



***POLICY AND RESOURCES SCRUTINY COMMITTEE***

***10.00 am WEDNESDAY, 18 APRIL 2018***

***COMMITTEE ROOMS 1/2 - PORT TALBOT CIVIC CENTRE***

**PART 1**

1. To receive any declarations of interest from Members
2. To receive the Minutes of the Policy and Resources Scrutiny Committee (Special) held on 31st January 2018 (*Pages 3 - 8*)
3. To receive the Minutes of the Policy and Resources Scrutiny Committee (Special) held on 21st February 2018 (*Pages 9 - 12*)
4. To receive the Minutes of the Policy and Resources Scrutiny Committee held on 7th March 2018 (*Pages 13 - 18*)
5. To select appropriate items from the Cabinet Board Agenda for pre-scrutiny (Cabinet Board reports enclosed for Scrutiny Members)
6. Any urgent items (whether public or exempt) at the discretion of the Chairman pursuant to Section 100B (4) (b) of the Local Government Act 1972

**S.Phillips**  
**Chief Executive**

**Civic Centre**  
**Port Talbot**

**Saturday, 14 April 2018**

## **Committee Membership:**

**Chairperson:** Councillor A.N.Woolcock

**Vice  
Chairperson:** Councillor S.Rahaman

**Councillors:** M.Crowley, J.D.Morgan, C.Edwards,  
S.E.Freeguard, M.Harvey, S.K.Hunt, H.N.James,  
A.Llewelyn, S.Miller, L.M.Purcell, S.M.Penry,  
A.L.Thomas, J.Warman and S.Paddison

## **Notes:**

- (1) If Committee Members or non-Committee Members wish to have relevant items put on the agenda for future meetings, then please notify the Chief Executive/Chair eight days before the meeting.*
- (2) If non-Committee Members wish to attend for an item of interest, then prior notification needs to be given (by 12.00 noon on the day before the meeting). Non-Committee Members may speak but not vote, or move or second any motion.*
- (3) For pre scrutiny arrangements, the Chair will normally recommend forthcoming executive items for discussion/challenge. It is also open to Committee Members to request items to be raised - though Members are asked to be selective here in regard to important issues.*
- (4) The relevant Cabinet Board Members will also be invited to be present at the meeting for Scrutiny/ Consultation purposes.*
- (5) Would the Scrutiny Committee Members please bring the Cabinet Board papers with them to the meeting.*

## POLICY AND RESOURCES SCRUTINY COMMITTEE

(Council Chamber - Port Talbot Civic Centre)

**Members Present:**

**31 January 2018**

**Chairperson:** Councillor A.N.Woolcock

**Vice Chairperson:** Councillor S.Rahaman

**Councillors:** J.D.Morgan, C.Edwards, M.Harvey, S.K.Hunt, H.N.James, S.Miller, S.Paddison, S.M.Penry and J.Warman

**Officers In Attendance** K.Jones, A.Evans, A.Davies, J.Hogg, M.Jones, R.Thomas, J.Abbott-Davies, S. Curran and C.Davies

**Cabinet Invitees:** Councillors D.Jones, A.Evans, A.Davies, J.Hogg, Jones, Thomas and Abbott-Davies

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1. **TO EXERCISE THE POWERS SET OUT IN SECTION 35 OF THE WELL-BEING OF FUTURE GENERATIONS (WALES) ACT 2015 BEING THE DESIGNATED OVERVIEW AND SCRUTINY COMMITTEE FOR THIS PURPOSE AS APPROVED BY COUNCIL MAY 2015.**

Resolved that, on this occasion, in line with the powers set out in Section 35 of the Well-being of Future Generations (Wales) Act 2015 the Committee act as the designated Overview and Scrutiny Committee to scrutinise the work of the Public Services Board.

2. **DECLARATIONS OF INTEREST FROM MEMBERS**

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

Cllr Mike Harvey: He is an employee of South Wales Police.

Cllr Suzanne Paddison: She is married to an employee of South Wales Police.

3. **PRESENTATIONS FROM MEMBERS OF THE PUBLIC SERVICES BOARD WHO HAVE BEEN IDENTIFIED TO LEAD THE DEVELOPMENT OF WORK ACTIVITIES FOR EACH OF THE PRIORITIES SET OUT IN THE DRAFT WELL-BEING PLAN.**

The Committee received presentations from Members of the Public Services Board who have been identified to lead the development of work activities for each of the priorities set out in the Draft Well-being Plan.

The Lead Officers had been asked to provide further detail on the activities set out in the priorities, how the proposed activities will make a difference and the commitment required by the Council to undertake the proposed activities.

To Support Children in their Early Years especially Children at risk of Adverse Childhood Experiences

*Further detail of activities*

Locality approach

Pilot approach

Make sure resources are targeted with more intelligence

Work with practitioners to understand what good partnerships look like

Learning continuously to spread across other clusters and wards

Asset mapping, data mapping co-ordination of services and community engagement

*How activities will make a difference*

Bringing children and families with you

Good practice becomes best practice everywhere

Engaging as early as possible before barriers to learning are encountered

A more tailored and connected approach

Learning in real time what is working and what needs to change

Connect with children and families with support available in the locality

Reach the hardest the reach families

To create Safe, confident and resilient communities focussing on vulnerable people

*Further detail of activities*

Reviewing evidence to see what can be done to prevent people experiencing vulnerability  
Remove barriers to information sharing  
Focus initial work in Sandfields  
Mapping- finding out from the community what the issues are from the front line practitioners and other community partners/individuals.  
Exploring people's experience of using systems and to remove barriers that people experience  
Explore how we can collaborate differently e.g. co-location, sharing buildings etc.

*How activities will make a difference*

Aligning police resources with partners  
Have to change levels of demand and respond to that demand differently  
Need to address causes of vulnerability not just the symptoms  
Empowered frontline staff able to come together around individuals and families  
Learn from working differently and to scale this up in other places and doing this in real time

*Commitment required:*

People to be involved in identifying what works well in communities and who can support different ways of working  
Not setting up new structures but working with what we already have  
Willingness to work across NPT and Swansea  
Elected Member involvement but detail will need to be discussed and agreed

The Committee generally agreed with the issues and discussed the importance of communication around the work being developed within communities. It was agreed that social media has to be considered as part of any communications strategy.

While the Committee agreed with the principles in general, clarity was needed on the challenges and Members felt that from a Health perspective the work needs to start before a child is born as children's brains develop at much earlier points.

Members agreed that services such as Health Visiting need to be sufficient to pick up all of the children and ensure there is a tailored response.

Members queried how services will engage with people who don't want to participate. It was explained that the services will look at actively removing barriers and empowering staff.

### Encourage Ageing Well

#### *Further detail of activities*

Practitioner Forum

Delivery Plans

#### *Commitment required*

Support a culture of experimentation 'being safe to fail.'

Be prepared to explore how we can work differently together

No new resources expected

Help remove resistance to change

Accept that long term goals transcends political cycles

### Promote wellbeing through and in the workplace

#### *Further detail of activities*

Ask staff what affects their health and wellbeing

Learn and Share event amongst employers to share issues and how we are addressing what works

Identify whether there are things we can work on together

Supporting people who are no longer able to work

Transition from work to retirement to help promote wellbeing into the longer term

#### *How activities will make a difference*

Share and scale up good practice

Engaged and productive employees

People better prepared for retirement

People able to contribute to their communities

### Recognise and promote green infrastructure, how green infrastructure can support the economic social and cultural wellbeing of the people of NPT.

#### *Further detail of activities*

How to build in more green space

Shift culture in NRW to reflect that the environment belongs to the people

Preventing flooding and improving health

*How activities will make a difference*

More people enjoying the natural environment

Protecting and developing the natural environment

Integrating the use of national assets into the other work-streams.

Members noted that loneliness needs to be given specific emphasis but that there was also an additional issue of 'hopelessness'.

The Committee queried if 'ageing well' is the right title and discussed 'adding life to years' could be better.

Members agreed that 'digital exclusion' needs to be tackled, and that services need to cater for people who are not digitally minded or where digital is not the right channel.

The Committee discussed how the Centre for Innovative Ageing at Swansea University can help to understand what interventions are most likely to make the difference.

Members felt that it was important to go back to 'ground zero' in order to understand what is getting in people's way of doing what matters.

It was noted that Glynneath is on a flood plane which is stifling development. Discussed how access and transport problems can be taken on board by the PSB.

In conclusion, Members were pleased to note the shared leadership commitment expressed by the Lead Officers. They felt it was important that culture, skills and information sharing is got right at the grass roots level.

Members discussed that communities know what they need and it would be important to bring others around the table such as town and community councils, volunteers and voluntary organisations.

4. **TO DEVELOP A RESPONSE TO THE NEATH PORT TALBOT PUBLIC SERVICES BOARD CONSULTATION ON THE DRAFT WELLBEING PLAN**

Members discussed the following issues:

- What resources and staffing are going to be provided or required

- That the Health Board Communicate further with what they are doing.
- That vulnerable children be a priority
- That loneliness be recognised as an issue

The Committee agreed that the Chairman be delegated with the authority to finalise the Committee's response to the Chair of the Public Services Board.

## **CHAIRPERSON**



## POLICY AND RESOURCES SCRUTINY COMMITTEE

(Council Chamber - Port Talbot Civic Centre)

**Members Present:**

**21 February 2018**

**Chairperson:** Councillor A.N.Woolcock

**Councillors:** J.D.Morgan, M.Harvey, S.K.Hunt, S.Miller,  
L.M.Purcell, S.M.Penry and S.Paddison

**Officers In Attendance** K.Jones, A.James, Miss.C.Davies and N.Jones

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

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### 1. **PRE-SCRUTINY**

The Committee scrutinised the following matters:

#### **Cabinet Board Proposals**

##### 1.1 **Neath Port Talbot County Borough Council Corporate Communications and Community Relations Strategy**

Members received an overview of the Communications and Community Relations Strategy covering the period March 2018 to March 2020.

Officers provided Members with a presentation highlighting the main areas within the strategy.

Members thanked the officers for the presentation and asked for clarity on what 'even handed' meant, as it is one of the principles for our communications activities detailed in the strategy. Officers advised that it means taking a balanced approach.

It was highlighted that the Authority needs to embrace the opportunities associated with the changes in the media

landscape, however, these must be balanced with communication through traditional media for those who have no access to technology.

Members commended the point that was raised in the presentation on offering subscribers to the new Council e-newsletter the choice of English, Welsh or bilingual versions.

Officers highlighted that there is still work to be done on establishing what metrics will be used to monitor and evaluate communications activity. It was noted that in the first year of the strategy, officers would be happy to report back to committee to on how this part of the work is progressing.

Members outlined an issue linked to the printed edition of the South Wales Evening Post where the Pontardawe headlines are covered in the Neath edition, which is not available for purchase in Pontardawe. Members asked whether the authority has any influence on this. Officers confirmed that they can raise this issue with the Evening Post to ask if anything can be done to rectify this, but it will ultimately be the Evening Post's decision.

Members queried how much the Authority is encouraging the principal of two way communication. Officers advised that there are discussions taking place about developing a new engagement strategy. It was noted that feedback is encouraged and if information is posted on Facebook that is incorrect, then officers can respond with the correct information.

Members raised concern about anti-social behaviour being reported on social media. Officers highlighted that the Community Safety Partnership is working to inform the public to encourage them to report incidents through the correct channels i.e. to the Police (when a crime number will be provided), not via social media.

Members were very supportive of the principals detailed in the circulated report and commended the strategy.

Members highlighted that a policy should be developed on advertising on Council assets, as it was noted that only adverts for appropriate services, products or organisations should be accepted. Officers highlighted that they are working with APSE

specifically on policies of best practise. It was noted that this would be brought to members at a later date.

Members asked who had decided that the logo needed a refresh and for some of the reasoning behind the proposed colour changes. Officers highlighted that changes to the logo had not yet been formally agreed. The officer who is leading on the branding was not present at the meeting, therefore it was noted that a response would be provided to the member following the meeting.

Members raised concern that the new strategy would exclude people who do not have access to social media and the internet. Officers apologised that the presentation may have been perceived as only concentrating on online communications and community relations. It was highlighted that the intention is to make the most of the opportunities presented by digital channels as well as traditional forms of media.

Members agreed with the strategy, however highlighted that those members who are not IT literate would require training to enable members to use social media responsibly.

Members requested that in Appendix 1 to the circulated report MEP's be included with the MP's and AM's list under the Audiences section.

The Deputy Leader highlighted to the committee that over the last decade times have changed, previously in committee there would have always been a journalist and there was no such thing as YouTube or social media. It was noted that traditional media needs to be taken into account, however there is a need to adapt to the changes and embrace new technology.

Following scrutiny, the Committee was supportive of the proposal to be considered by the Cabinet Board

## **CHAIRPERSON**

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## POLICY AND RESOURCES SCRUTINY COMMITTEE

(Committee Rooms 1/2 - Port Talbot Civic Centre)

**Members Present:**

**7 March 2018**

**Chairperson:** Councillor A.N.Woolcock

**Vice Chairperson:** Councillor S.Rahaman

**Councillors:** C.Edwards, S.E.Freeguard, M.Harvey,  
S.K.Hunt, H.N.James, A.Llewelyn, S.Miller,  
L.M.Purcell, S.M.Penry, J.Warman and  
S.Paddison

**Officers In Attendance** K.Jones, D.Rees, A. Hinder and C.Davies

**Cabinet Invitees:** Councillors R.G.Jones, C.Clement-Williams and  
D.Jones

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1. **MINUTES OF THE POLICY AND RESOURCES SCRUTINY COMMITTEE THAT WAS HELD ON 24TH JANUARY 2018**

The Committee noted the minutes.

2. **SCRUTINY FORWARD WORK PROGRAMME 2017/18.**

The committee noted the Forward Work Programme.

Officers highlighted that there will be a workshop session planned for the beginning of the next civic year to populate the Scrutiny Forward Work Programme for 2018/19.

3. **PRE-SCRUTINY**

The Committee chose to scrutinise the following Cabinet Board items:

Cabinet Board Proposals

3.1 Quarterly Performance Management Data 2017/2018 – Quarter 3 Performance (1<sup>st</sup> April – 31<sup>st</sup> December 2018)

Members received the quarter 3 performance management data for the period 1<sup>st</sup> April 2017 to 31<sup>st</sup> December 2017 for Chief Executive's and Finance and Corporate Services Directorates and the performance management data for the same period for services that are within the remit of the other four Cabinet Boards.

Officers clarified that the overview report had been prepared for the Cabinet Board to exercise a corporate oversight of performance as well as providing the Scrutiny Committee with information about performance within the two directorates within the purview of this committee.

Members commented that they found it useful to also to be able to enquire about the broader suite of indicators but noted that the relevant officers may not be present to address queries. It was agreed that the future focus of performance scrutiny could be explored in the committee development session mentioned earlier in the meeting.

Officers highlighted that the performance indicator on the percentage of webpages available in Welsh was showing 100% for Quarter 3. It was noted that, that data is the latest available data as of at the 30<sup>th</sup> June 2017 as a new content management system (Umbraco) had been launched in July. Members were advised that the installation of the system had caused glitches which had affected the ability to provide up to date information.

Members highlighted that they had posted links to Facebook of the Welsh Neath Port Talbot Internet pages, however the links were showing the English pages and queried whether the issues with the pilot of Umbraco was causing this error. Officers highlighted that this may be the case, however would check and get back to the Member.

Members asked what was meant by Broadly Compliant which was detailed in bullet point 1 under Public Protection. Officers highlighted that they would circulate a response to the question outside of the meeting as the information was not to hand.

Adult services PI/7 Members asked why there was such a drop in the number of care and support plans that were reviewed during the year, from 2,004 in 2016/17 to 973 Quarter 3 2017/18. Officers noted the question and highlighted that they would get a response from the relevant officer.

Members asked why the performance indicator on the number of jobs created had dropped significantly from 184 in 2015/16 to 64 in Quarter 3, 2017/18. Officers highlighted that the reason for the discrepancy is that the 184 jobs refers to a whole year and the 64 refers to three quarters of a year. It was noted that a lot of the outputs do not materialise through the system until the last quarter as there is a delay or back-log in the processing of the number of jobs created, which is usually then remedied in the last quarter or at the end of the year. Therefore it was highlighted that it would be best to compare in Quarter 4 to get a true comparison, when all the outputs are finalised.

Members commended the increase in number of leisure centre visits

Members asked whether sickness levels have an effect with the number of exclusions within education. Officers highlighted to members that this could be discussed in their Forward Work Programme Workshop Session.

Members highlighted that under the Homelessness section it was noted that the cases that progress to a final section 75 duty are low, it was asked how many was low. Officers highlighted that in the performance indicator it is 65, however will check with the relevant officer.

Members raised concern on the downsizing of the workforce. Officers explained why the performance reports are so important in allowing Members to monitor these concerns. It was noted that the budget confirmed where savings need to be made within the Council. It was noted that the revised corporate plan would be coming before Members which would allow them to weigh up the impacts on service priorities and service delivery.

Members raised concern on the reporting of the performance management data for services that are within the remit of the other four Cabinet Boards and asked whether it could be discussed in Democratic Services Committee. Officers

highlighted that it would not need discussion in Democratic Services Committee as the committee itself can decide how to scrutinise their own items and control their own agenda.

Members asked why there had been a decrease in permanent exclusions from secondary schools, however an increase in permanent exclusions in primary schools. Officers confirmed that they would check with the relevant officer and get back to Members outside of the meeting.

Members asked for clarification around the number of children excluded on a permanent basis and what were the implications for staff monitoring these caseloads. Officers confirmed that they would check with the relevant officer and get back to Members outside of the meeting.

Following scrutiny, it was agreed that the report be noted.

### 3.2 Consultation – Code of Practice for Welsh Language Standards (No.1) regulations

Members were asked to consider the Council's response to the consultation being undertaken by the Welsh Language Commissioner's on her draft Code of Practice for the Welsh Language Standards.

Members were also updated on the outcome of further dialogue that had taken place between officers and representatives of the Welsh Language Commissioner concerning the 9 standards still subject of Challenge.

Officers highlighted that a positive meeting had taken place with the Welsh Commissioner. There appeared to be better understanding on the budget constraints and language barriers that the Council faces, and more realism as to what the Council can do to meet the standards.

Members supported the report and the proposed response to the Commissioner. Member commented that a document of that size that the Commissioner proposed to issue could put barriers up for people. A far more simplified version was considered essential to promote engagement with the aims of the Welsh Language Standards.



Following scrutiny, the Committee was supportive of the proposal to be considered by the Cabinet Board.

### 3.3 Alternative Service Delivery Proposals for Port Talbot Civic Centre Council Tax Enquiries

Members were updated on an alternative service delivery arrangement for dealing with Council Tax enquiries at Port Talbot Civic Centre.

Members asked that the word Manning be changed to Staffing in the circulated document.

Members asked for the Equality Impact screening to be circulated to the committee members as it was not included in the documents.

Members were concerned for members of the public that may have hearing difficulties. Officers confirmed that the one stop shop could help out in those instances.

It was noted that there is a National Deaf Telephone Service that could be considered with the new telephony system that is being introduced.

The Cabinet Member commended the officers on the work that they had achieved.

Following scrutiny, the Committee was supportive of the proposal to be considered by the Cabinet Board

### 3.4 Treasury Management Monitoring 2017/18

Members were informed that there was not a great deal in change in the treasury Management report.

It was noted that in previous reports there would be a table showing long term investments i.e. maturing in more than 12 months' time. However as those investments will now be maturing within the next 12 months they have been removed.

Following scrutiny, it was agreed that the report be noted.

**CHAIRPERSON**

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