and councils must take the lead responsibility for the establishment and effective functioning of local safeguarding children boards – the inter-agency forum which acts as a focal point for local co-operation to safeguard children.
- 1.27 The aim of local safeguarding children boards is to promote high standards of safeguarding work and to foster a culture of continuous improvement. Local safeguarding children boards also have responsibility to develop criteria for measuring the performance of children’s services in meeting their local children and young people’s plan priorities, as far as the plan relates to safeguarding and promoting the welfare of children. In thinking more corporately about what will benefit local citizens, some authorities have put in place management structures that cut across traditional departmental and service boundaries.
- 1.28 For example, the South East Wales Safeguarding Children Board covers the five Gwent councils and was set up in April 2013. This is a multi-agency partnership comprising of representatives from Gwent Police, social services and education directorates from the five councils, the voluntary sector, youth offending services, the All Wales Probation Trust, the Children and Family Court Advisory and Support Service Cymru, housing associations, Public Health Wales and Aneurin Bevan Health Board. The purpose of the South East Wales Safeguarding Children Board is to ensure safeguarding children remains high on the agenda across the region. Similarly, Rhondda Cynon Taf and Merthyr Tydfil county borough councils have created the Cwm Taf Safeguarding Children Board.
- 1.29 In addition to creating joint safeguarding boards, councils are also required to have a clear policy statement of their specific responsibilities in respect of children that should be available for all employees in all services. This statement should apply to any children in the care of the council, any with whom they work directly and those with whom they or their clients come into contact. Whilst this statement can form part of a council’s existing policy and/or procedures, all employees should be made aware of the policies and procedures on safeguarding and promoting the welfare of children, and the importance of listening to children and young people, particularly when they are expressing concerns about their own or other’s welfare.

- 1.30 Our review found that most councils have developed a corporate-wide policy on safeguarding to provide strategic direction for their work. For example, Denbighshire County Council, through full council, adopted a corporate safeguarding policy and action plan to support improvement. The council recognised that it needed to strengthen its corporate focus on safeguarding to make it everybody's business in every service within the council. Indeed, the council has made safeguarding one of its corporate priorities to ensure that vulnerable people are protected and are able to live as independently as possible.
- 1.31 However, in a small number of councils we found that there are service-specific child protection policies in place covering, for example, schools, education, social care, housing and leisure services but these were not aligned with a corporate-wide safeguarding policy to ensure all services are acting consistently. Such a piecemeal approach to the creation and review of policies weakens local assurance arrangements and councils need to ensure that they align service-level safeguarding and child protection policies with a corporate policy.
- 1.32 We also found that a significant number of councils are using the **All Wales Child Protection Procedures**⁶ but have not developed a corporate safeguarding policy that sets out their local circumstances, context and priorities for improvement. In addition, a small number of councils had developed overarching corporate-wide safeguarding policies but these are predominantly based on specific services – most usually education and social care – and consequently do not provide a corporate overview and have only limited reference to other areas of council operation.
- 1.33 Our survey found that 83.9 per cent of respondents agreed that policies and procedures for safeguarding and protecting children and young people are clear for their council. Whilst only 6.5 per cent disagreed with this position, these respondents were mainly operational staff and service managers, and primarily worked in leisure, cultural and libraries services. This highlights that awareness and ownership in these services is not as well embedded as in education services. This is borne out by the positive response rate from schools-based staff where 93.6 per cent of respondents agreed that policies and procedures for safeguarding and protecting children and young people are clear for their school.
- 1.34 In terms of engagement with parents, only 55.1 per cent of respondents to our survey agreed that their council informs all parents how their children are safeguarded and protected when using council services and schools. 12.3 per cent disagreed with this statement and just under a third of respondents (32.6 per cent) stated they did not know. This included just under half of the operational staff who responded to our survey (44.2 per cent) and significant numbers of leisure, cultural and libraries employees (45.1 per cent) staff; central education staff (36.9 per cent); and schools-based staff (27.4 per cent). This highlights that internal communication with frontline services and the flow of information between the council and service users is an area that could be significantly improved.

6 All Wales Child Protection Procedures 2008, www.awcpp.org.uk

1.35 We asked staff in education and leisure, cultural and library services whether their views are taken into account when policies relating to safeguarding and protecting children and young people are being reviewed. We found that 57.5 per cent of respondents felt that their views were taken into account, whilst 21.2 per cent disagreed and 21.3 per cent did not know. This highlights that more needs to be done by councils to ensure staff views are taken into consideration when shaping operational policies for safeguarding.

Part 2

Council-wide arrangements for safe recruitment and training do not always provide assurance that corporate safeguarding responsibilities are being discharged effectively



- 2.1 Finding, recruiting and training the right people to work with children can be difficult. Recruitment and training processes need to cover everyone who comes into contact with children and their families, and those that have a role to play in safeguarding children. All staff should be aware of systems within the council that support safeguarding, and these should be explained to them as part of their induction. This may include a council's child protection policy; staff behaviour policy (sometimes called a code of conduct); allegations and disciplinary policies; and details about the roles of designated safeguarding lead officer(s).
- 2.2 Working Together requires councils to ensure that all staff have received appropriate child protection training which is regularly updated. Staff should be aware of the signs of abuse and neglect so that they are able to identify children who may be in need of help or protection. In this part of the report, we assess councils' recruitment and training arrangements and whether these are providing adequate assurance that systems to recruit and train staff are working effectively.

Most councils have established systems for the safe recruitment of staff, but these arrangements are not consistently applied across all relevant services

- 2.3 It is vital that councils create a culture of safe recruitment and adopt recruitment procedures that help deter, identify and reject people who might pose a risk to children. Councils must act reasonably in making decisions about the suitability of prospective employees based on checks and evidence including: criminal record Disclosure and Barring Service⁷ (DBS) checks; barred list checks; employer and personal references; and information obtained at interview.
- 2.4 People who are responsible for recruiting employees to work with children and their families must have the appropriate training. Where a criminal record check is mandatory on employment, these must be undertaken routinely and repeated at regular intervals throughout the period of employment. Where appropriate, a disclosure should be obtained from the DBS and most councils we reviewed had established processes for safe recruitment.
- 2.5 All agencies and organisations whose staff, volunteers or foster carers work closely with children should have policies and procedures in place to deter those who are unsuitable to work with children. Key to this is ensuring that safe recruitment procedures are in place, and developing effective policies and protocols on information sharing both within the council and with other agencies.
- 2.6 Our review identified some good approaches to safe recruitment and we highlight these as good practice.

⁷ The DBS helps employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, including children. It replaces the Criminal Records Bureau and Independent Safeguarding Authority.

Bridgend County Borough Council

Bridgend County Borough Council's central Human Resources team has established a system that ensures that all posts requiring DBS checks are identified and the potential post holders are appropriately checked when employed, and also checked on a three-yearly basis. Service specifications for relevant outsourced services include reference to the need for staff DBS checks and safeguarding training. Internal audit checks have been made on DBS checks, such as with volunteer drivers.

Newport City Council

Newport City Council recruitment and selection functions are now operated by one Human Resources team and have been brought together to ensure there is a consistent approach to safe recruitment across the council. Where a post is identified as requiring either a standard or an enhanced DBS disclosure check, a prospective employee may not commence work until the disclosure check has been received from, and assessed by, Human Resources and the appointing manager. Whilst the council does employ staff pending DBS checks, they are not allowed to work at premises with children until appropriate DBS checks have been received and signed off.

Wrexham County Borough Council

Wrexham County Borough Council has developed a specific Safe Recruitment Policy, which sets out the council's expected standards of safe recruitment and retention of staff working with vulnerable groups, including children. This complements the council's Recruitment and Selection Policy, which sets out the wider pre-employment checks that are undertaken. This is also supported by a Safe Recruitment Guidance manual, which provides a range of information to guide managers through the process of safe recruitment. Training on safe recruitment is mandatory for all relevant staff and is also included in all third-party contracts, and the council has established clear guidance for schools on the engagement of agency teaching staff who provide short-term cover in schools.

- 2.7 However, we also identified some examples of weaknesses in systems in some councils that need addressing, including:
- a DBS checks and compliance with safe recruitment policies that did not cover all services and staff that come into regular contact with children;
 - b poor record keeping, whereby records did not cover all services and schools to ensure that all services and staff who should comply with their corporate safeguarding responsibilities, are doing so;
 - c separate recruitment systems for education, schools, social care and/or other departments, which have resulted in different approaches being used which do not provide adequate assurance that corporate arrangements are effective;
 - d manual systems for the management of safe recruitment and DBS compliance checks which undermine management of these schemes; and
 - e limited promotion of the need for safe recruitment practices amongst partners especially in the third sector and for volunteers who provide services commissioned and/or used by the council, which are underpinned by a contract or service level agreement.
- 2.8 We found that 95.5 per cent of those responding to our survey felt that they were clear how their current job or role contributed to safeguarding and protecting children and young people in their council. However, only 75 per cent of respondents agreed that these responsibilities had been formally and clearly explained to them when they started in their current role in the council or school. A significant proportion (23.2 per cent) reported that they were not informed of their personal responsibilities for safeguarding and 1.8 per cent could not recall if these accountabilities had been explained to them.

Training on safeguarding for elected members and employees who work, or come into contact, with children and families is not consistently embedded in all councils

- 2.9 Councils need to develop and provide ongoing training on safeguarding issues and on how to promote the welfare of children for all employees working, or who come into contact, with children or their families. This should not be restricted to education and social services, and councils need to ensure that they prioritise and raise awareness amongst all employees of their role in the safeguarding of children. Councils should also, where appropriate, enable their employees to participate in training provided on an inter-agency basis.
- 2.10 In exercising their duty to safeguard and promote the welfare of children, councils need to ensure that:
- a all employees working, or in contact with, children and families participate regularly in relevant training tailored to their individual roles;

- b senior employees are kept up to date with changes in statutory requirements and new evidence-based ways of working with children and families so that the relevant information can be cascaded down to those on the front line;
 - c training for employees working, or in contact, with children and families or with adults who pose a potential risk to children is provided on both a single agency and an inter-agency basis;
 - d these employees have access to this guidance and are trained in how to implement it effectively;
 - e employees understand both their own roles and responsibilities and those of other professionals and organisations for safeguarding and promoting the welfare of children; and
 - f employees have awareness of diversity issues including race, culture and disability, and the impact they have on family life.
- 2.11 Many Welsh councils have reviewed their training and development programmes to strengthen current practices, and we identified a number of positive themes emerging in this area amongst the better-performing authorities. For example:
- a safeguarding included as a standard item as part of a council's induction programme for all new starters, including tailoring of the training to reflect the different roles and responsibilities of officers in different services and at different levels of seniority;
 - b refresher training being provided to staff, elected members, school governors, partners and volunteers when policies, procedures, legislation or serious case reviews require a change in policy and/or local operational arrangements;
 - c rolling programmes of safeguarding training to maximise awareness and understanding, especially amongst frontline services, which are managed and delivered centrally to ensure high levels of take up in all service areas;
 - d making it a standard clause in contracts that partners and contractors undertake safeguarding training on children and young people services and ensuring that safeguarding training is open to voluntary organisations; and
 - e using the annual personal development review and development process to check that all appropriate staff and volunteers have been trained in children's safeguarding and identifying when refresher training is required.
- 2.12 **Exhibit 5** shows that the majority of most survey respondents – 84 per cent – stated that they have received safeguarding training, 10 per cent stated that had not and six per cent could not recall if they had.

Exhibit 5 - Provision of training on safeguarding to elected members, council staff and chairs of school governors

Most survey respondents have received training on safeguarding but 10 per cent of respondents have not.

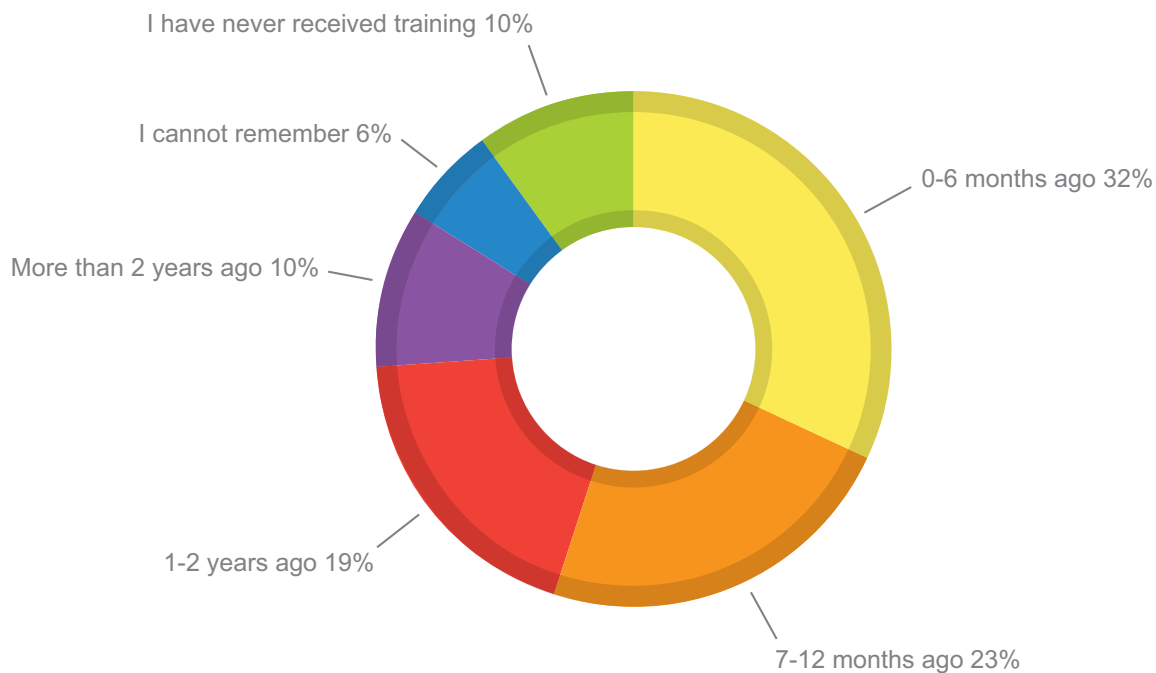


Exhibit source: Wales Audit Office Safeguarding Survey, 2013-14

2.13 A very high proportion of survey respondents, 94.4 per cent, agreed that they knew what to do if they had concerns about the safety and well-being of a child; 78.6 per cent agreed that their council was doing everything it could to minimise the risk of harm to a child; and 70 per cent agreed that their council invests sufficiently in safeguarding and protecting children and young people. However, of those survey respondents that disagreed with these statements, the majority were again operational staff in leisure, cultural and libraries services. This highlights that whilst councils are providing training on safeguarding, coverage and participation is not always extended to all relevant services and the awareness of current practice varies between services. Councils need to ensure that all those who regularly come into contact with children receive training and information on their specific safeguarding responsibilities.

- 2.14 We also identified a number of other weaknesses in respect of some councils' approaches to safeguarding training. These include:
- a training programmes restricted to core services such as education and social care but not being extended to all relevant operational service areas or not being included as standard on induction programmes;
 - b no systems or only limited systems in place to identify, track and monitor attendance on safeguarding training, and not extending existing systems to capture attendance amongst for example, elected members, schools, governors and volunteers;
 - c safeguarding training being a discretionary, rather than a mandatory, requirement which is resulting in patchy coverage and low take up;
 - d limited tailoring of safeguarding training to encourage participation from difficult-to-reach groups and members; and
 - e staff in partner organisations, who are commissioned to work for the council, not being required to undertake safeguarding training.
- 2.15 Incomplete coverage in safeguarding training programmes means that councils are not addressing weaknesses in workplace skills and supporting their staff to improve. The lack of a structured training and development programme also means that councils cannot ensure that their employees have a consistent understanding and background knowledge, which is particularly relevant in an important risk area such as safeguarding. It can also affect staff satisfaction as investment in training shows the employees that they are valued, and staff who feel appreciated and challenged through training opportunities often have more satisfaction with their jobs and what they do.

Part 3

Safeguarding arrangements are not consistently monitored and evaluated by councils as part of their corporate scrutiny, internal audit and risk management arrangements



- 3.1 A council's scrutiny committee(s) and risk management and internal audit processes can provide assurance that local arrangements are working effectively and as intended, identify areas for improvement and whether there are risks that need to be mitigated. Taken together, scrutiny, risk management and internal audit are essential and integral parts of a council's assurance framework and decision-making arrangements. They can also:
- a provide assurance that procedures and activities are tested robustly and confirm that systems are fit for purpose;
 - b ensure that a council has effective governance arrangements in place;
 - c undertake essential scrutiny and oversight of decisions, policies and services and make sure that the council is accountable to local people; and
 - d provide reassurance that the council is complying with its statutory obligations.

Limitations in the monitoring and evaluation of corporate safeguarding is weakening the role of scrutiny in challenging performance and holding decision-makers to account

- 3.2 Overview and scrutiny committees were established in Welsh and English local authorities by the **Local Government Act 2000**. They were intended as a counterweight to the new executive structures created by that act (elected mayors or leaders and cabinets). Councils operating executive arrangements are required to create an overview and scrutiny committee, which is composed of councillors who are not on the executive committee, or cabinet, of that council.
- 3.3 Overview and scrutiny committees are also able to investigate any issue that affects the local area, or the area's inhabitants, whether or not it is the direct responsibility of the council's cabinet. By law, overview and scrutiny committees must have the right to 'call-in' decisions – ie, ask the decision-maker to think again, or to refer the decision to the full council if it is believed that the decision-maker has taken a decision in contravention of the council's budget or policy framework.
- 3.4 In addition, Working Together also identifies a number of key roles for scrutiny with regard to safeguarding, including the requirement that the lead director is accountable to the chief executive and thence to the members of the authority's executive, and overview and scrutiny committees. In addition, the work of the local safeguarding children board should also be scrutinised by the local authority, usually overview and scrutiny committees, to ensure there is clear oversight of safeguarding arrangements and to challenge underperformance.
- 3.5 Our review identified some good approaches for the management of performance and we highlight these as good practice.

Ceredigion County Council

Ceredigion County Council has identified what information it needs to monitor and evaluate whether its children's safeguarding arrangements are working effectively. The council utilises a number of performance indicators to measure performance across the council. Each indicator has a baseline target and is reported and discussed internally within the relevant department and formally through standardised quarterly reporting to the Deputy Leader and the council's Head of Performance and Improvement.

Ceredigion County Council also holds quarterly plenary sessions for performance management, where cabinet, strategic directors, heads of service and the chairs of scrutiny have an opportunity to evaluate performance across the council as a whole. The council's approach to managing safeguarding performance enables any issues that need scrutiny or challenge to be identified. The performance management information is also used to inform the Overview and Scrutiny Committee's forward work programmes and this provides a forum for safeguarding performance to be robustly assessed and challenged.

Denbighshire County Council

Denbighshire County Council has clear governance and scrutiny arrangements for managing its children's safeguarding. The council has identified what information it needs to monitor and evaluate its children's safeguarding arrangements and has established a core minimum dataset to judge performance. The council also regularly monitors and reviews information on children's safeguarding performance and regularly reports to scrutiny committees, and monitors performance over time and regularly benchmarks with other councils in North Wales. The council also recognises that its performance reporting needs further development to capture a broader range of information, such as Disclosure and Barring Service (DBS) checks, and is addressing this.

Bridgend County Borough Council

The council has various systems in place to monitor, review and challenge performance, including an annual safeguarding report, which sets out wider information related to safeguarding activity, timeliness, and capacity. In addition, we found evidence of the Children and Young People Overview and Scrutiny Committee directly influencing safeguarding policies and strategies.

Wrexham County Borough Council

Key performance management information in Children's Social Care Services is regularly reported to members. Through the Local Safeguarding Children Board, the council benchmarks and assesses its performance over time, and scrutiny committees receive summary reports on performance that signpost to more detailed reports.

- 3.6 Critical to effective scrutiny is using information to support decision-makers to take informed and evidence-based policy and operational choices. From our review, we found that this is an area of work that councils have struggled with, with the focus of current data primarily looking at performance against statutory performance indicators; some data relating to service demand; and response times. Much of this information is in different places and is not analysed and reported in a way that enables effective scrutiny of all corporate safeguarding responsibilities. These limitations in information management systems consequently make it difficult for councillors, senior managers, operational staff and the public to evaluate how well the council is discharging its safeguarding responsibilities.
- 3.7 In particular, we identified some common weaknesses that undermine the role of councils' scrutiny work in providing assurance on corporate safeguarding arrangements. These include councils:
- a Not formally reporting safeguarding requirements and performance to scrutiny or cabinet on a regular basis, other than in the annual report of the director of social services.
 - b Limiting scrutiny of performance to only cover national performance indicators and other service-based performance data and not scrutinising key areas such as attendance at safeguarding training, for example.
 - c Reporting information on children's services and child protection only in relation to social care and education services, but not testing work within other services that regularly come into contact with children or that can provide assurance on the effectiveness of corporate safeguarding arrangements.
 - d Not using relevant and meaningful data to judge the quality and effectiveness of safeguarding performance arrangements; for example, compliance with, and coverage of, DBS checks.
 - e Lacking effective systems to be able to draw together performance data and having very few truly integrated information management systems which make it difficult to interrogate and scrutinise performance.
 - f Limiting analysis to focus on council-specific data and not widening out scrutiny to compare and benchmark with others.

The role of internal audit in providing assurance on the effectiveness of corporate safeguarding arrangements is limited

- 3.8 Internal audit provide a number of important services including detecting and preventing fraud, testing internal control, and monitoring compliance with council policy and government regulation. A formal internal audit plan, which includes regular examination of safeguarding policies and procedures, can also provide assurance that internal systems are efficient and are working effectively. Internal audit can therefore provide assurance that the council is complying with statutory safeguarding requirements and guidance.
- 3.9 Positively, Neath Port Talbot County Borough Council, Denbighshire County Council and Rhondda Cynon Taf have all included safeguarding and child protection issues in their internal audit plans and have subjected different elements of these arrangements to review by internal audit. The inclusion of safeguarding issues on internal audit work programmes has enabled the respective councils to provide senior managers and elected members with assurance that the council's policies and procedures are operating effectively and to identify opportunities for improvement. In addition, some councils, such as Bridgend County Borough Council, use the internal audit team to check compliance on key areas, for example, DBS checks for volunteer drivers.
- 3.10 However, most councils do not regularly include corporate safeguarding arrangements in internal audit programmes. In some councils, a conscious decision has been taken not to use internal audit because safeguarding was seen as too specialist an area of work for auditors to review, and peer review within social care and education was used to test the effectiveness of current arrangements. However, the decision not to use internal audit to undertake checks ignores their expertise in systems testing and compliance review, which are key areas of regular work for internal audit teams, and could test the effectiveness of elements of a council's corporate safeguarding responsibilities.

Council risk management processes are not always robust enough to provide assurance that corporate safeguarding responsibilities are effectively managed

- 3.11 Risk management is an important part of councils' strategic planning arrangements and, done well, can provide councils with assurance that the risk of certain kinds of events happening or having an impact on the business of the council are reduced or eliminated. Effective risk management is a process for identifying, assessing, and prioritising risks of different kinds and, once the risks are identified, creating a plan to minimise or eliminate the impact of negative events.
- 3.12 There are many different types of risk that risk management plans can help identify. Common risks include things like accidents in the workplace or legal risks like fraud, theft, or litigation under employment law. Risks can also relate to business practices, uncertainty in financial markets, failures in projects, credit risks, or the

security and storage of data and records. Risk management is also designed to protect the employees, customers, and general public from negative events that may affect them. Risk management practices are also about preserving the physical facilities, data, records, and physical assets a council owns and uses.

- 3.13 While a variety of different strategies can mitigate or eliminate risk, the process for identifying and managing the risk is fairly standard and consists of five basic steps. First, threats or risks are identified. Second, the vulnerability of key assets like information to the identified threats is assessed. Next, the expected consequences of specific threats are assessed. The last two steps in the process are to identify how to reduce risks and then prioritise the risk management procedures based on their importance. Having a risk management plan is an important part of maintaining a successful and responsible council and it will help to protect people as well as physical and financial assets.
- 3.14 We found that in many councils safeguarding is identified as a major risk that they have taken steps to manage and mitigate. For example, the City and County of Swansea Council has identified safeguarding as a key corporate risk. The annual review of its Corporate Risk Register identified a series of mitigation actions to manage this risk and these are being co-ordinated by the Corporate Safeguarding Operational Group. In addition, each service has a risk register that is reviewed on a monthly basis. Likewise, Merthyr Tydfil County Borough Council also includes safeguarding on the Corporate Risk Register, which is reviewed quarterly by officers and elected members, including scrutiny committees.
- 3.15 Pembrokeshire County Council has arrangements in place for operational and case-based risks to be considered by senior managers and for them to refer any issues arising to operational services and the Integrated Safeguarding Service for action. Any resultant learning is used to further develop and evolve processes and procedures. Pembrokeshire County Council acknowledges that potential failures in safeguarding will always present a high-level risk and that safeguarding issues will remain on the Corporate Risk Register.
- 3.16 In some councils, we were informed that safeguarding is included on corporate risk registers but there was little evidence of this. Whilst service plans use risk management approaches, we found the linking of service and corporate risk reporting was not always clear. In other councils, we found that awareness amongst managers on how risk management operates varied widely and some staff we interviewed were unclear how departmental and corporate risks were monitored and reviewed. Audit committees were not routinely referring issues arising from their reviews of the risk register for challenge by the more specialised overview and scrutiny committees. In addition, in a number of councils, safeguarding children was not identified as a specific risk for the council.

Appendices

Appendix 1 - Methodology

Appendix 2 - Checklist – key features
of effective corporate arrangements
for safeguarding



Appendix 1 - Methodology

Review of literature, data and statistics

We have reviewed a wide range of documents and media, including:

- Welsh Government policy and guidance documents; and
- relevant research and guidance from the Care and Social Services Inspectorate Wales and Estyn.

Local authority fieldwork

We visited all 22 local authorities in Wales, between December 2013 and May 2014. During the visits, we interviewed a range of local authority staff, elected members, and produced local reports for each council summarising our key findings.

Local authority surveys

We undertook a survey of local authority staff working in leisure, cultural services and libraries and education non-schools-based staff; schools-based staff; head teachers; chairs of governors; and all elected members. Identical surveys were used for each group to ensure findings could be compared. We received 1,990 responses in total: 185 from chairs of governors, 331 from elected members and 1,474 from council staff.

Appendix 2 - Checklist – key features of effective corporate arrangements for safeguarding

Corporate Assurance standard	In place	Under development	Not in place
Corporate leadership			
The council has identified a named person at senior management level to promote the importance of safeguarding and to promote the welfare of children throughout the organisation.			
The council has appointed a Lead Member for safeguarding			
The council regularly disseminates and updates information on these appointments to all staff and stakeholders			
The council regularly tests awareness and understanding of these corporate leadership roles			
Corporate policy			
There is a council wide policy on safeguarding covering all council services			
The policy is publicised, promoted and distributed widely			
The policy is reviewed every three years or whenever there is a significant change in the organisation or in relevant legislation			
The policy is approved and signed by the relevant management body (e.g. Council or the Executive)			
The policy is approved and signed by the Local Safeguarding Children's Board			
The policy covers safeguarding work in all relevant council services			
All staff, members, volunteers, partners and contractors are required to comply with the policy – there are no exceptions			
The council regularly tests awareness and understanding of the policy			

Corporate Assurance standard	In place	Under development	Not in place
Safe recruitment of staff			
Written guidance on safer recruitment practice is in place and is used to recruit and select staff			
All those who have significant contact with children complete a self-declaration about previous convictions			
The council ensures that Disclosure and Barring Service checks and compliance with safe recruitment policies cover all services that come into contact with children			
Staff who require a Disclosure and Barring Service check do not start work until this has been completed and approved			
Training and development			
Training on safer recruitment practice is in place and is used to recruit and select staff			
Safeguarding is included as standard on induction programmes			
Safeguarding training is mandated and coverage extended to all relevant council service areas			
The consequences of not complying with the councils safeguarding policy are made clear to staff and members and linked to the council's disciplinary processes			
Partners, volunteers and commissioned services			
There is a process of engagement with partners on safeguarding issues to ensure common agreements, mutual learning and development of good practice			
The council has written minimum standards for safeguarding for working with partners, volunteers and contractors			
The council requires safe recruitment practices by partners, volunteers and contractors who provide services commissioned and/or used by the council			
The council requires relevant staff in partner organisations who are commissioned to work for the council in delivering services to children and young people to undertake safeguarding training			

Corporate Assurance standard	In place	Under development	Not in place
Systems			
There is an integrated council wide system to record and monitor compliance levels on Disclosure and Barring Service checks			
The council can identify, track and monitor compliance with attendance safeguarding training in all council departments, elected members, schools, governors and volunteers			
Scrutiny and assurance			
The council regularly reports safeguarding issues and assurances to Scrutiny Committee(s) against a balanced and council wide set of performance information. This covers:			
• benchmarking and comparisons with others			
• conclusions of internal and external audit/inspection reviews			
• relevant service based performance data			
• key personnel data such as safeguarding training, and DBS recruitment checks			
• the performance of contractors, partners, volunteers and commissioned services on compliance with council safeguarding responsibilities			
Risks associated with safeguarding are considered at both a corporate and service level in developing and agreeing risk management plans across the council			
A rolling programme of internal audit systems testing and compliance reviews are undertaken on the councils safeguarding practices			

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EXECUTIVE DECISION RECORD

CABINET

23 SEPTEMBER 2015

Cabinet Members:

Councillors: A.H.Thomas, P.A.Rees, M.L.James, E.V.Latham,
Mrs.S.Miller, P.D.Richards, J.Rogers, A.J.Taylor and
A.N.Woolcock

Officers in Attendance:

S.Phillips, H.Jenkins, A.Evans, G.Nutt, Mrs.K.Jones and Mrs.A.Manchipp

1. **BUDGET MONITORING 2015/16**

- RESOLVED:**
1. That management arrangements be put in place to minimise overspends and the adverse impact on reserves;
 2. That the additional grants awarded be noted;
 3. That the proposed reserve movements and budget virements be approved and those exceeding £500,000 be commended to Council for approval.

Reason for Decisions:

To inform Members of the latest projected variances against budget and action being taken to manage resources.

Implementation of Decisions:

The decisions will be implemented immediately after consultation with the relevant Scrutiny Committee and determination by Council.

2. **CAPITAL BUDGET MONITORING 2015/16**

- RESOLVED:**
1. That the proposed budget outlined in the circulated report be commended to Council for determination;
 2. That the position in relation to expenditure : at 30th June 2015, be noted.

Reason for Decisions:

To inform Members of the latest projected variances against budget and action being taken to manage resources.

Implementation of Decisions:

The decisions will be implemented immediately after determination by Council.

3. **ANNUAL REPORT**

- RESOLVED:** That the draft Annual Report 2014-15 and supporting documentation, as contained in the circulated report be commended to Council, for formal adoption at its meeting on the 14th October 2015.

Reason for Decision:

To meet the statutory requirements set out in the Local Government (Wales) Measure 2009.

Implementation of Decision:

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

CHAIRPERSON

EXECUTIVE DECISION RECORD

CABINET

30 SEPTEMBER 2015

Cabinet Members:

Councillors: A.H.Thomas, P.A.Rees, M.L.James, E.V.Latham,
Mrs.S.Miller, P.D.Richards, J.Rogers, A.J.Taylor and
A.N.Woolcock

Officers in Attendance:

S.Phillips, H.Jenkins, A.Evans, G.Nutt and Mrs.A.Manchipp

1. **BUDGET CONTEXT FOR 2016/17 AND BEYOND**

Decision:

That the report be noted.

2. **DRAFT BUDGET STRATEGY FOR 2016/17**

Decision:

That the Chief Executive be authorised to consult the public on the following:-

- The 6 Priority areas, as contained in the circulated report;
- The savings and additional income proposals, as contained in Appendix 2 to the circulated report.

Reason for Decision:

To commence the budget and priorities consultation for 2016/17.

Implementation of Decision:

The decision will be implemented immediately after consultation with the Scrutiny Committee.

Consultation:

The Chief Executive's report to Council of the 1st July 2015 was shared with Trade Unions, Members of Parliament and Assembly Members. This commenced early consultation in relation to budget matters. The Chief Executive has also presented a separate report to today's meeting setting out his findings from his Ward visits across the County Borough. Today will commence the formal consultation with the public on priorities for 2016/17 and on the draft budget proposals for savings/income generation.

3. **ACCESS TO MEETINGS**

Decision:

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 12 of Part 4 of Schedule 12A to the Local Government Act 1972.

4. **WORKFORCE ISSUES**

Decisions:

1. That Mr.N.Jarman's contract for services be extended by a further period upto 31st March 2018, with all other contractual terms remaining unchanged;
2. That this decision be commended to Council.

Reason for Decisions:

To ensure effective arrangements are put in place to cover the post of Director of Social Services, Health and Housing.

Implementation of Decisions:

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

CHAIRPERSON

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EXECUTIVE DECISION RECORD

CABINET BOARD - 4 SEPTEMBER 2015

CHILDREN, YOUNG PEOPLE AND EDUCATION CABINET BOARD

Cabinet Board Members:

Councillors: P.A.Rees and P.D.Richards

Officers in Attendance:

Mrs.A.Thomas, A.Jarrett and Mrs.J.Woodman-Ralph

1. **APPOINTMENT OF CHAIRPERSON**

Agreed that Councillor P.A.Rees be appointed Chairperson for the meeting.

2. **MINUTES OF THE PREVIOUS CHILDREN, YOUNG PEOPLE AND EDUCATION CABINET BOARD HELD ON THE 16TH JULY 2015 AND 30TH JULY 2015**

Decision:

Noted by the Committee

3. **FORWARD WORK PROGRAMME 2014/15**

Decision:

Noted by Committee

4. **ONE DAY SCRUTINY ENQUIRY INTO CHILDREN'S SEXUAL EXPLOITATION (CONTAINED WITHIN THE SCRUTINY PAPERS)**

Members were very supportive of the One Day Enquiry into Children's Sexual Exploitation that had been undertaken by the Scrutiny Committee and thanked the Chair, Committee and Scrutiny Officer for progressing this issue.

Decision:

That the report be noted.

5. **CHILDREN AND YOUNG PEOPLE SERVICES - 1ST QUARTER (2015-16) PERFORMANCE REPORT**

Decision:

That the report be noted.

6. **PERFORMANCE INDICATOR MONITORING REPORT 1ST QUARTER (2015-16) (EDUCATION)**

Decision:

That the report be noted.

7. **ATTENDANCE AND PENALTY NOTICES REPORT**

Decision:

That the report be noted.

8. **ACCESS ARRANGEMENTS REPORT**

Decision:

That the report be noted.

CHAIRPERSON

EXECUTIVE DECISION RECORD

CABINET BOARD - 24 SEPTEMBER 2015

CHILDREN, YOUNG PEOPLE AND EDUCATION CABINET BOARD

Cabinet Board Members:

Councillors: P.A.Rees and P.D.Richards(Chairperson)

Officers in Attendance:

J.Hodges, Mrs.A.Thomas, A.Jarrett and Mrs.J.Woodman-Ralph

1. **APPOINTMENT OF CHAIRPERSON**

Agreed that Cllr. P.D.Richards be appointed Chairperson for the meeting.

2. **MINUTES OF THE PREVIOUS CHILDREN, YOUNG PEOPLE AND EDUCATION CABINET BOARD HELD ON THE 4TH SEPTEMBER 2015**

Decision:

Noted by the Committee

3. **FORWARD WORK PROGRAMME 2014/15**

Decision:

Noted by the Committee.

4. **SERIOUS CONCERNS PROTOCOL FOCUSED REVIEW**

Decision:

That the report be noted.

5. **SUPERVISION AND APPRAISAL PROCESSES**

Members requested that reports are brought back to Cabinet Board periodically to monitor any staffing matters.

Decision:

That the report be noted.

6. **THE SOCIAL SERVICES AND WELLBEING (WALES) ACT 2014**

Decision:

That the report be noted.

CHAIRPERSON

EXECUTIVE DECISION RECORD

CABINET BOARD - 10 SEPTEMBER 2015

SOCIAL CARE, HEALTH AND HOUSING CABINET BOARD

Cabinet Board Members:

Councillors: J.Rogers (Chairperson) and P.D.Richards

Officers in Attendance:

Mrs.C.Marchant, Mrs.A.Thomas and Mrs.T.Davies

1. **APPOINTMENT OF CHAIRPERSON**

Agreed that Councillor J.Rogers be appointed Chairperson for the meeting.

2. **MINUTES OF THE SOCIAL CARE, HEALTH AND HOUSING CABINET BOARDS HELD ON 30 JULY AND 3 AUGUST 2015**

Noted by the Committee.

3. **QUARTER 1 PERFORMANCE REPORT**

Decision:

That the report be noted.

4. **SOCIAL SERVICES AND WELLBEING (WALES) ACT 2014**

Decision:

That the report be noted.

5. **FOOD STANDARDS AGENCY AUDIT ACTION PLAN**

Decision:

That the report be noted.

6. **COMMISSIONING AND CONTRACTING UPDATE**

Decision:

That the report be noted.

7. **GRWP GWALIA RE-ALIGNMENT OF RESIDENTIAL CARE**

Decisions:

1. That regular short break service reviews be implemented, to ensure services are responsive to population needs, and in order to minimise any potential adverse impact caused to individuals by the changes;
2. That the new model of Grwp Gwalia residential services, as detailed within the circulated report, be approved.

Reason for Decisions:

To reshape the current residential services for older people to assure that they remain and continue to be responsive and pertinent to meet the changing needs of the population.

Implementation of Decisions:

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

Consultation:

This item has been subject to a 60 day public external consultation.

8. **REVIEW OF DIRECT PAYMENTS**

Decisions:

1. That consultation be undertaken with Service Users, families and providers to establish their views on the effective use of Direct Payments;
2. That a review of all Direct Payments be undertaken as the next phase of Pathways to Independence, to ensure that all outcomes have been delivered and that this was a cost effective use of resources.

Reason for Decisions:

To ensure that the Authority's resources are being utilised effectively and that individual outcomes are being delivered for service users.

Implementation of Decisions:

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

Consultation:

Consultation will take place with the service users, families and the provider.

9. **FORWARD WORK PROGRAMME 2015/16**

Decision:

That the Forward Work Programme be noted.

10. **ACCESS TO MEETINGS**

Decision:

That pursuant to Regulation 4(3) and (5) of Statutory Instrument 2001 No. 2290, the public be excluded for the following items of business

which involved the likely disclosure of exempt information as defined in Paragraphs 12 and 14 of Part 4 of Schedule 12A to the Local Government Act 1972.

11. **HOUSING RENEWAL AND ADAPTATION SERVICE - FINANCIAL ALLOCATIONS 2015-16**

Decisions:

1. That the General Capital Fund allocation be apportioned as detailed within the circulated report;
2. That the Specific Capital Grant allocation be split and apportioned to the individual operational categories for each Renewal Area, as detailed within the circulated report;
3. That the Vibrant and Viable Places, ARBED2 and ECO funding be fully allocated to the Vibrant and Viable Places Regeneration works;
4. That the recyclable loans be distributed, as detailed within the circulated report.

Reason for Decisions:

To enable the Authority to utilise its Capital Allocations for 2015/16.

Implementation of Decisions:

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

12. **SUPPORTING PEOPLE PROGRAMME GRANT**

Decisions:

1. That the Head of Community Care and Commissioning Services be authorised to finalise the appointment of separate Block Gross contract agreement(s) with Clos Care Cymru, S.T.A.R Services and Walsingham Learning Disability Services, and to instruct the Head of Legal Services to enter into these agreements with the aforementioned providers;

2. That in the event of a change in the amount of the Supporting People Programme Grant that will be paid to Clos Care Cymru, S.T.A.R Services and Walsingham Learning Disability Services, the Head of Community Care and Commissioning Services be authorised to vary these figures accordingly to a level to be determined by the Head of Community Care and Commissioning Services.

Reason for Decisions:

To ensure the Authority is making the best possible use of any Supporting People Programme Grant funding that it receives during the period 2014-17 and by acknowledging the performance of currently commissioned services in line with efficiencies savings as requested by the Local Authority.

Implementation of Decisions:

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

CHAIRPERSON

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EXECUTIVE DECISION RECORD
POLICY AND RESOURCES CABINET BOARD
3 SEPTEMBER, 2015

Cabinet Members:

Councillors: A.H.Thomas (Chairperson) and P.A. Rees

Officers in Attendance:

H.Jenkins, Mrs.K.Jones and Miss.G.Cirillo

1. **APPOINTMENT OF CHAIRMAN**

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

2. **MINUTES OF THE POLICY AND RESOURCES CABINET BOARD HELD ON THE 9TH JULY 2015**

Noted by the Committee.

3. **QUARTERLY PERFORMANCE MANAGEMENT DATA 2015-2016 - QUARTER 1 PERFORMANCE (1ST APRIL 2015 - 30TH JUNE 2015)**

Decision:

That the report be noted.

4. **COUNTER TERRORISM AND SECURITY ACT 2015**

Decisions:

1. That the Head of Corporate Strategy and Democratic Services be authorised 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;
3. That Officers contact the WLGA to request that representations be made to Ministers concerning the fact that no new resources had been identified to support the new duties placed on local authorities in relation to the legislation subject of this report and other similar reports on today's agenda.

Reasons for Decisions:

1. 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.
2. To draw to the attention of Ministers, the imposition of new duties without a corresponding allocation of new resources to fulfill the new duties.

Implementation of Decisions:

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

5. **ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014**

Decisions:

1. That 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 be authorised 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 be 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 Decisions:

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 Decisions:

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

6. **LOCAL AUTHORITY NEW DUTIES AND RESPONSIBILITIES - VIOLENCE AGAINST WOMEN, DOMESTIC ABUSE AND SEXUAL VIOLENCE (WALES) ACT 2015**

Decisions:

1. That the the new duties and responsibilities placed upon the Council under the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015, be noted;
2. That the the Head of Corporate Strategy and Democratic Services be given delegated authority 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 for changes to the Council's Constitution to be authorised.

Reason for Decisions:

To provide 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 Decisions:

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

7. **REVISED STRATEGIC EQUALITY PLAN 2015-2019**

Decisions:

1. That the revised Strategic Equality Plan 2015-19, attached at Appendix 1 to the circulated report, be endorsed;
2. That the Strategic Equality Plan 2015-19, be presented to Council for approval.

Reason for Decisions:

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

Implementation of Decisions:

The decisions will be implemented after consultation with the Scrutiny Committee and consideration and approval by Council.

8. **TREASURY MANAGEMENT MONITORING REPORT 2015-2016**

Decision:

That the report be noted.

9. **ANNUAL TREASURY MANAGEMENT OUTTURN REPORT 2014-2015**

Decision:

That the report be noted.

10. **INSURANCE ARRANGEMENTS 2015-2016**

Decisions:

1. That the awarding of Insurance Policies as outlined in the circulated report be approved.
2. That the Head of Financial Services ensures that the Council's tendered Insurance arrangements are in place from 1 October 2015.

Reason for Decisions:

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

Implementation of Decisions:

The decision is an urgent one for immediate implementation. The Chairman had agreed to this course of action and therefore there would be no call-in of this decision.

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

Decisions:

1. That the outcomes and financial support provided via Discretionary Housing Payments in 2014-15 as outlined in the detailed report be noted;
2. That the joint working arrangements between Housing Benefit, Housing Options and NPT Homes in relation to awarding DHP's be noted and supported;
3. That the updated Discretionary Housing Payments Policy and Procedure, (as set out in Appendix 3) to the circulated report be approved.

Reason for Decisions:

In order to review performance information and update the Discretionary Housing Payment Policy and Procedures.

Implementation of Decisions:

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

12. **PUBLIC SERVICES OMBUDSMAN FOR WALES ANNUAL LETTER AND REPORT**

Decision:

That the report be noted.

13. **FORWARD WORK PROGRAMME 2014/15.**

Decision:

That the Forward Work Programme 2015/16 be noted.

14. **ACCESS TO MEETINGS**

RESOLVED: that pursuant to Regulation 4(3) and (5) of Statutory Instrument 2001 No. 2290, the public be excluded for the following items 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.

15. **LOTTERY AND EMPLOYEE WELLBEING INITIATIVE**

Decisions:

1. That Members note the intention of the Corporate Health Group to establish a Neath Port Talbot Staff Association with its day to day management undertaken by an Executive Committee with outline terms of reference, as set out at Appendix 1 to the private circulated report, with a detailed Constitution being developed;
2. That the Association establish a Private Society Lottery and Employee Wellbeing Fund that will benefit its members, with the Executive Committee making decisions in relation to those funds, in line with the terms of reference at Appendix 1 to the private circulated report, and in accordance with the detailed Constitution;
3. That the introduction of a part-time administrative post within the Corporate Strategy and Democratic Services to provide the administrative service to that the Executive Committee including the use of Council facilities, be approved, and that the salary of the administrative post be met in full by the lottery funds, and that the appointee be seconded from the existing workforce;
4. That the Internal Audit Service audit the lottery and employee wellbeing funds, with the cost of the audit work to being met from the funds;
5. That Finance and Corporate Services make staff lottery deductions

from the payroll, and charge the Association an administration fee equivalent to 2% of deductions, and that the funds generated by the lottery prize fund and employee wellbeing fund be paid into a bank account to be controlled by the NPT Staff Association through its Executive Committee, as detailed in the private circulated report;

6. That the Communications Section be authorised to assist in promoting the NPT Staff Association, associated lottery and employee wellbeing initiatives, the costs of which to be borne by the lottery fund.

Reason for Decisions:

To create an NPT Staff Association and to provide authority for services to be provided to the Executive Committee of the Association by the Council, on a chargeable basis.

Implementation of Decisions

The decisions are urgent for immediate implementation. The Chairman had agreed to this course of action and therefore there would be no call-in of these decisions.

16. **WRITE OFF OF COUNCIL TAX**

Decision:

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

Reason for Decision:

The accounts are irrecoverable.

Implementation of Decision:

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

17. **HOUSING BENEFITS WRITE OFF**

Decision:

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

Reason for Decision

The accounts are irrecoverable.

Implementation of Decision

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

CHAIRPERSON

EXECUTIVE DECISION RECORD
POLICY AND RESOURCES CABINET BOARD
21 SEPTEMBER, 2015

Cabinet Members:

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

Officers in Attendance:

Mrs.H.Lewis, Miss N.Davies and Miss.G.Cirillo

1. **APPOINTMENT OF CHAIRPERSON**

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

2. **ACCESS TO MEETINGS**

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.

3. **GLAMORGAN FURTHER EDUCATION TRUST FUND - AWARDS**

Decision:

That the applications for awards as detailed in Appendices B, C and D of the private circulated report, made out of the Glamorgan Further Education Trust Fund for the academic year 2015/2016 to eligible applications received on or before the closing date, be approved.

Reason for Decision:

To provide appropriate financial support for students who would otherwise suffer hardship.

Implementation of Decision:

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

CHAIRMAN

EXECUTIVE DECISION RECORD

ECONOMIC AND COMMUNITY REGENERATION CABINET BOARD

11 SEPTEMBER, 2015

Cabinet Members:

Councillors: A.J.Taylor (Chairperson) and M.L.James

Officers in Attendance:

S. Brennan and Miss G.Cirillo

1. **APPOINTMENT OF CHAIRPERSON**

Agreed that Councillor A.J.Taylor be appointed Chairperson for the meeting.

2. **MINUTES OF THE ECONOMIC AND COMMUNITY REGENERATION CABINET BOARD HELD ON 31 JULY, 2015**

Noted by the Committee.

3. **ABERAVON SEAFRONT REGENERATION - UPDATE REPORT**

Decision:

That the report be noted.

4. **ABERAVON LEISURE AND FITNESS CENTRE**

Decisions:

1. That the report be noted.
2. That the additional proposed budget figure, as detailed in the

circulated report, be approved.

Reason for Decisions:

In order to continue to develop the Aberavon Leisure and Fitness Centre.

Implementation of Decisions:

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

5. **ECONOMIC AND COMMUNITY REGENERATION PERFORMANCE INDICATORS QUARTER 1 2015-2016**

Decision:

That the report be noted.

6. **COMMUNITY FUND POLICY FOR RENEWABLE ENERGY GENERATING DEVELOPMENTS**

Decision:

That the revised Community Fund Policy for Renewable Energy Generating Developments, as detailed within the circulated report, be approved.

Reason for Decision:

To ensure that future contributions are secured and managed in a transparent and consistent manner.

Implementation of Decision:

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

7. **PERFORMANCE INDICATOR MONITORING REPORT 1ST QUARTER 2015-2016**

Decision:

That the report be noted.

8. **ECONOMIC AND COMMUNITY REGENERATION FORWARD WORK PROGRAMME 2015-2016**

Decision:

That the Forward Work Programme as circulated, be noted.

9. **ACCESS TO MEETINGS**

RESOLVED: That pursuant to Regulation 4(3) and (5) of Statutory Instrument 2001 No. 2290, the public be excluded for the following items 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.

10. **FIRST QUARTER PERFORMANCE REVIEW - CELTIC LEISURE**

Decision:

That the report be noted.

11. **INDUSTRIAL STARTER UNITS PORTFOLIO PERFORMANCE REPORT 2014-2015**

Decision:

That the report be noted.

CHAIRPERSON

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EXECUTIVE DECISION RECORD
CABINET BOARD - 17 SEPTEMBER, 2015
ENVIRONMENT AND HIGHWAYS CABINET BOARD

Cabinet Board Members:

Councillors: E.V.Latham (Chairperson) and Mrs.S.Miller

Officers in Attendance:

D.Griffiths, M.Roberts and Mrs.T.Davies

1. **APPOINTMENT OF CHAIRPERSON**

Agreed that Councillor E.V.Latham be appointed Chairperson for the meeting.

2. **MINUTES OF THE PREVIOUS ENVIRONMENT AND HIGHWAYS CABINET BOARD HELD ON 23 JULY, 2015**

Noted by the Committee.

3. **ENVIRONMENT AND HIGHWAYS PERFORMANCE INDICATORS, QUARTER 1**

Decision:

That the report be noted.

4. **ALLEGED PUBLIC BYWAY OPEN TO ALL TRAFFIC FROM MAIN ROAD TO NANT HIR, GLYNNEATH**

Decision:

That no Modification Order be made to add the route from Main Road to Nant Hir in Glynneath to the Definitive Map and Statement as a public footpath.

Reason for Decision:

As there is insufficient evidence to justify making a Modification Order to add a byway to the Definitive map and Statement.

Implementation of Decision:

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

Consultation:

This item has been subject to external consultation.

5. **APPLICATION TO DELETE FOOTPATH NO. 23 IN THE COMMUNITY OF BLAENHONDDAN**

Decision:

That the outcome of the Appeal to the Welsh Ministers regarding the application to delete Footpath No. 23 in the community of Blaenhonddan, be noted.

6. **APPLICATION TO DELETE BRIDLEWAY NO. 9 CLYNE AND MELINCOURT**

Decision:

That the application to delete Bridleway No 9 Clyne and Melincourt be refused and no Modification Order be made.

Reason for Decision:

As the applicant has been unable to show on the balance of probabilities that this bridleway did not have public path status in 1954.

Implementation of Decision:

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

Consultation:

This item has been subject to external consultation.

7. ACTIVE TRAVEL (WALES) ACT

Decisions:

1. That the Existing Route Map, as detailed within the circulated report, and at Appendices 1 and 2 to the circulated report, be agreed;
2. That the engagement, consultation and document preparation arrangements as set out in the circulated report, be implemented.

Reason for Decisions:

To ensure compliance with the requirements of the Active Travel (Wales) Act 2013 and to authorise the public consultation exercise on the Existing Route Map and related tasks.

Implementation of Decisions:

The decisions are for immediate implementation, the Chairperson of the Scrutiny Committee had agreed to this course of action and therefore there would be no call in of these decisions.

Consultation:

Consultation will be held over a period of 12 weeks and will enable the public and all interested parties to be involved in determining if the first Existing Routes Map for Neath Port Talbot is fit for purpose.

8. **FLOOD RISK MANAGEMENT PLAN 2015-2021**

Decision:

That the draft Flood Risk Management Plan, as detailed within the circulated report, be approved for public consultation.

Reason for Decision:

To enable the Authority to fulfil its duty as Lead Local Flood Authority.

Implementation of Decision:

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

Consultation:

Public Consultation is the subject matter of this report.

9. **WASTE ENFORCEMENT - DVLA AUDIT**

Decision:

That the Waste Enforcement Section continue to access information held on the DVLA Web Enabled Enquiry Service in accordance with guidance contained in the Contract, and in pursuance of their duties carried out on behalf of the Authority.

Reason for Decision:

To enable the Authority to discharge its responsibilities under the Control of Pollution Act 1974, Refuse and Disposal Amenity Act 1978, Environmental Protection Act 1990 and Clean Neighbourhoods and Environment Act 2005.

Implementation of Decision:

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

10. **CIVIC AMENITIES SITE OPENING HOURS**

Decision:

That, having given due regard to the Equalities Impact Assessment, the Briton Ferry, Cymmer and Pwllfawatkin Household Waste Recycling Centre opening times be amended as detailed below, with all sites to be closed on Christmas Day, Boxing Day and New Year's Day, and with the savings being used to offset budget pressures within the waste collection service;

Briton Ferry

8.30am to 5.00pm 7 days a week for 12 months of the year

Pwllfawatkin

9.00am to 5.00pm 7 days a week for 12 months of the year

Cymmer

11.00am to 5.00pm 7 days a week for 12 months of the year

Reason for Decision:

To enable the Authority to discharge its responsibility as a waste disposal and waste collection authority and meet budget requirements.

Implementation of Decision:

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

Consultation:

The Authority has undertaken an online and site based consultation exercise with residents who use the Household Waste and Recycling facilities.

11. **LIST OF APPROVED CONTRACTORS**

Decisions:

1. That contractor 1- 3, as detailed within the circulated report, be included on the Select List for the relevant categories;

2. That contractor 4, as detailed within the circulated report, be included on the select list for additional categories.

Reason for Decisions:

To keep the Select List up-to-date and as far as possible ensure a competitive procurement process.

Implementation of Decisions:

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

12. **PROPOSED INDIVIDUAL DISABLED PARKING PLACES AT CORONATION ST, BRYN AND EBBW VALE ROW, CWMAVON**

Decision:

That the objections to the Individual Disabled Parking Places at 7 Coronation Street, Bryn and 5 Ebbw Vale Row, Cwmavon, be overruled and the schemes be implemented as advertised, and the objectors be informed accordingly.

Reason for Decision:

The applicant had provided evidence of their disabilities which meets the Authority's criteria on health grounds and providing a bay directly outside of their property should not impact on the objector's current parking arrangements.

Implementation of Decision:

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

Consultation:

This item has been subject to external consultation.

13. **TRAFFIC ORDER - CRAMIC WAY AND OAKWOOD ROAD, PORT TALBOT**

Decision:

That the proposed Prohibition of Waiting, Loading and Unloading at any time Order and Limited Waiting Order at Cramic Way and Oakwood Road, Port Talbot, be advertised as indicated at Appendix A to the circulated report and, subject to there being no objections, the Order be implemented.

Reason for Decision:

To prevent indiscriminate parking in the interest of road safety.

Implementation of Decision:

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

Consultation:

This item will be subject to external consultation.

14. **TRAFFIC ORDER - GLAN YR AFAN, YSTALYFERA**

Decision:

That the proposed Priority in One Direction Order at Glan yr Afan, Ystalyfera, be advertised as indicated at Appendix A to the circulated report and, subject to there being no objections, the Order be implemented.

Reason for Decision:

In the interest of road safety as the scheme aims to reduce speed.

Implementation of Decision:

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

Consultation:

The item will be subject to external consultation.

15. **TRAFFIC ORDER - GNOLL DRIVE, NEATH**

Decision:

That the objections to the proposed Prohibition of Waiting at Any Time Order at Gnoll Drive, Neath be overruled, the Order be implemented and the objectors informed accordingly.

Reason for Decision:

To prevent indiscriminate parking in the interest of road safety.

Implementation of Decision:

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

Consultation:

The item has been subject to external consultation.

16. **TRAFFIC ORDER - MAIN ROAD, PONTRHDYFEN**

Decision:

That the objection concerning the Prohibition of Waiting at Any Time Order Main Road, Pontrhdyfen, be upheld and that the objector be informed accordingly.

Reason for Decision:

To prevent indiscriminate parking in the interest of road safety.

Implementation of Decision:

The decision will be implemented after the three day period.

Consultation:

The item has been subject to external consultation.

17. **FORWARD WORK PROGRAMME 2015/16**

Decision:

That the Forward Work Programme be noted.

CHAIRPERSON

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By virtue of paragraph(s) 12 of Part 4 of Schedule 12A of the Local Government Act 1972.

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