



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 18 October 2017

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: (Pages 3 - 8)*

Civic Year 2017-2018
6 September 2017

PART B

4. *S. Barry Wales Audit Office on the Annual Improvement Report (AIR) and Introduction to the Wales Audit Office (Pages 9 - 28)*
5. *Annual Report 2016-17 (Pages 29 - 166)*
6. *Report of the Chief Executive re Statutory Director of Social Services: Interim Arrangements (Pages 167 - 168)*
7. *Report of the Director of Social Services Health and Housing re Annual Report 2016-2017 (Pages 169 - 196)*
8. *Report of the Director of Finance and Corporate Services re Provisional Local Government Settlement 2018-2019 (Pages 197 - 202)*
9. *Report of the Head of Corporate Strategy and Democratic Services re Changes to Committee Membership (Pages 203 - 206)*

PART C

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

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.*

Sh P.

Chief Executive

**Civic Centre
Port Talbot**

Thursday, 12 October 2017

COUNCIL

(Civic Centre, Port Talbot)

Members Present:

6 September, 2017

The Deputy Mayor: **Councillor D.Keogh**

Councillors: A.R.Aubrey, S.Bamsey, D.Cawsey, M.Crowley,
D.W.Davies, R.Davies, M.Ellis, M.Harvey,
S.K.Hunt, H.N.James, D.Jones, R.G.Jones,
E.V.Latham, A.Llewelyn, A.R.Lockyer, J.Miller,
S.Miller, J.D.Morgan, S.Paddison, D.M.Peters,
M.Protheroe, L.M.Purcell, S.Rahaman,
P.A.Rees, P.D.Richards, A.J.Taylor, R.Thomas,
C.Edwards, S.ApDafydd, N.J.E.Davies,
O.S.Davies, S.E.Freeguard, C.Galsworthy,
S.Harris, N.T.Hunt, C.James, C.J.Jones,
L.Jones, A.McGrath, R.Mizen, S.M.Penry,
S.Pursey, S.Renkes, S.H.Reynolds,
A.J.Richards, R.L.Taylor, D.Whitlock,
C.Williams and R.W.Wood

Officers in Attendance: S.Phillips, A.Evans, N.Jarman, H.Jenkins,
G.Nutt, K.Jones, I.Davies, R.George and
T.Davies

Representatives of the Translation Service: Present

1. **DEPUTY MAYOR'S ANNOUNCEMENTS.**

It was with great sadness that the Deputy Mayor announced that the Mayor of Neath Port Talbot County Borough Council, Councillor Janice Dudley (the Local Member for Bryncoch South) had passed away, as well as former Member, Councillor Reg Teale.

As a mark of respect Members stood for a Minute's silence. Members then paid tribute to Councillor Dudley.

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

RESOLVED: that the minutes of the meeting of Council dated 19 July, 2017, be confirmed as an accurate record.

3. **STATEMENT IN RELATION TO PANT-TEG**

The Leader of Council then gave Members of Council a verbal update on the ground instability in the Pant-teg area, Ystalyfera. It was emphasised that the Local Authority could not stop the mountain from moving, but that there was immediate danger to life of residents in the Pant-teg area. The risk was constantly being monitored, and the land surveyed. As a result the risk map on the Council website would be updated tomorrow. A public meeting had been organised for the 7 September and the Leader of Council explained that he and Officers would address any questions raised by local residents. Various organisations, including housing associations and homeless charities, would be on hand to offer sign posting and advice. Dedicated telephone lines and email addresses had also been set up to offer help to local residents.

Local Members were praised for their involvement with residents, who had lost homes, shops, a pub and a Church over the years.

RESOLVED: that the above verbal statement be noted.

4. **STATEMENT IN RELATION TO THE MINISTERIAL TASK FORCE FOR THE VALLEYS**

The Deputy Leader of Council gave Members an overview of the Local Authority's own task force made up of Members and chaired by Councillor Scott Jones. An open consultation meeting was planned for 11 September at 6pm in Neath Civic Centre, and it was emphasised that as many Members should attend as possible.

Members felt it was very important that both Town and Community Councils and local residents be involved in the task force, in order to fulfil the potential of the valleys.

RESOLVED: that the above verbal statement be noted.

5. **CAPITAL PROGRAMME MONITORING**

Members received the report of the Head of Financial Services on Capital Budget Monitoring for 2017/18, which had been commended to Council by Cabinet at its meeting on 26 July, 2017.

- RESOLVED:**
1. that the proposed capital budget for 2016/17, in the sum of £64.708m, as contained in the circulated report, be approved;
 2. that the position in relation to expenditure as at 30 June 2017, be noted.

6. **GIFTS AND HOSPITALITY**

Members received the report of the Head of Legal Services, on the Policy in relation to the acceptance of gifts and hospitality by Members.

- RESOLVED:** that the Policy on Members Gifts, Material Benefits, Advantages and Hospitality, as appended to the circulated report, be adopted.

7. **CHANGES TO MEMBERSHIP OF COMMITTEES, TO PORTFOLIO 1 AND MEMBERSHIP OF COMMUNITY FUND PANELS**

- RESOLVED:**
1. that Councillor J.Evans be replaced with Councillor N.T.Hunt on the Education, Skills and Leisure Scrutiny Committee;
 2. that the West Glamorgan Trust Fund be added to Cabinet Portfolio 1;
 3. that the Memberships of the various Community Fund Panels within the County Borough, as detailed below, be endorsed:
 - Maes Gwyn Wind Farm Community Fund – Councillor D.Cawsey
 - Glynneath Selar Opencast Fund – Councillor S. Knoyle and Councillor D.Morgan

- Blaengwrach Selar Opencast –
Councillor C. Edwards
- Mynydd Y Betws Wind Farm
Community Fund – Councillor C. Jones
(Alltwen), Councillor L. Purcell and
Councillor A. Richards (Pontardawe),
Councillor A. Woolcock and Councillor
S.Reynolds (Gwaun Cae Gurwen)
- Mynydd Brombil – Councillor
S.Rahaman, Councillor R.Jones,
Councillor A.J. Taylor
- Newlands Wind Turbine and Margam
Green Energy Ltd, - decision makers -
Councillor R.Jones, Councillor A.J.
Taylor
- Baglan Energy Park Solar Farm –
decision makers – Councillor P.
Richards, Councillor C.Clement
Williams, Councillor S. Renkes (Baglan)
and Councillor S. Paddison, Councillor
O.Davies and Councillor R.Wood
(Sandfields West)
- East Pit Revised Opencast Fund –
decision makers – Councillor
S.Reynolds (Gwaun Cae Gurwen),
Councillor A.Woolcock and Councillor
H.Jones (Cwmllynfell).

8. **RECORD OF EXECUTIVE DECISIONS OF THE CABINET AND
CABINET BOARDS**

RESOLVED: that then under mentioned Minutes be noted:-

Cabinet
Cabinet
Policy and Resources

5 July, 2017
26 July, 2017
14 June, 2017

Policy and Resources	25 July, 2017
Education, Skills and Culture	15 June, 2017
Education, Skills and Culture (Special)	20 July, 2017
Education, Skills and Culture	20 July, 2017
Regeneration and Sustainable Development	23 June, 2017
Streetscene and Engineering	12 June, 2017

CHAIRPERSON

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WALES AUDIT OFFICE
SWYDDFA ARCHWILIO CYMRU

Annual Improvement Report 2016-17 – Neath Port Talbot County Borough Council

Issued: September 2017
Document reference: 119A2017-18



This Annual Improvement Report has been prepared on behalf of the Auditor General for Wales by Steve Barry and Samantha Clements under the direction of Jane Holownia.

**Huw Vaughan Thomas
Auditor General for Wales
Wales Audit Office
24 Cathedral Road
Cardiff
CF11 9LJ**

The Auditor General is independent of government, and is appointed by Her Majesty the Queen. The Auditor General undertakes his work using staff and other resources provided by the Wales Audit Office, which is a statutory board established for that purpose and to monitor and advise the Auditor General. The Wales Audit Office is held to account by the National Assembly.

Together with appointed auditors, the Auditor General audits local government bodies in Wales, including unitary authorities, police, probation, fire and rescue authorities, national parks and community councils. He also conducts local government value for money studies and assesses compliance with the requirements of the Local Government (Wales) Measure 2009.

Beyond local government, the Auditor General is the external auditor of the Welsh Government and its sponsored and related public bodies, the Assembly Commission and National Health Service bodies in Wales.

The Auditor General and staff of the Wales Audit Office aim to provide public-focused and proportionate reporting on the stewardship of public resources and in the process provide insight and promote improvement.

We welcome correspondence and telephone calls in Welsh and English. Corresponding in Welsh will not lead to delay. Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg a Saesneg. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

Mae'r ddogfen hon hefyd ar gael yn Gymraeg. This document is also available in Welsh.

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Summary report

2016-17 performance audit work

- 1 In determining the breadth of work undertaken during the year, we considered the extent of accumulated audit and inspection knowledge as well as other available sources of information including Neath Port Talbot County Borough Council's (the Council) own mechanisms for review and evaluation. For 2016-17, we undertook improvement assessment work at all councils under three themes: governance, use of resources, and improvement planning and reporting. At some councils, we supplemented this work with local risk-based audits, identified in the Audit Plan for 2016-17.
- 2 The work carried out since the last Annual Improvement Report (AIR), including that of the relevant regulators, is set out in [Exhibit 1](#).

The Council is meeting its statutory requirements in relation to continuous improvement

- 3 Based on, and limited to, the work carried out by the Wales Audit Office and relevant regulators, the Auditor General believes that the Council is likely to comply with the requirements of the Local Government Measure (2009) during 2017-18.

Recommendations and proposals for improvement

- 4 Given the wide range of services provided by the Council and the challenges it is facing, it would be unusual if we did not find things that can be improved. The Auditor General is able to
 - make proposals for improvement – if proposals are made to the Council, we would expect it to do something about them and we will follow up what happens;
 - make formal recommendations for improvement – if a formal recommendation is made, the Council must prepare a response to that recommendation within 30 working days;
 - conduct a special inspection, and publish a report and make recommendations; and
 - recommend to ministers of the Welsh Government that they intervene in some way.
- 5 During the course of the year, the Auditor General did not make any formal recommendations. However, a number of proposals for improvement have been made and these are repeated in this report. We will monitor progress against them and relevant recommendations made in our national reports ([Appendix 3](#)) as part of our improvement assessment work.

Audit, regulatory and inspection work reported during 2016-17

Exhibit 1: audit, regulatory and inspection work reported during 2016-17

Description of the work carried out since the last AIR, including that of the relevant regulators, where relevant.

Issue date	Brief description	Conclusions	Proposals for improvement
Governance			
June 2017	<p>Good governance when determining service changes</p> <p>Review of the Council's governance arrangements for determining service changes.</p>	<p>The Council's governance arrangements for significant service change are proportionate to their scale and complexity but evaluation of their impact is inconsistent:</p> <ul style="list-style-type: none"> • decisions are guided by corporate priorities, informed by local needs and made within available resources; • the Council has a clear programme management approach to governing significant service change proposals but arrangements for lower risk proposals are less formalised; • the range of information provided to decision makers when determining service change proposals varies and does not always include details of alternative options; • the Council engages with stakeholders in an appropriate manner and scrutiny committees routinely provide challenge to service change proposals; and • the Council learns from its decision making processes but it is not clear how the impact of future service changes decisions will be evaluated. 	<p>P1 The Council should further develop guidance for officers to reinforce what is required in terms of conducting and reporting options appraisals on service change proposals and other information.</p> <p>P2 The Council should set out arrangements for monitoring the impact of service changes at the point of decision.</p> <p>P3 The Council should strengthen its systems to ensure monitoring reports requested by scrutiny committees are routinely provided.</p>

Issue date	Brief description	Conclusions	Proposals for improvement
Use of resources			
November 2016	<p>Annual audit letter 2015-16</p> <p>Letter summarising the key messages arising from the Auditor General's statutory responsibilities under the Public Audit (Wales) Act 2004 and his reporting responsibilities under the Code of Audit Practice. The Annual Audit Letter is in Appendix 2 of this report.</p>	<ul style="list-style-type: none"> • The Council complied with its responsibilities relating to financial reporting and use of resources. • I am satisfied that the Council has appropriate arrangements in place to secure economy, efficiency and effectiveness in its use of resources although areas for further improvement have been identified. • My work to date on certification of grant claims and returns has not identified significant issues that would impact on the 2016-17 accounts or key financial systems. 	None.

Issue date	Brief description	Conclusions	Proposals for improvement
Use of resources			
March 2017	<p>Savings planning</p> <p>Review of the Council's financial savings arrangements, including how well it is delivering the required savings and whether it has robust approaches to plan, manage and deliver budget savings, at a pace that supports financial resilience.</p>	<p>Whilst the Council lacks indicative savings plans for future years it has a sound financial planning framework which supports future financial resilience</p> <ul style="list-style-type: none"> • the Council has reported achievement of 99% of its planned 2015-16 savings in-year and can demonstrate that individual savings have been delivered; • the Council has sound financial planning arrangements and whilst it is developing a strategic approach to income generation it lacks indicative savings plans for future years; and • the Council forecasts that 88% of its 2016-17 planned savings will be achieved but delivery timescales for some savings plans are not realistic. 	<p>P1 Strengthen financial planning arrangements by developing longer term savings plans to cover the period of the MTFP.</p>

Issue date	Brief description	Conclusions	Proposals for improvement
Local risk-based performance audit			
July 2016	Third Sector roles in supporting welfare reform advice.	Access to welfare advice in Neath Port Talbot Borough varies and there are examples of duplication.	P1 The Council would benefit from investigating the extent of duplication and the potential to better align provision and improve coverage across the County Borough.
September 2016	Developing Scrutiny: Member workshops June/ July 2016.	<ul style="list-style-type: none"> • Feedback from members about the sessions was positive and they generated some practical ideas for improvement that were supported by the majority of members who attended. Member suggestions could also contribute to member induction in the future. • Members were clear about the purpose of scrutiny and demonstrated a good understanding of their roles in driving improvements and in obtaining a detailed understanding of issues when appropriate. 	None.

Issue date	Brief description	Conclusions	Proposals for improvement
Local risk-based performance audit			
October 2016	Review of Corporate Risk Register	<p>Progress has been made, the structure of the risk register and strategic risk management procedures are appropriate, but the corporate register is not detailed or clear enough to support effective risk management:</p> <ul style="list-style-type: none"> • the rationale behind a risk rating is unclear; • there is not enough information to evaluate the likelihood and potential impact of financial risks; • the Council cannot assess the impact of its proposed mitigating actions without clear timescales or key milestones; • risk control methods are too unclear to assess whether the proposed control is appropriate for the nature of the risk; and • processes are not sufficiently clear to assure the Council that it has identified all significant risks. 	<p>P1 Establish clear procedures about how to identify, categorise and mitigate corporate risks by including more relevant detail within the Corporate Risk Register.</p> <p>P2 Ensure that mitigating actions have established timeframes, milestones and sufficient detail to allow effective scrutiny to take place.</p>

Issue date	Brief description	Conclusions	Proposals for improvement
Local risk-based performance audit			
October 2016	Review of Performance Management Arrangements in the Social Services, Health and Housing Directorate	<p>The directorate is learning from improvements to performance management arrangements in children's services but needs to produce its business plans earlier and further strengthen arrangements in adult services</p> <ul style="list-style-type: none"> • the directorate has a clear focus on improving services within budget reduction targets but there are delays in the production of the 2016-17 business plans; • performance review arrangements are in place across the directorate but performance measures are underdeveloped in key areas; and • the directorate has made improvements in children's services and is beginning to strengthen performance management arrangements in adult services. 	<p>P1 That the Social Services, Health and Housing Directorate in future years produce the business plans in readiness for sign off by the relevant Cabinet Member before the Council's Annual General Meeting in May.</p> <p>P2 That the Social Services, Health and Housing Directorate learn from the experience in children's services and continue to work to develop and agree a comprehensive suite of performance management information for the directorate that is visible and that actively assists the service in driving improvement.</p>

Issue date	Brief description	Conclusions	Proposals for improvement
Improvement planning and reporting			
July 2016	Wales Audit Office annual improvement plan audit Review of the Council's published plans for delivering on improvement objectives.	The Council has complied with its statutory improvement planning duties.	None
November 2016	Wales Audit Office annual assessment of performance audit Review of the Council's published performance assessment.	The Council has complied with its statutory improvement reporting duties.	None
Reviews by inspection and regulation bodies			
No reviews by inspection and regulation bodies have taken place during the time period covered in this report.			

Appendix 1

Status of this report

The Local Government (Wales) Measure 2009 (the Measure) requires the Auditor General to undertake a forward-looking annual improvement assessment, and to publish an annual improvement report, for each improvement authority in Wales. Improvement authorities (defined as local councils, national parks, and fire and rescue authorities) have a general duty to 'make arrangements to secure continuous improvement in the exercise of [their] functions'.

The annual improvement assessment considers the likelihood that an authority will comply with its duty to make arrangements to secure continuous improvement. The assessment is also the main piece of work that enables the Auditor General to fulfil his duties. Staff of the Wales Audit Office, on behalf of the Auditor General, produce the annual improvement report. The report discharges the Auditor General's duties under section 24 of the Measure, by summarising his audit and assessment work in a published annual improvement report for each authority. The report also discharges his duties under section 19 to issue a report certifying that he has carried out an improvement assessment under section 18 and stating whether (as a result of his improvement plan audit under section 17) he believes that the authority has discharged its improvement planning duties under section 15.

The Auditor General may also, in some circumstances, carry out special inspections (under section 21), which will be reported to the authority and Ministers, and which he may publish (under section 22). An important ancillary activity for the Auditor General is the co-ordination of assessment and regulatory work (required by section 23), which takes into consideration the overall programme of work of all relevant regulators at an improvement authority. The Auditor General may also take account of information shared by relevant regulators (under section 33) in his assessments.

Appendix 2

Annual Audit Letter

Councillor A H Thomas
Leader
Neath Port Talbot County Borough Council
Civic Centre
Port Talbot
SA13 1PJ

Reference: 640A2016

Date issued: 24 November 2016

Dear Councillor Thomas

Annual Audit Letter – Neath Port Talbot County Borough Council 2015-16

This letter summarises the key messages arising from my statutory responsibilities under the Public Audit (Wales) Act 2004 and my reporting responsibilities under the Code of Audit Practice.

The Council complied with its responsibilities relating to financial reporting and use of resources

It is Neath Port Talbot County Borough Council (the Council)'s responsibility to:

- put systems of internal control in place to ensure the regularity and lawfulness of transactions and to ensure that its assets are secure;
- maintain proper accounting records;
- prepare a Statement of Accounts in accordance with relevant requirements; and
- establish and keep under review appropriate arrangements to secure economy, efficiency and effectiveness in its use of resources.

The Public Audit (Wales) Act 2004 requires me to:

- provide an audit opinion on the accounting statements;
- review the Council's arrangements to secure economy, efficiency and effectiveness in its use of resources; and
- issue a certificate confirming that I have completed the audit of the accounts.

Local authorities in Wales prepare their accounting statements in accordance with the requirements of the CIPFA/LASAAC Code of Practice on Local Authority Accounting in the United Kingdom. This code is based on International Financial Reporting Standards. On 28 September 2016 I issued an unqualified audit opinion on the accounting statements confirming that they present a true and fair view of the Council's financial position and transactions. My report is contained within the Statement of Accounts. The key matters arising from the accounts audit were reported to members of the Audit Committee in my Audit of Financial Statements report on 23 September 2016.

Overall, the Council was found to have continued to refine and improve its accounts production process and produced the accounts well in advance of the deadline. However, as in previous years, a number of issues were still identified within the capital accounts and there remains scope to improve the capital closure processes. These were corrected in the certified statements and officers have undertaken to ensure these issues do not re-occur in future years. We will continue to work with officers this year to refine the accounts production process and address the capital accounting issues.

I am satisfied that the Council has appropriate arrangements in place to secure economy, efficiency and effectiveness in its use of resources although areas for further improvement have been identified

My consideration of the Council's arrangements to secure economy, efficiency and effectiveness has been based on the audit work undertaken on the accounts as well as placing reliance on the work completed under the Local Government (Wales) Measure 2009. The Auditor General published his Annual Improvement Report in June 2016 and concluded that the Council had continued to improve in its priority areas, financial management was sound and its arrangements were likely to support future progress.

My work to date on certification of grant claims and returns has not identified significant issues that would impact on the 2016-17 accounts or key financial systems

My audit work on the certification of the Council's grant claims and returns has now begun. The Council is one of two sites piloting a new 'outcomes' approach to the certification of Welsh Government grants. This pilot takes account of how the Welsh Government and the Auditor General for Wales wish to improve the value and impact of certification work and aims to test the feasibility of moving audit work away from transaction testing towards consideration of the activities to be delivered by the funding.

My work to date has not identified any issues that would impact on the 2016-17 accounts or key financial systems. A more detailed report on my grant certification work will follow once this year's programme of certification work is complete.

The financial audit fee was in line with the agreed fee set out in the Annual Audit Plan.

Yours sincerely

Richard Harries

For and on behalf of the Auditor General for Wales

Appendix 3

National report recommendations 2016-17

Exhibit 2: national report recommendations 2016-17

Summary of proposals for improvement relevant to local government, included in national reports published by the Wales Audit Office, since publication of the last AIR.

Date of report	Title of review	Recommendation
August 2016	Financial Resilience of Local Authorities in Wales 2015-16	<p>In our report of 2014-15 (The Financial Resilience of Councils in Wales, April 2015) we made a number of recommendations for local authorities. Many of these recommendations remained relevant and required further work from authorities to address them during 2016-17. In addition, we also made the following recommendations based on our more recent review:</p> <p>R1 Local authorities should strengthen their financial-planning arrangements by:</p> <ul style="list-style-type: none"> • developing more explicit links between the Medium Term Financial Plan (MTFP) and its corporate priorities and service plans; • aligning other key strategies such as workforce and asset management plans with the MTFP; • developing comprehensive multi-year fully costed savings plans which underpin and cover the period of the MTFP, not just the forthcoming annual budget; • categorising savings proposals so that the shift from traditional-type savings to transformational savings can be monitored over the period of the MTFP; and • ensuring timescales for the delivery of specific savings proposals are realistic and accountability for delivery is properly assigned. <p>R2 Local authorities should develop corporate income generation and charging policies.</p> <p>R3 Local authorities should ensure that they have a comprehensive reserves strategy, which outlines the specific purpose of accumulated useable reserves and the impact and use of these in the MTFP.</p> <p>R4 Local authorities should develop key performance indicators to monitor the MTFP.</p> <p>R5 Local authorities should ensure that savings plans are sufficiently detailed to ensure that members are clear as to what the plans are intended to deliver and that the delivery of those plans can be scrutinised appropriately throughout the year.</p> <p>R6 Local authorities should ensure that corporate capacity and capability are at a level that can effectively support the delivery of savings plans in the MTFP at the pace required.</p>

Date of report	Title of review	Recommendation
October 2016	Community Safety in Wales	<p>The seven recommendations within this report required individual and collective action from a range of stakeholders – the Welsh Government, Home Office Wales Team, police and crime commissioners, public service board members and local authorities:</p> <p>R1 Improve strategic planning to better co-ordinate activity for community safety by replacing the existing planning framework with a national strategy supported by regional and local plans that are focused on delivering the agreed national community-safety priorities.</p> <p>R2 Improve strategic partnership working by formally creating effective community-safety boards that replace existing community-safety structures that formalise and draw together the work of the Welsh Government, police forces, local authorities, health boards, fire and rescue authorities, WACSO and other key stakeholders.</p> <p>R3 Improve planning through the creation of comprehensive action plans that cover the work of all partners and clearly identify the regional and local contribution in meeting the national priorities for community safety.</p> <p>R4 Review current grant-funding arrangements and move to pooled budgets with longer-term funding commitments to support delivery bodies to improve project and workforce planning that focuses on delivering the priorities of the national community-safety strategy.</p> <p>R5 Ensure effective management of performance of community safety by:</p> <ul style="list-style-type: none"> • setting appropriate measures at each level to enable members, officers and the public to judge progress in delivering actions for community-safety services; • ensuring performance information covers the work of all relevant agencies; and • establishing measures to judge inputs, outputs and impact to be able to understand the effect of investment decisions and support oversight and scrutiny. <p>R6 Revise the systems for managing community-safety risks and introduce monitoring and review arrangements that focus on assuring the public that money spent on community safety is resulting in better outcomes for people in Wales.</p> <p>R7 Improve engagement and communication with citizens through public service boards in:</p> <ul style="list-style-type: none"> • developing plans and priorities for community safety; • agreeing priorities for action; and • reporting performance and evaluating impact.

Date of report	Title of review	Recommendation
November 2016	Charging for Services and Generating Income by Local Authorities	<p>This report made eight recommendations, of which six required action from local authorities. Recommendations R4 and R6 required action from the Welsh Government and Welsh Local Government Association:</p> <p>R1 Develop strategic frameworks for introducing and reviewing charges, linking them firmly with the MTFP and the Corporate Plan.</p> <p>R2 Review the unit and total costs of providing discretionary services to clearly identify any deficits and, where needed, set targets to improve the current operating position.</p> <p>R3 Use the impact assessment checklist whenever changes to charges are considered.</p> <p>R5 Identify opportunities to procure private sector companies to collect charges to improve efficiency and economy in collecting income.</p> <p>R7 Improve management of performance, governance and accountability by:</p> <ul style="list-style-type: none"> • regularly reporting any changes to charges to scrutiny committee(s); • improving monitoring to better understand the impact of changes to fees and charges on demand, and the achievement of objectives; • benchmarking and comparing performance with others more rigorously; and • providing elected members with more comprehensive information to facilitate robust decision making. <p>R8 Improve the forecasting of income from charges through the use of scenario planning and sensitivity analysis.</p>
January 2017	Local Authority Funding of Third Sector Services	<p>This report made three recommendations, of which two required action from local authorities. Recommendation R3 required action from the Welsh Government:</p> <p>R1 To get the best from funding decisions, local authorities and third-sector bodies need to ensure they have the right arrangements and systems in place to support their work with the third sector. To assist local authorities and third-sector bodies in developing their working practices, we recommend that local-authority and third-sector officers use the Checklist for local authorities effectively engaging and working with the third sector to:</p> <ul style="list-style-type: none"> • self-evaluate current third-sector engagement, management, performance and practice; • identify where improvements in joint working are required; and • jointly draft and implement an action plan to address the gaps and weaknesses identified through the self-evaluation. <p>R2 Poor performance management arrangements are weakening accountability and limiting effective scrutiny of third-sector activity and performance. To strengthen oversight of the third sector, we recommend that elected members scrutinise the review checklist completed by officers, and regularly challenge performance by officers and the local authority in addressing gaps and weaknesses.</p>

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Council
18th October 2017

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

Matter for Decision

Wards Affected: All Wards

Draft Annual Report 2016-2017 (Corporate Improvement Plan – ‘Rising to the Challenge’)

Purpose of Report

1. To present the Annual Report for 2016-2017 for consideration and approval.

Executive Summary

2. Overall, we achieved most of what we set out to do during 2016-2017 in relation to our six improvement objectives. The priorities included in this Plan were set by the Council’s administration following the local government elections in May 2012 and despite the difficult and financially challenging times we have faced, improvements have been delivered across all six of those priorities and particularly those that support the most vulnerable and disadvantaged people in our communities.
3. In 2016-2017, we achieved our target budget savings of £11.552 million, bringing the cumulative spending reductions to £77 million since 2010.

The overall summary for the year is as follows:

- We continued improvements to safely reduce the number of children looked after by the Council, whilst supporting more children to stay with their families.
- Results in key stage 4 have improved in nearly all key indicators and school attendance levels have broadly been maintained. However there has been a rise in both fixed and permanent exclusions, to address this, a Well-being and

Behaviour team has been established. We also opened our new, state of the art, all through 3–16 school, Ysgol Bae Baglan School.

- We continued to promote independence and reduced the reliance on statutory health and social care services.
- We successfully delivered the majority of our planned activities under the 'Prosperity for All' priority, despite the continuing challenging circumstances surrounding the economy.
- We continued to work with partners to support people from low income households to improve their financial circumstances.
- We further increased our recycling and composting performance to 62.77% and completed the roll-out of our improved Recycle+ weekly service to 64,000 homes.
- We completed our website redevelopment and more of our customers are satisfied with our website. More transactions are now completed online, however, there was an increase in the average customer waiting times in our One Stop Shops, due to additional enquiries arising from some service changes and reduced staffing levels.
- 63% of our national measures either achieved maximum performance or improved, which is above the previous year (59%). In contrast 40% of our comparable measures were better than the All Wales performance figures, a reduction of 20% on 2015-2016. This indicates that whilst our own performance has improved year on year the rest of Wales has improved at a faster rate in some performance indicators.

Background

4. 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.
5. This Annual Report looks back at how we did on delivering the improvement objectives set out in our Corporate Improvement Plan 2016-2019 '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

6. 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

7. 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.”
8. An Equality Impact Assessment was undertaken for the development of the 2016-2019 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

9. During the year, the Council saw a further downsizing of its workforce by 198 as it sought to deliver savings of £11.552 million in-year.

Legal Impact

10. 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

11. 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 2016 are achievable.

Consultation

12. There is no requirement for external consultation on this item.

Recommendations

13. It is recommended that Council adopts the draft Annual Report 2016-2017.

Reason for Proposed Decision

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

Appendices

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

List of Background Papers

19. Corporate Improvement Plan 2016 – 2019 “Rising to the Challenge”
20. Local Government (Wales) Measure 2009

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DRAFT

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

ANNUAL REPORT

Assessment of our performance 2016-2017



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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

This is our self-assessment of the Council's performance during the 2016-2017 financial year. We have focussed on the progress made on the delivery of our six key improvement objectives as outlined in the 2016-2019 Corporate Improvement Plan 'Rising to the Challenge'.

Despite the considerably better settlement from Welsh Government, we faced another difficult journey whilst setting the budget for 2016-2017. The priorities included in this Plan were set by the Council's administration following the local government elections in May 2012 and despite the difficult and financially challenging times we have faced, improvements have been delivered across all six of those priorities. Particularly those that support the most vulnerable and disadvantaged people in our communities.

In our Children and Young People Services, the work undertaken during 2016-2017 has further safely reduced the number of children looked after by the Council and we supported more children to stay with their families. We also received positive results from the first Welsh Government's Citizens Survey: 92.7% of children and young people felt that their views about their care and support had been listened to and 85.7% of parents said that they had been actively involved in all decisions about how their child's/children's care and support was provided.

In our Education Service, our key stage 4 results have improved in nearly all key indicators and school attendance levels have broadly been maintained. There has been a rise in both fixed and permanent exclusions, to address this, a Wellbeing and Behaviour team has been established. We also opened our new, state of the art, all through 3-16 school, Ysgol Bae Baglan School

Our Adult Social Care Services, (in line with the Social Services and Wellbeing (Wales) Act (2014)) worked in partnership with the Health Board to promote clients independence and reduce the reliance on statutory health and social care services, through ensuring people utilise the resources available to them in the community.

We successfully delivered most of our planned activities under the 'Prosperity for All' priority, despite the continuing challenging circumstances surrounding the economy. We also continued to work with partners to support people from low income households to improve their financial circumstances. Concentrating on those people whose income was reduced as a result of the UK Government's Welfare Reform programme.

The implementation of our Waste Strategy continued. Thanks to the cooperation of our residents we have further increased our recycling and composting performance to 62.77%. We also completed the roll-out of our improved

Recycle+ weekly service to 64,000 homes.

Through our Digital by Choice Strategy, we completed our website redevelopment and more of our customers are satisfied with our website. More transactions are now completed online, however, there was an increase in the average customer waiting times in our One Stop Shops, due to additional enquiries arising from some service changes and reduced staffing levels.

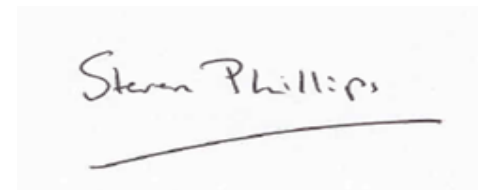
Since 2010, we have been proactive in forecasting funding gaps and delivered spending reductions of £77m and reduced our workforce by some 25% through a combination of redundancies, mainly voluntary, restrictions on external recruitment and the transfer of functions. For 2016-2017, we made the required budget savings of £11.552m and £3.147m was transferred into the Council's general reserves at year end.

Once again, we are very grateful to our workforce and the Trade Unions for their continued loyalty and want to thank our partners for their hard work to sustain good quality services and make a difference to people across Neath Port Talbot.

Leader of the Council, Councillor Rob Jones



Chief Executive, Steven Phillips



Introduction

Under the 2009 Local Government (Wales) Measure, we have a duty to produce two reports each year. The first is the Corporate Improvement Plan which sets out our key priorities for improvement for the financial year ahead. The second report we publish is the Annual Report which shows how successful we have been in delivering the improvement objectives set out in our 2016-2019 Corporate Improvement Plan [‘Rising to the Challenge’](#).

The improvement objectives referred to above, focus on:

- Improving outcomes for children in need and looked after children;
- Raising the educational standards and attainment of all children and young people;
- Maximising the number of adults who are able to live independently with or without support within the home of their choice within their community;
- Supporting and investing in communities to maximise job opportunities and improve access to employment,
- Increasing recycling and composting; and
- Improving 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.

This Report covers the period 1st April 2016 to 31st March 2017 and is available in English and Welsh, on our website [\(insert link\)](#) and in printed format at the following 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.

A summary version of this report is also available [\(insert link\)](#).

If you require this information in larger print or in an alternative format, please contact the Corporate Strategy Team on 01639 763242 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.

On the whole, performance across our six corporate improvement objectives 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.

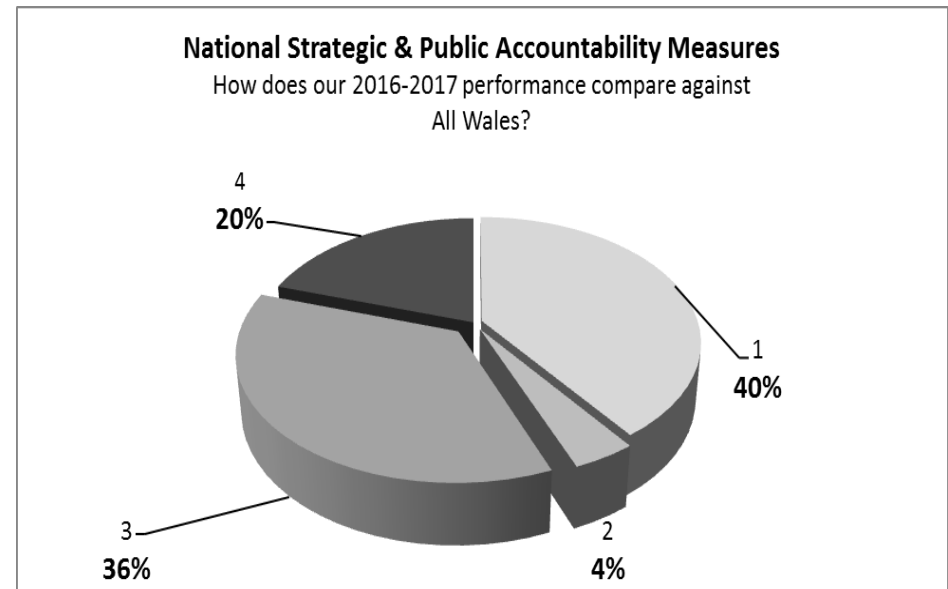
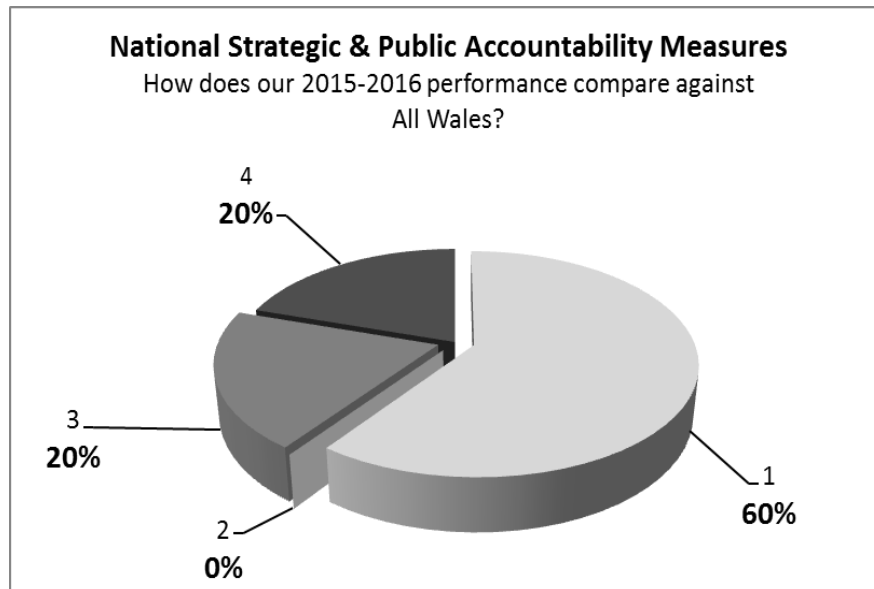
We also measure performance across a range of service areas and report performance of our full data set of 152 measures which are reported to scrutiny committees on a quarterly basis. The data set comprises of: National Statutory Indicators; Public Accountability Measures; - Social Services Health & Wellbeing Indicators, Service Improvement Data; and measures we have developed locally. 70% of our comparable performance measures improved or achieved maximum performance in 2016-2017 compared to 60% in 2015-2016. A number of new social services measures were introduced into the full suite for 2016-2017 and most of these do not have comparable data i.e. to the previous year, so caution should be made when comparing overall performance of our full suite between the two years. **Our full set of performance measures** (add link) 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 compare our performance of the nationally reported performance indicators with the rest of Wales. Some of the key points of our performance for these national performance indicators are highlighted below:

- Overall for 2016-2017 we were ranked 16th (9th in 2015-2016) out of the 22 local authorities, based on the number of comparable indicators in the upper quartile position for these national indicators.

Year	Upper quartile	Mid quartiles	Lower quartile
2016-2017	6	11	8
2015-2016	13	17	10
2014-2015	9	23	10

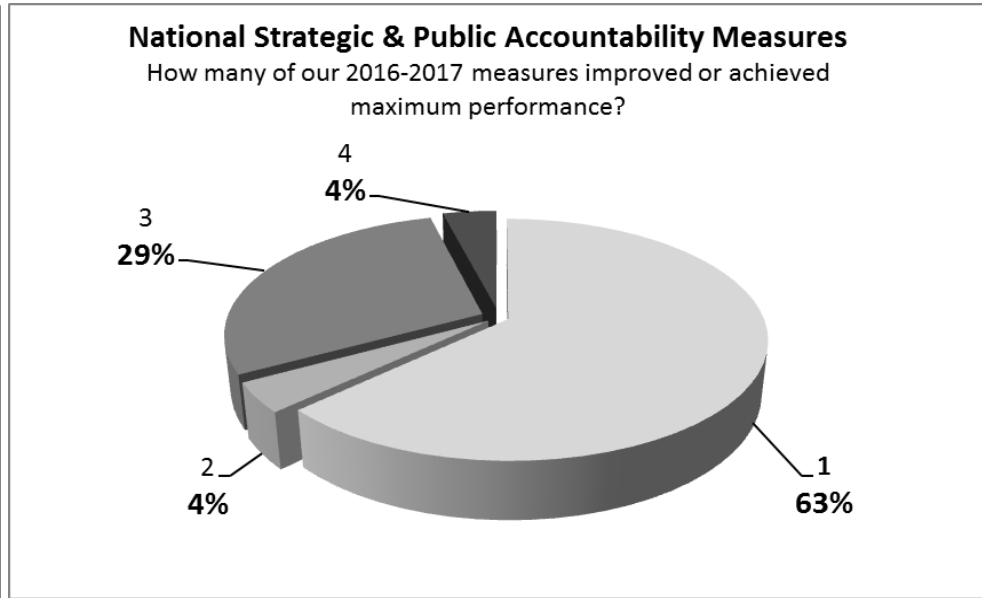
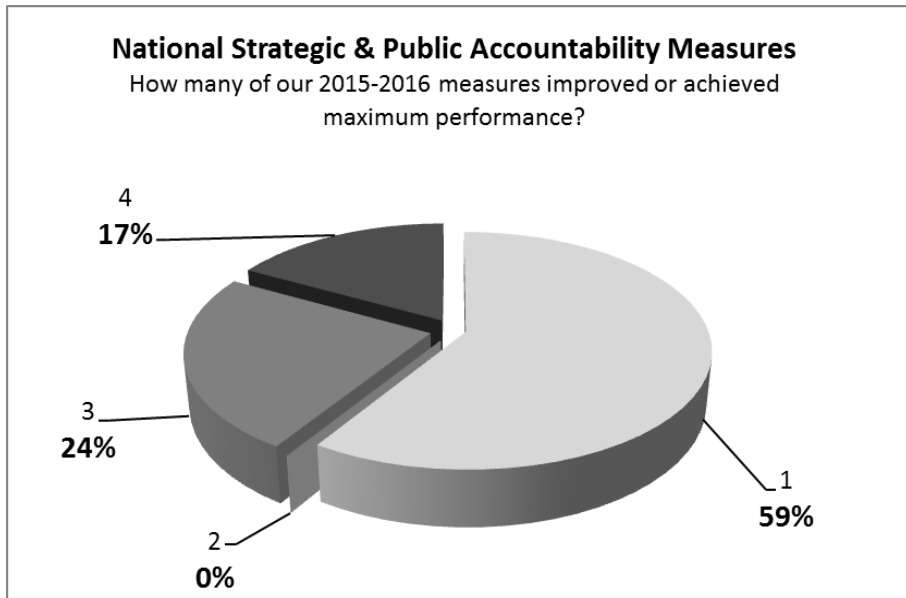
- 40% (10) of our 25 comparable measures were better than the All Wales performance figures, a reduction of 20% on 2015-2016 whereby 60% (24) of the 40 comparable measures were better than All Wales. Please note that there has been a significant reduction in the number of national measures to be reported for 2016-2017 as many were deleted from the national set following revocation of the statutory National Strategic Indicators at the end of 2015-2016 and prior to a revised set of Public Accountability Measures being introduced for 2017-2018. At the time of reporting this information (September 2017) 25 of the 28 2016-2017 measures were comparable against All Wales data compared to 40 of 41 measures in 2015-2016. Of the 13 measures that were deleted from the national set for 2016-2017, 8 of these measures had better performance than All Wales figures in 2015-2016:



- 1** Performance better than All Wales data
- 3** Performance is lower but within 5% of All Wales

- 2** Performance same as All Wales data
- 4** 5% or more below All Wales data

- 63% (17 of 27) of our 2016-2017 national measures either achieved maximum performance or improved, which is above the previous year where 59% (24 of 41) of 2015-2016 measures achieved maximum performance or improved. In 2016-2017 fewer of our measures saw a drop in performance of 5% or more i.e. 4% in 2016-2017 compared to 17% in 2015-2016. Of the 13 measures that have been deleted from the national set for 2016-2017, 9 had shown improvement in 2015-2016. Whilst our own performance has improved (we are placed 7th across Wales) in relation to comparing our own performance to the previous year, rest of Wales has improved at a faster rate in some performance indicators.



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

A full breakdown of the 28 performance indicators and rankings for 2016-2017 is available [here \(add link\)](#).

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

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:

The positive work undertaken by the Service during 2016-2017 has further safely reduced the number of children being looked after to 348 children. 637 children were supported to stay with their families during the year.

92.7% of children and young people feel that their views about their care and support have been listened to with 85.7% of parents responding that they have been actively involved in all decisions about how their child's/children's care and support was provided.

A programme of work has now been planned for 2017-2018 which will assist the outcome-focussed way of working to become further embedded into everyday social work practice in line with requirements of the Social Services and WellBeing (Wales) Act 2014. In addition, an effective monitoring and reporting framework has also been established against the requirements of the Act and this will continue to be developed during the coming year to ensure we are able to report robust performance management information with regards to the effectiveness of the impact of working co-productively with children, young people and their families.

During 2016-2017 we said:

- 1. We will work in a way that will make a positive difference to the lives of children and the families we deal with, so that children are safer, remain in their family homes and get the best start in life.**

What did we do?

- We have further reduced the number of children being looked after from 377 (as at 31st March 2016) to 348 (as at 31st March 2017).
- An outcome focused model of Social Work practice has been embedded across all teams. This model of practice enables practitioners to work with children and families to consider their personal well-being goals and co-produce solutions so that children remain safe in their family home and get the best start in life. To support this, improvements to the IT systems are now underway to ensure the recording and reporting of 'personal outcomes' is more robust. This should result in an increase in the number of outcomes reported moving forward.
- New Assessment and Care Plan templates have also been introduced to support this new way of working and an exercise is currently on-going to convert all existing care plans/ pathway plans into the new style outcome focused format.
- An outcomes focused Conference has been arranged for partner agencies to ensure a joined up approach to working with children and families in a co-productive way and this will be supported by further work with partner agencies being taken forward by individual Social Work Teams within their catchment areas.
- In relation to well-being outcomes, performance is detailed below:
 - Number of children's outcomes that have been developed during the year (including those that have been withdrawn or achieved) : 817;
 - Percentage of children's outcomes that have had their progress reviewed during the year. 19.8% (162 of 817);
 - Percentage of children's outcomes that have been achieved during the year : 12.5% (102 of 817).
- The above measures are new for 2016-2017; they are on-going and can change. More outcomes will be

achieved over time. The meaning of “well-being outcomes” is a broad concept that relates to all areas of a person’s life. Everyone has a responsibility for their own well-being but some people need extra help to achieve this. In essence, this means multi-agency partners working together with people to identify outcomes that are personal to them and their individual circumstances that enable them to achieve well-being through appropriate care and support. An example of a personal well-being outcome might be; “I want to feel safe at night living at home with my family”.

2. We will have the right family support in place to ensure children and young people remain with their families.

What did we do?

- As at 31st March 2017, the percentage of children within Neath Port Talbot supported to remain with their families was 64.8% (637 children).
- The Family Action Support Team’s (FAST) integration as part of Children and Young People Services has provided more flexibility and accountability in terms of delivering the vision set out in the Family Support and Looked After Children Strategies.
- A play therapist has been appointed and a clinical psychologist is soon to be appointed to help support Children and Young People Services in ensuring more children and young people remain at home, are rehabilitated at home or remain in a stable placement.
- A fully embedded resource panel has improved links with partner agencies e.g. health and education, in identifying and accessing resources for children and young people in need.
- A dedicated commissioning officer within Children and Young People Services continues to monitor Family Support Services to ensure agreed outcomes are being delivered and adhered to in support of children, young people and families.
- Joint strategic meetings between Children and Young People Services and the Education Directorate now take place bi-monthly. A work programme has been established to improve outcomes for looked after children and to provide support for children on the edge of care to keep them out of the care system.

3. Children, young people and families will have a say in the services they receive from us, tailored to suit their needs.

What did we do?

- The results of the Welsh Government's Qualitative Questionnaire Process indicate that 92.7% of children and young people feel that their views about their care and support have been listened to with 85.7% of parents responding that they have been actively involved in all decisions about how their child's/children's care and support was provided. This information will help to shape future services in line with the needs of children, young people and their families.
- Monthly Thematic Case File Audits are conducted and provide the service with an understanding of what is working well and what needs to be improved. Findings of these Audits are reported to Members as one of the quarterly key priority indicators.
- A new engagement & participation officer has been recruited to the service and a planned programme of work activity agreed to assist in taking account of the views and feelings of children and young people in relation to the services they receive from us.
- The service is currently in the process of developing a system for measuring the 'Active Offer' under advocacy to ensure the rights, views, wishes and feelings of children and young people are heard at all times.
- The "Percentage of carers responding "Yes" or "Sometimes" to the question "I have been actively involved in all decisions about how the care and support was provided for the person I care for", was not included in the Welsh Government's final draft questionnaire sent out to children and young people, therefore we have no data to report for this measure.



Raise educational standards and attainment of all young people

Overall summary of our progress:

The new Ysgol Bae Baglan School opened in September 2016. The newly formed Melin Primary School opened after both Melin Junior and Infant schools merged. Building work is underway on a replacement school for Groes Primary and Dyffryn School; on a new build campus in the south of the county borough as part of the 3-18 Welsh-medium development; on a new build primary school at Briton Ferry, all of which will open in September 2018.

Page 46 Work is continuing to support and further develop Welsh language education in schools and in the wider communities
80% of our schools are categorised highly effective or effective (green and yellow schools) and 83.0% of pupils are educated within these schools.

Literacy and numeracy, outcomes at foundation phase have declined slightly whilst they have improved at key stage 2. Broadly, outcomes at key stage 3 have remained almost the same in nearly all key indicators and key stage 4 results have improved in nearly all key indicators.

Secondary school attendance for the academic year 2015-2016 has remained at 93.7% and primary school attendance has fallen marginally by 0.2%. There has been a rise in both fixed and permanent exclusions, to address this, a Wellbeing and Behaviour team has been established

During 2016-2017 we said:

1. We will merge or relocate some schools; increase the capacity in others; and continue to build new schools; and to close some others.

What did we do?

- The new Ysgol Bae Baglan (3-16) school opened on 1st September 2016. In addition to providing state of the art facilities for our pupils and our communities, it will provide potential annual estimated school revenue budget savings of approximately £1.8m, which has reduced the Council's building maintenance and repair costs liabilities by £17m and reduced pupil surplus places by approximately 1,200. In the 7 month period up to the 31st March 2017, 54,352 visitors have used the schools community facilities.
- The new Melin Primary school opened on 1st September 2016. The amalgamation of Melin Junior and Melin Infants schools utilises existing buildings and facilities and has generated potential annual school revenue budget savings of approximately £70k.
- Construction work has begun on a new 3-16 school at Margam, Ysgol Newydd Margam. Establishing this new school, which replaces Groes Primary and Dyffryn School, will increase capacity by approximately 160 pupil places to meet potential demand. The potential annual school revenue savings are estimated at approximately £700k. The estimated capital cost for the new build is £30m. Building maintenance and accessibility costs estimated at £7.5m are removed by this proposal. The new school will open in September 2018.
- Construction work has begun on a new school for the south campus of Ysgol Gymraeg Ystalyfera-Bro Dur. The proposal will increase pupil places by approximately 200 to meet potential demand. Capital build for this proposal amounts to approximately £34m. The new 3-18, Welsh-medium school will open in September 2017 with the south campus (11-16) in September 2018.
- We have increased the number of pupil admissions to Ysgol Hendrefelin, provided 30 additional pupil places and extended the age range for admissions.
- Construction work has begun on a new 3-11 school for Briton Ferry, Ysgol Newydd Briton Ferry. Establishing this new school will remove approximately 100 surplus places and deliver a potential annual school revenue budget saving estimated at approximately £167k. The estimated capital cost for the new build is £7.5m.

Building maintenance and repair costs liabilities estimated at £1.4m are removed by this proposal. The new school will open in September 2018.

- Officers continue to work with the developers on the new build school at Coed Darcy, although the continued effect of the economic climate on the housing market is impacting on the start date of this project.

Note: The 21st Century Schools Programme of new build capital projects is jointly funded between the Council and Welsh Government.

2. We will continue to implement our strategy for the provision of Welsh-medium education in Neath Port Talbot.

What did we do?

- Work is continuing to support and further develop Welsh language education in schools and in the wider communities and plans for future growth in conjunction with Welsh Governments proposals for growing the number of Welsh speakers to one million by 2050. During the summer term 2016, the Welsh in Education Strategic Plan Forum met and the officer responsible for Welsh in Education Strategic Plan contributed to the regional working group and liaised with Welsh Government. As a result, the work of the seconded support teachers for both Additional Learning Needs (ALN) pupils and Welsh first language development have supported Welsh medium schools as well as a more strategic approach to supporting Welsh as a second language by the Athrawon Bro service. This support is more targeted according to need.
- There has been a slight reduction in the percentage of seven-year olds being taught through the medium of Welsh from 18.8% (academic year 2014-2015) to 18.4% (academic year 2015-2016). This is likely to be as a result of size of cohorts rather than a trend.
- The general trend for more learners transferring from Welsh Medium Primary to Welsh Medium Secondary School is positive in most years, however, the transition to secondary school whilst improving is below the target.

- Opportunities for learners aged 14 to 16 studying for qualifications through the medium of Welsh have increased. The percentage of pupils entered for at least five further Level 1/2 qualifications through the medium of Welsh is at least 80% and exceeds the Welsh Government's targets of 62% by 2015 and 68% by 2020.
- More options are provided (currently 31 against a target of 30) for learners aged 16 to 19 studying subjects through the medium of Welsh in schools, colleges and work-based learning; however recruitment of suitable staff remains a challenge.
- Some specialist assessment through the medium of Welsh is available for learners with Additional Learning Needs (ALN) in the Educational Psychologist Service, the Support for Learning Service and from the Education Development & Inclusion Service. No formal arrangements have yet been established with other Local Authorities or consortia to develop enhanced Welsh language ALN provision.
- Schools continue to plan strategically for staff development and produce robust spending plans based on systematic analysis of need. At specific times there is a shortage of well qualified and experienced supply and short-term contract teachers. There were no unfilled teaching vacancies to teach Welsh.
- A new WESP (Welsh in Education Strategic Plan) 2017-2020 has been produced and agreed by Council (on 15th March 2017) following consultation. It is currently with Welsh Government awaiting approval.

3. We will ensure that the 14 -19 Learning Pathways programme supports all young people to achieve their full learning potential.

What did we do?

- The percentage of young people Not in Education, Employment or Training (NEET) post 16 has remained constant for the last two years at 3.6%. The Welsh average is currently 2%.
- The range and variety of courses has increased to give more young people a better chance of obtaining a recognised qualification (i.e. Health and Social Care, Construction, Engineering, Hair and Beauty, Additional Maths, Drama and Business).

4. Improve literacy outcomes.

What did we do?

- A regionally agreed menu of support has been provided for all schools and the delivery of these courses was identified during the core visits every school had during the autumn term 2015. These courses addressed a wide range of issues aimed at improving pupils' oracy, reading and writing. Courses were aimed at specific groups of learners, for example more able pupils.
- Literacy outcomes at the end of foundation phase have declined from 84.6% (academic year 2014-2015) to 82.0% (academic year 2015-2016). This may be partially due to the cohort but also more robust teacher assessments. Literacy outcomes increased by 1.5% at key stage 2, dropped marginally to 84.7% at key stage 3 and the percentage of pupils achieving level 2 threshold at the end of key stage 4 in language (English or Welsh 1st Language) has increased to 69.6%:

5. Improve numeracy outcomes.

What did we do?

- In our primary schools, the percentage of pupils achieving outcome 5 in mathematical development skills at the end of foundation phase has declined by 1% to 84.2% whilst key stage 2 numeracy outcomes have increase by almost 3% to 88.4%.
- In our secondary schools the percentage of pupils achieving at least level 5 at the end of key stage 3 in maths dropped marginally by 0.3% to 83.1%, whilst at key stage 4, the percentage of pupils achieving level 2 threshold in maths has increased by 2.3% to 67.2%.

6. We will improve the performance of pupils entitled to Free School Meals (FSM) in literacy & numeracy outcomes.

What did we do?

- Continue to monitor how the Pupil Deprivation Grant is spent by each school. This is a specific line of enquiry in

each core visit and examples of the best and most effective practice have been shared with all schools.

- At the end of foundation phase, the percentage of pupils entitled to free school meals achieving at least outcome 5 in language, literacy and communication skills declined from 72.6% (academic year 2014-2015) to 70.2% (academic year 2015-16) and declined in mathematical development from 72.6% to 72.0%. This reflects the general picture in foundation phase. This may be partially due to the cohort but also more robust teacher assessments.
- At the end of key stage 2, the percentage of pupils entitled to free school meals achieving at least level 4 in language has improved from 72.4% to 77.2% and has significantly improved for mathematics 72.7% (academic year 2014-2015) to 80.0% (academic year 2015-2016).
- At the end of key stage 3, the percentage of pupils entitled to free school meals achieving at least level 5 in has declined from 70.4% to 70.0%. Attainment in mathematics has improved from 67.2% to 68.4%.
- At the end of key stage 4, the percentage of pupils entitled to free school meals achieving level 2 threshold in language has improved from 42.0% (academic year 2014-2015) to 43.2% (academic year 2015-2016) but has declined in mathematics from 45.2% to 43.5%.

7. We will improve pupil attendance.

What did we do?

- Percentage of pupil attendance in primary schools has fallen marginally on the previous academic year from 94.8% (2014-2015) to 94.6% (2015-2016).
- Percentage of pupil attendance in secondary schools has remained the same as the previous academic year at 93.7%.
- The Education Welfare Service works closely with both schools and parents to identify the cause of individual pupil absence with the aim of early intervention when and where needed. Individual pupil illnesses are monitored and challenged where there appears to be patterns of absence. Schools are encouraged to correctly code absences to allow for effective data tracking. Regular meetings are scheduled between Education

Welfare Officers and key school staff to discuss individual pupil cases and provide advice and support to determine appropriate course of actions. Education Welfare Officers will often attend at the home of the pupil to make enquiries as to the reason for the absence from school in an effort to assist and facilitate an early return to school and discuss with parents various strategies to encourage and improve regular attendance. Where these examples of strategies have been unsuccessful the Council has the available option of issuing parents with a fixed penalty notice or the commencement of prosecution via Court.

- Having carried out a data tracking exercise to assess the impact of issuing fixed penalty notices to parents for non-attendance, there is clear evidence that fixed penalty notices have a material effect in improving attendance. During the 2015-/2016 academic year 73 fixed penalty notices were issued.
- At the beginning of the academic year (2016-2017) having analysed comparative data across Wales, the Education, Leisure and Lifelong Directorate asked schools to concentrate efforts on reducing use of the 'I' (illness) code by not readily and always accepting at face value notification that a pupil is too unwell to attend school. Reported illness amongst Neath Port Talbot pupils is one of the highest in Wales. It is accepted that on occasion pupils suffer illness; however, evidence confirms that since schools have taken a tougher stance on the authorisation of holidays during term-time the number of pupils reporting as ill has increased dramatically. As a measure to reduce the growing number of reported illness absences schools were asked to consider challenging the reason for absence where there are patterns of similar absence i.e., regular Mondays or Fridays recorded as being ill or by asking for medical evidence for reasons of illness that are regular or recurring. This effort has seen a reduction during the 2016-2017 academic year in the recording of illness amongst primary schools (3.13% down from 3.53% of possible attendance) and an excellent reduction from secondary schools (3.84% down from 4.42% of possible attendance). The 2015-2016 Welsh average for primary school was 3.1% and for secondary schools it was 3.5%.
- Persistent absenteeism continues to improve year-on-year over the past 4 years. In 2012-2013 it was running at 5.8% of pupils classed as persistent absentees, however, for the 2015-2016 academic year it was down to 3.8% which is below the Welsh average.

8. We will provide better support for pupils with behavioural needs.

What did we do?

- Exclusion data has been monitored closely and in response to the rise in fixed and permanent exclusions, a Wellbeing and Behaviour team has been established and a designated manager has been appointed to address this. In addition we have increased the capacity of assessment places across both the primary and secondary sector for pupils with social, emotional and behavioural difficulties (SEBD). The establishment of this service and provision is a result of the reorganisation of the Education Other than at School Service (EOTAS) and has been implemented with Members agreement. The Wellbeing and Behaviour Team are also working with key professionals to develop a training package for all schools in meeting the needs of pupils with SEBD and this began to be rolled out during the spring term 2016-17. This change to services and provision will be in place in all schools as of September 2017 with the aim of embedding a continuum of support and increasing capacity within schools, as part of the LA's long term plan in ensuring the needs of pupils with SEBD are effectively met.
- The number of permanent exclusions has risen from 9 pupils (academic year 2014-2015) to 19 pupils (academic year 2015-2016), There has been a rise in both fixed and permanent exclusions when compared to 2014-2015 academic year, caution should be given when comparing like for like comparisons between the two academic years in relation to exclusions following the introduction of a new method of working.
- Overall, the number of school days lost due to fixed-term exclusions in primary schools has risen from 216 days to 244 days and has risen from 1,257 to 1,417 days in secondary schools since the previous academic year.
- The percentage of pupils with behavioural needs who leave compulsory education, training or work based learning without and approved external qualification has risen from 0.5% (2 of 406 pupils) in 2014-2015 academic year to 0.7% (3 of 419 pupils) in 2015-2016 academic year.

9. We will continue to improve safeguarding practices and procedures. Protecting children and young people from abuse is a shared responsibility for all staff.

What did we do?

- Over the last two academic years, 21 schools have been inspected by Estyn. Of these, twenty schools (95%) had no cause for concern in relation to safeguarding. Only one school was identified as having safeguarding arrangements that did not meet the requirements, those issues were resolved immediately.
- Appropriate policies and procedures are in place in relation to safeguarding; these are reviewed and discussed in internal fortnightly safeguarding meetings. These meetings also monitor progress in relation to all live safeguarding issues. Officers from the Education, Leisure and Lifelong Directorate attend the cross service operational safeguarding group and Corporate Safeguarding Group.
- Peer safeguarding reviews are programmed for all schools and impact positively on safeguarding standards across the authority. As part of the Peer Review process pupil voice is sought, both formally & informally, and the pupil voice therefore also assists in the raising of Safeguarding standards.
- The Wellbeing Team provides support for schools, staff and pupils with social, emotional and behavioural difficulties (SEBD). It consists of workers from a range of backgrounds, with extensive experience of engaging with vulnerable children and young people.

10. We will continue to deliver school improvement through the Education Regional Working Partnership.

What did we do?

- Between April and July 2016 schools who had not received a second core visit in the first part of 2016 received a core visit. A core visit consists of at least two visits per year to all schools by Challenge Advisers, employed by NPT working for the regional team ERW (Education through Regional Working). The autumn visit evaluates performance and determines the amount of support that the school requires over the coming year. These visits were bespoke to the needs of each school but usually involved either scrutiny of pupils' books and/or lesson observations.
- Based on the new National Categorisation Model, in the 2014-2015 academic year, 73% of our schools were categorised as highly effective (green) or effective schools (yellow). During the autumn term 2016 all schools were visited and categorised and 80% are now highly effective or effective. 83% of our pupils are educated within a highly effective and effective school, an increase on the previous year of 79.6%.



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 continue to improve the resilience of the Gateway Service. Our first point of contact provision has been strengthened by the recruitment of a Deputy Manager and Contact Officer.

Pobl (formerly known as Grŵp Gwalia) negotiations have concentrated on the Guaranteed Bed Commitment (GBC) for Phase II of the agreement (1st April 2016 until 31st March 2022). During October 2016 the Council agreed, following public consultation, a variation to the contract. Discussions with Pobl are ongoing.

There are now three dedicated POVA (Protection of Vulnerable Adults) co-ordinators. The Adult Safeguarding Team currently sits under the same management as Children's Safeguarding. Plans are in place to establish an integrated team term based on demand. We have also established an 'at risk' process at the point of referral in line with the Social Services & Wellbeing (Wales) Act 2014. We continue to make good progress as evidenced in two recent audits and a review by CSSIW (Care and Social Services Inspectorate Wales).

Modernising provisions through a series of efficiency-improving exercises has saved £644k across Direct Services.

During 2016-2017 we said:

1. We will develop community based early intervention and prevention services to support people to remain as independent as possible without formal care and support.

What did we do?

- There is continued effort made towards supporting citizens within the community and remaining independent through a variety of preventative services such as assistive technology, local area co-ordination and via an Intake Reablement Model. Where people are eligible for formal care and support packages are appropriately sized to meet citizens' needs and encourage independence.
- The rate of older people (aged 65 or over) supported in the community per 1,000 population aged 65 or over has dropped from 109.7 as at 31st March 2016 to 90.5 as at 31st March 2017. The reduction in this indicator is as a result of a change in the way we calculate the rate. Supported 'in the community' now measures only those with a care and support plan. As a result of this change, caution should be taken when making like-for-like comparisons with previous years data. However, a reduction in this indicator should be seen as positive and is in line with the principles of the Social Services Health and Housing Directorate and the Social Services and Wellbeing (Wales) Act 2014. A continued effort is being made towards supporting our citizens to remain independent as mentioned in the above paragraph. Such services minimise the need for commissioned care and support.
- The percentage of clients who are supported in the community during the year aged 65 and over has increased from 85.9% in 2015-2016 to 91% for 2016-2017. One of the factors for the higher turnover of clients can be attributed to the introduction of the Intake Reablement Model.

2. We will continue to improve the Gateway Service so we can be sure that people are getting the right response when they first contact adult social services.

What did we do?

- We continue to improve the resilience of the Gateway Service to ensure the team is competent to appropriately deal with citizens' needs by ensuring there is a full complement of staff across contact officers and the Multi-

Disciplinary Team (MDT). We have collaborated with the Information, Advice and Assistance (IAA) working group to monitor the filtering and flow of calls into and out of the service. Our first point of contact provision has been further strengthened by the recruitment of a Deputy Manager and Contact Officer.

- The percentage of referrals screened within 24 hours has dropped from 74% in 2015-2016 to 62% in 2016-2017. The temporary relocation of the Gateway Manager out of the Gateway team has impacted on this performance.
- We have seen a slight decrease in the percentage of people diverted into well-being services from 87% in 2015-2016 to 86% for 2016-2017.
- The percentage of people contacting the Gateway Service whose needs can only be met by social services increased from 13% in 2015-2016 to 14% for 2016-2017.

3. We will increase the take up of direct payments to support service users and carers in exercising their right to have a choice and control over the way in which their care and support needs are met.

What did we do?

- During 2016-2017 the Authority was able to claim back £432,361 from Direct Payment recipients via funding that had not been spent due to changes in assessed care and support plans, reduced employment liabilities and periods where a personal assistant was not working for the client.
- We have significantly increased the number of people receiving direct payments from from 284 as at 31st March 2016 to 351 as at 31st March 2017.
- In relation to the number of care and support hours met via direct payments, a new method of calculating the value of care packages has been adopted during the year which uses cash values rather than a 'hours-based' calculation, therefore, data for the full year 2016-2017 for this measure is not available.
- 3,300 people accessed care and support services from social services during 2016-2017. This includes services such as aids & adaptations, reablement, home care, direct payments, respite, residential & nursing care etc.

4. We will implement '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.

What did we do?

- A 'Pathways to Independence' approach now feeds into the funding and resource panel developed under the single work stream Adults Social Care Modernisation. This has been trialled within the complex disability team and is due to be rolled out across community networks later in the year. The trial indicated positive results whereby financial savings were made and clients were enabled to maximise their independence by ensuring their needs were being met in the most appropriate way.
- The percentage of clients who are supported in the community during the year: aged 18-64 has reduced from 94.1% during 2015-2016 to 74.1% during 2016-2017. A reduction in this indicator should be seen as a positive and is in line with the principles of the Social Services Health and Housing Directorate and the Social Services and Wellbeing (Wales) Act 2014. A continued effort is being made towards supporting our citizens to remain independent within their communities through services such as Local Area Co-ordination, Assistive Technology & the Community Reablement Intake model. Such services minimise the need for commissioned care and support.

5. We will deliver full integration of community health and social care for frail older people, underpinned by the formal partnership agreement for intermediate health and care services.

What did we do?

- Council approved a formal pooled fund arrangement for the delivery of the Intermediate Care Services between Neath Port Talbot County Borough Council and Abertawe Bro Morgannwg University Health Board in accordance with Section 33 of the National Health Service (Wales) Act 2006. Anticipatory Care Planning has been launched across the council in collaboration with GP practices, with the aim of proactively managing vulnerable people with complex care needs who are at risk of losing their independence. Early indicators are showing positive results.
- The rate of delayed transfers of care from hospital for social care reasons per 1,000 population aged 75 or over

changed from 4.36 during 2015-2016 compared to 3.88 in 2016-2017. Prior to the 6th April 2016, this indicator included all clients aged 18 years and over. From 2016-2017 Welsh Government guidance stated that this indicator should include clients aged 75 years and over only. As a result of this change, caution should be taken when making like-for-like comparisons with previous years data.

6. We will increase efficiency and value for money of direct services provided by the Council.

What did we do?

- The savings for full year (2016-2017) was £644k across direct services. This is attributable to modernising provisions through a series of efficiency-improving exercises (e.g. sickness management, remodelling of service delivery), supported by management of change and voluntary redundancy opportunities. However, this has been offset by an increase in external care of approximately £200k (full year cost).
- The number of people accessing care and support from the Council's home care services as at 31st March 2017 was 711 (602 external care / 109 in-house care). This has been complemented by the Homecare Rapid Response team (HRRT) which assisted over 300 people during the year.
- The financial cost of in-house services/hours for 2017-2018 budget has reduced as a result of efficiency improving exercises implemented during 2016-2017.

7. We will review the partnership arrangement with Grŵp Gwalia to ensure it remains fit for purpose.

What did we do?

- Pobl (formerly known as Grŵp Gwalia) negotiations have concentrated on the Guaranteed Bed Commitment (GBC) for Phase II of the agreement (1st April 2016 until 31st March 2022). During October 2016, the Council agreed, following public consultation, a variation to the contract. Discussions with Pobl are ongoing.
- Fewer residential beds were commissioned in 2016-2017, 143, compared to 173 in 2015-2016. The number of short term residential beds commissioned during the year remained at 32.

8. We will continue to implement the safeguarding action plan to further improve safeguarding practices.

What did we do?

- We have further improved safeguarding practices by having in place three dedicated POVA (Protection of Vulnerable Adults) coordinators and plans are in place to establish an integrated team with Children's Services. We have established an 'at risk' process at the point of referral in line with the new Social Services and Wellbeing (Wales) Act 2014. A practice note has been distributed across the service outlining duties in terms of adults at risk and POVA. We continue to make good progress as evidenced in two recent audits and a review by CSSIW (Care and Social Services Inspectorate Wales). Scoping and planning continues in relation to developing an integrated service that includes education and children's and adults safeguarding. We have also implemented a duty safeguarding rota. The duty officer sits in the Gateway Service as part of the multi-agency triage team and offers advice on safeguarding referrals which is working very well.
- The number of adult safeguarding referrals received has increase from 229 during 2015-2016 to 348 during 2016-2017. One of the factors for an increase in referrals is due to a small number of homes experiencing escalating concerns. Under these circumstances we often experience more referrals as the threshold for the referral is lowered.
- Performance in relation to the percentage of adult protection referrals completed where the risk has been managed was 100%, the same as the previous year.

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:

Regeneration

Despite continuing challenging circumstances surrounding the economy throughout 2016-2017, we successfully delivered most of our planned activities. A number of the Vibrant & Viable Places projects have been completed this year, some continue to progress and several more are due to come on-line shortly. In addition, the second phase of the Neath town centre redevelopment is now progressing.

We continue to provide the infrastructure and facilities to further grow the visitor economy in the County Borough, including the recently completed adventure golf course on Aberavon seafront and the forthcoming Camping & Caravanning Club site at Margam Park.

We have supported the creation of 131 jobs, helped safeguard 255 existing jobs and assisted 32 new business start-ups including supporting 31 companies, supported the creation of 37 new jobs and safeguarded 121 jobs in the valleys.

On key regeneration projects we helped 65 people back into work, supported 38 apprenticeships, 16 trainees and 13 work placements amounting to 3,909 training weeks with 100 local companies securing contracts in excess of £15.5 m and 98% spend with contractors in Wales.

Anti-poverty

The people affected by the reduction in the benefits cap were identified. Partners are working to ensure those individuals are aware of how their income will be affected and will target support as necessary. There are no unmet

needs identified at present but this may change as the UK Government implements its Welfare Benefits Reform Agenda.

Proposals to develop the Council's Family Information Service to provide a comprehensive online directory of community services has been approved by the Social Care Health and Housing Cabinet Board and the NPT Community Directory went live on 1st April 2017.

The Council has received recognition by the Welsh Government re: the Digital Inclusion Charter. The Charter was approved in May 2016 and discussions have taken place with partners who have agreed to support this work which will assist more people to become digitally included and enjoy the benefits that they can experience from being online. Work to upskill staff in relation to digital literacy is progressing with the support of trade unions.

Housing

Significant improvements have been made in the number of empty properties being brought back into use through the Houses to Homes Loan Scheme and we have increased the number of properties that were made warm safe and secure.

Tai Tarian (formerly now known as NPT Homes) achieved its target of 100% of properties WHQS (Welsh Housing Quality Standard) compliant by the 31st March 2017.

The Review of the Homelessness Service has been partially completed and ongoing preparatory work remains on target for the production of a draft Homelessness Strategy in the autumn of 2017. The percentage of all potentially homeless households for whom homelessness was prevented for at least six months increased to 94% during 2016-2017.

During 2016-2017 for Regeneration we said:

1. We will encourage inward investment and bring forward a range of opportunities, including residential, retail and commercial developments.

What did we do?

- We are continually progressing and seeking a range of funding opportunities including Buildings for the Future, Vibrant & Viable Places, Coastal Communities, amongst others. Funding secured for 2016-2017 amounts to £8.2m.
- Inward investment and expansion enquiries have been received from across a number of different sectors. In total for 2016-2017, we have successfully managed 12 expansion schemes for businesses already located within the area and 17 inward investments projects with the potential to create more than 200 new jobs and support economic growth.
- The granting of Port Talbot Waterfront with Enterprise Zone status has resulted in increased interest by companies looking to set up in the area

2. The next phase of Neath Town Centre redevelopment will be completed.

What did we do?

- Following the successful completion of the first phase which included the new multi-storey car park and Wilko retail unit, planning has been approved for the next phase of the scheme. This will see the construction of up to six new retail units and 12 apartments on land at the rear of Boots service yard and will result in improved linkages between the town centre and key facilities such as the Gwyn Hall and the bus station. The project will further improve the attractiveness of Neath as a shopping destination and a place to visit and provide additional living space to help further improve the vibrancy of the area.
- We will continue to work with Coastal to deliver community benefits based on employment, training and work experience opportunities linked to the construction of the retail units. Coastal have agreed to adopt suggested

targets and added them to their tender.

3. The development of leisure and commercial opportunities at Aberavon Seafront will continue and will include a new adventure golf course.

What did we do?

- We are working with existing businesses and potential new investors to further develop leisure and commercial opportunities at Aberavon Seafront.
- We opened a new 12-hole adventure family golf course in July 2016 supporting the on-going regeneration of the seafront.
- We also, supported an additional two existing businesses with external improvements resulting in the potential creation of 6 new jobs, the safeguarding of more than 30 jobs and up to £45k of additional private sector investment.

4. Caravan and camping facilities at Margam Park will be developed.

What did we do?

- We worked to provide the enabling infrastructure to bring forward the scheme which will improve tourism and visitor numbers to Margam Park and the area as a whole.
- We also established a proposed start on site for caravan and camping facilities is planned for autumn 2017.

5. We will access funding to refurbish, repair and maintain locally important buildings and structures.

What did we do?

- We have continued to source funding and identify potential partners to deliver projects that enable the refurbishment, repair and maintenance of locally important buildings and structures.

- We are currently seeking a range of funding opportunities including an application under Buildings for the Future programme which include The Plaza, Port Talbot Magistrates Court, 8 Wind Street, Neath,. Vibrant & Viable Places and Coastal Communities, amongst others.
- In total for 2016-2017, approximately £1.2m of funding has been secured to deliver nine projects to improve locally important buildings and structures including the refurbishment of the former Turbine House in Margam Park which originally supplied electricity to Margam Castle.

6. We will drive forward regeneration projects in the valleys, to encourage tourism and improve employment opportunities.

What did we do?

- We continued to drive regeneration projects in the valleys to encourage tourism and improve employment opportunities, a key objective of the Regeneration and Economic Development Team.
- The regeneration team lead on the delivery of the Neath Port Talbot Destination Management Plan. The Destination Management Plan allows the Council and its partners to secure funds for the delivery of tourism related initiatives in the area. Task and Finish groups are being established with private sector tourism operators in the valleys areas in order to deliver the priority actions set out within the Destination Management Plan.
- The Rural Development Plan funded Business Development Officer for Tourism is now in post. Key activities to be delivered include a business development needs mapping exercise, developing product knowledge on things to see and do in Neath Port Talbot and delivering high quality videography and photography to enable tourism operators to promote the area more effectively.
- In total for 2016-2017, we have supported 31 companies within the valley areas of NPT to deliver investment projects valued in excess of £126,000. These projects have supported the creation 37 new jobs and the safeguarding of 121 jobs. In addition we have supported a further four key regeneration projects to encourage tourism development within our valley communities.

- The Rural Development Programme has provided funding for 10 projects in NPT's rural communities to date. These projects are aimed at a variety of interventions based on evidenced need. Project types include: skills development, promoting business partnerships, increasing volunteering opportunities and enhancing natural and cultural heritage.

7. We will continue to deliver the Vibrant and Viable Places Programme to combine support for people and places whilst encouraging partnership working.

What did we do?

The Vibrant and Viable Places Programme consists of 12 projects to be delivered over a three year period. The programme ended on 31st March with a near full claim made to the Welsh Government. Some projects will continue to be delivered over the next 12-15 months. The status of each of the projects is outlined below:

- Housing Renewal – Phase 3 of the housing renewal scheme delivered. Schemes in Oakwood Street and Talbot Road completed.
- Integrated Transport Hub – scheme on site with works being undertaken by Andrew Scott Ltd.
- Aberafan House – project underway and due for completion early 2018.
- Glan Afan School site – site acquired by Coastal Housing, planning permission secured. Demolition works to be undertaken shortly prior to the redevelopment of the site for homes and new commercial space.
- Former Police Station - site acquired by Pobl, planning permission secured. Demolition works to be undertaken shortly prior to the redevelopment of the site for homes and new commercial space.
- Green Park Housing – project completed.
- Green Park Riverside – Phase 1 completed with Phase 2 due to commence in June 2017.
- Employability Centre – project completed.
- Homes Above Shops – Pobl will not be proceeding with this scheme due to viability concerns.

- Plaza Cinema – application submitted for Buildings for the Future grant.
- Houses to Homes Loans – scheme being delivered.
- Burrows Yard – pre-development work ongoing in partnership with Coastal Housing.

8. We will identify supply chain opportunities for local companies within major developments in the county borough by working in partnership with developers/organisations who are delivering substantial investment programmes.

What did we do?

We continue to deliver community benefits on key regeneration projects to improve the economic prospects of local people, businesses and communities. In total for 2016-2017, the following were delivered:

- 65 local people helped to get back into work, lower than the 75 we supported the previous year. However we are still waiting for some contractors to report outputs and these will be carried forward into next year.
- Supported 38 local apprenticeships, 16 trainees and 13 on work experience, a total of 3,909 training weeks provided. The previous year we provided 270 training weeks.
- 100 local companies secured contracts to a value in excess of £15.5m.
- We supported 90 companies.
- 98% spend with contractors in Wales.

9. We will continue to support local businesses to help them prosper; create more jobs and business start-ups.

What did we do?

- We had 628 business enquiries resulting in advice, information or financial support to existing companies. An increase on the previous year's figure of 584. We continue to service a high volume of enquiries from businesses looking for support on issues such as property, rates relief, local contract opportunities, tendering, events, etc. Throughout 2016-2017, we have also concentrated on delivering high quality events and business support activities which has had a positive impact on performance as outputs.
- 341 new business start-up enquiries were assisted, 271 were assisted the previous year. We continue to work in collaboration with key partners such as the Department of Works & Pensions, Neath College, Prince's Trust and Business Wales to ensure that people in the community who are considering starting their own business are provided with relevant support and advice. In addition, the team successfully run an Enterprise Club from Sandfields Business Centre that provides guidance on self-employment; these 12 sessions have been popular and attended by 107 local people.
- We assisted 32 new business start-ups through Innov8 programme during 2016-2017; we assisted 29 the previous year.
- 131 jobs were created as a result of financial support by the Council. Even though job outputs are lower than those achieved in 2015-2016 (184), we have actually managed more funding applications than the previous year. This has enabled us to support more local businesses with key investments in areas such as capital equipment, website development, accreditations, training and general marketing activities and in doing so safeguard 255 existing jobs which is a substantial increase on the previous year.
- We managed the £7.5m EU funded South West Workways+ project delivering training and paid work experience opportunities to long-term unemployed across the region to help them get their lives back on track.

- We supported new businesses and development/investment projects in established businesses..
- We supported the Port Talbot Enterprise Zone Board to promote benefits including helping 35 local businesses to successfully apply for rates relief.
- We also played a key role in supporting the £500m City Deal bid for the region to Welsh and UK Governments.

During 2016-2017 for Anti-poverty we said:

10. We will deliver the commitments in the partnership agreement with the Department for Work and Pensions (DWP) to support the introduction of Universal Credit.

What did we do?

- As at 31st March 2017, there were 1,210 claimants in receipt of Universal Credit in Neath and Port Talbot and an estimated 425 have now had housing costs paid in their Universal Credit. (These would have been housing benefit claimants prior to the introduction of Universal Credit).
- No one has, to date, requested help to complete their Universal Credit claim form on line. This support would be provided by us if requested. This suggests that people are coping with administering their claims on line.
- During 2016-2017, 71 claimants have requested and taken up the specialist money management support service.
- The partnership agreement with Department for Work and Pensions was successful and similar arrangements are in place for 2017-2018.

11. We will work with partners, to identify the impact of the next set of Welfare Benefit changes announced by the UK Government.

What did we do?

The people affected by the reduction in the benefits cap have been notified and their entitlement to benefit adjusted accordingly. Partners continue to target support as necessary.

12. We will map existing community resources that can be drawn upon to mitigate the impacts of Universal Credit and Benefit changes. Focusing particularly on: digital inclusion; financial literacy; employment support; and benefits advice.

What did we do?

- Proposals to develop the Council's Family Information Service to provide a comprehensive online directory of community services, were considered and approved by the Social Care Health and Housing Cabinet Board on 20th October 2016, which will also enable support available to people on lower income to be easily accessed.
- There is a programme of work in place to extend the scope of data held in the system which includes digital inclusion, financial literacy, employment support and benefit advice.
- A mapping exercise has been integrated into the NPT Community Directory which went live on 1st April 2017.

13. We will work with partners to ensure citizens and service providers are aware of the community resources and how they can be accessed.

What did we do?

- The development of the NPT Community Directory is supported by a comprehensive communications & training plan that will ensure all relevant stakeholders are aware of the service and how to access it. Proposals were considered and approved by the Social Care Health and Housing Cabinet Board on 20th October 2016.

- The NPT Community Directory went live on 1st April 2017. We will monitor the number of hits to the website and its rating by customers on an ongoing basis.

14. We will develop an understanding of unmet need across the county borough and produce partnership proposals to address the unmet need.

What did we do?

- There are no unmet needs identified at present but this may change as the UK Government implements its Welfare Benefits Reform Agenda.
- Universal Credit is not fully rolled out until 4th October 2017. Arrangements are in place to ensure all partners are briefed and working collaboratively.

15. We will further develop our Digital inclusion plans with partners.

What did we do?

The Council has received recognition by the Welsh Government re: the Digital Inclusion Charter. The Council is promoting the charter to local partners and a partnership group is exploring how more people can be supported to get online. The Council is also working with the trade unions to improve the digital literacy of its workforce and has also secured the support of the local third sector to apply for the Charter and to undertake a research project to establish capacity and capability across the Neath Port Talbot communities. Both the Voluntary Sector Liaison Committee and the Town and Community Council Liaison Forum have resolved to support the Council's work on digital inclusion and the Public Services Board endorsed this as a priority for the Board in December 2016.

During 2016-2017 for Housing we said:

- 16. Tai Tarian (formerly known as NPT Homes) will continue to meet the Council's promise (as detailed in the 'offer document') to bring all former council housing up to the Welsh Housing Quality Standard (WHQS) and to regenerate communities.**

What did we do?

During 2016-2017 Tai Tarian (formerly now known as NPT Homes) made excellent progress in the delivery of its major investment programme and all 9,019 (100%) properties were WHQS compliant by the 31st March 2017 deadline as set by the Welsh Government

- 17. We will provide loans to effectively target empty properties to bring them back into use and make sure existing housing stock is safe, warm and secure.**

What did we do?

- The delivery process for the issuing of Home Improvement Loans is continually being reviewed and seven properties were made warm, safe and secure during 2016-2017 (five properties in 2015-16).
- The continued interest in the Houses into Homes Loan Scheme saw an increase in the number of empty properties being brought back into use: eight in 2015-2016 compared to 20 during 2016-2017.

- 18. We will undertake a homelessness review and we will prioritise those most in need by implementing single point of access arrangements for Supported People-funded homelessness prevention support services.**

What did we do?

- The review of the Homelessness Service has been partially completed and the resultant change in structure and process will be implemented during the first quarter of 2017-2018. The remaining elements of the review

have been postponed to coincide with a planned wider service area review later in 2017.

- The percentage of all potentially homeless households for whom homelessness was prevented for at least six months increased from 91% in 2015-2016 to 94% during 2016-2017.
- Arrangements have been put in place to recruit a Gateway officer who will manage the single point of access arrangements for the Supported People programme which will take effect from the 1st quarter of 2017-2018.
- The number of private rented tenancies made available that were suitable and likely to be available for at least six months has reduced from 92 during 2015-2016 to 86 in 2016-2017. The 6.5% variance in performance represents six properties and is reflective of greater preventative success in saving the existing tenancies of households threatened with homelessness, rather than re-housing them.

19. We will develop a Homelessness Strategy that will ensure co-operation agreements are in place with our Housing Association partners to deliver the requirements of the Housing (Wales) Act and monitor the contribution they make to help the Council fulfil its duty.

What did we do?

- Ongoing preparatory work remains on target for the production of a draft Homelessness Strategy in the autumn of 2017.
- Housing Associations Co-operation Agreements are currently being developed under the auspices of Community Housing Agreement arrangements.
- The percentage of Housing Association partners with stock in the county borough the Council has a co-operation agreement with, will be measured once the above strategy and agreements are embedded.



Increase the percentage of waste recycled and composted

Overall summary of our progress:

With the completion of the roll-out of our improved Recycle+ weekly recycling service to 64,000 homes, together with the implementation of our side waste restriction policy, which is in addition to the fortnightly collection of residual waste and smaller wheeled bins, we have continued to promote the shift from a throwaway society to one that recycles first.

The current recycling performance for the full year 2016-2017 is 62.77% up from 58.32% in 2015-2016. The current statutory targets to reuse, recycle or compost are 64% of waste by 2019-2020 and 70% by 2024-2025.

We continue to realise performance through current arrangements for waste treatment and disposal, whilst work is ongoing towards putting in place a new waste services contract.

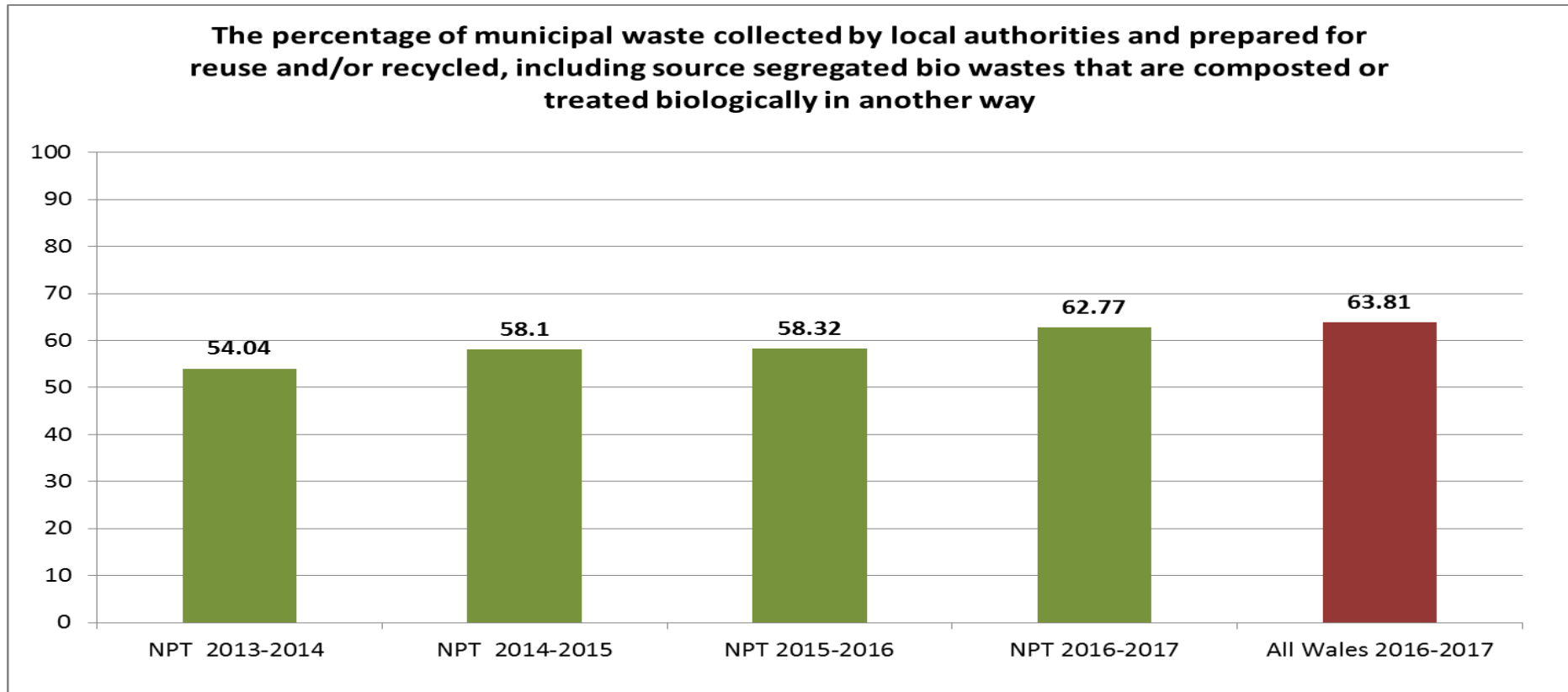
During 2016-2017 we said:

1. More people will have an extended recycling service (e.g. collect more items such as batteries) and their waste sorted at the kerbside.

What did we do?

- A further £688,840 in grant funding was secured from the Welsh Government under the Collaborative Change Programme funding regime, part of which was used to supplement the roll out of the third and final phase of the Recycle+ service. Phase 3 roll out is now complete and approximately 64,000 properties are now serviced by the new scheme.
- The only properties that are not serviced by Recycle+ are remote properties and farms and some terraced houses with collections in rear lanes. Smaller vehicles that can access these areas are currently being designed and procured.
- The last household participation survey, which was completed in January 2015, indicated an 80.5% participation rate although indications are that this has now increased. It is proposed to conduct another survey during the autumn 2017, which shall give the new Recycle+ service time to bed in and provide a more accurate reflection of household participation. Communication and engagement work has continued as resources have allowed and have included school visits, road shows/ local events, social media and local press/radio promotions.
- The first phase of the side waste restriction policy was introduced in June 2016 to further increase household recycling. To date 1,220 properties have been issued with exemptions, 44 applications have been rejected. Exemptions are only issued to householders that can demonstrate that they are already recycling as much of their waste as possible, but still produce large quantities of non-recyclable waste. The second phase of implementation of the restriction policy is proposed to be implemented during 2017.
- Waste analysis has been carried out which is used to inform future awareness activities/promotions.
- High trade waste producers are being contacted and encouraged to recycle.

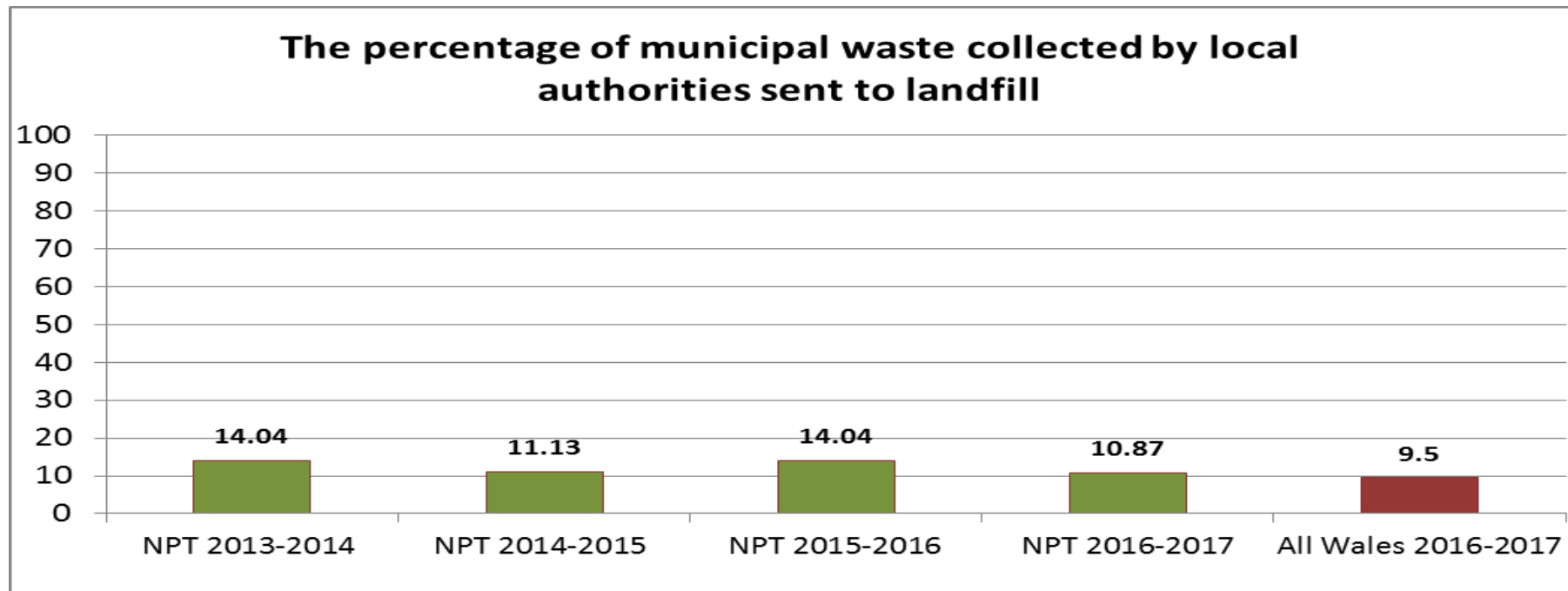
- Having achieved the 2015-2016 statutory recycling, reuse and composting target of 58%, performance has increased from 58.32% in 2015-2016 to 62.77% in 2016-2017, which is 1% below All Wales performance of 63.81% for 2016-2017. We are well on the way to achieving the next statutory target of 64% by 2019-2020.



2. New contract arrangements will be in place for waste treatment and disposal to ensure we are getting the best deal for the Council.

What did we do?

- Materials Recovery and Energy Centre (MREC) procurement including food waste treatment is on-going.
- A longer term cost model for Neath Port Talbot to achieve the 70% target is planned to be produced once the issue of longer term waste treatment/disposal arrangements is resolved.
- 10.87% of municipal waste was sent to landfill during 2016-2017, lower than the 14.04% sent to landfill during the previous year. The All Wales performance for 2016-2017 is 9.5%



- 33.04% (23,165 tonnes) of municipal waste was used to recover heat and power, an increase on the previous year of 29.2%
- The Welsh Local Government Association (WLGA) carried out a Waste Finance Project in 2015-2016 which indicated that when compared with other local authorities in Wales, on a per household basis, Neath Port Talbot are ranked the lowest cost out of the 22 authorities in Wales for waste and recycling services provided.



Digital by Choice
*improving customer experience,
making better use of public money*

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:

Through our Digital by Choice Strategy, we completed our website redevelopment and more of our customers are satisfied with our website. More transactions are now completed online, however, there was an increase in the average customer waiting times in our One Stop Shops, due to additional enquiries arising from some service changes and reduced staffing levels.

99.9% of our website is available in Welsh; the one remaining page is in the process of being translated.

Our website customer satisfaction measures all show improvement and we have improved the professional rating of our website page rating from a 2 star to 3 star (maximum rating is 4 star).

A Digital Inclusion Charter was approved in May 2016. Discussions have taken place with partners who have agreed to support this work which will assist more people to become digitally included and enjoy the benefits that they can experience from being online. Work to upskill staff in relation to digital literacy is progressing with the support of trade unions.

Roll out of the iProcurement System is ongoing and the volume of electronic orders placed continues to rise year on year, work has commenced to explore new income generation opportunities.

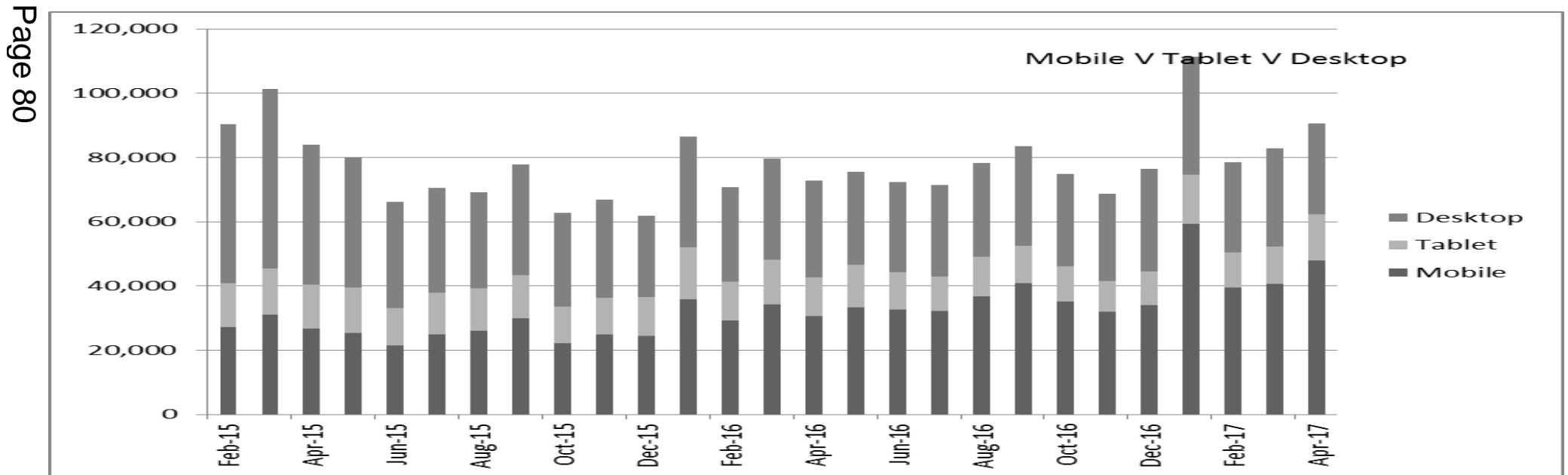


During 2016-2017 we said:

1. Our website will be easier to access and more services will be available online.

What did we do?

- The website has been redeveloped and is ‘top task’ orientated making information easier to find. There are currently eight new fully online transactional services available on the website with many other services partially web enabled. A further four are under development, 14 at business case stage and 41 ideas currently being scoped. For those services fully on-line, on-line transactions have increased from 56.9% in 2015-2016 to 67.7% in 2016-2017.
- The graph below illustrates which device our customers use when they have contact with us on-line:



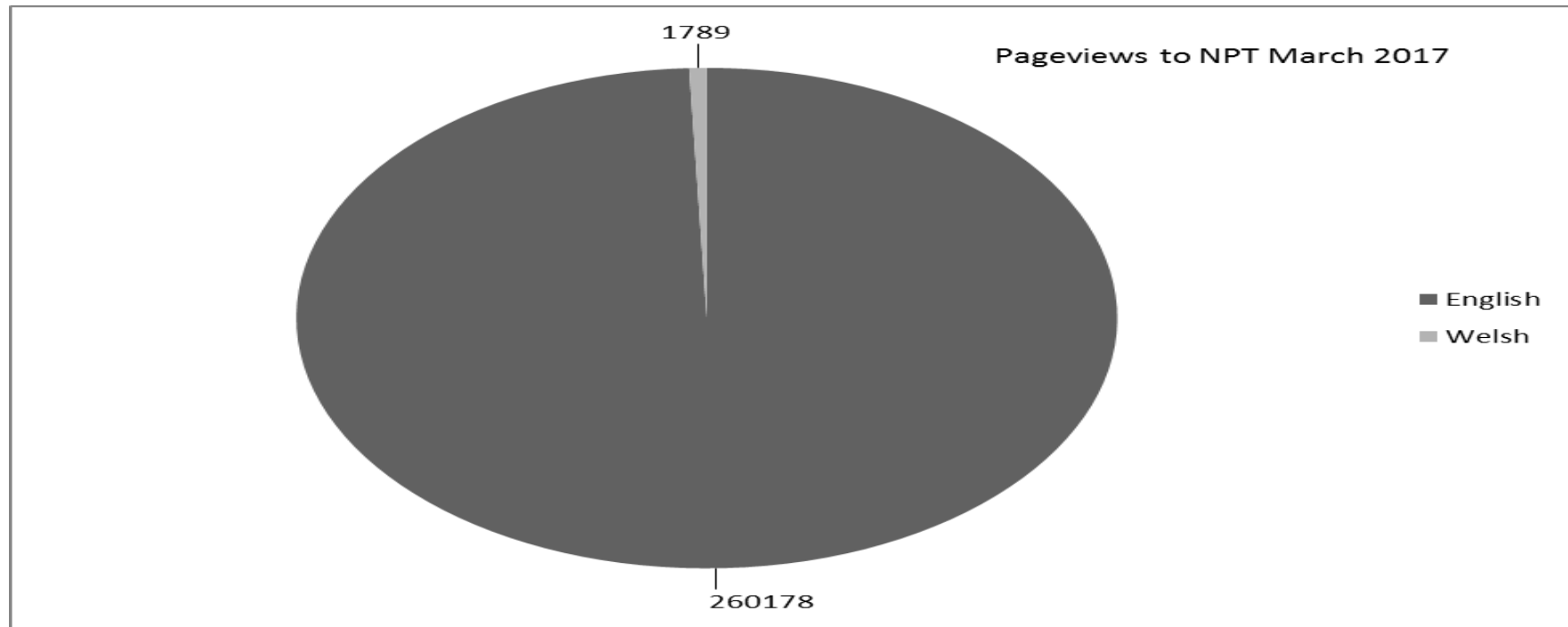
- We have improved the professional rating of our website page rating from a 2 star to a 3 star (highest rating is 4 star). No local authority in Wales has received a 4 start rating.
- Our website customer satisfaction measures all show improvement (see table below). The Council undertook a survey on Web Usage during September/October 2016 and this has shown an improvement on the previous year, highlighting that the work done to date has had a positive impact on the way people communicate with us via the website. We have:
 - made the website ‘mobile friendly’ which means the website is now accessible on mobile phones and tablets as well as on PC’s and laptops;
 - introduced a series of ‘call to action’ buttons which make it easier to request services from the Council; and
 - introduced a series of digital libraries, where the public can download documents straight to their devices.

Digital by Choice – Neath Port Talbot Website Customer Satisfaction Measures			
PERFORMANCE MEASURE	NPT 2015-2016 performance	NPT 2016-2017 performance	Direction of Improvement
Percentage of customers very satisfied/satisfied or OK with improvements made to services available on-line – General look and feel	91%	97% (196 out of 203)	↑
More of our customers find the website easier to use: Percentage very satisfied/Satisfied or OK with ease of getting around site.	83%	91% (184 out of 203)	↑
More of our customers can access the information/service they want (on our website) first time: Percentage very satisfied/Satisfied or OK with ease of finding information/Services.	78%	84% (169 out of 199)	↑

2. More of our website pages will be available in Welsh.

What did we do?

- 99.9% (1,095 of 1,096 pages) of the website is available in Welsh. The remaining webpage is in the process of being translated. All new web pages developed are translated into Welsh as a matter of course before being published to the Web.
- The graph below illustrates the number of Neath Port Talbot website page views Welsh v English for the month of March 2017



3. We will change our one stop shops and support people to carry out transactions on-line to make it easier for people to access digital services.

What did we do?

- Demand on Customer Services in total for the both One Stop Shop (OSS) sites has increased. Total callers during 2016-2017 were 71,589 compared to 65,481 during 2015-2016 - an increase of 9.33%. This is mainly due to an increase in recycling enquiries following the roll out of recycle+ and an increase in council tax enquiries.
- There has been an increase in customer wait times – average of 6.5 minutes (2016-2017) as opposed to 5.4 minutes (2015-2016). This can be attributed to the increase in footfall at a time when overall resources have reduced. This also explains the change in the percentage of customer walk offs, which was 0.12% in 2016-2017 as opposed to 0.07% in 2015-2016.
- The £200k Forward Financial Plan savings target was achieved and the budget is now much reduced. There are consequently fewer staff available to deal with customers.

4. More people in our communities will have the digital skills to access services.

What did we do?

- A Digital Inclusion Charter was approved in May 2016 which will assist more people to become digitally included and enjoy the benefits that they can experience from being online. Work to upskill staff in relation to digital literacy is progressing. At its meeting on the 19th September, the Voluntary Sector Liaison Forum agreed to promote the Digital Charter across the third sector and also supported the undertaking of a sector wide review to assess the level of digital skills/gaps across the third sector to support and strengthen our approach to tackling digital exclusion across the county borough.
- The Digital Inclusion Group continues to meet to oversee and co-ordinate the implementation of the Charter.
- The Town and Community Council Liaison Forum is exploring how the Council and the Town and Community Council can work together on this agenda.

- A 'learn and share' event was scheduled to take place in 2017 but was suspended to enable the 'Google Garage' to be the focus of attention. The 'Google Garage' ran for two days on 24th and 25th November 2016.
- The Public Services Board agreed at its December 2016 meeting to prioritise Digital inclusion within its work programme.
- A senior leaders digital learning event was arranged in November for Directors and Heads of Service to help equip senior officers with the skills they need to lead in a digital environment. A programme of learning is being developed to build on this initial session.
- Trade Unions continue to support the Council to address the workforce digital literacy and we now have 12 union learning reps that will help deliver digital skills training.
- Data in relation to 'increasing the number of people we support to develop digital skills to access services' is not available. Work has been refocused to develop a more strategic approach.

5. All services will use our on-line ordering and payment system replacing manual processes.

What did we do?

- Roll out of the iProcurement System is ongoing and the volume of electronic orders placed continues to rise year on year. During 2016-2017, 47.7% of transactions were processed through the iProcurement system.

6. Introduce self-service options across internal support services, starting with a self-service employee portal.

What did we do?

- The portal has been developed and is currently in the testing phase. It is being trialled by approximately 50 employees. Trade unions have been consulted on the portal and support the ongoing development. Focus groups were held in May/June 2017 with a cross section of employees to ensure that the development is user

friendly and will engage the workforce. A site visit took place in May 2017 to explore how robotics technology may assist the Council in its ongoing work to transform and reduce expenditure.

- The Employee Portal will enable the HR team to provide the Council with a more efficient workforce information service with better and more reliable data, as well as releasing capacity within the reduced HR team. The Employment Support Team, which provides HR administrative services to the Council has reduced by 50% since 2011 and therefore it is imperative that new and innovative ways of working are identified. The released capacity will enable the team to focus on other volume work within the service such as employment contract provision and administering safe recruitment checks.

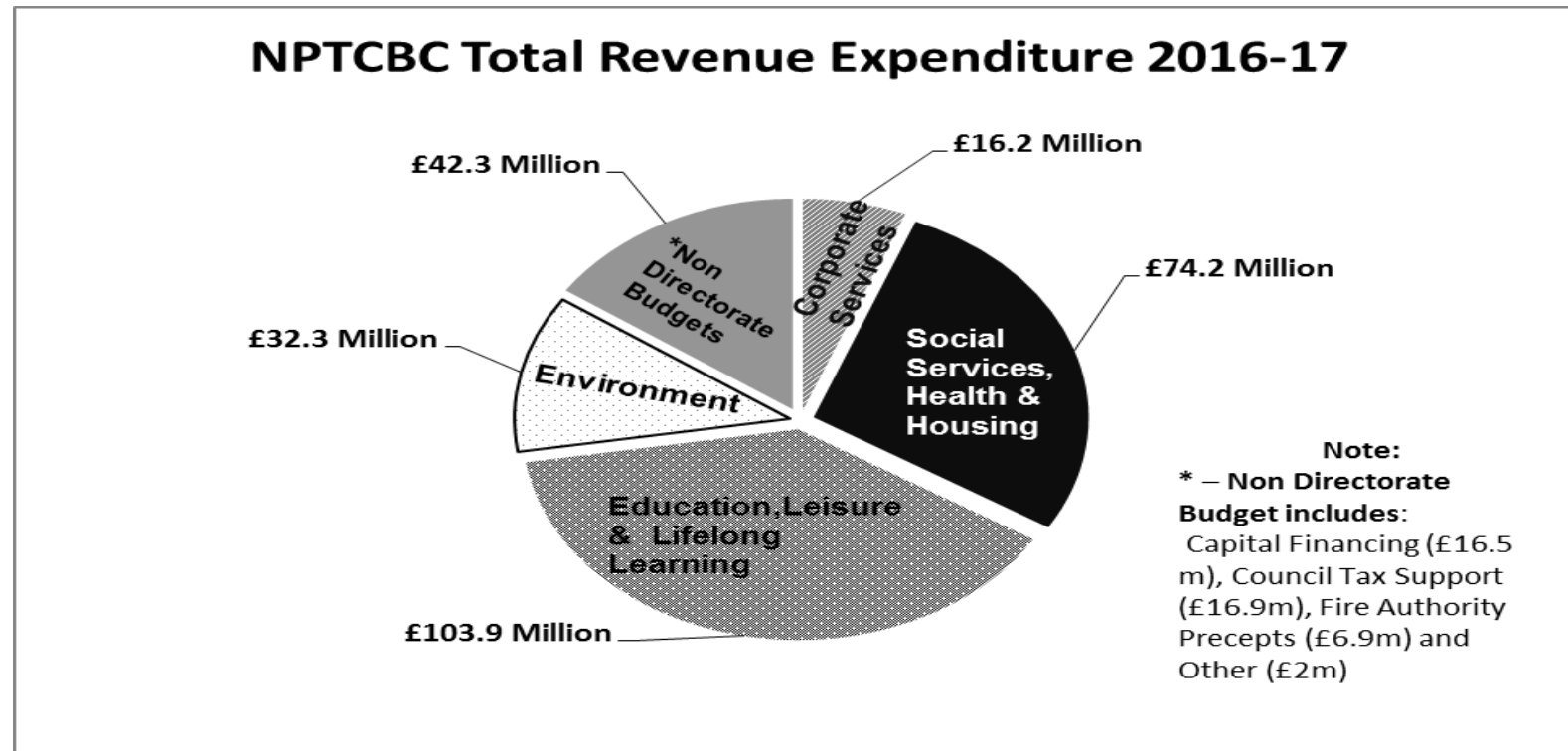
7. Increased and new income generation opportunities.

What did we do?

A draft Corporate Charging Policy has been developed. A cross directorate working group is identifying increased and new income generating opportunities. A report was prepared in early November on its initial findings, and work is currently ongoing on the identification and progression of opportunities for increasing income for the Council.

Section 3: Finance and Spending

Since 2010, we have been proactive in forecasting funding gaps and delivered spending reductions of £77m and reduced our workforce by some 25% through a combination of redundancies, mainly voluntary, restrictions on external recruitment and the transfer of functions. For 2016-2017, we made the required budget savings of £11.552m and £3.147m was transferred into the Council’s general reserves at year end.



In terms of our revenue budget, during 2016-2017 it cost just over £268.9m to provide all our services. The largest areas of expenditure were on Education and Social Services.

Actual spend on the Capital Programme during 2016-2017 totalled £53.758m which represents significant investment within the county borough and has led to community and service improvements. Among the projects that make up this spend are completion of the ‘3-16’ new build Ysgol Bae Baglan (which opened to pupils in September 2016), continuation of the construction and re-modelling works at the Welsh Medium ‘3-16’ School Site in Ystalyfera, Ysgol Newydd Gymunedol Gymraeg and ongoing improvements to the Council’s Street Lighting Infrastructure.

Section 4 Progress made on securing continuous improvement

We have a general duty to ‘make arrangements to secure continuous improvement in the exercise of the Council’s functions’. To achieve this, we have to ensure we have the right skills, capacity and governance in place.

Our approach to improving performance and outcomes is based on a cycle of: planning; implementing; monitoring; and reflection and review at all tiers of our organisation.

a) Planning for improvement

- **Key Plans** – our plans are reviewed each year to ensure improvement activities supporting the improvement objectives are reflective of priorities and in line with our budget proposals.
- **Forward Financial Plan** – we undertake extensive consultation on the savings strategies we might adopt to close the budget gap each year.
- **Financial Management arrangements** – we have sound financial management arrangements in place (including a range of policies and procedures such as financial regulations, financial procedures, contract standing orders, accounting instructions and officer delegations). These arrangements conform to the governance requirements of the CIPFA (Chartered Institute of Public Financial Accountancy) Statement of the Role of the Chief Financial Officer in Local Government (2010), all relevant legislation and within the terms of the Council’s Constitution. Last year as part of their follow up audit work on Financial Resilience, the Wales Audit Office commented they were satisfied with our arrangements. Corporate Directors are responsible for the financial management of their respective services and are supported by regular financial management information, which includes monthly financial monitoring reports. In addition, quarterly budget and Forward Financial Plan monitoring reports are submitted to the Council, Chief Officers and Scrutiny Committees, culminating in the production of the statutory Annual Statement of Accounts.
- **Asset Management arrangements** - we maintain a number of asset plans to ensure we get value for money from our assets (these include Property, Fleet, Highways, Bridges and Structures and ICT). Last year the formalisation of the Strategic Asset Management Group was completed last year (including terms of reference

for the Group). The Group met regularly to discuss a range of accommodation issues/pressures at a strategic level. The Property Asset Management Plan was updated and links to a range of other corporate plans, programmes and strategies, including the Forward Financial Plan, the ICT Strategy and Workforce planning. Property asset management is also included in the Council's business planning process to ensure the identification of any property consequences of the delivery of the Council's priorities. The ICT Asset Management Plan has been linked to the Corporate Property Asset Management Plan and the ICT Strategy and is a regular agenda item at the Corporate Governance Group. An exercise is underway to project asset depreciation and on-going needs over the next five years; highlighting any significant pressures and identifying the funding required.

- **Workforce Capacity and skills – Workforce Capacity and skills** – our key strength is our ability to deliver our priorities through workforce-related change. To date we have implemented five voluntary redundancy programmes as well as a number of other measures to reduce the headcount of the Council. In 2016-2017, 186 employees left the Council by means of redundancy, 86% of these voluntary arrangements. In addition 98 employees at risk of redundancy were successfully redeployed to suitable alternative posts in the Council. Restrictions in recruitment and partnership working with the Joint Trade unions have supported these actions. As a result of 5 years of cumulative workforce reductions, the Council faces a number of ongoing challenges. These include:
 - sustaining sufficient capacity and capability to deliver services and functions;
 - ensuring services can continue to operate safely and effectively with a reduced workforce;
 - providing the learning, training and development needed for the residual workforce to cope with huge changes in the organisation;
 - ensuring there is capacity to support our improvement and budget priorities within a context of diminishing resources; and
 - delivering the business as usual work programme.

Following our revision of the performance development review process, a single Performance Appraisal Policy has been developed and implemented in 2016-2017. A review of the implementation has led to some minor

changes in the process for 2017-2018, and shows encouraging signs that the policy is being adopted at operational level. We have also developed a new, improved staff induction process. Workforce planning was introduced at a service level via the 2016-2017 business planning process and the information provided will support the development of a Corporate Workforce Plan by the end of 2017-2018.

b) Implementing improvement actions

- **Performance and Programme Management** – our improvement work is implemented through our corporate performance management framework. The framework was revised in 2014-2015 to ensure there is a “golden thread” of accountability running through our organisation linking strategic activities to operational activities.

The improvement work set out in this annual report is assigned to relevant Directors by the Chief Executive and formally included in their personal objectives for the year. The appraisal system introduced for the Directors is the means through which the Chief Executive assesses progress.

Personal objectives for each Director provide the basis for service business plans (produced by Heads of Service). A new approach to service business planning was introduced in 2014-2015 to ensure there was greater consistency across the Council. We evaluated the implementation of that new approach and used the recommendations from the evaluation to further improve and strengthen arrangements for 2015-2016. During 2016-2017 we have again reviewed and strengthened the arrangements with the inclusion of a requirement for both workforce planning and property asset management matters to be included in service business plans.

Service business plans form the framework for the activities of teams. Each team is required to develop a service report card to demonstrate what is being achieved for the resources invested in that service area. During 2015-2016 we evaluated the quality of the service report cards and the way they are used in the scrutiny process, which has informed further improvements to the framework during 2016-2017.

- **Risk Management arrangements** - During 2016-2017 we continued to make significant progress on the improvement work required to provide and sustain effective corporate risk management by liaising with our external regulators to seek assurance on work undertaken on our Corporate Risk Register. This has led to a number of officers receiving training to support the risk management processes within directorates and help build capacity across the Council in relation to maintaining the Corporate Risk Register. During 2016-2017,

training was undertaken with members of the Audit Committee to support their role contained within the Corporate Risk Management Policy.

c) Monitoring and Evaluating Improvement

Performance Review - we further improved existing mechanisms during the year. Our performance monitoring arrangements are set out below:

- **Quarterly highlight reports** – are prepared for each programme of work that has been established to achieve the six improvement objectives. The highlight reports contain information on progress and achievements, performance data and risks. These highlight reports have been scrutinised by the Corporate Directors' Group who act as the over-arching programme board and by relevant scrutiny committees.
- **Quarterly budget and performance** – monitoring reports are submitted to the Council, Chief Officers and Scrutiny Committees.
- **Benchmarking (compare and share)** – we continue to share and compare our performance information with partners, other councils and key stakeholders to improve our services. We also compare our performance with other councils through benchmarking groups. Our assessment of our nationally reported performance indicators in this report gives us an understanding of our performance, and how we match up with our peers to see if we are doing well or not across the local government national measures.
- **Business Planning** – business plans were completed by all service areas and approved by relevant cabinet boards.
- **Service Report Cards** – Service report cards provide information on service performance, financial performance and include important employee and customer information which provides a clear overall picture of the operational service area and whether each service is on track to achieve the priorities set out in relevant business plans. During 2016-2017, 67% of services have reported their service report cards to relevant scrutiny committees, which is an improvement on the 48% reported during 2015-2016.
- **Scrutiny** – Our external regulators (Wales Audit Office) supported us with our improvement work in performance scrutiny and attended scrutiny committees and held a number of workshops with Members to

get feedback on the purpose of scrutiny, understanding of their roles in driving improvements, performance reports and key things that would help Members to scrutinise performance better. Feedback from Members about the workshops was positive and they generated some practical ideas for improvement, which are being implemented and have contributed to the new Member Induction Programme for 2017-2018.

- **Information Technology and Information Management** – Information Management remains a key priority for the Council as it introduces further mobile and agile technologies. Targeted and focussed training is delivered to key parts of the organisation, to ensure individuals are aware of their responsibilities in keeping the Council's information assets safe whilst mobilising those assets to transform the way they deliver their services.

Section 5 Underpinning Principles

a. Equalities – During 2016-2017 there has been considerable progress made towards meeting the equality objectives, including the development of the Violence against Women, Domestic Abuse and Sexual Violence Strategy, improving digital inclusion and the ongoing improvements to the environment particularly with the regeneration programmes undertaken in the area.

Understanding the impact of our policies and services on people who share protected characteristics remains a key part our work. We are acutely aware that we need to continually improve our understanding and ultimately reduce/remove the significant barriers that some protected groups face on a daily basis which impact on their participation in the community life and when accessing services.

Over the year we have worked with representatives of the Black and Minority Ethnic (BME) Forum and Neath Port Talbot Council for Voluntary Service to recruit and appoint a development worker specifically to support the development of the Forum. This support will help develop the capacity and skills of its members, to empower them to be participate fully in the wider community and provide a voice for, and be representative, of Black and Minority Ethnic communities in Neath Port Talbot.

The Strategic Equality Plan Annual Report 2016-2017, due to be published in late autumn 2017, will include further information on progress against the equality objectives

b. Welsh Language - The Welsh Language Commissioner issued a Compliance Notice containing 171 Welsh Language Standards for imposition from 30th March and 30th September 2016. However, we did not feel able to fully comply with the all of the standards and consequently submitted a challenge to 54 of the standards to the Welsh Language Commissioner in January 2016, setting out our arguments and supporting evidence that they were unreasonable and or disproportionate.

Since this time we have been in contact with the Welsh Language Commissioner and her representatives to further explain our position and to seek a way forward. As a result of this ongoing dialogue a number of the issues have been resolved and we have been able to accept a number of standards, some with



modifications and extended imposition dates, and are minded to accept the remaining standards with the inclusion of additional modifications and/or qualifications

Although there remains some concern in respect of a few standards we are mindful of the time and effort that has been spent on the process to date and we acknowledge that continuing with the challenge is considered neither a good use of public money nor an ideal position for public bodies to be in.

The Policy and Resources Cabinet Board on 14th June 2017 agreed the latest submission which reflected this position with the requirement that dialogue continues to seek a mutually acceptable agreement.

While involved with the challenge we have also implemented the remaining 117 standards which include standards relating to service delivery and policy development as well as internal processes. The Welsh Language Officer Group has been instrumental in supporting implementation across all service areas as well as being responsible for the introduction of key initiatives to help meet the requirements of the standards; establishing an employee directory of Welsh speakers developing text to determine a person's language preference, etc.

Information on how we have implemented these standards can be found in the [Welsh Language Standards Annual Report 2016-2017](#).

c. Sustainability – work is underway to meet the requirements of the Well-being of Future Generations (Wales) Act 2015 which will ensure the Council acts in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs. The Act places a duty on the Council to make sure that when making its decisions it takes into account the impact it could have on people living their lives in Wales in the future (long-term view).

d. Engagement – we have a number of channels of communication and engagement in place with all sections of the community, stakeholders and staff. Our corporate communications and engagement system comprises of internal and external networks. Internal networks include: staff monthly e-newsletter - which features stories on our improvement objectives and other important information relevant to staff; staff Intranet – acts as an internal information portal (including press releases); staff consultations – e.g. consultation on 2017-2018 budget proposals and Children and Young People Services staff survey; and Chief Executive Roadshows – a series of

'Chat with the Chief 'sessions were held with staff to explain the Forward Financial Plan and its implications. The external networks include: public consultations – we undertook a number of public consultations/surveys throughout the year on various topics, e.g. residential care, home to school transport, young carers, carers and Local Development Plan. Last year as part of the 2017-2018 budget setting process, an extensive public and staff consultation exercise took place over three months (September–December) which generated over 600 responses from a wide range of stakeholders which shaped the final budget proposals. Other consultation and engagement activities have been reported in individual reports that have been considered by our Scrutiny Committees and Cabinet Boards.

- d. **Partnership Working/Collaboration arrangements** – during 2016--2017 we continued to work on a number of partnerships as follows: Think Family Partnership, Community Safety Partnership, Low Income Families Partnership, Digital Inclusion Partnership, and Third Sector Partnership. Partnership working with our trade unions and teaching associations is a predominant feature of the Council's culture in relation to workforce engagement. It involves elected Members, managers, employees and trade unions developing and implementing a way of working based on mutual respect and trust, shared objectives and joint ownership of problem solving.

Working in partnership with trade unions and the Council's formal employee relations framework is an important feature in how we engage with our employees. We have Staff Council at the highest level in the organisation, the LGS (Local Government Services) Green Book Negotiating Forum, LSPG (Schools trade union partnership forum), Service Joint Consultative Groups, and the Corporate Health & Safety Trade Union Forum. All of these groups meet regularly and are an opportunity for two way information sharing, consultation (formal and informal) and where necessary, negotiation. As part of our approach to partnership working, trade unions have representation in other forums; for example, trade unions sit as an integral part of the Head of Service Voluntary Redundancy Group.

We continued with our regional working arrangements via Education through Regional Working, Western Bay, City Region and Waste Services. A number of reports have been brought forward to the Council to ensure the participation of the Council in these regional arrangements is properly authorised.

Section 6 What our Regulators said

a) Wales Audit Office: The Local Government (Wales) Measure 2009 requires the Auditor General to undertake an annual improvement assessment and to publish an Annual Improvement Report for each improvement authority in Wales. The findings of this year's Annual Improvement Report (based on the audit work undertaken during 2016-2017, within the Council) are that: 'The Auditor General believes that the Council is likely to comply with the requirements of the Local Government Measure (2009) during 2017-2018' and no formal recommendations were made. 'However a number of proposals for improvement have been made.' More details of the Report can be found on the Wales Audit Office website under [publications](#).

b) Care and Social Services Inspectorate Wales (CSSiW):

Neath Port Talbot Homecare Service: The Care and Social Services Inspectorate Wales published their inspection report in January 2017. The inspection focused on the quality of life of people using the service. The inspection identified that whilst there were no significant areas of outstanding practice, there were no non-compliance notices issued. The three recommendations made since the last visit in January 2016 had been taken on board. To improve the service a good practice recommendation has been made to include signatures of people using the service (or including a statement where they are unable to sign) within care documentation. CSSiW inspectors also observed on four home visits to people that staff had been kind, caring and compassionate and interacted with users of the service, positively. The report also includes a number of positive comments from users of the homecare service. The report can be found [here](#)

c) Estyn: During the 2016-2017 academic year, 11 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):

- One school was assessed as Good and Excellent;
- Three schools were assessed as Good and Good;
- One school was assessed as Adequate and Good;
- Five schools required further monitoring by Estyn. Four of these schools were assessed as Adequate

(1) and Adequate (2) and one as Good (1) and Adequate (2).

- One school was placed in the Estyn category of 'Special Measures', as a consequence of receiving two unsatisfactory judgements.

If an inspection team judges that a school has some important areas for improvement, 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. Our Estyn school inspection report can be on the Estyn website: <https://www.estyn.gov.wales/>

Section 7 Have your say on what matters to you

Please share your thoughts with us about this report.

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

Visit our website: www.npt.gov.uk



Follow us and add your comments to the Council's Facebook page: <https://www.facebook.com/NeathPortTalbotCBC>



Follow this report and add your Tweets on our Twitter Page: @NPTCouncil

This report is also available in Welsh

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Rising to the Challenge
protecting services and jobs in difficult times

Summary Annual Report

2016 - 2017



Capital Programme

Investment totalled
£53.76 Million



£268.9M
— cost —
to provide all of our
services



Additional
£3.15 Million
transferred into the
Council's general
reserves at year end

£11.55M
budget savings made





Safer, Brighter Futures
better outcomes for children and young people

Summary of our
performance 2016-2017



637

children supported
to remain with their

families

Outcome focused
model of

**Social Work
practice has been
embedded**



Improved
links with
partner
agencies



**Safely
reduced
the number of
Children
looked after**

2013	2014
492	468

2015	2016
434	377

2017
348

85.7%

— of —
parents

responded that they
have been actively

**involved in
all decisions**

about how their child's/ children's
care & support was provided



92.7%

of children and
young people

feel that their views
— about their —

**care and
support**

have been listened to



Summary of our performance 2016-2017



**Better Schools,
Brighter Prospects**
strategic school improvement programme



Primary School

attendance is **94.6%**



Secondary School

attendance is **93.7%**

More
opportunities
for learners

aged 14-19

studying in
the medium of
Welsh



61.5% of pupils

achieved 5 GCSE'S

incl. Eng/ Welsh first Language and Maths

(academic year 15/16)



**More highly effective/
effective schools**

New

Ysgol Bae Baglan School opened in Sept 2016

54k

People used
community facilities
in the first 7 months

Reduced school
buildings maintenance
& repair liabilities by

£17M



Reduced school
surplus places by

1200





**Improving Outcomes,
Improving Lives**

*promoting high quality, responsive, citizen
centered social care*

Summary of our
performance 2016-2017

Gateway Service

First point of
contact provision
strengthened

Increased
number of
people



receiving
direct payments to

351

Efficiency

improving exercises

saved

£664,000

across direct services



3,300

people accessed
care & support services
from social services

**Adult
protection**

referrals completed
where the risk
has been managed

100%

Have

—three—
dedicated

POVA

co-ordinators

(protection
of vulnerable
adults)



Summary of our performance 2016-2017



Prosperity for All
promoting economic growth

- ➔ We supported the creation of 131 jobs
- ➔ We helped safeguard 255 existing jobs
- ➔ We assisted 32 new business start ups

Homes brought back into use through
Homes Loan Scheme



100%
—Tai Tarian—
properties
WHQS compliant

In the Valleys

- ➔ supported 31 companies
- ➔ supported creation of 37 new jobs
- ➔ safeguarded 121 jobs



94%
of potentially
—homeless—
households prevented from becoming homeless for at least 6 months

People affected by the reduction in the benefits cap have been identified targeted support as necessary



Adventure Golf Course on Aberavon Seafont

On key regen projects we:

➔ **helped**
65 people back into work

➔ supported
—38—
apprenticeships

16 trainees and
13 work placements amounting to
3,909 training weeks

—100—

local companies secured contracts in excess of

£15.5 M

& 98%
spend with contractors in Wales



Reduce, Reuse, Recycle
towards zero waste

Summary of our
performance 2016-2017

64,000

Households on the
Recycle+
—scheme—



33%

of municipal
waste used to
—recover—

 **heat &**
 **power**

Recycling,
reuse &
composting
increased to
62.77%

43,534
—tonnes—



A longer term cost
model to achieve the
70% target
is planned

**Waste
sent to
landfill**
reduced to
10.87%

Summary of our performance 2016-2017



Digital by Choice
improving customer experience,
making better use of public money



May 2016

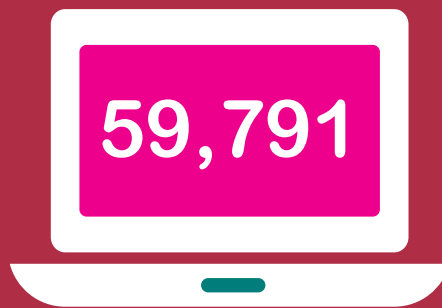
Digital Inclusion Charter approved



99.9% Welsh website content

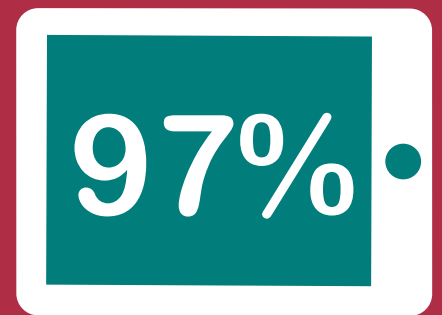
91%

of web customers very satisfied/satisfied or ok with ease of getting around the website



transactions carried out for new online services

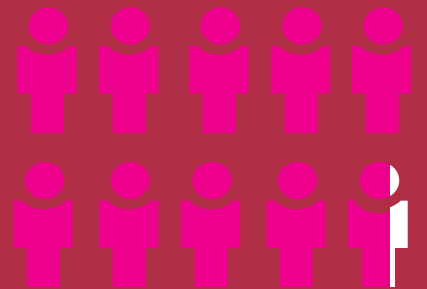
Professional rating of our website improved to 3 stars



of web customers very satisfied/satisfied or ok with improvements



made to services available online



Almost half of Council purchasing transactions processed electronically

Have your say on what matters to you

Please share your thoughts with us about this report in order to help us make 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

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

Quarterly Performance Management Data 2016-2017 – Quarter 4 Performance (1st April 2016– 31st March 2017)

Report Contents:

Section 1: Summary of performance.

Section 2: Quarterly Performance Management Data and performance key

Section 1: Summary of performance

Improvement Objective 1 – Safer Brighter Futures

Children's Services

A new set of statutory Welsh Government Indicators for Children and Young People Services (CYPS) were introduced for 2016-2017 and are contained in this report. Comparison data for these Performance Indicators will become available over time. In addition, this report contains the Children and Young People Services Key Performance Indicators which were previously agreed by Members at the Children, Young People and Education (CYPE) Committee on 28th July 2016. Performance against the revised range of Key Priority Indicators continues to demonstrate consistent performance within the Service.

Improvement Objective 2 –Better Schools Brighter Prospects

Education

- Secondary School attendance for the academic year 2015-2016 has remained at 93.7% when compared to academic Year 2014-2015. Primary School attendance for the academic year 2015-2016 has fallen by 0.2% to 94.6% when compared to academic Year 2014-2015
- The percentage of pupils who achieved the level 2 threshold including a GCSE grade A-C in English or Welsh first language and

Mathematics has risen from 58.4% to 61.5% but due to a change in the reclassification of vocational qualifications and vocational qualifications undertaken the wider points score has fallen from 586 to 557.

- Key Stage 2 results have seen a significant improvement compared to 2014/15 academic year.
- There has been a rise in pupils taught in the medium of Welsh at Key Stage 2 of 1.5% and 1.1% at Key Stage 3.
- The number of full day childcare places provided by the council has increased from 2,003 to 2,281 and the number of young people in contact with the youth service has increased from 31.3% to 36.7%.
- The percentage of final statements of special education needs issued within 26 weeks excluding exceptions has remained at 100% and the number including exceptions has risen considerably from 10.53% to 45.53%.
- There has been a rise in both the number of statements of special educational needs and new statements issued within the period.
- The number of pupils who leave compulsory education, training or work based learning without an approved external qualification has remained at zero for children in local authority care but has risen from 2 to 4 for all pupils. This is mainly due to the non-attendance of 3 pupils at the schools despite numerous attempts by the Education Welfare Officers and the schools to engage with these pupils.
- Exclusion data has been monitored closely and in response to the rise in fixed and permanent exclusions a Wellbeing and Behaviour team, comprising of staff with a range of experience and expertise, has been established.
- There has been a rise in the “average number of school days that permanently excluded pupils did not receive an offer of full time appropriate education” from 26.7 days to 35 days. This can be attributed to the non-attendance for 4 pupils, 2 have since left education, and the other 2 are now engaging in Education due to the hard work of staff.

Improvement Objective 3 - Improving Outcomes Improving Lives

Adults Services

- In line with the Social Services and Wellbeing Act (2014), Adult Services in partnership with the Health Board are working with people to promote their independence and reduce the reliance on statutory health and social care services, through ensuring people utilise the resources available to them in the community and are re-abled to reach their full potential, for example before a placement in a care home is considered. This is demonstrated by the reduction in the number of older people who the local authority support in care homes per 1,000 of the population for example.
- We are also working closely with carers to ensure they are supported, which is demonstrated by the number of carers that have been offered an assessment in their own right.
- The reduction in the supported community indicator is as a result of a change in the way we calculate the rate. Supported in the community now measures only those with a care and support plan.

Improvement Objective 4 –Prosperity for All

Economic Development

- In 2016-2017 the Economic Development Team received a higher volume of requests for support from local businesses than the previous year. These requests in general were of a positive nature with many considering investing in expansion and growth which has helped attract new private sector investment while supporting the creation of new employment and the safeguarding of existing jobs within the County Borough. Consequently, despite the number of jobs created as a result of financial support by the local authority outputs being lower than what was achieved last year, the Team has actually processed more funding applications than the previous year, which should be viewed as positive.
- The team also played a major role in securing Enterprise Zone status for Port Talbot Waterfront which is already providing significant financial benefit to local businesses through Business Rates Relief. Continued partnership working with Welsh Government should help further promote economic growth and job creation in the area.
- Providing advice and support to individuals considering starting up in business is also a priority. This year there has been a significant increase in the number of local residents considering self-employment

and this is reflected in the popularity of the Enterprise Club that the Team runs from the Sandfields Business Centre and the significant increase in the outputs reported in relation to the number of new business start-up enquires assisted through business services.

- In addition, the team continues to work in partnership with key business support organisations to provide support to the many local businesses looking for advice on issues such as property, rates relief, local contract opportunities, tendering, events, etc. and this has had a positive impact on performance as outputs for the number of business enquiries resulting in advice, information or financial support being given to existing companies has significantly exceed those achieved last year.

Homelessness

- This ongoing reduction for the number of private rented tenancies made available by the Housing Options Service that were suitable and likely to be available for at least 6 months (HOS/001) is assumed to be reflective of the increased success in saving existing tenancies measured by the percentage of households for which homelessness was successfully prevented (HOS/002), reducing the need to secure as many new tenancies. If such increased preventative success continues, therefore, the ongoing relevance of HOS/001 may be reviewed, with a view to its deletion.
- There are currently two prevention measures which have different calculations and so produce widely varying results. Therefore, as HOS/002 is more reflective of the alternative National Indicator of homelessness prevention cited in Section 10 of the Well-being of Future Generations Act (Wales) 2015, the ongoing relevance of the indicator ‘the percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months’ (HHA/013) is to be reviewed, with a view to its deletion.

Improvement Objective 5 – Reduce Reuse Recycle

Waste Management

Good progress is being made towards achieving the 2019-2020 statutory 64% target for recycling; however, it is to be noted that further waste awareness / education work and the continued roll out of the “side waste policy” will be necessary to ensure that the progress continues. Overall the recycling performance for 2016-2017 is 62.77%, there is, however, a slight reduction in compostable waste which is due to two main reasons:

- A decrease in the tonnage of green waste collected on the previous year;
- Natural Resources Wales (NRW) has re-classified street cleansing waste collected for composting as “rubble” and therefore it is included in the “dry” recycling figure.

Improvement Objective 6 – Digital by Choice

Digital by Choice

- We have completed the first phase of our work to make our website easier. We have increased the percentage of transactions completed on-line and 99.9% of our website is available in Welsh; the remaining one page is in the process of being translated.
- Our website customer satisfaction measures all show improvement (performance indicators 19 -21).
- We have improved our professional rating of our website page rating from a 2 star to 3 star (maximum rating is 4 star). No Authority in Wales has received a 4 star rating.
- Roll out of the iProcurement System is still on-going and the volume of electronic orders placed continues to rise year on year.
- In relation to Customer services performance, there has been an increase in customer waiting times, an increase in the average time to answer telephone calls and abandoned calls. Explanations for this performance are provided under indicators no’s 9 and 10 in section 2 below.

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

Sickness Management

Sickness Absence rates rose slightly in 2016- 2017 when compared with the previous year, from an average of 9.7 FTE (Full Time Equivalent) sick days per employee, to 9.9 FTE sick days (see indicator 7 in section 2 of this report). The Human Resources report, reported to [Policy and Resources Scrutiny Committee on 14th June 2017](#) provides Members with more detail in relation to absence rates in each service of the Council, provides a breakdown of short term and long term absence, the reasons for absence, as well as some new analysis of absence rates as they relate to the age of employees. The report also provides Members with the background to the Long term Sickness Absence Taskforce.

Housing - Private Sector Renewal

- We have seen a slight improvement in the average number of calendar days taken to deliver a Disabled Facilities Grant (DFG) for adults, and the average number of calendar days taken to deliver a DFG (combined adults and children and young people) is within 5% of 2015/16 performance. The decrease in performance for the average number of calendar days taken to deliver a DFG for children and young people can be attributed to the total end to end time of the grants in question as a result of the increased demand for extensions.
- External factors such as the local housing market has a significant impact on the number of empty properties brought back in to use. The department is making progress and proactively dealing with long term empty properties based on a risk rating tool that we have developed. An enforced sales policy has also been approved and is being used to bring back into use a number of long term difficult empty properties throughout the County Borough.
- The properties requiring a HMO licence have remained the same, however the percentage has slightly increased due to the number of known Houses in Multiple Occupation reducing from 448 to 442.

Public Protection

- 94.92% of food establishments were “broadly” compliant with food hygiene standards, marginally up on last year’s performance within the same period of 92.7%. The percentage of high risk businesses inspected for food hygiene has again achieved 100%, which is a reflection of the priority given to this service. The percentage of high risk businesses inspected by Trading Standards has decreased from 100% to 95.6% as the department is detecting more complex and significant infringements in this area and has experienced some staffing issues.
- The percentage of significant breaches that were rectified by intervention during the year has increased for Trading Standards (79.2% in comparison to 73.5%), but dropped for Animal Health (81.8% in comparison to 100%). Rectification was achieved through the issuing of written warnings, cautions or the provision of formal advice to traders. Investigations are ongoing in relation to outstanding breaches.
- The percentage of identified new businesses which were subject to a food hygiene risk assessment visit is also higher than last year (97% compared to 92%). This improvement is as a consequence of the quality of the advisory service provided to new businesses to assist them with future compliance.

Planning

- A strong fourth quarter performance and consistent implementation of new internal processes relating to “invalidity” has continued the significant improvement in the average time taken to validate applications (PLA/M001) in addition to the time taken to determine applications from received date to determination (PLA/M002).
- Overall performance remains consistent with 2015-2016, with a renewed commitment to “front-loading” discussions on applications, and the ongoing review of processes – having regard to the new legislative changes – seeking to further improve efficiencies, reduce bureaucracy and reduce delays. In addition, a new Senior Planner appointment is being progressed as recognised in the FFP to provide additional resilience to enable increased focus on delivery of large scale, controversial or complex developments within statutory or agreed timescales.
- These actions should, in turn, improve our overall performance going forward having regard to the 8 week statutory deadlines.

Building Control

- There has been a slight drop in performance in the percentage of building control ‘full plan’ applications checked within 15 working days in comparison with the figures reported last year. The drop in performance is attributed to the sudden and unexpected departure of two experienced members of staff. With the recruitment process for a replacement now complete and training of the new members of staff ongoing, the section is able to report that the performance has improved over the course of this year
- The percentage of Building Control ‘full plan’ applications checked within 15 working days during the year improved marginally.

Libraries

- While the overall numbers of people using the Library Service per 1,000 population is down it should be stressed that the numbers of people actually visiting the libraries has increased (website and physical visits). This is the third year running that these numbers have increased. The Library Service is delivering many projects, activities and events within libraries that all have a direct impact on the number of people visiting. The overall fall in the number of people using the library service can be directly attributed to the number of people using the library website, which has seen over a 9% fall in traffic.

- The number of library materials issued has fallen in line with the national trend. It should be noted that this is the first year in which the effects of the reduction in the bookfund has been felt.
- A fall of just 1% (from 76% to 75%) in “library material requests supplied within 7 calendar days” is better than expected given the bookfund reductions as the Council does not have the resources to buy extra stock to meet the usual demands. This is still considerably higher than the Welsh Library Standard of 67%.
- There has been a marginal decline in the percentage of available computer hours, in use - which can be attributed to the increased use of customers using their own devices and accessing the Library Services Wi-Fi system.
- There has been an increase in use of digital services via national schemes (i.e. e-magazine and e-audio/e-book service) which are not reflected in the figures for these performance indicators. (approx. 13,000 issues and 6,500 website).

Sport and Leisure

- Visitors to local authority sports and leisure centres who participate in physical activity have seen a steady rise in numbers due to the increasing popularity of the new “Aberavon Leisure and Fitness Centre” and the hire of “Ysgol Bae Baglan” facilities by the general public and due to an improvement in data collection methods.

Transport and Highways

- The average repair time for street lighting has increased to 1.81 days this year due to operational conditions.
- The percentage of adults over 60 who hold a bus pass has improved slightly due to an increase in the number of concessionary bus pass holders.

Asset Management and Street Scene

There has been a significant reduction in the number of buildings that the Council manage due to:

- Several schools being renewed and existing school buildings demolished or sold.
- A large number of community centres, bowling greens and pavilions, changing rooms, etc. leased out to community groups.
- Further reduction in day centres and social service buildings.

This has resulted in a reduction of backlog maintenance of circa £20M (From £132.6M to £111.8M). Further reductions are expected when vacant / surplus buildings are disposed of.

Survey figures are usually adjusted using BCIS (Building Cost Information Service) maintenance indices, supplied by City and County of Swansea (as agreed with Data Unit Wales), unfortunately, the maintenance indices were not available this year (C&C of Swansea no longer subscribe to this service). Several other BCIS indices were consulted and on average, it was determined that costs have risen by circa 3% over the last year, therefore, in the absence of the maintenance index for March 2017, a 3% increase was applied to 2016-2017 costs. It is expected that Data Unit Wales will have made alternative arrangements for next year's KPI (Key Performance Indicator) submission.

Street Scene

Whilst the Council's performance as measured by the indicator for "fly tips cleared within 5 days" (performance indicator number 151) is lower than the Welsh average, the Council's focus on pursuing prosecutions against fly tippers appears to be having a positive effect on the number of incidents in the County Borough. It is due to the proactive work of the waste enforcement section, and in particular the 15 day statutory notice period where the Refuse Disposal (Amenity) Act 1978 is employed as part of addressing fly tipping, that many fly tips are not cleared within the measured 5 day period. This Council has always taken the view that it is better in the longer term to try and tackle fly tipping at source rather than simply remove fly tips quickly whatever the circumstances. In 2016-2017, the level of prosecutions for fly tipping undertaken by the Council was up 120% whilst the number of fly tipping incidents was down 22% compared to the previous year.

Section 2: Quarterly Performance Management Data and Performance key

2016/2017 – Quarter 4 Performance (1st April 2016 – 31st March 2017)

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

(Former NSI) Former National Strategic Indicators (NSIs) - are used to measure the performance of local authorities at a national level and focus on key strategic priorities. The Welsh Government recently published a written statement confirming the revocation of the Local Government (Performance Indicators) (Wales) Order 2012. As such, 2015 -2016 will be the final year of collection of the former National Strategic Indicators (NSIs) by Welsh Government. In order to ensure minimal disruption for local authorities, many of whom will have included these indicators in their improvement plans for the current financial year, the WLGA's (Welsh Local Government Association) coordinating committee agreed that local authorities should collect them alongside the PAMs for 2016-2017.








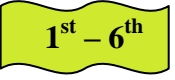

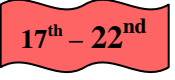
Page 16

(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 2016-2017 i.e. an overall performance indicator value for Wales.

(Local) Local Performance Indicator set by the Council.

	Performance Key
	Maximum Performance
	Performance has improved
	Performance has been maintained
	Performance has declined but is within 5% of previous years performance
	Performance has declined by 5% or more on previous year's performance - Where performance has declined by 5% or more for the period in comparison to the previous year, an explanation is provided directly below the relevant performance indicator.
	No comparable data (data not suitable for comparison /no data available for comparison)
	No All Wales data available for comparison.
	2016-2017 NPT performance in upper quartile (top six of 22 local authorities) in comparison with All Wales national published measures (NSI & PAM's).
	2016-17NPT performance in mid quartiles (7 th – 16 th) in comparison with All Wales national published measures (NSI & PAM's).
	2016/17 NPT performance in lower quartile (17 th – 22 nd) in comparison with All Wales national published measures (NSI & PAM's).

1. Chief Executive's and Finance & Corporate Services

No	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2016/17	NPT Quarter 4 (full year) 2015/16	NPT Quarter 4 (full year) 2016/17	Direction of Improvement
1	CFH/007 (SID)	The percentage of council tax due for the financial year which was received by the authority.	97.5%		97.9% £59,369,316 of £60,654,754	98.0% £61,953,092 of £63,205,489	↑
Page 118	CFH/008 (SID)	The percentage of non-domestic rates due for the financial year which were received by the local authority.	100.7%		98.0% £41,012,706 of £41,837,905	98.1% £41,749,893 of £42,569,361	↑
3	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.	13.48%		13.22%	11.04% (667 of 6,044)	↑
4	Benefits M001 (Local)	Benefits Accuracy Rate - percentage of correctly granted benefit against total granted	99.92%		99.95%	99.94% 54,607,544 of 54,642,981	↔
This measure has changed from 'Percentage of new claims correctly assessed' to ' Benefits Accuracy Rate - percentage of correctly granted benefit against total granted. The figures (and the measure retrospectively) have been revised to show actual correct spend against total spend, rather than data based on a sample of claims checked for accuracy.							
5	CS004 (Local)	Customer Services - Percentage of customers leaving before being seen (walk offs)	0.08% 53 of 67,886		0.07% 44 of 65,481	0.12% 85 of 71,589	v

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

No	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2016/17	NPT Quarter 4 (full year) 2015/16	NPT Quarter 4 (full year) 2016/17	Direction of Improvement
6	CS003 (Local)	Customer Services - Percentage of telephone calls abandoned after 5 seconds	12.47%		2.63 %	3.71 %	V
					Total calls 158,847 abandoned calls 4,190	Total calls 144,785 abandoned calls 5,376	
Although the number of overall incoming telephone calls has decreased those relating to Environment and particularly Refuse and Recycling have increased. This has impacted on the number of calls being abandoned before being answered albeit still a very small percentage of overall dealings, with no complaints being received in this respect.							
Page 19	CHR/002 (PAM)	The number of working days/shifts per full time equivalent (FTE) local authority employee lost due to sickness absence.	9.4	10.3 10 th	9.7	9.9	V
8	Benefits M002 (Local)	Average days taken for new claims and changes of circumstances from application to assessment.	5.5*		4.8*	5.4	↓
						98,291 assessments 534,710 days	
The workload has remained relatively constant over the last year although the introduction of Universal Credit in the area has had an effect on turnaround times. This against a background of reductions in budgets and staffing levels. Whilst the figure shows approximately half a day's increase, the effect on the customer of such a difference is negligible.							
* - Revised data based on new method of collecting data.							

No	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2016/17	NPT Quarter 4 (full year) 2015/16	NPT Quarter 4 (full year) 2016/17	Direction of Improvement
9	CS001 (Local)	Customer Services - Average customer waiting times (face to face contact)	6.8 minutes		5.4 minutes	6.5 minutes	↓
		<p>Demand on Customer Services in total for the both OSS sites has increased in this period. Total callers quarter 4 cumulative 2016-2017 = 71,589 compared to quarter 4 cumulative 2015-2016 = 65,481, an increase of 9.33%.</p> <p>Recycling enquiries have increased during 2016-2017 to 8,426 as opposed to 6,621 in 2015-2016. However, the number of recycling enquiries halved in March 2017 (378) compared to March 2016 (768). This decrease can be partly attributed to staff continually promoting online services for these items. Also there was a two week period in quarter 4 where one member of staff was used as a floor walker at each site, to encourage self-service of our new digital channels. This seems to have contributed to the decrease in numbers in the last month of the quarter.</p> <p>We have also seen an increase in the total number of Council Tax enquiries at Neath Civic Centre – 6,258 (2016-/2017) as opposed to 5,594 (2015- 2016). Although a number of self -serve electronic forms are available for the customer to access online, customer feedback has suggested that some changes would improve the forms and encourage greater use. The service and I.T. were made aware of this to help reduce the face to face duplicate enquiries currently experienced which impacts on our wait times and walk offs. This has resulted in a reduction in enquiries for the Month of March 17 – 627 as opposed to 821 in March 2016.</p> <p>Although we have managed to secure an additional member of staff who has moved from the Contact Centre to the OSS staff in the last quarter of this year, because of other staff losses we are still in a position of working with less resources 2016-2017 = 7 Staff (3 F/T, 4 P/T) as opposed to 9 staff (3 F/T, 6 P/T) 2015-2016.</p> <p>Wait times – 6.5 minutes (2016-2017) as opposed to 5.4 minutes (2015-2016). This can be partly attributed to the increase in footfall/overall reduction in resources which has also impacted on Walk offs - 0.12% (2016-2017) as opposed to 0.07% (2015- 2016).</p>					
10	CS002 (Local)	Customer Services - Average time to answer telephone calls	33 seconds		16 seconds	21 seconds	↓
<p>Following the roll out of the Recycle + scheme at the beginning of Quarter 1 and the implementation of the side waste scheme in June 2016, enquiries relating to both schemes created extended call handling explanations, longer wait times for calls to be answered and a rise in abandoned calls. This was because additional and longer discussions were needed about associated aspects for both schemes. However, the largest impact for the Contact Centre has been the associated increase in telephone calls about the scheme and for additional refuse/ recycling equipment to be delivered as a result of these schemes. After a period of more stable performance we have most recently been affected by the final roll out of the Recycle + scheme during February/March 2017. This has increased call volumes</p>							

No	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2016/17	NPT Quarter 4 (full year) 2015/16	NPT Quarter 4 (full year) 2016/17	Direction of Improvement
		<p>relating to these aspects significantly with extended customer queries and complaints resulting in a detrimental effect on Contact Centre performance.</p> <p>The Contact Centre provided extra staff to the One Stop Shop face to face services to ensure their business continuity at the first point of contact. This supporting measure reduced the number of staff at the Contact Centre to respond to telephone calls and also contributed to a drop in comparable performance to the previous quarter. Additionally, performance was affected by the seasonal reduction in staff availability for both services as the majority of staff take extended leave over July and August.</p> <p>The exceptional performance results achieved in 2015-2016 is difficult to replicate. However, it should be noted that the wait times and abandoned rates still compare very favourably to years prior to 2015-2016. Additionally as the year progressed we saw an improvement in cumulative performance with both time to answer and abandoned rates improving throughout the year.</p>					
	7.7(L) (Local)	Percentage of standard searches carried out in 10 working days.	86.3%		61.5%	90.6%	↑
		<p>There has been a significant improvement in performance for the year, following a complete overhaul of the Land Charges system in the Summer of 2016, due to the introduction of New Forms introduced by the Law Society. Despite the absence of one member of staff the figures improved dramatically from last August, with 100% completion within 10 working days for four months consecutively. Overall average percentage of 90.6% for 2016/17 as opposed to 61.5% for 2015/16. Average turnaround time has also decreased from 9 to 5 working days.</p>					
12	PAY/001 (local)	i) Percentage of invoices paid within 30 days	N/a new		A system to capture data for these new performance indicators is being developed. Data will be reported to Members once this process is complete.		—
		ii) The amount of interest paid to suppliers due to late payment	N/a new				—
		iii) total amount of interest that the contracting authority was liable to pay, i.e. whether or not paid, whether statutory or otherwise, due to a breach of the Regulations.	N/a new				—

2. Chief Executive's and Finance & Corporate Services – Digital by Choice Measures

No	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2016/17	NPT Quarter 4 (full year) 2015/16	NPT Quarter 4 (full year) 2016/17	Direction of Improvement
13	DBC/001 (Local)	Percentage of transactions completed on-line – see note 1 below	39%		56.9%	67.7% (59,791 of 88,264)	↑
14	DBC/002 (Local)	Number of new services available on-line	7		7	8	↑
15	DBC/003 (Local)	Percentage of webpages available in Welsh	62%		88% see note 2	99.9% (1,095 of 1,096 pages)	↑
16	DBC/004 (Local)	Reduce the demand on Customer Services – visitors to one stop shops	67,886		65,481	71,589	↓
Explanation as per indicator 9 above							
17	DBC/005 (Local)	Percentage volume of transactions processed through i-procurement	N/a New		45.5%	47.7%	↑

Note 1: Data for this measure includes information for the following services implemented i.e.: Bulks on-line, refuse and recycling equipment ordered on-line, location based reporting, Missed waste collections reporting, Pest control Appointment booking, & Van permits requested on-line. Data for the other online services will be included in data as soon as possible.

Note 2: additional 9% of pages (as at 31st March 2016) with external translators awaiting translation.

2. Chief Executive's and Finance & Corporate Services – Digital by Choice Measures

No	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2016/17	NPT Quarter 4 (full year) 2015/16	NPT Quarter 4 (full year) 2016/17	Direction of Improvement
18	DBC/006 (Local)	Improve the professional rating of our website page rating from a 1 star (maximum rating is 4 star):	1 star		2 star	3 star	↑
19	DBC/007 (Local)	Percentage of customers very satisfied/satisfied or OK with improvements made to services available on-line – General look and feel	N/a new		91%	*97% (196 out of 203)	↑
20	DBC/008 (Local)	More of our customers find the website easier to use: Percentage very satisfied/Satisfied or OK with ease of getting around site.	N/a new		83%	*91% (184 out of 203)	↑
21	DBC/009 (Local)	More of our customers can access the information/service they want (on our website) first time: Percentage very satisfied/Satisfied or OK with ease of finding information/Services.	N/a new		78%	*84% (169 out of 199)	↑
<p>In relation to measures 19 – 21: The Council undertook a recent survey on Web Usage and this has shown an improvement on last year, highlighting the work done to date has had a positive impact on the way people communicate with us via the website. We have:</p> <ul style="list-style-type: none"> made the website 'mobile friendly' which means the website is now accessible on mobile phones and tablets as well as on PC's and laptops; introduced a series of 'call to action' buttons which make it easier to request services from the Council; and introduced a series of digital libraries, where the public can download documents straight to their devices 							
22	DBC/010 (Local)	Number of people we support to develop digital skills to access services	N/a new		TBC		—






*.Survey undertaken Sept/October 2016

3. Education – Schools


No	PI Reference	PI Description	NPT Actual 2014/15 (2013/14 academic year)	All Wales 2016/17 (2015/16 academic year)	Quarter 4 2015/16 (2014/15 full academic year)	Quarter 4 2016/17 (2015/16 full academic year)	Direction of Improvement
23	EDU/002ii (former 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 of 26 pupils	1.1% Joint 1st	0% 0 of 21 pupils	0% 0 of 31 pupils	😊
24	EDU/008a (SID)	The number of permanent exclusions during the academic year per 1,000 pupils from Primary Schools.	0.1 1 pupil		0 0 of 9,071 pupils	0 0 of 9,220 pupils	😊
25	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	15.4% (209 of 1,360 pupils)		14.1% (202 of 1,433 pupils)	15.6% (244 of 1,567 pupils)	↑
26	EDU/006ii (former 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.	10.0% (150 of 1,500 pupils)	18.0% 12th	11.6% (173 of 1,491)	12.7% (191 of 1,499)	↑
27	EDU/003 (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.	84.1% (1,144 of 1,360 pupils)	89.0% 22nd	83.3% (1,194 of 1,433)	84.9% (1,331 of 1,567)	↑
28	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.	52.2		11.9 (107 days for 9 pupils)	7.5 (149 days for 20 pupils)	↑

3 Education – Schools

- continued

No	PI Reference	PI Description	NPT Actual 2014/15 (2013/14 academic year)	All Wales 2016/17 (2015/16 academic year)	Quarter 4 2015/16 (2014/15 full academic year)	Quarter 4 2016/17 (2015/16 full academic year)	Direction of Improvement
29	EDU/017 (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.	55.8% (930 of 1,667 pupils)	60.7% 	58.4% (900 of 1,542 pupils)	61.5% (918 of 1,492 pupils)	↑
30	EDU/016b (PAM)	The percentage of pupil attendance in Secondary Schools.	93.5% (2,182,564 of 2,333,737 sessions)	94.2% 	93.7% (2,148,160 of 2,293,388 sessions)	93.7% (2,186,082 of 2,332,537 sessions)	↔
31	EDU/002i (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% (3 of 1,667 pupils)	0.3% 	0.1% (2 of 1,542 pupils)	0.3% (4 of 1,492 pupils)	v
		The fall is due to the non-attendance of 3 pupils at the schools despite numerous attempts by the Education Welfare Officers and schools themselves to get the pupils to attend. One pupil was attending a special school and is now being home educated.					
32	EDU/004 (PAM)	The percentage of pupils assessed at the end of Key Stage 3, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment.	73.1% (1,096 of 1,500 pupils)	86.1% 	77.8% (1,160 of 1,491)	77.7% (1,165 of 1,499)	v
33	EDU/016a (PAM)	Percentage of pupil attendance in Primary Schools.	94.6% 3,153,617 of 3,333,372 sessions	94.9% 	94.8% 3,262,430 of 3,441,713 sessions	94.6% 3,306,608 of 3,496,979 sessions	v

3 Education –Schools - continued

No	PI Reference	PI Description	NPT Actual 2014/15 (2013/14 academic year)	All Wales 2016/17 (2015/16 academic year)	Quarter 4 2015/16 (2014/15 full academic year)	Quarter 4 2016/17 (2015/16 full academic year)	Direction of Improvement
34	EDU/010a (SID)	The percentage of school days lost due to fixed-term exclusions during the academic year, in Primary Schools.	0.016% 262 days		0.008% 203 days	0.014% 244 of 1,752,043 days	v
35	EDU/010b (SID)	The percentage of school days lost due to fixed-term exclusions during the academic year, in Secondary Schools.	0.112% 1,598 days		0.085% 1,255 days	0.101% 1,417 of 1,401,376 days	v
	EDU/008b (SID)	The number of permanent exclusions during the academic year per 1,000 pupils from Secondary Schools.	1.3 10 of 7,541 pupils		1.2 9 of 7,377 pupils	2.6 19 of 7,372 pupils	↓
36	<p>Comment for Indicators 34, 35 & 36 - Exclusion data has been monitored closely and in response to the rise in fixed and permanent exclusions a Wellbeing and Behaviour team, comprising of staff with a range of experience and expertise, has been established and a designated manager has been appointed. In addition to this the LA has increased capacity of assessment places across both the primary and secondary sector for pupils with social, emotional and behavioural difficulties (SEBD). The establishment of this service and provision is a result of the reorganisation of the Education Other than at School Service (EOTAS) and has been implemented with Members agreement. The Wellbeing and Behaviour Team are also working with key professionals to develop a training package for all schools in meeting the needs of pupils with SEBD. This change to services and provision has been in place as of September 2016 with the aim of embedding a continuum of support and increasing capacity within schools, as part of the LA's long term plan in ensuring the needs of pupils with SEBD are effectively met.</p>						
37	EDU/011 (PAM)	The average wider point score for pupils aged 15 as at the preceding 31 August, in schools maintained by the local authority.	540	538.6 	586	556	↓
	The fall can be attributed to a change to the maximum value of vocational qualifications equivalent to 2 GCSE's and a decrease in the number of vocational courses entered.						
38	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.	79.8 957 days for 12 pupils		26.7 240 days for 9 pupils	35.0 699 days for 20 pupils	↓
	The fall can mainly be attributed to the non-engagement of two year 11 pupils who have since left the Education System (due to their age) and two year 10 pupils who are now engaging and receiving education due to the hard work of the schools involved and the newly set-up Well Being Team.						

Page 1

4. Education - Other

No	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2016/17	NPT Quarter 4 (full year) 2015/16	NPT Quarter 4 (full year) 2016/17	Direction of Improvement
39	EDU/015b (former NSI)	The percentage of final statements of special education need issued within 26 weeks excluding exceptions.	100% (18 of 18 pupils)	95.4% Joint 1st	100% (10 of 10 pupils)	100%* (56 of 56 pupils)	😊
40	EDU/015a (former NSI)	The percentage of final statements of special education need issued within 26 weeks including exceptions.	23.4% (18 of 77 pupils)	77.4% 20th	10.5% (10 of 95 pupils)	45.5% (56 of 123 pupils)	↑
41	L(FP) 1+ (Local)	Number of full day childcare places provided.	1,624		2,003	2,281	↑
42	L(Yth)2+ (Local)	The percentage of 11 - 19 year olds in contact with the youth service.	30.24% (4,358 of 14,411)		31.31% (4,431 of 14,150)	36.70% (5,108 of 13,920)	↑
43	L(SEN) 1a (Local)	Number of children with new statements of special educational needs.	77		95	123*	—
	L(SEN) 1b (Local)	Total number of children with statements of special educational needs.	790		799	843*	—
44	<p>The increase in the number of new statements and total number of statements issued can be attributed to the advanced early detection of need with more referrals and early alerts coming from health and early year's providers in Flying Start which will result in the young people having the help they need at an earlier age. There has also been an increase due to parental requests as a result of the forthcoming Welsh Government reform of Additional Learning Needs.</p> <p>Performance over time is non-comparable for these indicators as they are largely influenced by third party services where the Council has no control.</p>						

*- Calendar year data - 12 months data – January to December 2016

5a. Social Services Health & Wellbeing Indicators – Children and Young People Services

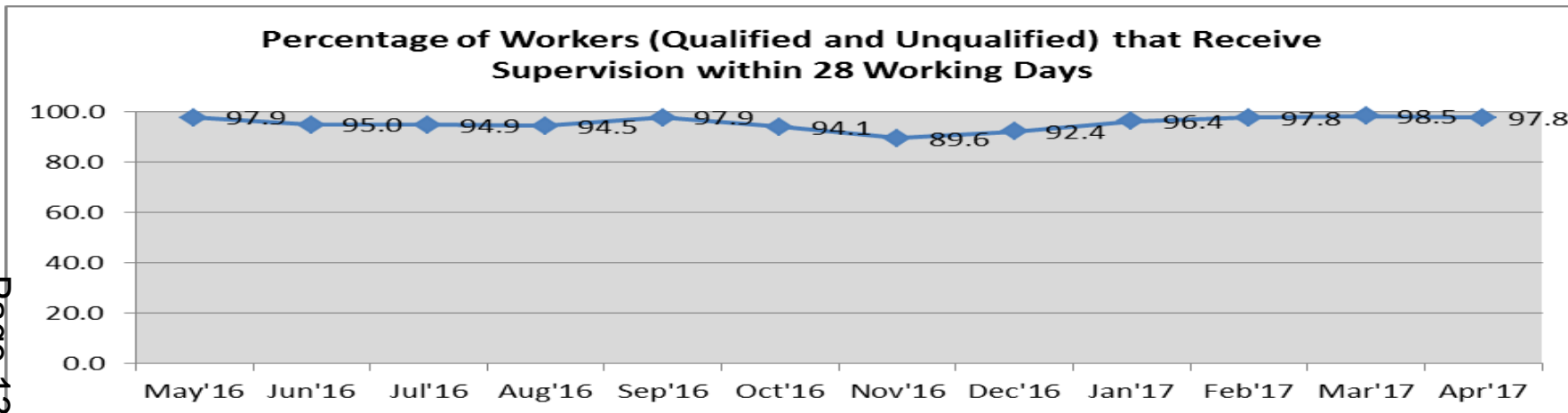
No	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2016/17	NPT Quarter 4 (full year) 2015/16	NPT Quarter 4 (full year) 2016/17	Direction of Improvement
45	PI 24	The percentage of assessments completed for children within 42 days from point of referral	N/a New			97.6% (1,197 of 1,226)	—
46	PI 25	The percentage of children supported to live with their family	N/a New			60.9% (598 of 982)	—
47	PI 26	The percentage of Looked After Children returned home from care during the year	N/a New			14.8% (78 of 527)	—
48	PI 27	The percentage of re-registrations of children on the local authority Child Protection Register	N/a New			7.8% (18 of 230)	—
49	PI 28	The average length of time (in days) for all children who were on the Child Protection Register during the year	N/a New			233.1 days	—
50	PI 29a	The percentage of children receiving the core subject indicators at key stage 2	N/a New			59.2% (29 of 49)	—
51	PI 29b	The percentage of children receiving the core subject indicators at key stage 4	N/a New			17.5% (10 of 57)	—
52	PI 30	The percentage of children seen by a dentist within 3 months of becoming looked after	N/a New			8.8% (3 of 34)	—
53	PI 31	The percentage of Looked After Children at 31 st March registered with a GP within 10 working days of the start of their placement	97.2%		99.3%	99.5% (183 of 184)	↑

5a. Social Services Health & Wellbeing Indicators – Children and Young People Services

No	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2016/17	NPT Quarter 4 (full year) 2015/16	NPT Quarter 4 (full year) 2016/17	Direction of Improvement
54	PI 32 (former NSI)	The percentage of children looked after at 31 March who has 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.	10.7%	Not available as yet	9.4%	10.2% (22 out of 215)	▼
55	PI 33 (PAM)	The percentage of children looked after on 31 March who has had three or more placements during the year.	7.1%	Not available as yet	8.8%	4.4%	↑
56	PI 34	The percentage of all care leavers who are in education, training or employment continuously for 12 + 24 months after leaving care	N/a New			63.0%	—
57	PI 35	The percentage of care leavers who have experienced homelessness during the year	N/a New			44.8%	—

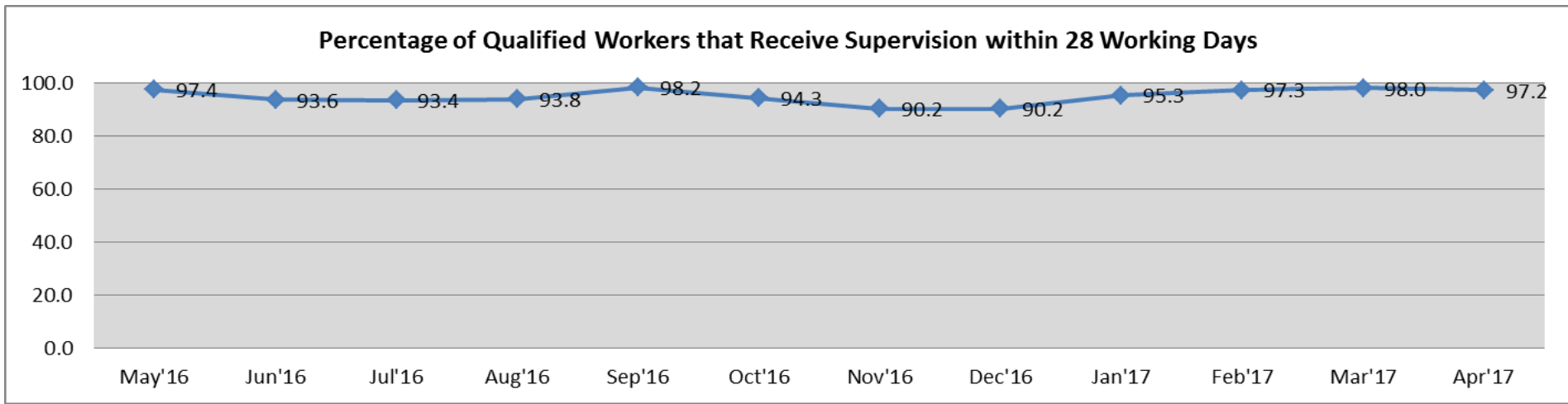
5b. Children and Young People's Services Key Performance Indicators - as reported to Social Care, Health and Well Being Cabinet Board on 13th July 2017 - non-cumulative data up to April 2017.

- Priority Indicator 1 – Staff Supervision Rates**

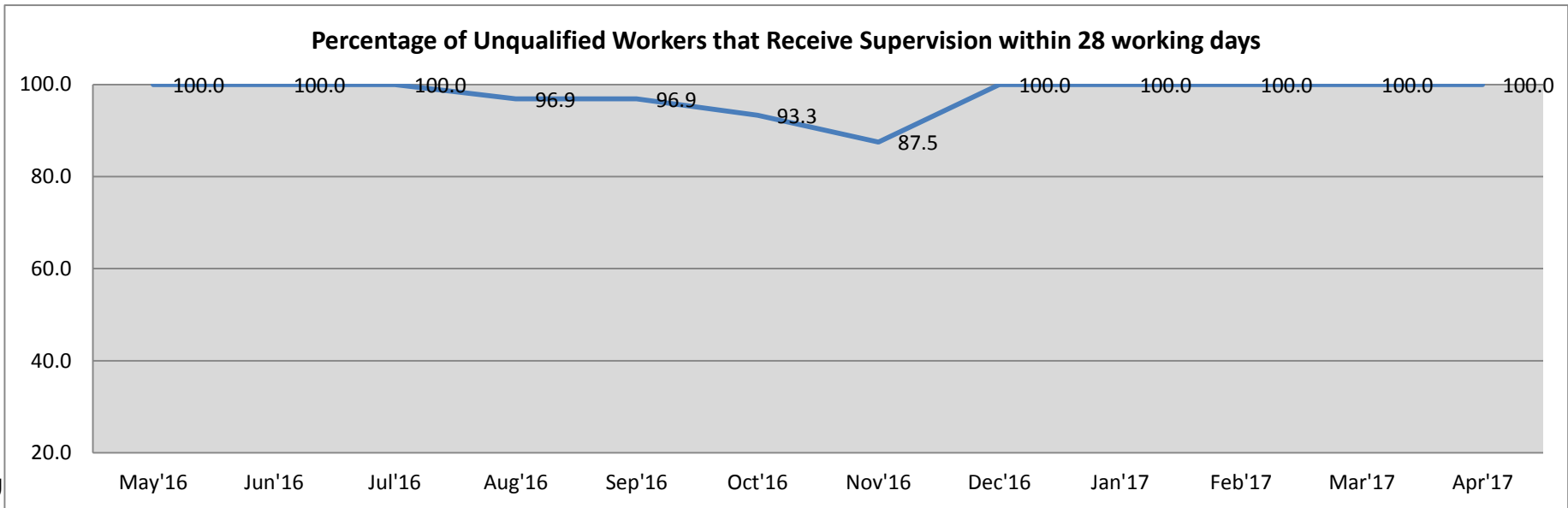


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	May 2016	June 2016	July 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Apr 2017
Performance Indicator/Measure	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual
The % of Qualified and Unqualified Workers that receive Supervision within 28 working days	97.9	95.0	94.9	94.5	97.9	94.1	89.6	92.4	96.4	97.8	98.5	97.8
Number of workers due Supervision	143	139	136	145	143	135	144	145	140	139	134	135
Of which, were undertaken in 28 working days	140	132	129	137	140	127	129	134	135	136	132	132



	May 2016	June 2016	July 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Apr 2017
Performance Indicator/Measure	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual
The percentage of Qualified Workers that receive Supervision within 28 working days	97.4	93.6	93.4	93.8	98.2	94.3	90.2	90.2	95.3	97.3	98	97.2
Number of workers due Supervision	116	110	106	113	111	105	112	112	107	110	98	107
Of which, were undertaken in 28 working days	113	103	99	106	109	99	101	101	102	107	101	104



	May 2016	June 2016	July 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Mar 2017
Performance Indicator/Measure	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual
The percentage of Unqualified Workers that receive Supervision within 28 working days	100	100	100	96.9	96.9	93.3	87.5	100	100	100	100	100
Number of workers due Supervision	27	29	30	32	32	30	32	33	33	29	31	28
Of which, were undertaken in 28 working days	27	29	30	31	31	28	28	33	33	29	31	28

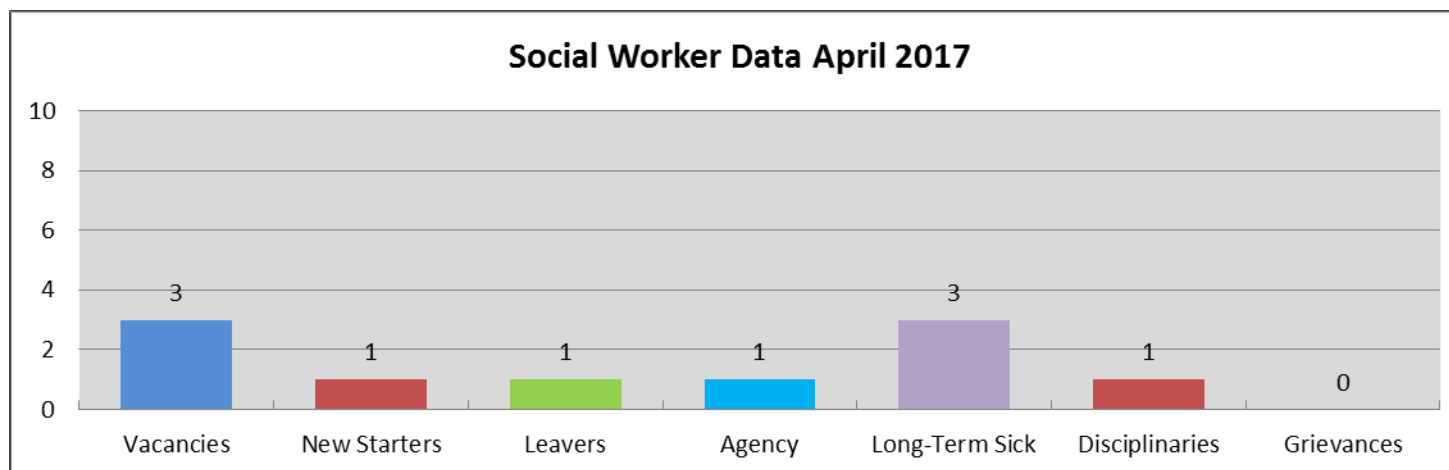
- **Priority Indicator 2 – Average Number of Cases held by Qualified Workers across the Service**

As at 30th April 2017	Workers, including Deputy Team Managers					
Team	Available Hours	FTE Equivalent	Team Caseload	Highest Worker Caseload	Lowest Worker Caseload	Average Caseload per Worker
Cwrt Sart	432.0	11.7	113	17	6	9.7
Disability Team	522.5	14.1	208	22	3	14.7
LAC Team	394.0	10.6	159	19	6	14.9
Llangatwg	444.0	12.0	143	18	7	11.9
Sandfields	360.0	9.7	111	16	8	11.4
Route 16	271.0	7.3	53	10	3	7.2
Dyffryn	358.0	9.7	111	18	1	11.5
Intake	462.5	12.5	85	19	6	6.8
Totals	3,244.00	87.7	983			
Average Caseload - CYPS				17.4	5.0	11.2

Please Note:

1. The above figures include cases held by Deputy Team Managers and Part-Time Workers.
2. The 'Available Hours' does not include staff absences e.g. Sickness, Maternity, Placement, unless cover is being provided.

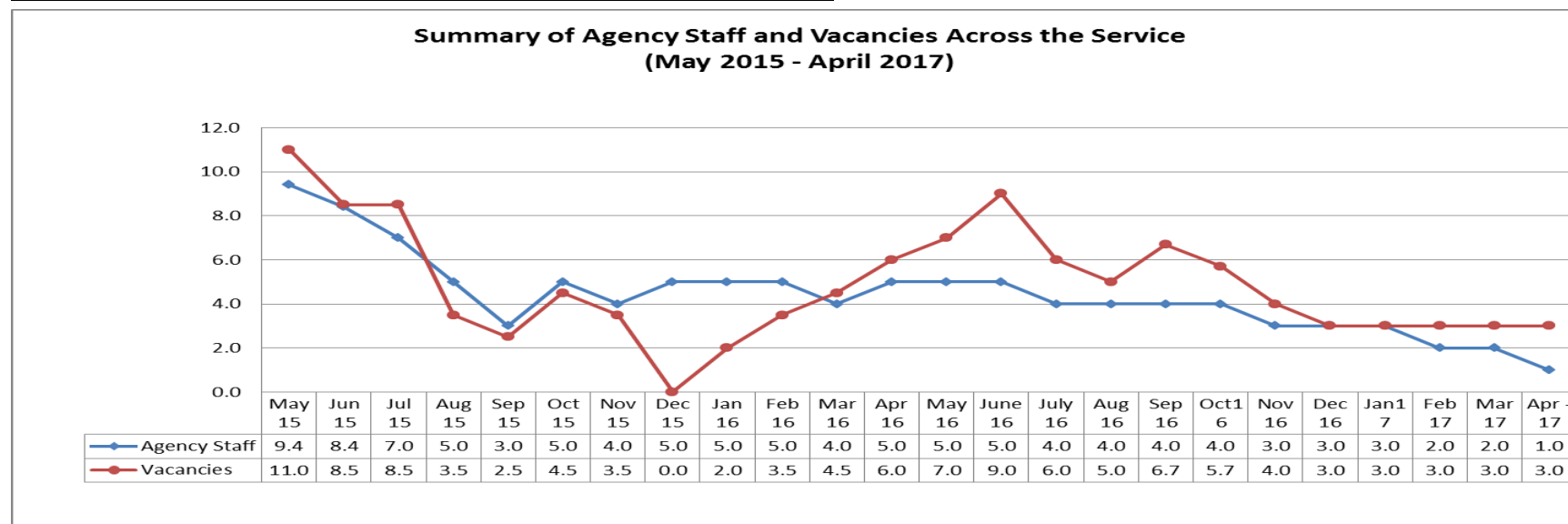
- **Priority Indicator 3 – The Number of Social Worker Vacancies (including number of starters/leavers/agency staff/long-term sickness), Disciplinary and Grievances across the Service**



	Team Manager	Deputy Manager	Social Worker	Peripatetic Social Worker	IRO	Consultant Social Worker	Support Worker	Total
Vacancies	1		2					3
New Starters					1			1
Leavers	1							1
Agency					1			1
Long-Term Sick			2	1				3
Disciplinaries				1				1
Grievances								0

Agency: - 1 – Conference and Review Service – covering maternity leave/sickness

Summary of Agency Staff and Vacancies across the Service



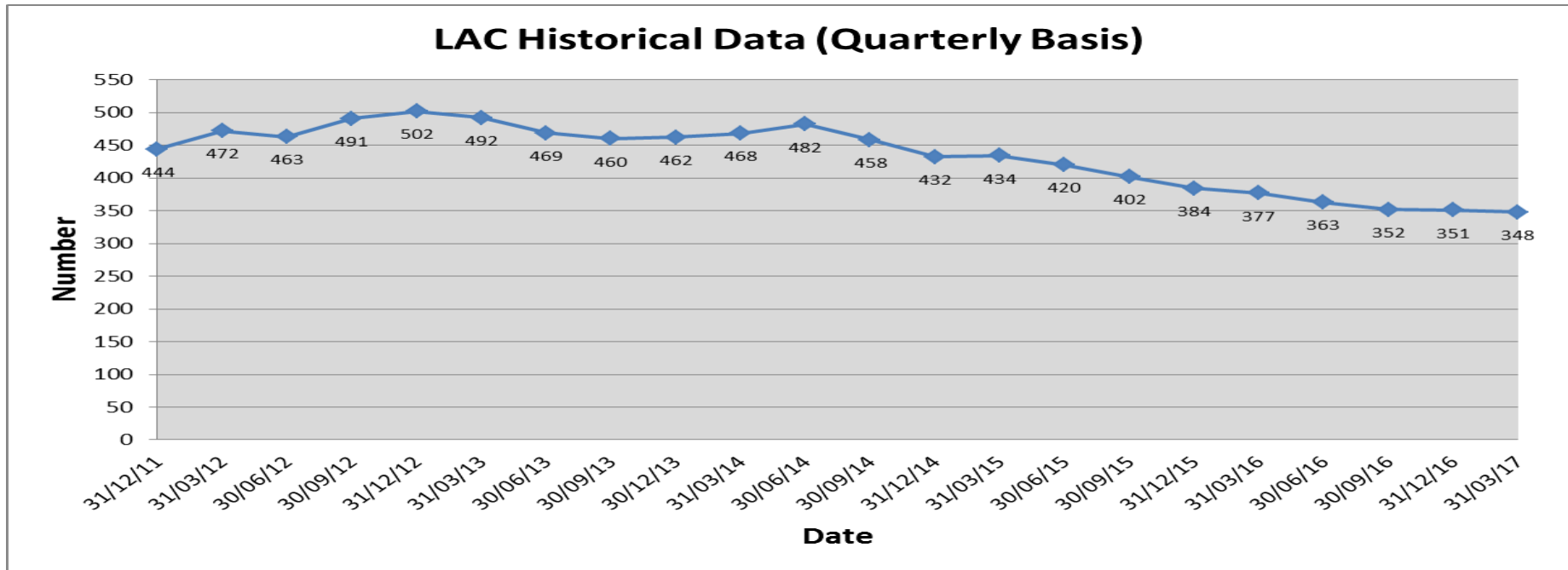
- ### Priority Indicator 4 – Thematic reports on the findings of Case file Audits

There is an audit programme in place which facilitates the scrutiny of various aspects of activity within Children and Young People Services. Quality Assurance Audits take place on a monthly basis within Children and Young People Services. The table below gives an overview of the thematic audits undertaken in quarter 4 (January to March 2017). More information in relation to this Priority Indicator e.g. what is working well, what we will improve and by what methods and next steps has been reported to [Social Care, Health and Wellbeing Cabinet Board on 13th July 2017](#)

During this quarter 4 there have been four thematic audits completed. All audits completed in this quarter returned a 100% completion rate by the team managers who attended the audit days.

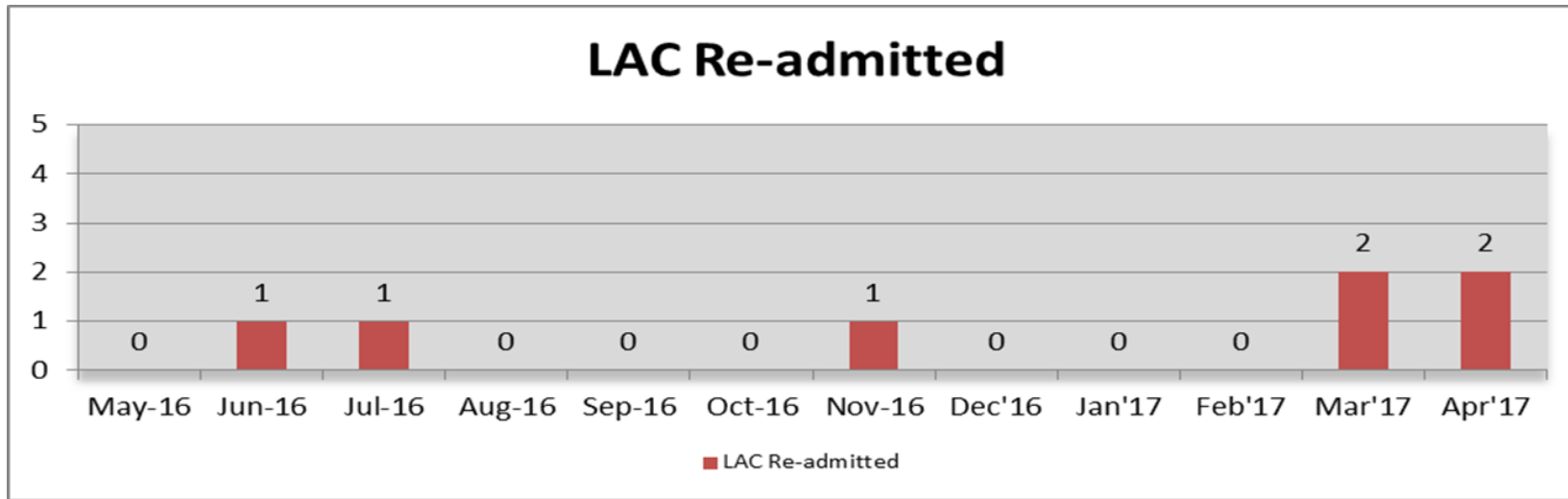
Audit Theme	Date Completed	Cases Selected for Audit	Actual Completed
Section 47 Paperwork Audit	16.01.17	39	39
Principal Officer Supervision Audit	20.02.17	16	16
CSE Strategy Meeting Audit	27.02.17	23	23
CP/LAC/Adoption Outcome Plans Audit	27.03.17	59	59

- **Priority Indicator 5 – Number of Looked After Children (Quarterly)**



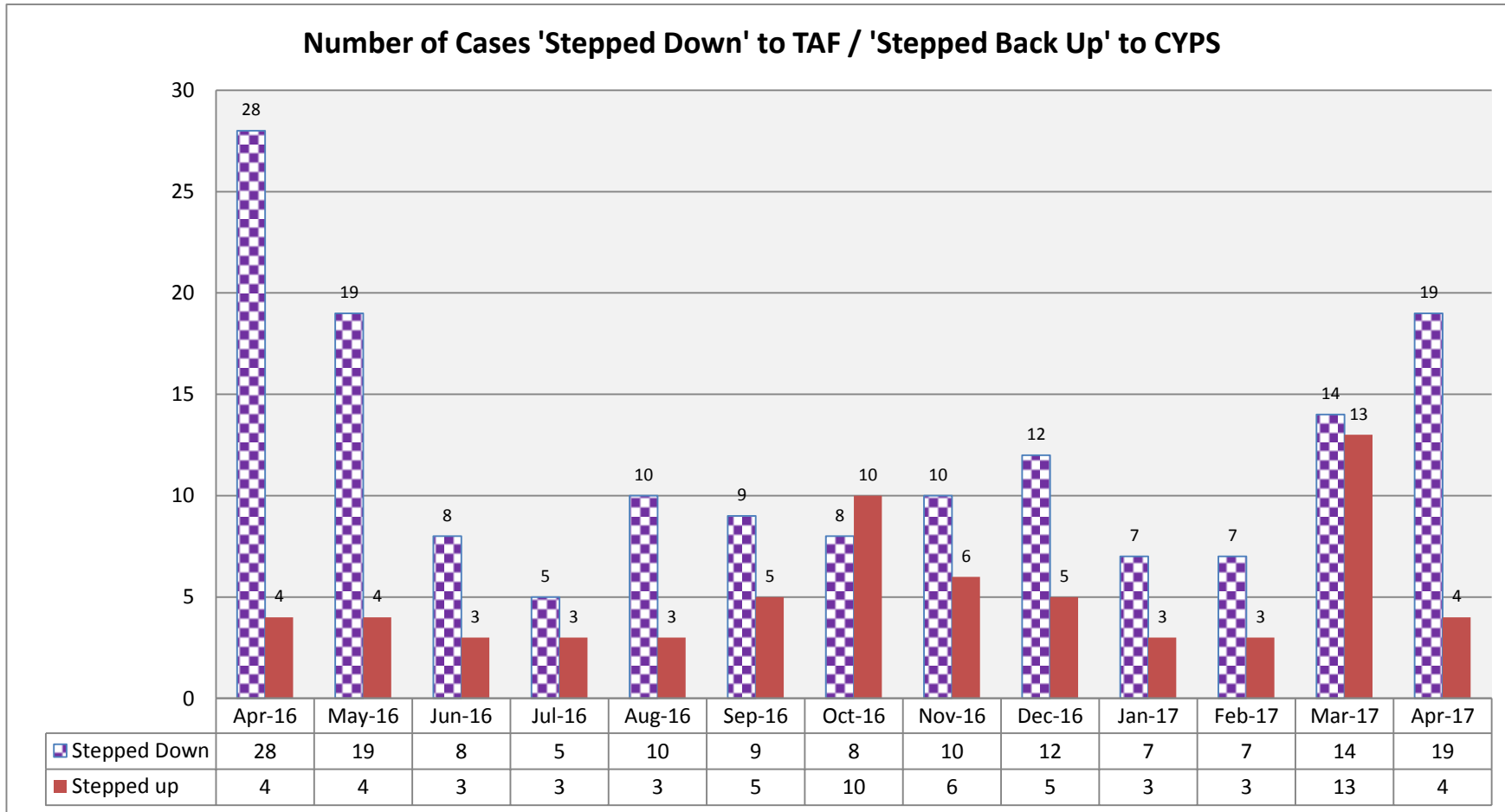
Number of LAC as at 31/04/17 = 354

- **Priority Indicator 6 – The Number of children who have been discharged from care and subsequently re-admitted within a 12 month period**

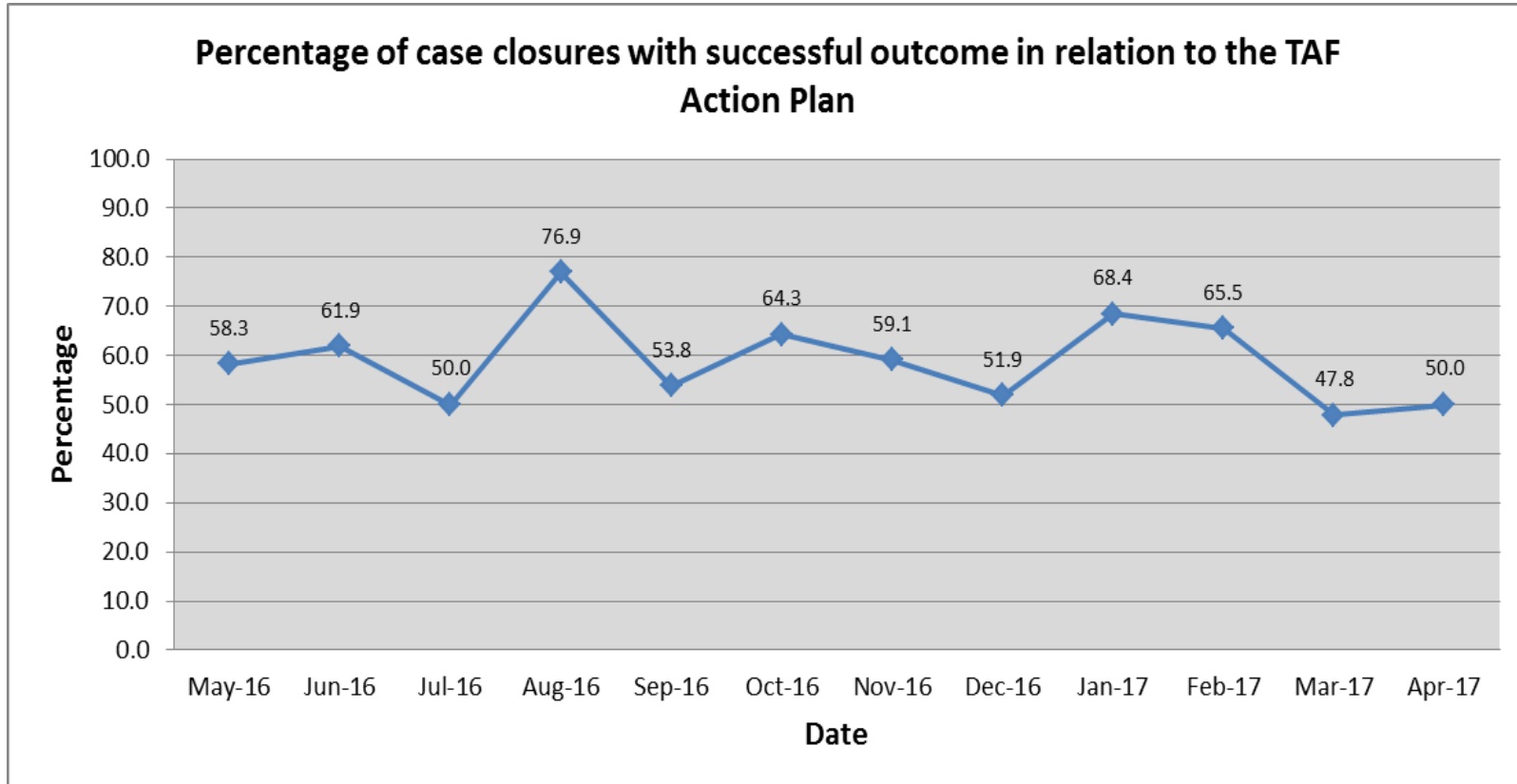


Date	Number Re-admitted
May 2016	0
June 2016	1
July 2016	1
August 2016	0
September 2016	0
October 2016	0
November 2016	1
December 2016	0
January 2017	0
February 2017	0
March 2017	2
April 2017	2

- **Priority Indicator 7 – The Number of Cases ‘Stepped Down / Stepped Up’ between Team Around the Family (TAF) and CYPS**



- **Priority Indicator 8 – The percentage of Team Around the Family cases that were closed due to the Achievement of a successful outcome in relation to the plan: –**



6a. Social Care - Adults Services

No	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2016/17	NPT Quarter 4 (full year) 2015/16	NPT Quarter 4 (full year) 2016/17	Direction of Improvement
58	SCA/018a (local)	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% (428 of 428)	😊
59	SCA/019 (local))	The percentage of adult protection referrals completed where the risk has been managed.	100%		100%	100% (334 of 334)	😊
60	SCA/002b (local)	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.	21.71		21.96	17.51 (498 of 28,446)	↑
	SCA/007 (Local)	The percentage of clients with a care plan at 31st March whose care plans should have been reviewed that were reviewed during the year.	79.3%		72.7%	73.4% (1,238 of 1,687)	↑
62	SCA/021 (former NSI)	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over.	3.21	Not available as yet	4.36	3.88 (49 of 12,639)	—
	Pre 6 th April 2016 this indicator included all clients aged 18yrs+. From 2016-2017 national guidance (received February 2017) stated that this indicator should include clients aged 75yrs+ only. As a result of this change, caution should be taken when making like for like comparisons with previous years data.						
63	SCA/002a (local)	The rate of older people (aged 65 or over): Supported in the community per 1,000 population aged 65 or over at 31 March.	111.46		109.7	90.5 (2,575 of 28,446)	—
	The reduction in this indicator is as a result of a change in the way we calculate the rate. Supported in the community now measures only those with a care and support plan. As a result of this change, caution should be taken when making like for like comparisons with previous years data. However, a reduction in this indicator should be seen as a positive and is in line with the principles of the Directorate and the new Social Services and Well-being Act. A continued effort is being made towards supporting our citizens to remain independent within their communities through services such as Local Area Co-ordination, Assistive Technology & the CRT Intake Reablement model. Such services minimise the need for commissioned care and support.						

6b. New 2016/17 Performance Indicators - Adults Services

No	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2016/17	NPT Quarter 4 (full year) 2015/16	NPT Quarter 4 (full year) 2016/17	Direction of Improvement
64	1	Number of adults who received advice or assistance from the information, advice and assistance service during the year.		N/a New		2,342	—
65	2	Number of assessments of need for care and support undertaken during the year;		N/a New		1,548	—
66	2(i)	Of which, the number of assessments that led to a care and support plan.				1,206	—
67	3	Number of assessments of need for support for carers undertaken during the year;		N/a New		355	—
68	3(i)	Of which, the number of assessments that led to a support plan.				16	—
69	4	Number of carer assessments that were refused by carers during the year.		N/a New		73	—
70	5	Number of assessments of need for care and support for adults undertaken during the year whilst in the secure estate;		N/a New		0	—
71	5(i)	Of which, the number of assessments that led to a care and support plan.				0	—

6b. New 2016/17 Performance Indicators - Adults Services

No	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2016/17	NPT Quarter 4 (full year) 2015/16	NPT Quarter 4 (full year) 2016/17	Direction of Improvement
72	6	Number of requests for re-assessment of need for care and support and need for support made by an adult during the year a) in the secure estate b) all other adults and carers	N/a New	N/a New	N/a New	0	—
73	6i	Of which, the number of re-assessments undertaken on a) adults in the secure estate b) all other adults and carers				0	—
74	6ii	Of which, the number of re-assessments that led to a care and support plan or a support plan on: a) adults in the secure estate b) all other adults and carers				0	—
						0	—
						0	—
75	7	Number of care and support plans and support plans that were reviewed during the year:				N/a New	N/a New
76	7i	Of which, the number of plans that were reviewed within agreed timescales	1,050	—			
77	8	Number. of requests for review of care and support plans and support plans for carers before agreed timescales made by an adult during the year	N/a New	N/a New	N/a New	9	—
78	8i	Of which, the number of reviews undertaken				9	—

6b. New 2016/17 Performance Indicators - Adults Services

No	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2016/17	NPT Quarter 4 (full year) 2015/16	NPT Quarter 4 (full year) 2016/17	Direction of Improvement
79	9	Number of adults who received a service provided through a social enterprise, co-operative, user led or third sector organisation during the year		N/a New		0	—
80	10	Number of adults who received care and support who were in employment during the year		N/a New		16	—
81	11	Number of adults with a care and support plan who received the following services during the year; Dom care, Day care, Respite, Reablement, Equipment, Adaptations, DP, supported Acc., Sheltered Acc., Adult placements, Adult care homes, Telecare, Advocacy, Recreational, leisure and lifelong services		N/a New		2,567	—
82	12	Number of adults who paid the maximum weekly charge towards the cost of care and support or support for carers during the year		N/a New		46	—
83	13	Number of adults who paid a flat rate charge for care and support or support for carers during the year		N/a New		2,033	—
84	14	Number of adults who were charged for care and support or support for carers during the year		N/a New		2,262	—

6c. New - Social Services Health & Wellbeing Indicators - Adults Services

No	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2016/17	NPT Quarter 4 (full year) 2015/16	NPT Quarter 4 (full year) 2016/17	Direction of Improvement
85	18	The percentage of adult protection enquiries completed within 7 days	N/a New			Collection process under review	—
86	19	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 and over	3.21	4.87	4.36	3.88 (49 of 12,639)	—
Please see comment under performance indicator 60 above.							
87	20a	The percentage of adults who completed a period of reablement and have a reduced package of care and support 6 months later	N/a New			Awaiting further guidance from Welsh Government	—
88	20b	The percentage of adults who completed a period of reablement and have no package of support 6 months later	N/a New				—
89	21	The average length of time adults (aged 65 and over) are supported in residential care homes	N/a New			819 (390,757/477)	—
90	22	Average age of adults entering residential care homes	N/a New			83 (184 of 15,290)	—
91	23	The percentage of adults who have received advice and assistance from the information, advice and assistance service and have not contacted the service for 6 months	N/a New			Systems being developed	—

7. Homelessness

No	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2016/17	NPT Quarter 4 (full year) 2015/16	NPT Quarter 4 (full year) 2016/17	Direction of Improvement
92	HOS/002 (Local)	The percentage of households for which homelessness was successfully prevented	N/A	64.5%	52.2%	62% (55 of 89)	↑
93	HOS/003 (Local)	The percentage of households for which homelessness was successfully relieved	N/A	45.1%	45.7%	56% (40 of 71)	↑
94	HOS/004 (Local)	The percentage of those households for which a final duty was successfully discharged	N/A	78.7%	54.5%	69% (54 of 78)	↑
95	HOS/005 (Local)	The overall percentage of successful outcomes for assisted households	N/A	42.6%	45.8%	63% (149 of 238)	↑
96	HHA/013 (Local)	The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months.	N/A		91%	94% (1,891 of 2,008)	↑
97	HOS/001 (Local)	The number of private rented tenancies made available by the Housing Options Service that were suitable and likely to be available for at least 6 months	N/a New		92	86	↓
This ongoing reduction is assumed to be an inevitable reflection of the increased success in saving existing tenancies measured above by HOS/002 which reduces the need to secure as many new tenancies. This will be further investigated and the ongoing relevance of the measure reviewed if necessary.							

8. Housing - Private Sector Renewal

No	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2016/17	NPT Quarter 4 (full year) 2015/16	NPT Quarter 4 (full year) 2016/17	Direction of Improvement
98	PSR/009b (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Adults	233		220	219 (63,829 days/292 DFG's)	↑
99	PSR/002 (PAM)	The average number of calendar days taken to deliver a Disabled Facilities Grant.	252	224 11 th	228	232 (71,951 days/310 DFG's)	v
Page 146	PSR/009a (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Children and young people	437		354	451 (8,122 days/18 DFGs)	↓
	The average number of days taken to deliver adaptations to children has increased during this period. This is a reflection of the complex needs of children requiring larger, more complicated adaptations.						
101	PSR/007a (SID)	Of the Houses in Multiple Occupation known to the local authority, the percentage that: Have a full license.	1.63%		1.35%	1.36%	↑
102	PSR/004 (former 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.	68.59%	8.79% 1 st	40.2%	42.35%	↑
103	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%	—
104	PSR/007c (SID)	Of the Houses in Multiple Occupation known to the local authority, the percentage that: Are subject to enforcement activity.	0%		0%	0%	—

9. Planning and Regulatory Services - Public Protection

No	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2016/17	NPT Quarter 4 (full year) 2015/16	NPT Quarter 4 (full year) 2016/17	Direction of Improvement
105	PPN/001ii (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene.	98%		100%	100%	😊
	Food hygiene inspections of High Risk food premises remain a key priority for the service. Of the 326 high risk premises scheduled for inspection, 326 premises have been inspected.						
106	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%	😊
	All of the 5 high risk premises have been visited. One of the high risk premises is the sheep market which is visited weekly. The number of high risks has increased for the year 2017-2018 to 7.						
107	PPN/007i (SID)	The percentage of significant breaches that were rectified by intervention during the year for Trading Standards.	86.8%		73.5%	79.2%	↑
	Of 53 significant breaches detected, 42 were rectified. Many breaches have been resolved by written warnings, simple cautions or formal advice to traders. However, there is still a notable number that are still under investigation, particularly in relation to rogue traders, car dealers and food standards infringements and others which are awaiting court hearings.						
108	PPN/008ii (SID)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year: Food Hygiene	79%		92%	97%	↑
	Of the 99 new food businesses identified during the year, 96 received a risk assessment visit within this period. This is a 5% increase from the same period last year. All businesses are coached / advised and where appropriate some are visited prior to commencing trading to ensure they are able to comply with basic legal requirements.						

9. Planning and Regulatory Services - Public Protection – cont.

No	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2016/17	NPT Quarter 4 (full year) 2015/16	NPT Quarter 4 (full year) 2016/17	Direction of Improvement
109	PPN/009 (PAM)	The percentage of food establishments which are 'broadly' compliant with food hygiene standards	92.8%	95.16% 13th	92.7%	94.92%	↑
	Of 1,123 registered food establishments which qualify, 1,066 were "broadly compliant" with food hygiene standards, compared to 1,033 out of 1,114 during 2015-2016.						
	In-year variations occur, based on the standards achieved by food business operators throughout the Borough. Where premises are found to be not broadly compliant, appropriate enforcement action is taken.						
110	PPN/001i (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Trading Standards.	100%		100%	95.6%	v
	Of the 23 businesses designated high risk, 22 have been inspected. This was as a consequence of a combination of vacancies and absences affecting three posts within the section. Staffing is expected to return to normal during the year and extra resources are being deployed to ensure targets are met going forward.						
110	PPN/007ii (SID)	The percentage of significant breaches that were rectified by intervention during the year for Animal Health.	71.4%		100%	81.8%	↓
	Of 11 significant breaches detected, 9 have been rectified. A number of significant breaches that have been detected have been resolved by written warnings or formal advice to traders. There are two further ones which are subject to ongoing investigations. The premises concerned have been risked high for the forthcoming year.						

10. Planning and Regulatory Services – Planning

No	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2016/17	NPT Quarter 4 (full year) 2015/16	NPT Quarter 4 (full year) 2016/17	Direction of Improvement
111	PLA/M001 (Local)	Average time taken from receipt of application to validation of application - days	30.6 days		31.5 days	14.2 days (11,509 days/ 809 applications)	↑
112	PLA/M002 (Local)	Average time taken from receipt of application to date decision is issued - days	82.7 days		96.1 days	85.8 days (69,442 days/ 809 applications)	↑
Page 3 491	PLA/002 (SID)	The percentage of applications for development determined during the year that were approved.	96.4%		96.3%	97.3% (787 of 809 applications)	↑
491	PLA/004c (SID)	The percentage of householder planning applications determined during the year within 8 weeks.	87.4%		95.1%	95.3% (284 of 298 applications)	↑
115	PLA/006(b) (former NSI)	The number of additional affordable housing units provided during the year as a percentage of all additional housing units provided during the year.	42%	36% 17 th	30%	31%	↑

10. Planning and Regulatory Services – Planning - continued

No	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2016/17	NPT Quarter 4 (full year) 2015/16	NPT Quarter 4 (full year) 2016/17	Direction of Improvement
116	PLA/M004 (Local)	The percentage of major planning applications determined during the year within 8 weeks.	30.4%		16%	14.8% (4 of 27 applications)	v
Page 150	PLA/004d (SID)	The percentage of all other planning applications determined during the year within 8 weeks.	79%		70.3%	77.5% (224 of 289 applications)	v
118	PLA/004b (SID)	The percentage of minor planning applications determined during the year within 8 weeks.	63.5%		66.1%	63.1% (123 of 195 applications)	v

11. Planning and Regulatory Services – Building Control

119	BCT/004 (SID)	Percentage of Building Control 'full plan' applications checked within 15 working days during the year.	100%		95.12%	95.95% (142 of 148)	↑
120	BCT/007 (SID)	The percentage of 'full plan' applications approved first time.	96.6%		99.02%	96.62% (143 of 148)	v

No	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2016/17	NPT Quarter 4 (full year) 2015/16	NPT Quarter 4 (full year) 2016/17	Direction of Improvement
12. Economic Development							
121	L(ED) 2 (Local)	Number of new business start-up enquiries assisted through Business Services	361		271	341	↑
	The Team continues to work in collaboration with key partners such as the Department of Works and Pensions, Neath College, Prince's Trust and Business Wales to ensure that people in the community who are considering starting their own business are provided with relevant support and advice. In addition, the team successfully run an Enterprise Club from Sandfields Business Centre that provides guidance on self-employment. These sessions have been so popular that outputs for this indicator have increased this year in comparison to what was achieved in 2015-2016.						
Page 151	L(ED) 3 (Local)	Number of business enquiries resulting in advice, information or financial support being given to existing companies through Business Services.	686		584	628	↑
	The Team continues to service a high volume of enquiries from businesses looking for support on issues such as property, rates relief, local contract opportunities, tendering, events, etc. Throughout 2016-2017 the Team has also concentrated on delivering high quality events and business support activities which have had a positive impact on performance as outputs exceed those achieved in 2015-2016.						
123	L(ED) 1 (Local)	Number of jobs created as a result of financial support by the Local Authority.	187		184	131	↓
	Even though job outputs are lower than what was achieved last year, the Team has actually managed more funding applications than the previous year. This has enabled funding to be provided to more local businesses to support key investment areas such as capital equipment, website development, accreditations, training and general marketing activities. These investments have not only supported local job creation but have enabled 255 existing jobs to be safeguarded which is a substantial increase in what was achieved in the previous year (185).						

13. Corporate Health – Asset Management

No	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2016/17	NPT Quarter 4 (full year) 2015/16	NPT Quarter 4 (full year) 2016/17	Direction of Improvement
124	CAM/001ai (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: A – Good	7.21%		7.68%	15.02%	↑
125	CAM/001aii (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: B – Satisfactory	43.33 %		42.83%	43.33%	↑
126	CAM/001aiii (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: C – Poor	39.79%		38.22%	32.26%	↑
127	CAM/001aiv (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: D – Bad	9.67%		11.27%	9.39%	↑
128	CAM/001bi (SID)	The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 1 – Urgent work	15.11%		21.95%	19.44%	↑
129	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	56.72%		50.76%	50.03%	↑
130	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	28.17%		27.29%	30.53%	↑
131	CAM/037 (PAM)	The percentage change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1,000 square metres.	6.8%	1.9% 12 th	4.4%	2.8%	v

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14. Leisure and Libraries


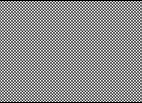

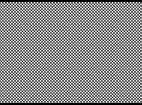
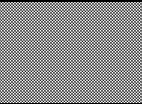

No	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2016/17	NPT Quarter 4 (full year) 2015/16	NPT Quarter 4 (full year) 2016/17	Direction of Improvement
132	LCS/002(b) (former NSI)	The number of visits to local authority sport and leisure centres during the year, per 1,000 population where the visitor will be participating in physical activity.	5,775 (807,892 visits)	8,387 15 th	5,331 (748,992 visits)	8,004 (1,128,704 visits)	↑
133	LCL/002a (SID)	The number of publicly accessible computers per 10,000 population.	6		6	6	↔
134	LCL/001(b) (former NSI)	The number of people using Public Libraries during the year, per 1,000 population.	5,709 (798,609 visits)	5,480 7 th	5,745 (807,077 visits)	5,738 (808,966 visits)	v
135	LCL/003 (SID)	The percentage of library material requests supplied within 7 calendar days.	81%		76%	75% (127 of 170)	v
136	LCL/004 (SID)	The number of library materials issued, during the year, per 1,000 population.	3,219 (450,318 issued)		3,071 (431,549 issued)	2,961 (417,407 issued)	v
137	LCL/002b (SID)	The percentage of available computer hours, in use.	46%		42%	39%	v

15. Environment & Transport – Waste Management

No	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2016/17	NPT Quarter 4 (full year) 2015/16	NPT Quarter 4 (full year) 2016/17	Direction of Improvement
138	WMT/009b (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.	58.10%	63.81% 16 th	58.32%	62.77% (43,354 of 69,355 tonnes)	↑
139	WMT/004b (PAM)	The percentage of municipal waste collected by local authorities sent to landfill.	11.13%	9.5% 15 th	14.04%	10.87% (7,539 of 69,355 tonnes)	↑
Page 154	WMT/010ii (SID)	The percentage of local authority municipal waste: Recycled.	38.47%		37.68%	45.44% (31,515 of 69,355 tonnes)	↑
		a) Incinerator Bottom Ash recycling rate	N/a new		1.97%	3.44% (2,386 of 69,355 tonnes)	↑
		b) Kerbside dry recycling rate	N/a new		16.40%	18.31% (12,700 of 69,355 tonnes)	↑
		c) Household Waste Recycling centres dry recycling rate	N/a new		19.31%	23.69% (16,430 of 69,355 tonnes)	↑
141	WMT/012 (SID)	The percentage of local authority collected municipal waste used to recover heat and power.	32.40%		29.2%	33.40% (23,165 of 69,355 tonnes)	↑
142	WMT/010i (SID)	The percentage of local authority municipal waste: Prepared for re-use.	0.29%		0.45%	0.44% (308 of 69,355 tonnes)	v
143	WMT/010iii (SID)	The percentage of local authority municipal waste: Collected as source segregated bio-wastes and composted or treated biologically in another way.	19.34%		19.88%	16.89% (11,711 of 69,355 tonnes)	v

Note: The above waste data for 2016/17 is subject to validation

16. Environment & Transport – Transport and Highways

No	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2016/17	NPT Quarter 4 (full year) 2015/16	NPT Quarter 4 (full year) 2016/17	Direction of Improvement
144	THS/007 (former NSI)	The percentage of adults aged 60 or over who hold a concessionary bus pass.	90.6%	87.0% 	92.1%	93.75% (35,070 out of 37,409)	↑
145	THS/009 (SID)	The average number of calendar days taken to repair street lamp failures during the year.	1.56		1.55	1.81	↓
The increase in street lighting average repair time has increased to 1.81 days due to operational conditions.							
146	THS/012a (SID)	The percentage of: Principal (A) roads in overall poor condition.	5.8%		4.5%	4.1%	↑
147	THS/012b (SID)	The percentage of: Non-principal/classified (B) roads in overall poor condition.	4.0%		2.6%	2.4%	↑
148	THS/012c (SID)	The percentage of: Non-principal /classified C roads in overall poor condition.	7.0%		5.9%	5.4%	↑
149	THS/012 (PAM)	The percentage of Principal (A) roads, Non-principal (B) roads and Non-principal C roads that are in overall poor condition.	5.6%	10.7% 	4.3%	3.9%	↑

17. Environment & Transport - Street Scene

No	PI Reference	PI Description	NPT Actual 2014/15	All Wales 2016/17	NPT Quarter 4 (full year) 2015/16	NPT Quarter 4 (full year) 2016/17	Direction of Improvement
150	STS/005b (PAM)	The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness.	98.8%	96.6% 15 th	93.57%	94.14%	↑
151	STS/006 (former NSI)	The percentage of reported fly tipping incidents cleared within 5 working days.	72.06%	95.37% 21 st	67.67	69.68%	↑
152	STS/005a (SID)	The cleanliness Indicator	70.6		70.5	68.85	v



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

2016-2017 Performance Comparison – NPT compared to All Wales

The information included in this document provides information on our Council's performance of the National Strategic Indicators (NSI's) and Public Accountability Measures (PAM's) for 2016-2017 (which local authorities are required to collect & report), and using these measures provides a comparison with All Wales performance data for 2016-2017 and also sets out our rank and quartile position for each indicator.

Page 4 also provides a year on year comparison for NPT performance for these 28 national indicators against our own performance in the previous year.

Nationally, there will be a two-stage release for this year's PAMs and former NSIs data. Data will be published on Wednesday 13th September 2017. This will include all the data except Social Care. The Social Care data will be published in October by Welsh Government and will be reflected in the performance framework in November. As a result data comparison in this report between 2016-17 NPT data and All Wales data will exclude social care data.

Key:

Former National Strategic Indicators (NSIs) - are used to measure the performance of local authorities at a national level and focus on key strategic priorities. Last year, the Welsh Government published a written statement confirming the revocation of the Local Government (Performance Indicators) (Wales) Order 2012. As such, 2015-2016 was the final year of collection of the former National Strategic Indicators (NSIs) by Welsh Government. In order to ensure minimal disruption for local authorities, many of whom had included these indicators in their improvement plans for the 2016-2017 financial year, the WLGA's (Welsh Local Government Association) coordinating committee agreed that local authorities should collect them alongside the PAMs for 2016-2017

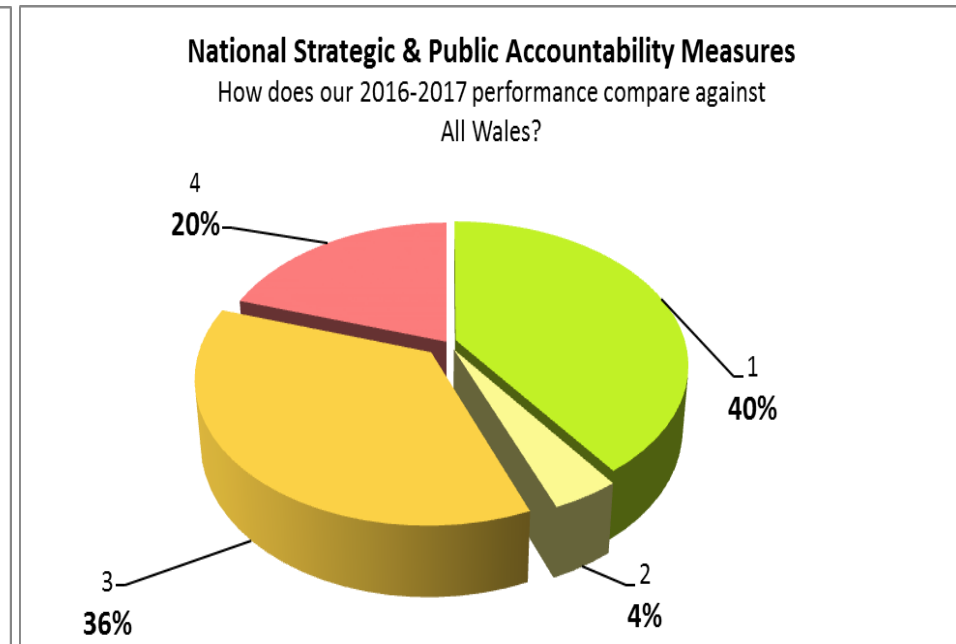
Public Accountability Measures - consist of a small set of "outcome focussed" indicators, selected initially from within the existing Performance Measurement Framework. They reflect those aspects of local authority work which local authorities agree are considered to be important in terms of public accountability. 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.

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

40% (10) of our 25 comparable measures were better than the All Wales performance figures, a reduction of 20% on 2015-2016 whereby 60% (24) of the 40 comparable measures were better than All Wales. Please note that there has been a significant reduction in the number of national measures to be reported for 2016-2017 as many were deleted from the national set following revocation of the statutory National Strategic Indicators at the end of 2015-2016 and prior to a revised set of Public Accountability Measures being introduced for 2017-2018. At the time of reporting this information (September 2017) 25 of the 28 2016-2017 measures were comparable against All Wales data compared to 40 of 41 measures in 2015-2016. Of the 13 measures that were deleted from the national set for 2016-2017, 8 of these measures had better performance than All Wales figures in 2015-2016:

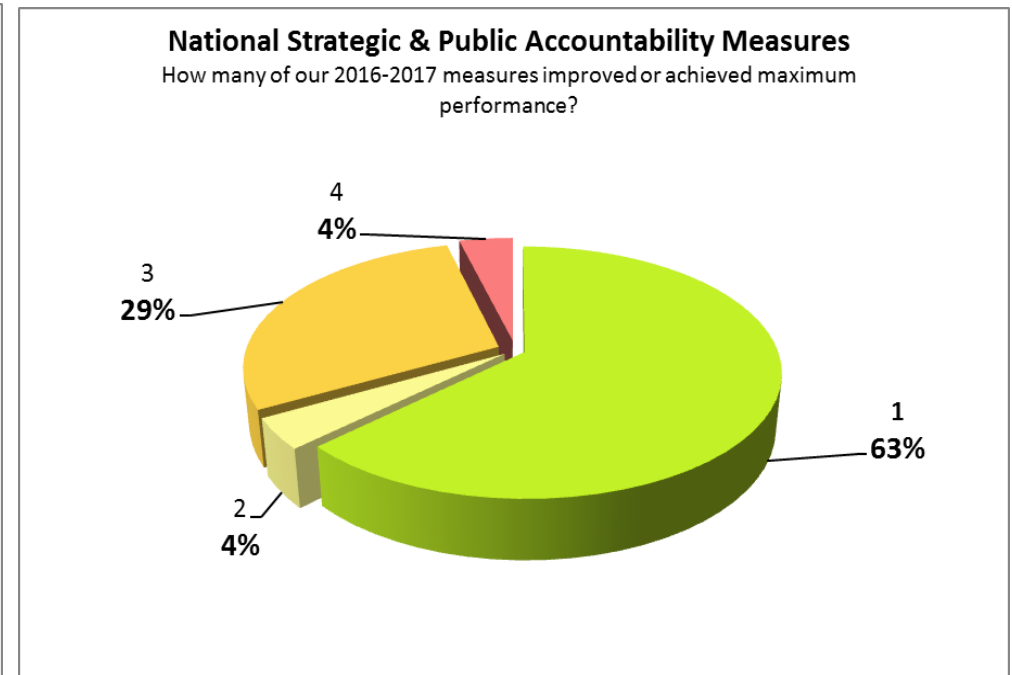
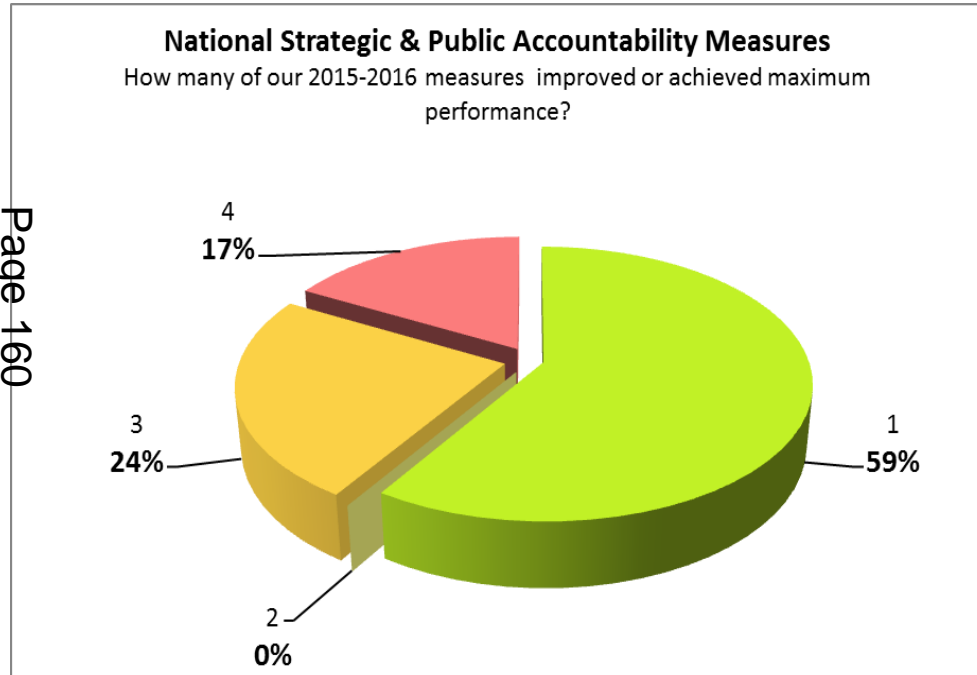


- 1 Performance Measures better than All Wales data
- 3 Performances lower than All Wales data but within 5%

- 2 Performance same as All Wales
- 4 Performance 5% or more below All Wales data

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

63% (17 of 27) of our 2016-2017 national measures either achieved maximum performance or improved, which is above the previous year where 59% (24 of 41) of 2015-2016 measures achieved maximum performance or improved. In 2016-2017 fewer of our measures saw a drop in performance of 5% or more i.e. 4% in 2016-2017 compared to 17% in 2015-2016. Of the 13 measures that have been deleted from the national set for 2016-2017, 9 had shown improvement in 2015-2016. Whilst our own performance has improved (we are placed 7th across Wales) in relation to comparing our own performance to the previous year, the rest of Wales has improved at a faster rate in some performance indicators.



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

NPT - Quartile position of our performance indicators compared across Wales			
	2014-2015	2015-2016	2016-2017
Upper (1 st) quartile 1 st – 6 th	9 Indicators	13 Indicators	6 Indicators
Mid (2 nd & 3 rd) Quartiles 7 th – 16 th	23 Indicators	17 Indicators	11 Indicators
Lower (4 th) Quartile 17 th – 22 nd	10 Indicators	10 Indicators	8 Indicators
No Comparable Data	1 indicator	1 indicator	3 indicators
Total Indicators	43	41	28

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Overall for 2016-2017 we were ranked 16th (9th in 2015-2016) out of the 22 local authorities, based on the number of indicators in the upper quartile position for these national indicators.

Performance Key

😊	NPT has achieved maximum performance		
↑	Performance is better than All Wales data / NPT data 2016-2017 improved on 2015-2016		
↔	Performance maintained with All Wales / NPT performance maintained.		
∨	Performance is lower than All Wales data but within 5% / NPT 2016-2017 performance declined but within 5% of 2015-2016 data		
↓	Performance is 5% or more below All Wales data / NPT 2016-17 Performance declined by 5% or more compared to 2015-2016 data.		
—	No comparable data		
Quartile Position	GREEN 1 st - 6 th (1 st quartile)	AMBER 7 th – 16 th (2 nd & 3 rd quartiles)	RED 17 th – 22 nd (4 th quartile)

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	PI Reference	PI Description	NPT Actual 14-15	NPT Actual 15-16	NPT Actual 16-17	NPT Trend 2016-17 against 2015-16	All Wales 2016-17	2016-17 NPT Trend against All Wales	Rank and quartile position		
									2014-15	2015-16	2016-17
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.	68.59%	40.2%	42.35%	↑	8.79%	↑	1 st	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%	😊	1.1%	↑	Joint 1 st	Joint 1 st	Joint 1 st

	PI Reference	PI Description	NPT Actual 14-15	NPT Actual 15-16	NPT Actual 16-17	NPT Trend 2016-17 against 2015-16	All Wales 2016-17	2016-17 NPT Trend against All Wales	Rank and quartile position		
									2014-15	2015-16	2016-17
3	EDU/015b (NSI)	The percentage of final statements of special education need issued within 26 weeks excluding exceptions.	100%	100%	100%	😊	95.4%	↑	Joint 1 st	Joint 1 st	Joint 1 st
4	THS/012 (PAM)	The percentage of Principal (A) roads, Non-principal (B) roads and Non-principal C roads that are in overall poor condition.	5.6%	4.3%	3.9%	↑	10.7%	↑	3 rd	2 nd	2 nd
5	THS/007 (NSI)	The percentage of adults aged 60 or over who hold a concessionary bus pass.	90.6%	92.1%	93.7%	↑	87.0%	↑	7 th	4 th	5 th
6	EDU/011 (PAM)	The average point score for pupils aged 15 as at the preceding 31 August, in schools maintained by the local authority.	540	586	556	↓	531	↑	10 th	2 nd	6 th
7	LCL001b (NSI)	The number of people using public libraries during the year per 1,000 population.	5,709	5,745	5,738	v	5,480	↑	8 th	5 th	7 th
8	EDU/017 (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.	55.8%	58.4%	61.5%	↑	60.7%	↑	9 th	11 th	9 th
9	CHR/002 (PAM)	The number of working days/shifts per full time equivalent (FTE) local authority employee lost due to sickness.	9.4	9.7	9.9	v	10.3	↑	15 th	6 th	10 th

No	PI Reference	PI Description	NPT Actual 14-15	NPT Actual 15-16	NPT Actual 16-17	NPT Trend 2016-17 against 2015-16	All Wales 2016-17	2016-17 NPT Trend against All Wales	Rank and quartile position		
									2014-15	2015-16	2016-17
10	PSR/002 (PAM)	The average number of calendar days taken to deliver a Disabled Facilities Grant.	252	228	232	v	224	v	14 ^h	10 th	11 th
11	CAM/037 (PAM)	The percentage change in the average Display Energy Certificate (DEC) score with local authority public buildings over 1,000 square metres.	6.8%	4.4%	2.8%	v	1.9%	↑	N/a new	10 th	11 th
12	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.	10.0%	11.6%	12.7%	↑	18.0%	↓	14 th	12 th	12 th
13	PPN/009 (PAM)	The percentage of food establishments which are 'broadly' compliant with food hygiene standards	92.8%	92.7%	94.92%	↑	95.16%	v	17 th	16 th	13 th
14	WMT/004b (PAM)	The percentage of municipal waste collected by local authorities sent to landfill.	11.13%	14.04%	10.87%	↑	9.5%	v	2 nd	10 th	15 th
15	STS/005b (PAM)	The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness.	98.8%	93.6%	94.1%	↑	96.6%	v	5 th	16 th	15 th
16	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.	5,775	5,331	8,005	↑	8,387	v	22 nd	22 nd	15 th

No	PI Reference	PI Description	NPT Actual 14-15	NPT Actual 15-16	NPT Actual 16-17	NPT Trend 2016-17 against 2015-16	All Wales 2016-17	2016-17 NPT Trend against All Wales	Rank and quartile position		
									2014-15	2015-16	2016-17
17	WMT/009b (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.	58.10%	58.32%	62.77%	↑	63.81%	V	7 th	18 th	16 th
18	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.	42%	30%	31%	↑	36%	↓	10 th	12 th	17 th
19	EDU/002i (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%	0.3%	V	0.3%	↔	13 th	12 th	18 th
20	EDU/016b (PAM)	The percentage of pupil attendance in Secondary Schools.	93.5%	93.7%	93.7%	↔	94.2%	V	12 th	15 th	18 th
21	EDU/016a (PAM)	Percentage of pupil attendance in Primary Schools.	94.6%	94.8%	94.6%	V	94.9%	V	16 th	13 th	19 th
22	EDU/015a (NSI)	The percentage of final statements of special education need issued within 26 weeks including exceptions	23.37%	10.5%	45.5%	↑	77.4%	↓	21 st	22 nd	20 th
23	STS/006 (NSI)	The percentage of reported fly tipping incidents cleared within 5 working days.	72.06%	67.67%	69.69%	↑	95.37%	↓	22 nd	21 st	21 st

No	PI Reference	PI Description	NPT Actual 14-15	NPT Actual 15-16	NPT Actual 16-17	NPT Trend 2016-17 against 2015-16	All Wales 2016-17	2016-17 NPT Trend against All Wales	Rank and quartile position		
									2014-15	2015-16	2016-17
24	EDU/003 (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.	84.1%	83.3%	84.9%	↑	89.0%	V	21 st	22 nd	22 nd
25	EDU/004 (PAM)	The percentage of pupils assessed at the end of Key Stage 3, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment.	73.1%	77.8%	77.7%	V	86.1%	↓	22 nd	22 nd	22 nd
26	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.	10.7%	9.4%	10.2%	V	See note 1 below	—	7 th	7 th	—
27	SCC/004 (PAM)	The percentage of children looked after on 31 March who have had three or more placements during the year.	7.1%	8.5%	8.8%	V	See note 1 below	—	7 th	5 th	—
28	SCA/021 (PAM)	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over.	3.21	4.36	3.88	— Note 2	See note 1 below	—	11 th	12 th	—

Note 1: The Social Care data will be published in October by Welsh Government and will be reflected in the performance framework in November. As a result data comparison in this report (as at September 2017) between 2016-17 NPT data and All Wales data will exclude social care data.

Note 2: Pre 6th April 2016 this indicator included all clients aged 18yrs+. From 2016/17 national guidance (received February 2017) stated that this indicator should include clients aged 75yrs+ only. As a result of this change, caution should be taken when making like for like comparisons with previous years data.

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

COUNCIL

18 October 2017

Report of the Chief Executive

STATUTORY DIRECTOR OF SOCIAL SERVICES: INTERIM ARRANGEMENTS

Matter for Decision

Wards Affected: All

SECTION A

Purpose of Report

1. To make a recommendation to Council to enable the authority to discharge its statutory obligations on this matter.

Background

2. Members will be aware that the Director of Social Services, Health and Housing left the employment of the Council on 9 October. The recruitment process for his permanent successor has commenced in line with the decision of the Personnel Committee on 4 September and the objective is to make that appointment before Christmas.
3. However, Section 144 of the Social Services and Wellbeing (Wales) Act 2014 consolidates the requirement that a local authority must appoint a statutory Director who meets various competencies outlined in Part 8 of the Code of Practice on the Role of the Director of Social Services (Social Services Functions). The Council therefore needs to make an interim appointment to the position pending the appointment of Mr Jarman's permanent successor.
4. I have considered two alternatives to the recommendation as follows:
 - Taking on the statutory duties myself, as indeed was the case briefly in the interregnum between his predecessor's departure and Mr Jarman's arrival. However, that is not now possible under Part

8 of the Code of Practice which assumes that the Head of Paid Service (Chief Executive) and the statutory Director of Social Services should not be one and the same person. This interpretation of the Code of Practice has been checked with senior officials at the Welsh Government who agree; and

- Appointing another officer in the Department as the statutory Director. I do not favour this option simply on the grounds of equity because it could be interpreted as favouring one potential candidate for the permanent post over another.

5. Thus, I have concluded that the most appropriate interim solution would be to appoint the Director of Education, Leisure and Lifelong Learning as the statutory Director of Social Services on an interim basis pending the permanent appointment being made. I am fully satisfied that he meets the competency requirements.

Legal Implications

6. As set out in the report.

Financial, Workforce Implications and Equality Impact Assessment

7. None/not required.

RECOMMENDATION

Members agree the appointment of the Director of Education, Leisure and Lifelong Learning (Mr Aled Evans) to this role on an interim basis to take effect immediately and retrospectively to 9 October 2017.

Reasons for proposed decision

To meet the Council's statutory obligations.

Background Document

Part 8: Code of Practice on the Role of the Director of Social Services (Social Services Functions)

Officer Contact

Mr Steve Phillips - Chief Executive

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

COUNCIL

REPORT OF THE DIRECTOR OF SOCIAL SERVICES, HEALTH AND HOUSING

18 October 2017

Matter for Information

Wards Affected – ALL

Director's Annual Report 2016-2017

1. Purpose of Report

To provide Members with details of the Director of Social Services, Health and Housing Annual Report for 2016/17.

2. Background

The Annual Report sets out Neath Port Talbot County Borough Council's improvement journey in providing services to people in our area, those who access information, advice and assistance, and those individuals and carers in receipt of our care and support.

Additionally, the Report demonstrates how Neath Port Talbot has promoted well-being and delivered on well-being standards.

3. Financial Impact

Not applicable.

4. Equality Impact Assessment

None Required.

5. Workforce Impacts

Not applicable.

6. Legal Impacts

Social Services and Well-being Act (Wales) 2014 – Part 8

<http://www.legislation.gov.uk/anaw/2014/4/contents>

7. Risk Management

Not applicable.

8. Consultation

No requirement to consult.

9. Recommendation

This report is for information.

10. List of Background Papers

None.

Officer Contact

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Neath Port Talbot CBC The Director of Social Services Annual Report 2016-2017



Director of Social Services Annual Report 2016-2017

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ANNUAL REPORT 2016/17

Introduction

This is my annual report as Director of Social Services, and reflects on the financial year of 2016/17.

The annual reports set out Neath Port Talbot's improvement journey in providing services to people in our area, those who access information, advice and assistance, and those individuals and carers in receipt of our care and support.

Additionally, the report demonstrates how Neath Port Talbot (NPT) has promoted well-being and delivered on well-being standards.

The report is aimed at a wide range of audience from our service users and carers and all those whose well-being is affected by NPT's Social Services to the general public, who have an interest in what their Local Authority is doing.

Furthermore, the report will be of particular interest to NPT's Elected Members and others involved in the scrutiny process; Partners, both private and third sector, along with regulators, such as the Wales Audit Office and Care & Social Services Inspectorate Wales (CSSIW).

This report reflects the new template for reporting as prescribed by Social Services and Well-being (Wales) Act 2014 (SSWB); in coming years this report will involve full engagement with citizens and partners to provide opportunities to influence and help its production.

Summary of Performance

Key Performance Indicators

All services continued to perform well in statistical terms. The statistics which are regularly presented to the Scrutiny Committee can be found in **Accessing Further Information and Key Documents** at the back of this report.

Responsiveness

Statistics only tell one part of the 'story' about Social Services. Because these are **services to people from people** what matters most is that they meet people's different needs **responsively**. That is to say they pass the key tests: services are modern, efficient, responsive and safe.

We set high standards of customer service in the Directorate. For example:

- Telephone calls and correspondence are responded to immediately.
- We do not use bureaucratic language; we speak to people in a clear, friendly way; explaining things patiently and unambiguously.
- We treat people as we would expect our own relatives to be treated.

For these reasons complaints are at an all-time low. For example:

- I will always see service users who are unhappy with or have concerns about services personally either in my office or if they prefer, at their home. In the past year, no such episode has ever proceeded to the formal complaint stage.
- Where service has been sub-optimal things are always put right promptly; and those concerned are required to learn from the situation.
- It is equally important that colleagues within the Directorate treat one another in a similar manner. Overall this promotes system-wide trust and delivery efficiency.

There have been areas of delivery which require development. For instance:

- During the year we began to re-model Adult Safeguarding to bring it up to the same high levels of Children and Young People Services.
- We had to place greater emphasis upon consistent standards of administering medication. This resulted in eight episodes of remedial action needing to be taken.
- We commissioned an external review of our Commissioning Unit, to ensure that operation and performance were consistent with the original design approved by Members in 2015.

Service Volumes

For the third successive year the number of children taken into care reduced substantially. This means that more families which in the past may have been broken up, now remain together safely.

We have achieved this through a combination of:

- Consistently high standards of professional performance, discipline and procedures.
- Caseloads which are manageable, such that really beneficial work can be undertaken with children, young people and families.
- Much earlier intervention, which pre-empts families reaching crisis point.

Volumes of Service to Adult clients have grown slightly, but the pattern of delivery continued to change. So far instance:

- We delivered many more hours of homecare, but admissions to residential care continued to fall (they have fallen by 50% over the past three years.)
- More people are choosing Direct Payments.
- More services are being delivered locally and/or in communities where people live. Community Meals and Day Services are prime examples.

We expect demand to grow and recognise that demand management and earlier intervention are key to meeting increased demand with fewer resources.

People

These are services to people from people. We continued to place substantial emphasis upon the well-being and performance of our staff.

I would like to pay tribute to the utterly excellent HR services which we receive. They are indispensable. As a Department we continued to pay for additional HR support and head count from within our own budget. This continues to be a truly worthwhile investment.

We pay regular, forensic attention to the following key issues:

- Staff well-being – staff feel safe, well supported and listened to.
- All senior managers, myself included are always accessible to staff; so that we can discuss and resolve any concerns promptly, be they about work, personal or a combination. (“Talk – don’t go off sick.”)
- Maximum attendance at work. Continuity of relationships between service users and staff are essential ingredients of high quality, responsible social services. This must not be disrupted by staff absence.
- We have record low levels of sickness absence, minimal levels of

staff turnover and vacancies and we have extremely few disciplinary or grievance actions outstanding.

- All HR issues are dealt with very promptly.

Training

We continue to invest extensively in training. All training for social work staff is personalised. That is to say each person has an Individual Learning Plan, which meets their own development needs based upon the place they are starting from. ILPs are derived from monthly supervision.

Needless to say, much of the training during this year focused upon the implementation of the Social Services & Wellbeing Act.

The support which we receive from Training colleagues is exemplary.

Finance

2016/17 was again a challenging year financially. The Directorate was required to find efficiencies of £6.7m (since 2014 the Directorate has achieved £28m of savings and +£5m in underspends.)

Through careful planning and financial discipline we delivered the saving together with an under spend of £850k (so we saved over £7m finally.)

Financial discipline in social services is essential in order to:-

- Give us the flexibility to move resources around in response to unpredicted mid-year demands; without overspending.
- To contribute fully (more than) to the Council's Forward Financial Plan.

I would like to extol the excellent support which we receive from the Director of Finance and his colleagues.

By the end of 2016/17 we completed the programme of service transformation which has gone on since 2013/14. This means that future efficiencies, if they are to be made without reducing service volumes and/or headcount, will need to be made by ever more imaginative approaches to the delivery of social care.

Welsh Language

We acknowledge that very little progress has been achieved against **More Than Just Words** given the large scale changes in service delivery has taken priority; the service will seek to match Welsh speaking suitable members of staff with a person/persons who would wish to discuss their

well-being through the medium of Welsh. That said, maintaining its commitment to this level of service is not without difficulty.

How Are People Shaping Our Services?

A 'Citizen Survey' was completed at the end of November 2016, where we asked those children (over the age of 7), adults and carers who we help, to provide us with constructive feedback on the service they receive and whether it makes a positive difference to them.

It was pleasing to note that **76%** of responders confirmed that they had received the right information or advice when they needed it.

This report reflects responses from the survey; we are awaiting feedback from Welsh Government in terms of its production, validation and performance across Wales.

As the survey develops in coming years we will concentrate on areas of improvement and challenges facing the service, enabling clear objectives for service planning with our partners.

Later in the report are examples of participation and engagement.

Priorities for 2017/18

- Strategic Intention of Adult Service – Building Communities;
- Improvements to performance management to ensure data and feedback from service user's helps shape CRT service developments.

Promoting and Improving the Well-being of Those We Help

This section of the report measures both the quantitative and qualitative performance of NPT Social Services against each of the six quality standards, as laid-out within the SSWB, these are:

- (a) Working with people to define and co-produce personal well-being outcomes that people wish to achieve
- (b) Working with people and partners to protect and promote people's physical and mental health and emotional well-being

- (c) Taking steps to protect and safeguard people from abuse, neglect or harm
- (d) Encouraging and supporting people to learn, develop and participate in society
- (e) Supporting people to safely develop and maintain healthy domestic, family and personal relationships
- (f) Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs

Performance against the aforementioned quality standards are incorporated within the report, outlining:

- What we achieved in 2016/17 and what difference did we make?
- What are our priorities for 2017/18?

Key Performance Indicators (KPIs) relating to the quality standards can be found within “**Assessing Further Information and Key Documents**” at the back of this report.

Working with people to define and co-produce personal well-being outcomes that people wish to achieve

Information, Advice and Assistance and Preventative Services

In keeping with the SSWB, NPT aimed to have county-wide processes in place to facilitate the adoption of an information, advice and assistance service. Central to this was the development of a bespoke I.T. system, designed to facilitate intervention and prevention via the early identification of individual’s personal outcomes and the subsequent support arrangements that best suits their requirements.

Processes are now well established as is the I.T. system to facilitate them; with citizens contacting NPT seeking help, being advised of the new online Community Directory, providing access to a variety of universal services throughout the County Borough; www.npt.gov.uk/communitydirectory

All referrals for our Community Resource Team (CRT) are received via the Gateway; our contact officers (1st point of contact) successfully responded to and closed **8,103 calls**. The Gateway’s multi-disciplinary

team (2nd point of contact), which is made up of therapy, social services and third sector staff, responded to **9,740** citizens.

“...my advocate was and still is a very helpful man and I am very happy and glad that I have a person like him to go to....”

“Social Services and Age Concern have been marvellous....”

The CRT works closely with individuals residing at home (in the community) or in hospital. In 2016/17 the CRT supported the discharge from hospital of **539 citizens**, enabling them to return home safely (where appropriate). Further, the CRT also prevented **954 citizens** being admitted to hospital.

As a result of this, the numbers of citizens in the community that we support through Social Services are reducing. This should be seen as a positive and is in line with the principles of both Social Services and SSWB.

There was a continued effort made towards supporting our citizens within the community and remaining independent through a variety of preventative services such as assistive technology, Local Area Co-ordination, Intake Reablement and a specialist carers service.

Local Area Coordination (LAC) is a radical new approach that focuses on changing public and community based services. It is a person-centred preventative strategy that uses co-production to help individuals lead lives with greater control and independence, whilst building community capacity and improving the responsiveness of public services.

Since LAC began, the Coordinators have received **413 requests** and have provided Information, Advice and Assistance to **143 citizens**. Many of whom (**47%**) later returned to be supported on a 1:1 basis instead of accessing social services as a first option.

Where formal care and support is required through eligibility, there is a dedication to ensure that packages are appropriately sized to meet the needs of citizens and encourage independence.

We have also remodelled and modernised our Day Service provision. An example being, the increased opening times of our Complex Needs Day Services from 9am-3pm to 8am-5pm. This has supported working families and led to a greater control in the delivery of care.

Our Housing, Renewal and Adaptation Services (HRAS) works very closely with our Community OT service, citizens and carers to carry out assessments of well-being & need to help maintain a person's independence by installing necessary and appropriate adaptations at their home. This will assist in keeping the person(s) independent and safe in their own home.

Where possible, it was our aim during 2016/17 to provide the necessary help to children and young people without the need to progress to care and support (provided via a statutory service); to this end, Children and Young People Services (CYPS) set-out to further strengthen our Single Point of Contact (SPOC) arrangements as well as enhance our close working relationship with the Team Around the Family (TAF). Over the past year, SPOC have been able to signpost many families, who although not requiring a care and support plan, would benefit from a little extra help.

Access to expert health input at the point of contact is available via a Specialist Liaison Health Visitor for NPT, who is located within our SPOC. The current post-holder has been instrumental in promoting the identification of priority risks and the use of outcome focussed practice to their colleagues in the health service, enabling cases which may previously have led to care and support, instead being managed without the need for escalation to statutory social service involvement.

A joint CYPS and Education management group meeting has been developed during 2016/17. Senior managers from both Services attend the meeting and its primary purpose is to promote more integrated work. Improved integration will have many benefits, such as; greater consistency in thresholds at the point of contact, as well as improved access to specialist services for those children and young people who require them.

Supporting Carers

NPT commissions the NPT Carers Service to deliver Information, Advice and Assistance as well as completing carers assessments in partnership with ABMU Health Board & Social Services. The Carers Service is integrated into the Cimla Health & Social Care Centre and is a registered

charity that supports carers (18+). In other areas of Wales, support for carers may be co-located in various teams, however in NPT the entire service is integrated as well as staff being co-located.

The service delivers IAA by providing a wide breadth of information to carers and their families. The way in which it is delivered is by choice from the carer, this could be information packs, home visits, meeting in the community, outreach and/or telephone services.

Priorities for 2017/18

Greater integration of working between CYPS and Adult Services, which will include:

- A shared “front-door” provision to screen Contacts into the directorate (to include the development of IAA processes and Young Carer provision);
- The development of a pilot ‘Transition Team’ to jointly work complex cases and facilitate their smooth transfer between CYPS and Adult Services.

In addition:

- Developing co-produced and integrated CRT service improvements and design;
- Further roll out of LACs across Neath Port Talbot and a continued focus on co-production and empowerment of local citizens/communities. (CRT)

Working with people and partners to protect and promote people’s physical and mental health and emotional well-being

In keeping with the requirements of the SSWB Act, ‘Comprehensive Assessment’ templates and associated I.T. systems have been developed across the Directorate to better enable our Social Work professionals to work with an individual, carer and family, and other relevant individuals to understand their needs, capacity, resources and the outcomes they need to achieve, and then to identify how they can best be supported to achieve them. This change in practice is moving people away from **“what services they need”**, to instead considering **“what matters to them”** in regards to achieving their personal outcomes.

Fundamentally, the changes made to assessment practice and

processes are focussed on maximising people’s control over their day to day lives and helping address difficulties, or problems which are stopping them achieving this in a timely manner.

In terms of the timeliness of completing assessments; of the **1,226** undertaken within CYPS during 2016/17, **97.6%** were undertaken within 42 working days.

The CRT also delivers a programme of assessment and therapy to enable people, as far as possible to regain their skills and independence. In 2016/17, the team worked with **807** people enabling them to remain independent in their homes.

Among the most important of human needs, is the desire for respect and dignity; it is a clear expectation placed upon staff, to ensure this necessity is met, be it from the very first contact that they have with a professional to the point in time when our support ceases.

It is rewarding to note therefore, that when we asked (via the Citizen Survey) individuals whether they had been treated with respect, **91%** of responders stated that they had.

“Everyone is kind and caring”

“I am respected and have my say”

The SSWB Act placed clear expectations upon local authorities, with regards to how we plan and support the care needs of people.

Both CYPS and Adult Services refined their care planning practice and processes in 2016/17. Particular attention has been given to ensuring that our care and support plans are co-produced between professionals and the individual they relate to.

There are several key principles incorporated within our new care and support plans, these include ***being people centred; promoting well-being; outcome based; and involving wider family, community and carers.***

To further embed this new approach to practice, extensive outcome

focussed training has been provided to social work staff.

As a means of quality testing the standard of new outcome focussed plans within CYPS, a sample of **59** child protection and looked after plans were audited during the 4th quarter of 2016/17. The audit demonstrated that good progress has been made around writing and implementing new outcome methodology. The audit also provided the opportunity to quickly evaluate the new outcome plans and ascertain what was working well and what aspects could be improved upon.

As part of the Citizen Survey, we asked individuals whether they were satisfied with the care and support that they received; **83%** stated that they were.

“I am happy with the care I got from you. Thank you”

“NPT carers and family have been very helpful. Couldn’t manage without them!”

We have been fortunate within NPT to have participated over recent years in a Social Service Improvement Agency (SSIA) pilot, where professionals have developed different conversations with people to identify “what matters” to them and what their personal well-being outcomes might be.

The personal outcomes model supports professionals to engage people in a conversation to determine what well-being outcomes people wish to achieve, as a part of care and support planning. The pilot has assisted us in moving towards the embedding of co-production, into everyday social work practice.

For the purpose of the aforementioned pilot, one team from each of CYPS and Adult Services respectively, partook in the exercise. During 2016/17 a bespoke I.T. system to capture personal outcomes and record their direction of travel has been fully developed. In addition, this initiative has been incrementally rolled-out across all CYPS case managing teams, with a similar roll-out planned for Adult Services in the coming year. By the 31st March 2017, **33%** of children and young people with a care and support plan had one or more personal outcomes recorded.

Given the relationship between personal outcomes and outcomes focussed planning, it's of no surprise to note that when we asked Children and Young People (via the Citizen Survey) whether their views about their care and support had been listened to; **75%** stated that they had.

“My Social Worker comes every so often to see if I am okay and she would support me in anything I do”.

Direct Payments

Direct payments are monetary amounts made available by local authorities to individuals, or their representative, to enable them to meet their care and support needs; or in the case of a carer, their support needs. Direct payments are an important mechanism by which people can exercise choice, voice and control to decide how to meet their needs for care and support and achieve their personal outcomes. As such direct payments are an integral part of meeting people's needs through care and support planning, and must not be seen as a separate, secondary, consideration.

Over the past twelve months The Direct Payments Team has established a Pre-Paid Card to assist individuals with the management of their direct payment. The team has also developed a framework of Approved Support providers to ensure individuals have the choice about who supports them to manage their direct payment; this is the first of its kind in Wales. The providers are able to support individuals with administrative tasks to manage a range of functions relating to direct payment i.e. Payroll Service, Managed Account Service.

The number of people with a direct payment has risen from **284** as at 31/3/16 to **351** as at 31/3/17.

Supporting Carers

Following a Care and Social Services Inspectorate Wales (CSSIW) thematic inspection of CYPS in 2016, there was a recommendation to produce a specific assessment in relation to Young Carers. A pilot of the newly devised Young Carer Assessment Tool has taken place during the second half of 2016/17 in the SPOC. This has proved successful in determining identified Young Carers needs and eligible support requirements at the first point of contact.

Whilst this is still in Pilot stages, there will be an on-going strategic review of current practices, with regards how the assessment of Young Carers is undertaken in order to facilitate the appropriate identification and resulting services required.

As previously mentioned NPT commissions the NPT Carers Service allowing carers access to a range of support options. The Carers Service also provides a free low level sitting service to enable carers to have a “life of their own”. Carers who use this service are able to access medical appointments, leisure activities, shopping, meeting up with other family members and attending various training classes.

“I am so grateful for the sitting service. My husband has Parkinson’s and gets a bit anxious when I leave him. The volunteer that comes into our home keeps him company and I have been able to have my chemotherapy sessions without feeling added stress.”

“The demands of being a carer often means that your own life is put on hold”. (Carer comment)

Commissioning Arrangements

During 2016/17 progress was made with work undertaken alongside the external homecare providers to stabilise the market and improve its capacity to meet packages of care.

The Council introduced a Regional Quality Framework for the care home sector, which has enabled the authority to establish robust standards and expectations for care providers; as well as creating a positive partnership working with Gwalia (part of Pobl Group) to review and agree new contracting arrangements for the care homes.

Following the success of the pilot scheme whereby elected members carried out monitoring visits to residential care homes in Neath Port Talbot Cabinet member gave full approval for visits to continue across all NPT older persons care homes.

Priorities for 2017/18

Greater integration of working between CYPS and Adult Services, which will include:

- Developing a consistent approach to measuring the quality of social work practice throughout the directorate.

In addition:

- To safely reduce the numbers of Looked After Children. Where children can be safely returned to their families, this will happen in a supportive and timely way. Where it is not safe for children to return, permanency plans will be put in place within recommended timescales. Wherever it is possible, the service will ensure that children who cannot return to their families have the opportunity to be cared for within suitable, stable quality placements.
- There has been a growing commitment across health and social care to focus on outcomes important to people using services. Following the successful pilot of the Outcome Based Framework, it is the intention to fully roll-out the collection and use of personal outcomes across Children and Young People Services, utilising the acquired information to support individuals, achieve what matters to them. Outcomes will be used to gather information through support planning review to verify whether people are achieving the outcomes they intended.

Moving from service led to outcomes focussed approaches ensures that organisations look beyond formal service provision and work with individuals and communities to identify supports that can help people receive their desired outcomes. Further work will be undertaken with partners, within their workforce to promote multi-disciplinary outcome focussed practice, to offer consistency in approaches when working with people.

Taking steps to protect and safeguard people from abuse, neglect or harm

There were several initiatives which CYPS pursued during 2016/17 to protect, promote and ultimately improve the health and well-being of individuals supported by the Service, these include the ***Development of an in-house psychologist provision; a Review of the Western Bay Integrated Family Support Service; the development of a Violence Against Women, Domestic Abuse and Sexual Violence Strategy; and preparation to in-source the Family Action Support Team.***

As an example of our commitment to promoting the health and well-being of those we support, it is reassuring to know that **99.5%** of looked after children are registered with a GP.

As previously referenced in this report, the CRT provides a variety of multi-agency specialist services. This includes providing individuals with equipment such as a bed raiser and other assistive technology to maintain their independence and well-being. Further, the Community Occupation Therapy Team also aims to promote health and well-being by supporting people to use special techniques, environmental adaptations and specialist equipment.

During 2016/17, our LACs facilitated **27** community events, connecting over **120** people to local groups, third sector and other local individuals. **33%** of the people connected, have continued to attend community groups and have made new positive friendships.

In NPT we know carers have extensive expertise and carers are keen to share this. Carers come together with a facilitator at the NPT Carers Service and share their “healthy tips” on how they have improved and/or maintained health and well-being. This information will be collated and formed into a book, a resource that carers can share with other carers.

The *Community Mental Health Team* (CMHT) provides an integrated mental health service with health and where possible third sector parties, such as MIND. As such it operates within the legal framework of the SSWB Act, Mental Health Measures Wales & the Mental Health Act.

It links in with the LACs as an early prevention service designed to help those individuals who require additional support.

It facilitates and provides various service user groups to assist with promoting well-being and socialising and links in with benefits agencies job centres and other joint initiatives such as the Community Independence Service team (CIS) to further assist service users to reach their full potential within our community.

Advocacy Arrangements

During 2016/17, our Advocacy provision within CYPS was predominantly limited to looked after children. That said, for those children and young people who did utilise advocacy, it provided them with the mechanism by which their rights, views, wishes and feelings were heard. Work is now underway with our Western Bay partners, to broaden the accessibility of

advocacy to the children and young people that the three local authorities support throughout the region.

Adult services have a service level agreement in place for the provision of a pan-disability advocacy service. It is acknowledged that advocacy is an area where further service development is required which we are currently working on.

Safeguarding People from Abuse, Neglect or Harm

There have been a number of different initiatives pursued by NPT during 2016/17 to assist in providing better safeguards for people, these include ***Managing Risk Training; Instigation of Outcome Focussed Statutory Reviews; Professional Abuse Strategy Meetings (PASM's); Child Sexual Exploitation (CSE) Unit set-up and training.***

The Family Group Conferencing Service support CYPS in a number of ways, one primary function is to ensure children are either safe in their homes or safe to return home, this is achieved by working with families to focus on solutions and emphasize their strengths and resources. This leads to healthier, improved relationships and a happier family life.

As part of the Citizen Survey, we asked individuals whether they felt safe, **83%** stated that they did.

“At times when walking I feel a little unsteady which is improving since care provided”.

“My foster carer makes sure that I feel safe”

Within Adult Services, following Operation Jasmine, we have developed a quality performance framework for care homes. Our safeguarding team has developed a new operational model in conjunction with the Care and Social Services Inspectorate Wales, Health and our Common Commissioning Unit based on quality of life informed by the Older Peoples Commissioner.

We were visited during January 2017 by CSSIW as part of a nationwide review into Safeguarding; we received positive feedback in general. As a result, we are looking to restructure the team with a review to creating an Integrated Children's, Adults and Educational Safeguarding Unit.

Further, Adult Services are looking to align its current safeguarding and reviewing functions with the standards currently in operation within Children's Services.

We have trained 3 officers and a member of our legal team to fulfil our new duties in relation to Adult Protection and Support Orders (APSO).

We continue to work closely with the Organisation Crime Panel that is a partnership between the Local Authority, The Police and other agencies to share intelligence and disrupt organised crime in the area with a view to protecting local citizens. We continue to participate in the 'Channel Panel' which aims to prevent radicalisation at an early stage.

We are fully engaged with our regional partners through our Western Bay Safeguarding Board and associated sub-groups. Since its inception in 2013, NPT have been the identified lead authority with responsibility for establishing Western Bay Safeguarding Boards (both children and adults) with myself as its standing Chairperson for the Safeguarding Children Board. I strongly believe that to be effective, the Board must always strive towards making a positive impact upon the safety and wellbeing of children, young people and adults across the region. Examples of this co-working include Adult Practice Reviews and development of Policies.

The Corporate Safeguarding Group (chaired by the Council's Chief Executive) co-ordinates safeguarding monitoring functions across the County Borough.

We regularly instruct advocates from Mental Health Matters Wales to carry out the function of relevant person's representative for DOLS. Additionally, we instruct advocates for people subject to POVA when necessary.

Priorities for 2017/18

Greater integration of working between CYPS and Adult Services, which will include:

- A shared Safeguarding provision.

Encouraging and Supporting People to Learn, Develop and Participate in Society

NPT offers a range of community 'Direct' services for its citizens as described and detailed below; all of which encourage and support people

to learn, develop and participate in society, these include opportunities for **employment, work and training; Community Connecting Team (CCT); the Community Independence Service (CIS); Complex Needs Day Services; and Trem Y Mor respite service.**

During 2016/17, CYPS developed ties with the “Down to Earth” project. The project has worked with a number of our vulnerable and disadvantaged young people to support them via a relationship centred approach, based upon meaningful and practical activities, such as the building of cutting-edge training venues which then become the venues for future participants.

The experiences gained through the project, have provided our young people with an invaluable insight into the world of construction and will hopefully help assist them in determining their future career paths.

As part of the Citizen Survey, we asked Adults and Carers whether they could do the things that were important to them, **53%** stated that they were able to. We also asked Children and Young People whether they could do the things they like to do, **71%** stated that they could.

“I love making my own choices and being independent”. (Young Person’s comment)

Supporting people to safely develop and maintain healthy domestic, family and personal relationships

As previously stated there are a number of initiatives that were pursued in 2016/17 to ensure people are supported to maintain healthy domestic, family and personal relationships, including **the development of a Violence Against Women, Domestic Abuse and Sexual Violence Strategy.**

As part of the Citizen Survey, we asked Adults and Carers whether they were happy with the support from their family, **82%** stated that they were. We also asked individuals whether they felt they belonged in the area which they lived, **76%** stated that they did.

“I’ve lived in this area all my life and local people visit me”

“I wouldn't want to live anywhere else.”

Priorities for 2017/18

- Further develop our commissioning and delivery of Family Support Services.

Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs

Route 16, our “Leaving Care Team” undertake a great deal of work with those young people (aged 16+) who are either currently in care, or have previously been in care. This support takes many forms, such as:

- Supporting Young People to access and sustain engagement and meaningful work:
- Supporting Young People to access financial advice and help with benefits and grants
- Supporting Young People to access living accommodation to meet their needs and to facilitate independent living

Since 2016, the LACs have supported and empowered **40** individuals to manage housing issues, which has led to an increased sense of stability and security. Further, **11** people have been supported to overcome hoarding issues and to either remain within their home of choice or secure a more suitable home for their health needs.

The CIS, as previously mentioned, supports individuals throughout the County Borough in managing and maintaining their homes, tenancies as well as supporting individuals with their personal circumstances. Sessional support consists of 1:1 support at pre-agreed times throughout the week.

Types of activity include; budgeting and debt management, basic cooking, weekly shopping, keeping your home safe and clean, assistance at key medical appointments, signposting to community activities to ease social isolation as well as others.

Our Welfare Rights Unit provides advice and support for the residents of NPT and the surrounding areas; this is provided through a number of channels including a telephone advice line, face-to-face advice surgeries,

home visits and representation at appeal tribunals, as well as advice to the front-line teams within the Council. The Unit also works in partnership with Macmillan providing support for those affected by cancer and their families from 4 hospital bases across Abertawe Bro Morgannwg University Health Board. During 2016/17 the Unit was successful in raising **£9,632,851** for the residents of NPT.

We asked children and you people whether they are happy with whom they live with, **91.5%** stated that they were.

“Everyone here is so kind and when I moved here they were so welcoming”

Participation and Engagement

During 2016/17 there have been a number of initiatives undertaking within CYPS, to encourage and support children and young people to participate and engage in decision making, to both assist in determining what matters to them on a micro level, as well as assisting the Service in determining its strategic direction. Some of these participation initiatives included:

- A looked after children youth council has been established to give children and young people a voice.
- A CSE website has commenced construction. The website will be a conduit whereby CSE related information can be shared with parents and carers, as well as children and young people. It is anticipated that the website will be up-and-running during 2017.
- Children and young people have been instrumental in re-designing supportive materials, such as looked after children booklets provided at point of review and child protection leaflets.

Some of the engagements initiatives pursued during 2016/17 include:

- Workshops undertaken with children and young people promoting their rights;
- A looked after children “celebration evening” was arranged to celebrate the achievements and successes of young people in care.

Priorities for 2017/18

- Through further development in participation and engagement, we will enable the full involvement of children and young people in the

decisions and processes that affect them; for example, by better facilitating them to play a more active part in the creation and review of their care and support plans.

How We Do What We Do

Our Workforce and How We Support Their Professional Roles

We continue to be committed to ensuring that we have a stable, experienced and well trained staff group. We will maintain stability by continuing to follow good people management and leadership practices such as timely recruitment, good induction, regular supervision, performance management, maximising attendance, minimising the use of agency workers, succession planning, effective two way communication between staff and managers and partnership working with the Council's recognised Trade Unions.

We will maintain a targeted and systematic approach to achieving continuous improvement in quality and practice and to comply with current legislation. We will continue to promote a workforce culture that is supportive, that rewards success and achievements and is focussed on the outcomes of the families we work with. Capability, disciplinary and grievance issues will be promptly and appropriately dealt with. Our actions will continue to be underpinned by the CYPS Recruitment and Retention Strategy and the NPT People Charter.

Priorities for 2017/18

- Ensuring staff development and well-being remains at the forefront of our CRT service model.

Our Financial Resources and How We Plan For the Future

Monthly reports are produced for senior officers and quarterly reports for Elected Members, these reports monitor expenditure forecasts against the agreed cash limits for the Social Services budget. Regular monitoring and reporting helps to identify trends, highlight cost pressures and savings opportunities.

The monitoring process supports the budget setting for the following year and also supports the Council's forward financial plan (FFP).

The Council's FFP sets out its approach to managing the overall financial position over the next 3 financial years. The plan includes strategic financial projections, an assessment of key risks and our medium term approach to achieving the Council's key financial and service priorities.

The focus and direction of the FFP is heavily influenced by the current financial climate and the Government's significant funding cuts. This has necessitated a focus for increasing income, as well as delivering further savings and reviewing the Council's service priorities.

Our Partnership Working, Political and Corporate Leadership, Governance and Accountability

We continue to be committed to keeping the service users at the heart of our planning and care management processes and we continue to work with our partners to meet the needs of the local population.

Throughout 2016-17 we received excellent, active and informed support from Elected Members; all of our activities and developments were effectively scrutinised.

During 2016/17, there were a variety of provisions and forums established and/or consolidated within CYPS and Adult Services to support partnership working, particularly in regards to ensuring a seamless transfer of care and support for the people we support, including a **CYPS weekly Resource Panel**, which is made up of multi-agency partners, including representation from Health, Education and the Third-sector; **Access to the Substance Misuse/Hidden Harm Social Work Service**. This Service is provided in partnership with Abertawe Bro Morgannwg University Health Board Community Drug and Alcohol Team (CDAT); **Fortnightly Tactical Panels** where Adult Services and Health colleagues work together with senior officers to improve the wellbeing of those adults with support and accommodation needs within the local population.

Other examples of partnership working includes the Housing Renewal and Adaptation Service working with local hospitals to identify which patients cannot be discharged until urgent and necessary adaptations are carried out at their homes. This partnership working enables the HRAS to install any adaptations and allow patients to often be released from hospital weeks before they have been able to via the traditional route. Hence, speeding up their recovery and improving their physical, mental

and emotional well-being.

Governance

Significant service change decisions are undertaken within a corporate programme management framework. The Council's Corporate Director's Group act as the over-arching programme board and review highlight reports, which outline the specific activities. The reports are also submitted to the relevant Council Overview and Scrutiny Committees.

Complaints

Complaint activity continues to show a downward trend. This reflects the on-going improvements in front-line services and practice; there also continues to be a stronger emphasis on a speedier resolution at 'local' level. That said evaluation of the information generated from complaints has highlighted a range of actions to be taken to improve services further for citizens. Action plans may be formulated to reflect the actions agreed as part of the resolution process. Monitoring of the action plans is undertaken within the service to ensure that actions are implemented.

Priorities for 2017/18

- Complete the joint health and social services review that is looking at the following themes:
 - Patient flow & capacity management
 - Staff management & clinical supervision arrangements
 - Integrated working between health & social services
 - Multi- disciplinary working
 - Making best use of admin resources
 - Safeguarding and quality assurance
 - Quality assure the above

Accessing Further Information and Key Documents

NPT Key Performance Indicators (KPIs)

Add link

Corporate Improvement Plan

<https://www.npt.gov.uk/default.aspx?page=14943>

NPT's Annual Report 2015-16

https://www.npt.gov.uk/pdf/Annual_rep_15_16_NEW.pdf

Single Integrated Plan 2103 – 2023

https://www.npt.gov.uk/pdf/SIP_2013_2023.pdf

Western Bay Population Needs Assessment Report

<http://www.westernbaypopulationassessment.org/en/home/>

NPT Public Services Board Well-being Assessment

<http://wellbeingsite.dns-systems.net/index.php/en/home/>

Strategic Equality Plan 2015-2019

<https://www.npt.gov.uk/default.aspx?page=7628>

Welsh Language Standards Annual Report 2016-17

<https://www.npt.gov.uk/default.aspx?page=3300>

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

COUNCIL

REPORT OF THE DIRECTOR OF FINANCE AND CORPORATE SERVICES

18 October 2017

MATTER FOR INFORMATION

WARDS AFFECTED – ALL

PROVISIONAL LOCAL GOVERNMENT SETTLEMENT 2018-19

Purpose of Report

1. To provide Members with details of the 2018-19 Provisional Local Government Settlement announcement.

Welsh Government Announcement

2. The Cabinet Secretary for Finance and Local Government published the Welsh Government's Provisional Local Government Settlement on 10 October 2017.
3. The headlines are that for 2018-19 the Welsh Government will provide funding of £4.205bn to run local authority services across Wales. This represents an average reduction of -0.5% and is inclusive of a new funding provision of £6m for Homelessness responsibilities. The Cabinet Secretary also announced that Local Authorities should plan on a further reduction of -1.5% for 2019-20.
4. The Neath Port Talbot Council share of the total funds available amounts to £210.832m. This is a reduction of -0.4% on the current year, it is the 11th best settlement in Wales and slightly better than the Welsh average. Cardiff Council receives the best settlement with an increase of +0.2% (the only Council to receive an increase in its funding). The Welsh Government also reported that 6 Councils will receive a funding floor which limits their funding reduction to -1.0% at a cost of £1.8m. Attached at Appendix 1 is a schedule of the funding provided to all Local Authorities.

Grants Transferring into the Settlement and New Monies

5. The settlement includes a number of specific grants, which total over £91m, that are transferring into the settlement. This is welcomed by the Council as it will reduce bureaucracy and increase value for money. The following table illustrates the position for Neath Port Talbot and the whole of Wales.

Grant	NPT	All Wales
	£'000	£'000
ENV – Waste element of the Single Environment Grant	1,477	35,000
SS – Welsh Independent Living Grant	1,273	26,889
SS – Social Care Workforce Grant	948	19,000
SS – Looked after Children Grant	363	7,415
SS – Carers Respite Care Grant	150	3,000
Social Care for Prisoners in the Secure Estate	0	412
Total	4,211	91,716
New Monies & Responsibilities		
SS – Homelessness	285	6,000

Other Information

6. The Cabinet Secretary also announced that the Welsh Government will provide £600k alongside the settlement to support local government to eliminate charging for child burials. It is expected that in 2018-19 this will be paid as a specific grant and we are awaiting final details of the proposal, which will then be reported to members upon receipt.
7. In a separate communication the Welsh Government have informed Councils that they are to announce changes to increase the capital limits below which residential care users do not contribute towards their service provision. The current limit is £30k. This information is expected prior to the Final Local Government Settlement announcement with consequential funding built in at that time. Members will recall that for April 2017 WG increased the capital limit from £24k to £30k and during the current year NPT is receiving £230k out of an all Wales funding provision of £4.5m.

Provisional Settlement Consultation and Council Tax Base

8. The Provisional Settlement is out for consultation for responses by 21 November 2017. Some changes are likely for the final settlement and in particular they will arise when each Council confirm their 2018-19 Council Tax base due to be calculated as at 31 October 2017.

Specific Grants

9. The Welsh Government has transferred over £91m into the general settlement. Further details of Specific Grants have not yet been announced but are expected on 24 October 2017 when the Welsh Government is due to publish its detailed budget.

Capital Settlement

10. The Cabinet Secretary has confirmed that the total amount of General Capital funding available to Local Authorities will remain at £142.837m for the next 3 years, with £54m provided as a capital grant and £88.8m via supported borrowing. Of this, NPT will receive £7.125m which is a reduction of £6k on the current year. Details of other Capital Grants that the Authority will be able to receive a share of or bid for are expected on 24 October. In the current year the total amount of these other capital grants available total circa £300m.

Summary

11. This is a better settlement than what was originally expected but with a cash settlement reflecting a cut in funding by -0.4% i.e. less than the current year the Council will face a number of number of challenges in setting a balanced budget. The Final Budget decisions will be taken in February 2018.
12. The Final Local Government Settlement is due to be announced on the 20th December 2017 and will take account of the 2018-19 Council Tax Base for each Council together with any other changes arising from the consultation process and other announcements.
13. As members are aware this report is presented for information. Consideration on the impact of the settlement on the Council's 2018-19 Draft Budget and Forward Financial Plan will take place in a report to Cabinet and its Scrutiny Committee on the 8 November

2017. Following this meeting the Council will commence its public consultation on the Budget and members will further scrutinise over the winter period the budget proposals through the relevant Scrutiny Committees prior to final determination in February 2018.

Risk Management

14. The Council's Budget and Funding Settlements are included in the Council's Corporate Risk Register. Appropriate consultation with stakeholders will take place on new income generation and budget savings proposals.

Consultation

15. There is no requirement under the Constitution for external consultation on this item. The Council's Draft Budget will be subject to public consultation following consideration by Cabinet in November 2017.

Recommendations

16. This report is for information.

List of Background Papers

17. Welsh Government Provisional Settlement Announcement.

Appendix

18. Appendix 1 - 2018-19 provisional settlement funding table.

Officer Contact

19. For further information on this report item, please contact:

Mr Hywel Jenkins – Director of Finance and Corporate Services
Tel: 01639 763251; E-mail: h.jenkins@npt.gov.uk

Mr David Rees – Head of Financial Services
Tel: 01639 763634; E-mail: d.rees1@npt.gov.uk

Appendix 1

2018-19 provisional settlement funding table

£000s

Unitary authority	2017-18 adjusted AEF plus top-up funding ¹	Of which top-up funding	2018-19 provisional AEF	2018-19 top-up funding	2018-19 provisional AEF plus top-up funding ²	% change on adjusted 2017-18 AEF plus top-up funding	Rank	Council Tax Reduction Schemes (distributed within AEF)
Isle of Anglesey	94,978	0	94,924	0	94,924	-0.1%	2	5,187
Gwynedd	174,043	0	173,859	0	173,859	-0.1%	4	8,926
Conwy	154,313	0	152,405	365	152,770	-1.0%	17	8,976
Denbighshire	143,409	0	142,144	0	142,144	-0.9%	15	9,172
Flintshire	189,519	0	187,816	0	187,816	-0.9%	16	9,761
Wrexham	174,049	0	173,485	0	173,485	-0.3%	8	9,672
Powys	174,388	1,237	172,500	145	172,644	-1.0%	17	8,043
Ceredigion	100,200	0	99,905	0	99,905	-0.3%	7	4,881
Pembrokeshire	160,765	0	160,084	0	160,084	-0.4%	9	7,077
Carmarthenshire	259,147	0	257,960	0	257,960	-0.5%	12	14,249
Swansea	316,776	0	316,499	0	316,499	-0.1%	3	19,180
Neath Port Talbot	211,783	0	210,832	0	210,832	-0.4%	11	16,300
Bridgend	191,878	0	190,718	0	190,718	-0.6%	13	12,907
The Vale Of Glamorgan	152,666	0	151,996	0	151,996	-0.4%	10	9,063
Rhondda Cynon Taf	362,790	0	362,219	0	362,219	-0.2%	5	21,772
Merthyr Tydfil	90,589	391	89,656	27	89,683	-1.0%	17	5,643
Caerphilly	268,282	0	265,493	107	265,600	-1.0%	17	13,302
Blaenau Gwent	110,870	0	108,871	890	109,761	-1.0%	17	8,261
Torfaen	131,805	0	130,800	0	130,800	-0.8%	14	7,996
Monmouthshire	93,939	0	92,761	238	93,000	-1.0%	17	5,649
Newport	212,234	0	211,682	0	211,682	-0.3%	6	10,362
Cardiff	436,913	0	437,867	0	437,867	0.2%	1	27,619
All Unitary Authorities	4,205,337	1,628	4,184,476	1,772	4,186,247	-0.5%		244,000

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

**COUNCIL
18 October, 2017**

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

**SECTION A – MATTER FOR DECISION
WARDS AFFECTED: ALL**

1. **COMMITTEE REPRESENTATION ARRANGEMENTS**

Purpose of the Report

To make amendments to the Committee representation arrangements.

Executive Summary

Replace Cllr Scott Jones with Cllr Steffan Ap Dafydd on the Community Safety And Public Protection Sub Committee

Financial Impact

There is no financial impact.

Equality Impact Assessment

There is no Equality Impact.

Workforce Impacts

There are no Workforce Impacts.

Legal Powers

Section 15 of the Local Government and Housing Act 1989.

Risk Management

There are none.

Consultation

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

Recommendation:

That Council approves the above change.

Reason for Proposed Decision:

To update the Council's membership arrangements

Implementation of Decision

The decision is for immediate implementation.

List of Background Papers

The Constitution.

Officer Contact

Karen Jones, Head of Corporate Strategy and Democratic Services
Contact: k.jones3@npt.gov.uk or telephone 01639 76328

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EXECUTIVE DECISION RECORD
POLICY AND RESOURCES CABINET BOARD (SPECIAL)
20 SEPTEMBER, 2017

Cabinet Members:

Councillors: A.J.Taylor, D.Jones and C.Clement-Williams

Officers in Attendance:

H.Lewis and N.Headon

1. **APPOINTMENT OF CHAIRPERSON**

Agreed that Councillor A.J.Taylor be appointed Chairperson for the meeting.

2. **ACCESS TO MEETINGS**

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. **EDUCATION TRUST FUND**

Decision:

That the applications for awards as detailed in appendices B, C and D of the private circulated report, from the Glamorgan Further Education Trust Fund for the academic year 2017/2018, be approved.

Reason for Decision:

To provide appropriate financial support for students who would otherwise suffer hardship.

Implementation for Decision:

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

CHAIRPERSON

EXECUTIVE DECISION RECORD

14 SEPTEMBER 2017

EDUCATION, SKILLS AND CULTURE CABINET BOARD

Cabinet Board Members:

Councillors: A.R.Lockyer and P.A.Rees (Chairperson)

Officers in Attendance:

J.Burge, J.Stevens, K.Gilbert and J.Woodman-Ralph

1. **APPOINTMENT OF CHAIRPERSON**

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

2. **APPOINTMENT AND REMOVAL OF LOCAL GOVERNMENT GOVERNOR REPRESENTATIVES**

Decision:

That, in line with the approved policy, the following changes be approved to the Local Authority Governor representatives up to and including the end of the Autumn Term 2017/18 as detailed in the circulated report.

The Federated Schools of the Upper Afan Valley

Appoint Cllr. Scott Jones

Reason for Decision:

To enable the Authority to contribute to effective school governance through representation on school governing bodies.

Implementation of Decision:

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

CHAIRPERSON

EXECUTIVE DECISION RECORD

14 SEPTEMBER 2017

EDUCATION, SKILLS AND CULTURE CABINET BOARD

Cabinet Board Members:

Councillors: A.R.Lockyer and P.A.Rees (Chairperson)

Officers in Attendance:

A.Thomas, J.Burge, I.Guy 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 EDUCATION, SKILLS AND CULTURE CABINET BOARD HELD ON THE 20 JULY 2017**

Noted by the Committee.

3. **COMMISSIONING OF FAMILIES FIRST FUNDED SERVICES**

Decisions:

That given due regard to the Equality Impact Assessment the Director of Education, Leisure and Lifelong Learning (or his nominated representative) be granted delegated authority to:

1. Agree the final specifications for services that are required to meet the requirements of the Welsh Government Families First Programme Guidance;

2. Embark on a tendering programme for the appointment of providers to fulfil the requirements of the Welsh Government Families First Programme Guidance;
3. Accept the most economically advantageous tenders identified as part of the tendering programme identified in 2 as above;
4. Enter into a contract and any other associated documentation with providers to fulfil the requirements of the Welsh Government Families First Programme Guidance.
5. That the Director of Education, Leisure and Lifelong Learning (or his nominated representative) be designated to be the Representative of this Council for the purposes of the Contract and to carry out on behalf of the Council all the delegated powers of such a Representative.

Reason for Decisions:

To ensure that Commissioning activities can be undertaken to secure appropriate support services are in place for children, young people and families in the Neath Port Talbot area.

Implementation of Decisions:

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

4. **PUPIL ATTENDANCE UPDATE**

Decision:

That the report be noted

5. **QUARTERLY PERFORMANCE MANAGEMENT DATA 2017-2018
(QUARTER 1 - 1ST APRIL 2017 - 30TH JUNE 2017)**

Decision:

That the report be noted.

6. **URGENT ITEM**

Because of the need to deal now with the matter contained in Minute No.11 below, the Chairperson agreed that it could be raised at today's meeting as an urgent item pursuant to Statutory Instrument 2001 No.2290 (as amended).

Reason for Urgency

Due to the time element.

Forward Work Programme

Decision:

Noted by the Committee

CHAIRPERSON

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EXECUTIVE DECISION RECORD

CABINET BOARD - 21 JULY 2017

REGENERATION AND SUSTAINABLE DEVELOPMENT CABINET BOARD

Cabinet Board Members:

Councillors: D.W.Davies (Chairperson) and A.Wingrave

Officers in Attendance:

N.Evans

1. **APPOINTMENT OF CHAIRPERSON**

Agreed that Councillor D.W.Davies be appointed Chairperson for the meeting.

2. **MINUTES OF THE PREVIOUS REGENERATION AND SUSTAINABLE DEVELOPMENT CABINET BOARD HELD ON 23 JUNE, 2017**

Noted by the Committee.

3. **NPT HOMES PROGRESS REPORT - TO MAY 2017**

Decision:

That the monitoring report be noted.

4. **NPT HOMES ADOPTION OF COMMUNITY HOUSING CYMRU'S MODEL RULES FOR WALES**

Decision:

That the Council consents to NPT Homes' Adoption of Community Housing Cymru's (CHC) Model Rules for Wales, as detailed within the circulated report.

Reason for Decision:

To allow NPT Homes to proceed to the next stage of the process to approve their new Rules.

Implementation of Decision:

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

5. **FOUR SUPPLEMENTARY PLANNING GUIDANCE DOCUMENTS**

Decision:

1. That the responses and recommendations to the representations received as set out in Appendix 1 to the circulated report, be agreed;
2. That the revised SPG as set out in Appendices 2 to 5 to the circulated report, be agreed;
3. That the adoption and publication procedures as set out in the circulated report be implemented.

Reason for Decision:

To ensure that clear supplementary guidance is issued by the Council in respect of 'Open Space and Greenspace', 'Renewable and Low Carbon Energy', 'Design' and 'Development and the Welsh Language'.

Implementation of Decision:

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

Consultation:

The item has been subject to external consultation.

6. **VIBRANT AND VIABLE PLACES PROGRESS REPORT**

Decision:

That the report be noted.

7. **3 NO. PUBLIC FOOTPATHS - ALLTWEN AND RHOS**

Decision:

That no modification order be made for the alleged Public Footpaths in Alltwen and Rhos, named as:

1. Pen yr Alltwen to Footpath No.39
2. Bryn Llewellyn alongside Pen yr Alltwen to Footpath No. 36
3. Footpath 39 to Footpath No.36 Community of Cilybebyll

Reasons for Decision:

1. The written evidence provides grounds for making a modification order under the test that it is “reasonable to allege a public path subsists” as set out in appendix 2. However only two people have stated that they wish to continue to support this application which is insufficient to justify making a modification order;
2. In addition to the lack of support set out above, it is also possible this path was called into question in either 1993 or 1996 which if correct would only leave one person who would claim to have used the path for the full 20 year period;
3. Only one person has said they are prepared to continue to support this alleged public path should this earlier period be found to represent the relevant period which again is insufficient to justify making a modification order.

Implementation of Decision:

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

Consultation:

The item has been subject to extensive consultation.

8. **PUBLIC FOOTPATH - COMMUNITY OF SEVERN SISTERS**

Decision:

That no modification order be made for the route A-B-C in the Community of Seven Sisters (as detailed in the circulated plan).

Reasons for Decision:

Primarily, that because none of the exemptions set out in Appendix 3 apply, then under the terms of Natural Environmental and Communities Act 2006, no public byways can be created after the 16 November 2016. In addition even if such an exemption could be found the application did not comply with the terms of the Wildlife and Countryside Act 1981. Lastly, that those in support of the application cannot be said to represent the public at large.

Implementation of Decision:

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

Consultation:

This item has been subject to external consultation.

9. **URGENCY ACTION 0370 - PUBLIC FOOTPATHS - COMMUNITIES OF BRITON FERRY AND NEATH**

Decision:

That the following urgency action taken by the Head of Legal Services in consultation with the requisite Members, be noted:-

Officer Urgency Action No 0370 re: Alleged Public Footpath from Gardners Lane to Eaglesbush Valley (A-B-C) and to Ynysmaerdy Road via Cefn Coed Farm (B-E-F) Communities of Briton Ferry and Neath.

10. **FORWARD WORK PROGRAMME 2017/18**

Decision:

That the Forward Work Programme be noted.

CHAIRPERSON

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EXECUTIVE DECISION RECORD

CABINET BOARD - 22 SEPTEMBER 2017

REGENERATION AND SUSTAINABLE DEVELOPMENT CABINET BOARD

Cabinet Board Members:

Councillors: E.V.Latham and A.Wingrave (Chairperson)

Officer in Attendance:

T.Davies

1. **APPOINTMENT OF CHAIRPERSON**

Agreed that Councillor A.Wingrave be appointed Chairperson for the meeting.

2. **MINUTES OF THE PREVIOUS REGENERATION AND SUSTAINABLE DEVELOPMENT CABINET BOARD HELD ON 21 JULY, 2017**

Noted by the Committee.

3. **MINUTES OF THE PREVIOUS COMMUNITY SAFETY AND PUBLIC PROTECTION SCRUTINY SUB COMMITTEE FROM 27 JULY, 2017**

Noted by the Committee.

4. **QUARTER 1 PERFORMANCE MONITORING**

Decision:

That the monitoring report be noted.

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

Decisions:

1. That the content of the final strategy 'Neath Port Talbot Healthy Relationships for Stronger Communities 2016 – 2019', as detailed at Appendix 1 to the circulated report, and its publication, be approved;
2. That the Head of Corporate Strategy and Democratic Services be authorised to progress the development of regional working with Western Bay partners.

Reason for Decisions:

To secure compliance by the Council with the new duties under Section 5 (1) of the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015, and to also ensure the Council will be able to benefit from the Welsh Government grant that supports this legislation from 2018/19 when the grant will be pooled on a regional basis.

Implementation of Decisions:

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

Consultation:

This item has been subject to external consultation.

6. **URGENCY ACTION 0032 - SUBSTANCE MISUSE ACTION PLAN**

Decision:

That the following urgency action taken by the Head of Corporate Strategy and Democratic Services in consultation with the requisite Members, be noted:-

Officer Urgency Action No 0032 re: Substance Misuse Action Plan Fund (SMAF) Revenue for the Western Bay Area Planning Board (APB).

7. **ALLEGED PUBLIC FOOTPATH - TONMAWR**

Decision:

That no Modification Order be made, between points A-B-C-D from John's Terrace to the Business Park, Tonmawr in the Community of Pelenna, as detailed in the circulated report.

Reason for Decision:

The use is very localised and so cannot be representative of the public at large.

Implementation of Decision:

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

Consultation:

This item has been subject to external consultation.

8. **ALLEGED PUBLIC FOOTPATH - COMMUNITY OF COEDFFRANC**

Decision:

That no Modification Order be made, between points A-B-C (Woodland Road to Ormes Road) and points B-E (Woodland Road to Dynevor Road) in the Community of Coedffranc, as detailed in the circulated report.

Reasons for Decision (points A-B-C above):

1. Only three people have said they would continue to support this application;
2. Point C does not connect to a public highway;
3. Any use west of point C to access those properties would not constitute use by the public at large.

Reasons for Decision (point B-E above):

1. Only four people supported this application which was too low a number to warrant making a modification order, particularly given the number of houses in the area;
2. These four cannot be said to represent the public at large, given they live in relative close proximity to the lane;
3. In 1955 the former Parish Council initially considered this lane as a possible Public Right of Way but later reversed that decision on the basis that it was used as a private street.

9. **ALLEGED PUBLIC FOOTPATH - COMMUNITY OF TAIBACH**

Decision:

That no Modification Order be made for the alleged public path/s situated at Cwm Gwineu Valley in the Community of Taibach.

Reason for Decision:

There is insufficient support for the claim nor has one route been clearly defined, also there is no provision within the Wildlife and Countryside Act 1981 to claim a right to wander over land.

Implementation of Decision:

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

Consultation:

This item has been subject to external consultation.

10. **HOUSING RENEWAL AND ADAPTATION SERVICE - EXTENSION OF REGENERATION WORKS FRAMEWORK**

Decisions:

1. That the requirements of competition be excluded and Rule 2.1 of the Council's Contracts Procedure Rules be suspended;

2. That the current framework agreement for Housing Renewal Works (the 'Framework') and the 6 framework agreements with each contractor appointed thereunder (the 'Framework Agreements') be extended for a period of six months from 1 October 2017, to allow the Council to run its own competitive tendering exercise which would be undertaken at the same time as the extension was put in place.

Reason for Decisions:

To ensure continuity of Housing Renewal Works pending the Council's intended competitive procurement exercise and the implementation of a new framework and new framework agreements resulting therefrom.

Implementation of Decisions:

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

11. **COMMUNITY RESILIENCE AND ENGAGEMENT STRATEGY**

Decision:

That the introduction of a strategy document to assist in developing community resilience to local emergencies (the 'Community Resilience and Engagement Strategy'), as detailed within the circulated report, be approved.

Reason for Decision:

To improve service delivery and efficiency.

Implementation of Decision:

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

12. **AIR QUALITY PROGRESS REPORT 2017**

Decisions:

1. That the contents of the 2017 Air Quality Progress Report and Detailed Assessment of Air Quality be noted;

2. That the 2017 Air Quality Progress Report and Detailed Assessment of Air Quality reports be made available to the public and other stakeholders via the Council website, and a copy sent to the Welsh Assembly Government for information.

Reason for Decisions:

To provide information about air quality in accordance with legislative requirements.

Implementation of Decisions:

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

13. **FORWARD WORK PROGRAMME 2017/18**

Decision:

That the Forward Work Programme be noted.

14. **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 Paragraph 14 of Part 4 of Schedule 12A to the Local Government Act 1972.

15. **URGENT ITEM**

Because of the need to deal now with the matter contained in Minute No. 16 below, the Chairperson agreed that this could be raised at today's meeting as an urgent item pursuant to Statutory Instrument 2001 No. 2290 (as amended).

Reason:

Due to the time element

16. **URGENT REPORT OF THE HEAD OF PROPERTY AND REGENERATION - LAND AT EMPIRE AVENUE, BLAENGWRACH, NEATH**

Decision:

That the terms and conditions (as detailed within the private report) for the release of the restrictive covenant, at Land at Empire Avenue, Blaengwrach, Neath, be approved.

Reason for Decision:

To enable the proposal to progress.

Implementation of Decision:

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

Consultation:

The Local Member for the Blaengwrach Ward has been consulted and is not in favour of the proposal.

17. **BAGLAN BAY INNOVATION CENTRE DILAPIDATION CLAIM**

Decision:

That the terms and conditions, as detailed within the private circulated report for settling the dilapidations claim at Baglan Bay Innovation Centre and the Solar Centre, be approved.

Reason for Decision:

To settle the outstanding dilapidation claim as a consequence of Welsh Government handing back the premises at the expiry of the lease term.

Implementation of Decision:

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

18. **FORMER HAFOD CARE HOME**

Decision:

That the disposal of the former Hafod Care Home, Wenham Place, Neath to Pobl Housing, as detailed within the private circulated report, be approved.

Reason for Decision:

To enable the sale of surplus land for an innovative housing development and to attain a capital receipt.

Implementation of Decision:

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

Consultation:

The Local Members for the Neath North Ward have been consulted and are broadly supportive of the scheme.

19. **COMMERCIAL PROPERTY GRANT - 11 CROFT ROAD, NEATH**

Decision:

That a grant offer be made in relation to the commercial property, 11 Croft Road, Neath, as detailed within the private circulated report.

Reason for Decision:

To implement the provisions of the grant scheme in accordance with the criteria and terms of administration of the grant.

Implementation of Decision:

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

20. **COMMERCIAL PROPERTY GRANT - 34 ORCHARD STREET, NEATH**

Decision:

That a grant offer be made in relation to the commercial property, “Plaza Café”, 34 Orchard Street, Neath, as detailed within the private circulated report.

Reason for Decision:

To implement the provisions of the grant scheme in accordance with the criteria and terms of administration of the grant.

Implementation of Decision:

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

21. **PORT TALBOT PERIPHERAL DISTRIBUTOR ROAD, PHASE 2, CLAIMS FOR COMPENSATION**

Decision:

That the time limit to negotiate claims under the Port Talbot Peripheral Distributor Road Phase 2 scheme, to all the named parties within in the private circulated report, be extended to 31 December, 2017.

Reason for Decision:

To secure approval for the immediate action required in respect of claims under the Port Talbot Peripheral Distributor Road Phase 2 Scheme.

Implementation of Decision:

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

CHAIRPERSON

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EXECUTIVE DECISION RECORD
CABINET BOARD - 14 JULY 2017
STREETSCENE AND ENGINEERING CABINET BOARD

Cabinet Board Members:

Councillors: E.V.Latham (Chairperson) and A.Wingrave

Officers in Attendance:

D.Griffiths and T.Davies

1. **APPOINTMENT OF CHAIRPERSON**

Agreed that Councillor E.V.Latham be appointed Chairperson for the meeting.

2. **MINUTES OF THE PREVIOUS STREETSCENE AND ENGINEERING CABINET BOARD HELD ON 12 JUNE, 2017**

Noted by the Committee.

3. **QUARTER 4 PERFORMANCE MONITORING (2016/17)**

Decision:

That the monitoring report be noted.

4. **LIST OF APPROVED CONTRACTORS**

Decision:

That the following firms be included in the approved list of contractors in the categories below:-

<u>FIRM</u>	<u>CATEGORY</u>
Archway Products	81 and 83
South Wales Contractors	71, 72, 73, 76, 77 and 80
Sam Gilpin Demolition Ltd	75, 79 and 31

Reason for Decision:

To keep the Approved List up to date and as far as possible ensure a competitive procurement process, as well as for the purpose of supplying a List of Contractors for invitation to tender within the relevant category.

Implementation of Decision:

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

Consultation:

The Approved List of Contractors is promoted on NPT web pages through local events.

5. **SOUTH WEST AND MID WALES REGIONAL CIVIL ENGINEERING CONSULTANCY FRAMEWORK 2017 TO 2021**

Decision:

That the report be noted.

6. **SUMMARY OF WELSH GOVERNMENT GRANT APPROVALS RECEIVED FOR HIGHWAYS AND TRANSPORT 2017/2018**

Decision:

That the report be noted.

7. **REVIEW OF TRADE WASTE AND RECYCLING SERVICE CHARGES**

Decisions:

1. That the increased charges for residual trade waste collections, to commence from the 1 October 2017 (as detailed in the table below), be approved;
2. That the rates for recycling collections be maintained at current levels.

Neath Port Talbot Trade Refuse Charges:

		Current Charges 2017/18		Charges from 1 October 2017	
Bin Size	No. of customers	Refuse charges per bin per <u>week</u> (£) inc. bin rental	Refuse charges per bin per <u>annum</u> (£) inc. bin rental	Refuse charges per bin per <u>week</u> (£) inc. bin rental	Refuse charges per bin per <u>annum</u> (£) inc. bin rental
1,100	171	20.68	1,075.36	27.00	1,404.00
660	149	14.69	764.00	16.80	873.60
360	181	9.48	493.00	10.20	530.40
240	410	6.39	332.00	7.50	390.00

Reason for Decisions:

To reduce the deficit in the trade waste service this financial year and to enable the service to become self-financing in future years, as well as to encourage business to recycle their waste in compliance with the relevant legislation and help assist the Council achieve its statutory recycling targets.

Implementation of Decisions:

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

CHAIRPERSON

EXECUTIVE DECISION RECORD
CABINET BOARD - 8 SEPTEMBER, 2017
STREETSCENE AND ENGINEERING CABINET BOARD

Cabinet Board Members:

Councillors: D.W.Davies and E.V.Latham (Chairperson)

Officers in Attendance:

T.Davies

1. **APPOINTMENT OF CHAIRPERSON**

Agreed that Councillor E.V.Latham be appointed as Chairperson for the meeting.

2. **MINUTES OF THE PREVIOUS STREETSCENE AND ENGINEERING CABINET BOARD HELD ON 14 JULY, 2017**

Noted by the committee.

3. **HOUSEHOLD WASTE RECYCLING CENTRE OPENING HOURS**

Decision:

That the monitoring report be noted.

4. **REVIEW OF PEST CONTROL FEES AND CHARGES**

Taking on board the discussion of Members at the earlier Scrutiny Committee, Cabinet Board resolved to raise the NPT Residential charges by £8 instead of the proposed £15 as detailed within the report (to £39 instead of £46), with the Residential out of hours visit charge increasing by £15 instead of the proposed £31 as detailed in the

circulated report (to £76 instead of £92). This would be reviewed in 12 months' time. NPT Commercial and NPT Contracts charges would increase as per Officers recommendations within the circulated report.

Decisions:

1. That from 1 October 2017 it is proposed that the fees and charges across the pest control service increase to a level that will allow the service to become more sustainable, as set out in the table below;
2. That the number of treatments/revisits included within the fee be limited, as shown in the table below;
3. That the fees be reviewed in 12 months time.

Neath Port Talbot CBC	Type of Pest	Proposed Charges	Included
NPT-Residential	Rats/Mice	£39.00	Up to 3 visits
	Cockroaches	£39.00	Up to 3 visits
	Bedbugs	£39.00	Up to 3 visits
	Fleas	£39.00	Per visit
	Wasps	£39.00	Per visit
	Ants	£39.00	Per visit
	Out of hours visit	£76.00	As above, however where more than 1 visit is included only the first visit will be an 'out of hours' visit.
NPT-Commercial	Rats/Mice/Insects.	£76.00 plus VAT	Per visit
NPT- Contracts	All pests	£300 annually	4 visits per year Plus up to 4 call outs during office times

Reason for Decisions:

To reduce the deficit in the delivery of the pest control service and to enable the service to become more sustainable in future years.

Implementation of Decision:

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

5. **LIST OF APPROVED CONTRACTORS**

Decision:

That the following Contractor be included on the Approved List for the relevant categories (as detailed in the table below).

<u>FIRM</u>	<u>CATEGORY</u>
Cyflawn Construction Ltd	15, 17a and 17b, 18, 19, 21, 28, 30, 37, 41, 45, 47, 48, 49, 50 and 68

Reason for Decision:

To keep the Approved List up to date and as far as possible ensure a competitive procurement process, as well as for the purpose of supplying a List of Contractors for invitation to tender within the relevant category.

Implementation of Decision:

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

Consultation:

The Approved List of Contractors is promoted on NPT web pages and through local events.

6. **PROPOSED REMOVAL OF THE TAXI RANK, SUBSTITUTION FOR DISABLED BADGE HOLDERS AND LOADING ONLY AT OLD MARKET STREET, NEATH**

Decision:

That the Legal Order for the revocation of the taxi rank in Old Market Street, Neath and the substitution for 'Disabled Badge Holders' Monday to Saturday 8am to 6pm (2 vehicles spaces only) and for 'Loading Only' Monday to Saturday 8am to 6pm for 30 minutes (Appendix B to the circulated report) be advertised as indicated on the attached plan (Appendix B to the circulated report) and subject to there being no objections, the Order be implemented.

Reason for Decision:

To regularise the full time taxi rank provision following the demolition of the multi storey car park.

7. **PROPOSED TRAFFIC ORDERS: GLAN YR AFON, YSTALYFERA**

Decision:

That the Legal Orders for the implementation of a One-Way and No Entry Order on Glan Yr Afon, Ystalyfera (Appendix A to the circulated report), and subject to there being no objections, the Orders be implemented.

Reason for Decision:

To assist in the flow of traffic due to the narrowness of the road 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.

8. **QUARTER 1 PERFORMANCE MONITORING 2017/18**

Decision:

That the monitoring report be noted.

CHAIRPERSON

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EXECUTIVE DECISION RECORD

3 JULY 2017

SOCIAL CARE, HEALTH AND WELLBEING CABINET BOARD

Cabinet Board Members:

Councillors: A.R.Lockyer (Chairperson) and P.D.Richards

Officers in Attendance:

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

1. **APPOINTMENT OF CHAIRPERSON**

Agreed that Councillor A.R.Lockyer be appointed Chairperson for the meeting.

2. **MINUTES OF THE PREVIOUS SOCIAL CARE, HEALTH AND HOUSING CABINET BOARD HELD ON THE 16 MARCH 2017 AND CHILDREN, YOUNG PEOPLE AND EDUCATION CABINET BOARD HELD ON THE 2 MARCH 2017**

Noted by Committee

3. **FORWARD WORK PROGRAMME 17/18**

Noted by Committee.

4. **FUTURE DIRECTIONS OPTIONS FOR PERSONAL SOCIAL SERVICES**

Decision:

That having given due regard to the Equality Impact Assessment the Director of Social Services, Health and Housing be given delegated

authority in consultation with the Leader, Deputy Leader and Chief Executive to make any further changes in the direction of travel for Neath Port Talbot Social Services, incorporating the following:

- (a) Maintains the gains in management and financial discipline over the past four years;
- (b) Continues to develop innovative, active Early Intervention and Prevention in order to divert, reduce and minimise demand for more expensive intensive services as contained in Option A of the circulated report;
- (c) Continues actively to develop personalisation of social care, so that service users have much greater control and choice over how, by whom and when they receive services to meet their needs and chosen outcomes;
- (d) Fulfills the Council's legal duty to offer all service users at the outset a Direct Payment to meet their assessed need for care and support where satisfied that it is an appropriate way of meeting those needs as contained in Option A of the circulated report.

Reason for Decision:

In order to meet the significant delivery and financial challenges which lie ahead for social care, it is essential that there is a clear direction of travel, which is clearly understood by all social care stakeholders.

This will enable officers to plan in a gradual, organic strategy for achieving the required savings, as opposed to precipitate approaches which have undesirable consequences for volumes of service and jobs.

Implementation of Decision:

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

5. **WESTERN BAY COMMISSIONING STRATEGY FOR CARE HOMES FOR OLDER PEOPLE 2016 -2025**

Members were supportive of the request made by the previous scrutiny committee that the report be withdrawn from consideration at today's meeting due to the number of concerns expressed by the Committee in respect of the contents of the report and the Western Bay Governance arrangements.

Decision:

That the report be withdrawn from consideration at today's meeting.

6. **YOUNG CARERS STRATEGY (OUTCOMES OF CONSULTATION)**

Members were supportive of the request made by the Scrutiny Committee held prior to this meeting to amend the wording contained within the circulated report under the Definition of a Carer as detailed below.

Decision:

That having given due regard to the Equalities Impact Assessment, Members approve the Neath Port Talbot Young Carers Strategy 2017-2020 as detailed in the circulated report subject to the amendment to the Definition of a Young Carer Paragraph 4, Page 153 to clarify the wording around requesting a Carers Assessment.

Reason for Decision:

The strategy builds on the achievements of previous Neath Port Talbot Carers Strategy documents. The document aims to continue to provide strategic Direction for services for Young Carers and Young Adult Carers from 2017 – 2020. Endorsement of the Neath Port Talbot Young Carers Strategy 2017 – 2020 will provide strategic direction for services for Young Carers and Young Adult Carers over the next 3 years.

Implementation of Decision:

That the decision be implemented after the three day call in period.

Consultation:

The Young Carers Strategy 2017 – 2020 has been included in the Forward Work Programme and consultation as taken place with relevant stakeholders.

7. **DELEGATION OF SUPERVISORY BODY ROLE**

Decision:

That approval be granted for the functions of the Supervisory Body for the purposes of the Mental Capacity Act 2005 Deprivation of Liberty Safeguards to Andrew Jarrett, Head of Children & Young People Services.

Reason for Decision:

To enable Andrew Jarrett, Head of Children & Young People Services able to delegate the power of Supervisory Body signatory to named officers for the purpose of fulfilling the local authority duties under the Mental Capacity Act 2005 in relation to Deprivation of Liberty Safeguards authorisations.

Implementation of Decision:

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

8. **TO ENTER INTO AN INTER AUTHORITY AGREEMENT WITHIN THE WESTERN BAY REGION FOR THE COLLABORATIVE PROCUREMENT OF REGIONAL ADVOCACY SERVICES**

Decision:

1. That approval be granted for the Council (subject to all the City and County of Swansea Council and Bridgend County Borough Council agreeing to execute the Inter Authority Agreement) enters into the Inter Authority Agreement upon the terms set out in the circulated report;
2. That the Head of Children & Young People Services be designated to be the Representative of this Council for the purposes of the Inter Authority Agreement and to carry out on behalf of the Council all the delegated powers of such a Representative, and further delegates to the Head of Children & Young People Services the power to appoint an alternate or deputy for the purposes of the Agreement;

3. The Head of Children and Young People Services be delegated authority in consultation with the Head of Legal Services to negotiate and settle the final terms of the Inter Authority Agreement (taking into account any guidance and instructions issued by the Welsh Government) and thereafter authorise the Head of Legal Services to enter into the said Agreement and any associated documentation.
4. The City and County of Swansea Council be authorised on behalf of this Council (subject to it obtaining its own internal approvals) to enter into and agree to comply with the obligations set out in the long term contract for the National Approach for Advocacy Services having due regard for the implications set out in the report and subject to all participating authorities having entered into the Inter Authority Agreement.

Reason for Decisions:

The National Approach for Advocacy Services is an expected regional implementation exercise which has oversight by WLGA, this being the case, The Social Services and Wellbeing (Wales) Act 2014 – Part 10 code of Practise (Advocacy) sets the requirement for Local Authorities to:-

- (a) Ensure that access to advocacy services and support is available to enable individuals to engage and participate when local authorities are exercising statutory duties to them and
- (b) To arrange an independent professional advocate to facilitate the involvement of individuals in certain circumstances.

In addition, The Wellbeing of Future Generations (Wales) Act 2015 brings strategic relevance to how Local Authorities and public bodies make decisions. It places an emphasis on Local Authorities and other public bodies to work together in a more sustainable and cohesive approach. The 2015 Act means that public bodies need to look at preventative solutions when making decisions for people and communities and that it needs to involve the people living in local communities when planning for the future.

Implementation of Decision:

That the decisions be implemented after the three day call in period.

9. **LEASE AGREEMENT WITH NEATH PORT TALBOT CVS FROM 1 APRIL 2017 - 31 MARCH 2020**

Decision:

That approval be granted to extend the lease agreement between Neath Port Talbot County Borough Council and Neath Port Talbot Council for Voluntary Service, for a period of thirty-six calendar months from 1st April 2017 to 31 March 2020 on terms and conditions to be agreed by the Head of Children & Young People Services in consultation with the Head of Property and Regeneration.

Reason for Decision:

To enable Children and Young People Services to enter into a lease agreement with Neath Port Talbot Council for Voluntary Services for 36 Orchard Street, Neath. SA11 1HA so that the building can continue to be used to provide an informal and accessible space to enable direct working with children, young people and their families.

Implementation of Decision:

That the decision be implemented after the three day call in period.

10. **URGENCY ACTION – APPLICATION TO THE COURT OF PROTECTION**

Decision:

That the report be noted.

CHAIRPERSON

EXECUTIVE DECISION RECORD
SOCIAL CARE, HEALTH AND WELLBEING CABINET BOARD

13 JULY 2017

Cabinet Members:

Councillors: A.R.Lockyer and P.D.Richards

Officers in Attendance:

N. Jarman, D.Berni, J.Hodges and J.Woodman-Ralph

1. **APPOINTMENT OF CHAIRPERSON**

Agreed that Councillor A.R.Lockyer be appointed Chairperson for the meeting.

2. **FORWARD WORK PROGRAMME 17/18**

Noted by Committee

3. **REDESIGN OF MANAGEMENT ARRANGEMENTS**

After consideration Members were supportive of the request to delete the Head of Adult Services post from the structure as detailed in the circulated report proposed by the Social Care, Health and Wellbeing Scrutiny Committee held prior to this meeting.

Decision:

That the changes to the Social Services, Health and Housing Directorate Senior Management Team as contained within the circulated report be approve, in principle subject to the deletion of the Head of Adult Services post from the structure and that the proposals be considered by Personnel Committee on the 24 July 2017.

Reason for Decision:

1. To raise the quality of all Social Services by better spreading of best practice across the Social Services and Housing Directorate;
2. To amalgamate common functions within the Directorate (eg. Safeguarding transition) both economies of scale are achievable as well as improvements in efficiency and responsiveness;
3. To enable the Directorate to meet the financial challenges facing the Council 2018/19 onwards.

Implementation of Decision:

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

4. **CSSIW PERFORMANCE REVIEW OF NEATH PORT TALBOT COUNTY BOROUGH COUNCIL SOCIAL SERVICES**

Decision:

That the report be noted.

5. **DEVELOPMENT OF A TRANSITION TEAM ACROSS CHILDREN AND ADULT SERVICES**

Decisions:

1. That approval be granted for the implementation of a pilot transition team for the period of 5 months commencing September 2017;
2. A review of the pilot transition team to be undertaken and the outcomes reported back to Social Care, Health and Wellbeing Cabinet Board.

Reason for Decisions:

To enable a new way of working to be considered which spans both children and adult services to ensure that those young people who required ongoing support into their early adulthood receive well planned and well managed support. The objective is to better commission resources and better manage outcomes to ensure that whatever possible

we are working towards young people living independently and where they do require ongoing support that it is proportionate to their needs.

Implementation of Decisions:

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

6. **MONITORING THE PERFORMANCE AND PROGRESS OF THE WESTERN BAY REGIONAL ADOPTION SERVICE**

Decision:

That the report be noted.

7. **ADULT SERVICES QUARTERLY PERFORMANCE MANAGEMENT DATA 2016/17 - QUARTER 4 PERFORMANCE (1 APRIL 2016 - 31 MARCH 2017)**

Decision:

That the report be noted.

8. **CHILDREN AND YOUNG PEOPLE SERVICES - 4 QUARTER (2016-17) PERFORMANCE REPORT**

Decision:

That the report be noted.

CHAIRPERSON

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EXECUTIVE DECISION RECORD
SOCIAL CARE, HEALTH AND WELLBEING
7 SEPTEMBER 2017

Cabinet Members:

Councillors: A.R.Lockyer (Chairperson) and P.D.Richards

Officers in Attendance:

N.Jarman, A.Jarrett, A.Thomas, J.Hodges and J.Woodman-Ralph

1. **APPOINTMENT OF CHAIRPERSON**

Agreed that Councillor A.R.Lockyer be appointed Chairperson for the meeting.

2. **MINUTES OF THE PREVIOUS SOCIAL CARE, HEALTH AND WELLBEING CABINET BOARDS HELD ON THE 3 JULY AND THE 13 JULY 2017.**

Noted by Committee

3. **FORWARD WORK PROGRAMME 17/18**

Noted by Committee

4. **RESIDENTIAL AND NON-RESIDENTIAL CARE CHARGING POLICY**

Decision:

That the updated Residential and Non-Residential Care Charging Policy as set out in Appendix A of the circulated report be approved.

Reason for Decision:

To ensure that the charging policy and schedule of rates are consistent.

Implementation of Decision:

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

5. **WESTERN BAY YOUTH JUSTICE AND EARLY INTERVENTION ANNUAL PLAN 2017 - 2018**

Members were supportive of the request made by the Scrutiny Committee held prior to this meeting to include consultation details with reports packs in future.

Decision:

That Members were supportive of the Western Bay Youth Justice and Early Intervention Youth Justice Plan 2017 – 2018 being commended to Council for approval prior to the Management Board Chair submitting to the Youth Justice Board by 31st September 2017. In addition, that in future Consultation documents be included in with the reports seeking approval.

Reason for Decision:

To enable the Western Bay Youth Justice and Early Intervention Service on behalf of Neath Port Talbot County Borough Council to undertake its duties to deliver youth justice services in line with the Crime and Disorder Act 1998. Services include preventing children and young people from entering the youth justice service, supervising young people in the community, the secure estate, supporting families and victims in partnership with other agencies.

Implementation of Decision:

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

Consultation:

Consultation has taken place within each of the three locality offices (Bridgend, Neath Port Talbot and Swansea) where they have asked

children, young people, parents and carers and victims “What do we do badly ie what does not work?” The answers have been and continue to be gathered to inform service delivery and service improvement. In addition, the regional manager has met with focus groups of young people in order to involve them in the planning process. The plan itself is shared with key partners.

6. **WESTERN BAY SAFEGUARDING CHILDREN BOARD ANNUAL REPORT AND BUSINESS PLAN**

Decision:

That the report be noted.

7. **WESTERN BAY COMMISSIONING STRATEGY FOR CARE HOMES FOR OLDER PEOPLE 2016 - 2025**

Members were supportive of the request made by the Scrutiny Committee held prior to this meeting that the report be withdrawn from consideration at today’s meeting and to be brought back to a future meeting when a representative from Western Bay is available to attend the meeting.

Decision:

That the report be withdrawn from today’s meeting.

8. **QUARTERLY PERFORMANCE MANAGEMENT DATA 2017/18 - QUARTER 1 PERFORMANCE - 1 APRIL 2017 - 30 JUNE 2017) - CHILDREN'S SERVICES**

That the report be noted

9. **QUARTERLY PERFORMANCE MANAGEMENT DATA 2017/18 - QUARTER 1 (1 APRIL 2017 - 30 JUNE 2017) - ADULT SERVICES**

That the report be noted.

10. **ACCESS TO MEETINGS**

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 the undermentioned Paragraph 14 of Part 4 of Schedule 12A to the Local Government Act 1972.

11. **SUPPORTED LODGINGS SERVICE AND CRISIS BEDS - CONTRACT ARRANGEMENTS (EXEMPT UNDER PARAGRAPH 14)**

Members received an overview of the Supported Lodgings Service and Crisis Beds Contract Arrangements as detailed in the private circulated report. It was highlighted that the first paragraph on Page 285 should have read that the contract is until the 30th March 2018 and not as stated until the 31st March 2018.

Decisions:

That having due regard to the Equalities Impact Assessment :

1. Approval be granted to excluded Rule 2.1 of the Contract Procedure Rules;
2. The Head of Children and Young People Services be granted delegated authority to enter into an agreement with Dewis Limited for the provision of 15 supported lodging placements and 2 crisis bed provisions from the 1 October 2017 for the period of 12 months;
3. The Head of Children and Young People Services be granted delegated authority to embark on a procurement process for the provision of a Supported Lodgings Service and Crisis Bed Provision and to award a contract to the most economically advantageous tender as identified in the procurement process.

Reason for Decisions:

To ensure that the Council is making the best possible use of any Children and Young People Services funds as so efficiency of cost i.e. reduction of block cost and remodelling exercises and service sustainability with regards to staff continuity and service continuity for individuals is maximised.

Implementation of Decisions:

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

CHAIRPERSON

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