



**Y CABINET**

***Yn syth Yn dilyn y Pwyllgor Craffu ar  
DYDD MERCHER, 5 RHAGFYR 2018***

***COUNCIL CHAMBER - PORT TALBOT CIVIC CENTRE***

**Rhan 1**

1. Periodi cadeirydd
2. Datganiadau o fudd
3. Blaenraglen Waith 2018 (*Tudalennau 3 - 6*)
4. Amlogfa Margam - Cofnodion 22 Mehefin, 2018 a 21 Medi, 2018  
(*Tudalennau 7 - 16*)
5. Clyfar a Chysylltiedig - Strategaeth Ddigidol Ddiwygiedig  
(*Tudalennau 17 - 70*)  
*Adroddiad gan y Prif Weithredwr Cynorthwyol a'r Prif Swyddog  
Digidol*
6. Cynllun Cydraddoldeb Strategol 2017-2018 (*Tudalennau 71 - 114*)  
*Adroddiad gan y Prif Weithredwr Cynorthwyol a'r Prif Swyddog  
Digidol*
7. Darparu Benthyciad Ariannol i Celtic Leisure Limited (*Tudalennau  
115 - 118*)  
*Adroddiad y Pennaeth Cyllid*
8. Cais i Cronfa Gymunedol yr Aelodau - Cam 2 Ailddatblygu Parc  
Lles Cwmgwrach (*Tudalennau 119 - 126*)  
*Adroddiad gan y Pennaeth Trawsnewid*

9. Cais i Cronfa Gymunedol yr Aelodau - Canolfan Gymunedol Margam, Diffibriliwr (*Tudalennau 127 - 132*)  
*Adroddiad gan y Pennaeth Trawsnewid*
10. Cais i Cronfa Gymunedol yr Aelodau - Canolfan Dreftadaeth ac Ymwelwyr Pontardawe (*Tudalennau 133 - 138*)  
*Adroddiad gan y Pennaeth Trawsnewid*
11. Cais i Cronfa Gymunedol yr Aelodau - Menter Cludiant Cymunedol yn gwasanaethu wardiau Gwauncaegurwen a Brynaman (*Tudalennau 139 - 144*)  
*Adroddiad gan y Pennaeth Trawsnewid*
12. Eitemau brys  
Unrhyw eitemau brys (cyhoeddus neu wedi'u heithrio) yn ôl disgrisiwn y Cadeirydd unol ag Adran 100B (4)(b) Deddf Llywodraeth Leol 1972.

**S.Phillips**  
**Prif Weithredwr**

**Canolfan Ddinesig,  
Port Talbot**

**Dydd Iau, 29 Tachwedd 2018**

**Aelodau'r Cabinet:**

**Cynghowyr:** R.G.Jones, A.J.Taylor, C.Clement-Williams,  
D.W.Davies, D.Jones, E.V.Latham, A.R.Lockyer,  
P.A.Rees, P.D.Richards a/ac A.Wingrave

***Nodiadau:***

- (1) *Os nad yw unrhyw aelod o Fwrdd y Cabinet yn gallu bad yn bresennol, gall unrhyw aelod arall o'r Cabinet gyflenwi fel aelod etholiadol ar y pwyllgor. Gofynnir i'r aelodau wneud y trefniadau hyn yn uniongyrchol ac yna i hysbysu is adran y pwyllgor..*

(2) *Ystyrir barn y Pwyllgor Craffu blaenorol wrth wneud penderfyniadau  
(proses craffu cyn penderfynu)*

Mae'r dudalen hon yn fwriadol wag

## 2018 FORWARD WORK PLAN

### CABINET

Meeting Date	Agenda Items	Type (Decision/ Monitoring Or Information)	Rotation (Topical, Annual, Bi-Annual, Quarterly, Monthly)	Contact Officer/ Head of Service
<b>17 December 2018 (Special)</b>	Third Sector Grants	Information	Topical	K.Jones
	Valleys Task & Finish Group Cabinet Response	Information	Topical	K.Jones

Tudalen5

Cabinet – Forward Work Programme

Tudalen6

Meeting Date	Agenda Items	Type (Decision/ Monitoring Or Information)	Rotation (Topical, Annual, Bi-Annual, Quarterly, Monthly)	Contact Officer/ Head of Service
<b>16 January 2019</b>	Members Community Fund Application	Decision	Monthly	P.Hinder
	Western Bay Western Bay Programme	TBC	Topical	Nicola Trottman – Programme Co-ordinator
	Coroners Pay Job Evaluation	Decision	Topical	C.Griffiths
	WAO Compliance Certificate	Information	Topical	K.Jones/ N.Sparkes

Cabinet – Forward Work Programme

Meeting Date	Agenda Items	Type (Decision/ Monitoring Or Information)	Rotation (Topical, Annual, Bi-Annual, Quarterly, Monthly)	Contact Officer/ Head of Service
23 January 2019	Risk Register	Information	Topical	H.Jenkins / D.Rees
	Members Community Fund Application	Decision	Topical	P.Hinder
	Port Talbot Waterfront Enterprise Zone	Decision	Topical	G.Nutt

Tudalen7

Mae'r dudalen hon yn fwiadol wag



## MARGAM JOINT CREMATORIUM COMMITTEE

(Acting with Plenary Powers)

**Members Present:**

**22 June, 2018**

**Representing Neath  
Port Talbot County  
Borough Council:**

**Councillors** E.V.Latham (Chair), R.G.Jones,  
S.M.Penry, R.L.Taylor and S.Bamsey

**Officers in  
Attendance:**

H.Jenkins, C.Griffiths, C.Phillips, A.Dixon,  
S.Brennan and T.Davies

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1. **APPOINTMENT OF CHAIRPERSON 2018/19**

Prior to the election of the Chair and Vice Chair, Mr.C.Griffiths opened the meeting.

**RESOLVED:** that Councillor.E.V.Latham be appointed Chair of the Margam Joint Crematorium Committee for the Civic Year 2018/19.

2. **APPOINTMENT OF VICE CHAIRPERSON 2018/19**

**RESOLVED:** that the appointment of Vice Chair of the Margam Joint Crematorium Committee for the Civic Year 2018/19, be deferred to the next meeting.

3. **MINUTES OF PREVIOUS MEETING**

**RESOLVED:** that the Minutes of the previous meeting held on the 19 January 2018 be confirmed as a true and accurate record of proceedings, with the addition of the Joint Committee's good wishes to Mr David Michael on his retirement.

4. **OUTTURN REPORT AND ANNUAL RETURN 2017/18**

The Treasurer gave an overview of the circulated report.

Members also discussed the best use of the monies within the Memorial Bulb Account. A report will be presented to Members at the next meeting of the Joint Committee, with regards the above, and this additional recommendation is reflected at decision No. 5 below.

- RESOLVED:**
1. that the Outturn report for 2017/18 be approved;
  2. that the Annual Return, prior to Audit Certificate for the year ended 31 March 2018 be approved;
  3. that the Chairperson of Margam Joint Crematorium Committee sign the Annual Return and it be submitted to the external auditors for consideration;
  4. That the Annual Governance Statement be confirmed;
  5. That a report on the best possible uses for the Memorial Bulb Fund be brought to the next meeting of the Joint Committee for Member's consideration.

5. **ADDITIONAL CREMATORIUM ASSISTANT POST**

- RESOLVED:** that the creation of an additional Crematorium Assistant post (as detailed in the circulated report), be approved.

6. **50TH ANNIVERSARY OF OPENING OF MARGAM CREMATORIUM**

Members discussed possible options for commemorating the 50<sup>th</sup> anniversary of the opening of Margam Crematorium. Suggestions included a granite monolith or plaque, plus a celebratory ball.

**RESOLVED:** that an event programme to acknowledge the 50th anniversary of the opening of Margam Crematorium be prepared, and a report be brought to the next Margam Joint Crematorium Committee for consideration.

7. **CREMATION AND BURIAL COMMUNICATION AND EDUCATION 2018 CONFERENCE**

Members discussed the Annual Cremating and Burial Communication and Education Conference, which had been attended by the Chair and the Superintendent.

Members also discussed the viability of weekend funerals, and felt more research was needed around the subject.

**RESOLVED:** that the report be noted.

8. **CREMATORIUM OPEN DAY 2018**

Members discussed the circulated report and felt going forward that the open day event should be advertised further ahead of time, and feedback forms should be available for the event.

**RESOLVED:** that an open day be arranged on a Sunday during September/October 2018, in order for the general public to view the grounds and buildings of Margam Crematorium when no funerals are taking place.

9. **PALM SUNDAY SERVICE OF REMEMBRANCE 2018**

Following discussion, and with the agreement of the Chair, the circulated report was amended from an 'information' report, to a 'decision' report.

**RESOLVED:** that an annual Christmas service be reinstated at Margam Crematorium, with effect from Christmas 2018.

10. **QUALIFICATIONS GAINED BY CREMATORIUM STAFF**

Members noted the circulated report and extended congratulations to Lee Beasley on his recent Certificate of Proficiency in the Practical and Ethical Operation of Cremation Equipment.

**RESOLVED:** that the report be noted.

11. **RECYCLING OF METALS FOLLOWING CREMATION - PARTICIPATION IN THE INSTITUTE OF CEMETERY AND CREMATION MANAGEMENT SCHEME**

Members discussed local bereavement charities but felt the nominated national charity should remain for the financial year 2018/19, with a view to further discussions taking place at the same time next year.

**RESOLVED:** that the continued participation in the Institute of Cemetery and Cremation Management be approved, and the supported charity (CRUSE) remain unchanged for 2018/19.

12. **BUILDING IMPROVEMENTS AND MAINTENANCE**

Members discussed the circulated report and plans for the proposed extension to Margam Crematorium. Debate took place around timescales and how best to minimise disruption, as well as the siting of certain rooms as shown on the plans.

**RESOLVED:** that delegated authority be granted to the Head of Property and Regeneration and the Chair of Margam Joint Crematorium Committee to revisit the circulated plans – specifically the location of the drivers room and the inclusion of unisex toilets – and to make any alterations as seen fit.

13. **URGENT ITEMS**

Video Montage and Live Streaming

Members were pleased to note that both the video montage facility and live streaming via the internet were working well and having a good impact during services.

Air Conditioning

It was felt that the issue of air conditioning for the Chapel needed to be revisited again, following the recent spell of sunny weather.

Defibrillator

Officers would produce a report for the next meeting of the Joint Committee concerning the possible placement of a defibrillator at Margam Crematorium.

**CHAIRPERSON**

Mae'r dudalen hon yn fwriadol wag

# MARGAM JOINT CREMATORIUM COMMITTEE

(Acting with Plenary Powers)

**Members Present:**

**21 September, 2018**

**Representing Neath  
Port Talbot County  
Borough Council:**

**Councillors** E.V.Latham, R.G.Jones,  
S.M.Penry, R.L.Taylor and S.Bamsey

**Representing  
Bridgend County  
Council:**

**Councillors** A.Pucella and S.Smith

**Officers in  
Attendance:**

C.Griffiths, C.Phillips, A.Thomas, S.Brennan,  
H.Jenkins and T.Davies

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## 1. **MINUTES OF PREVIOUS MEETING**

Member's discussed the Minutes of the previous meeting (22 June, 2018) and noted that although there was a quick fix available to solve the issues surrounding the air conditioning (installing an extra fan), the preferred option was to adopt a holistic approach by tying in the installation of a new air conditioning system with the build of the planned extension, in order to utilise the same shutdown period. It was emphasised that no slippage in time should occur, and that the new air conditioning should be up and running before summer 2019.

With regards the installation of a defibrillator on site at Margam Crematorium, Officers were exploring various different options, as a number of different services were available. A report would be brought to the next meeting of the Joint Committee.

**RESOLVED:** that the Minutes of the previous meeting held on 22 June, 2018 be confirmed as a true and accurate record of proceedings.

2. **APPOINTMENT OF VICE CHAIRPERSON**

**RESOLVED:** that Councillor S.Smith be appointed Vice Chair of the Margam Joint Crematorium Committee for the Civic Year 2018/19.

3. **50TH ANNIVERSARY OF OPENING OF MARGAM CREMATORIUM**

Members discussed ideas to commemorate the 50<sup>th</sup> Anniversary of opening of Margam Crematorium. Suggestions included a Memorial car park; a stone monolith/memorial; a board/plaque in a public area in the new, remodelled extension recognising the current Committee Members; a Civic Service and a booklet.

**RESOLVED:** that a report be brought to the next meeting of the Joint Committee, finalising plans to commemorate the 50<sup>th</sup> Anniversary of the opening of Margam Crematorium.

4. **CHRISTMAS CAROL SERVICE AT MARGAM CREMATORIUM**

Members discussed the Christmas Carol Service, for 2018, and agreed that it should be well publicised with flyers to be arranged and posters to be displayed in the local area.

**RESOLVED:** that the date of the Christmas Carol Service be confirmed as Sunday, 9 December 2018, 2.30pm, at Margam Crematorium.

5. **CREMATION AND BURIAL COMMUNICATION AND EDUCATION CONFERENCE 2018**

The Cremation and Burial Communication and Education Conference 2018 was discussed, and Members noted that Councillor E.V.Latham (current Chair of the Joint Committee) who had been President of the Federation of Burial and Crematorium Authorities for the last two years, opened the event with Lord De Mauley.

It was noted that social media was discussed during the conference, including how some people's Facebook and Instagram pages remain open after they have passed away as a form of memorial. Digital



technology was also discussed, including the advances in digitally tracing a person's remains.

Saturday funerals were discussed, and it was noted that although Margam Crematorium was open for business 7 days a week, this was not well publicised – there had only been 6 funerals on a Saturday since April 2018. Options for fees for weekend cremations would be discussed at the next meeting of the Joint Committee.

**RESOLVED:** that the report be noted.

6. **ANNUAL RETURN 2017/18**

**RESOLVED:** that the report be noted.

7. **APPLICATIONS FOR CREMATIONS - 1 JANUARY 2018 TO 30 JUNE 2018**

**RESOLVED:** that the report be noted.

8. **URGENT ITEM**

Because of the need to deal now with the matter contained in Minute No. 9 below, the item was put forward at today's meeting as an urgent item pursuant to Section 100B (4) (b) of the Local Government Act 1972.

Reason:

Due to the time element.

9. **LETTER TO COUNCILLOR E.V.LATHAM**

Following the departure of the Chair from the room, a motion was put forward to request that the Clerk to the Joint Committee send a letter to Councillor E.V.Latham congratulating him on his two year term as President and Chair of the Federation of Burial and Crematorium Authorities. All Members felt the prestigious appointment at a national level warranted recognition.

**RESOLVED:** that a letter of appreciation be sent to Councillor E.V.Latham, as above.

10. **ACCESS TO MEETINGS**

**RESOLVED:** that pursuant to Section 100A(4) and (5) of the Local Government Act 1972, 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 above Act.

11. **AUDIT REPORT UPDATE**

Members discussed the private circulated report.

**RESOLVED:** that the private report be noted.

**CHAIRPERSON**

## NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

### CABINET

5 December 2018

#### Report of the Assistant Chief Executive and Chief Digital Officer SMART AND CONNECTED – A REVISED DIGITAL STRATEGY

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#### Matter for Decision

Wards Affected: All

#### SECTION A

#### Purpose of Report

1. To report the feedback received on the draft Digital Strategy – Smart and Connected – following a period of public consultation.
2. To present the final version of the Strategy to the Cabinet for approval.

#### Background

2. The Council's first digital strategy was approved in 2015. The initial strategy – Digital by Choice – focused on developing on-line services, predominantly for transactional services, and encouraging take up of those services.
3. There has been considerable progress which was summarised in the report presented to the Cabinet in August 2018 when authority to consult on a revised Strategy was sought and secured - although there are also important features of the initial strategy that were not delivered as initially envisaged.
4. Since 2015, the rate of technological change has continued to accelerate. The Council must adapt to the way in which technology is shaping the way citizens want to access and experience services, take every opportunity to harness the potential of technology to

transform our environment and our economy whilst also working to reduce the inequalities for those not yet participating in the digital revolution.

5. A revised Strategy has been developed and seeks to extend the scope of the initial digital strategy considerably to focus on three strategic priorities:

**Priority 1** - transforming the way we deliver our functions/services and increasing use of the Council's on-line functions/services by residents;

- **Priority 2** - to contribute to the development of favourable conditions for economic growth in the county borough; and
- **Priority 3** – embracing a “digital first” approach to the way we support our workforce.

6. A public consultation process was initiated following the Cabinet meeting in August 2018. This report summarises the consultation responses received and presents a final draft of the Strategy for approval.

## **Current Context and Case for Change**

### (a) UK Government

7. There have been a number of parliamentary inquiries examining the impact and implications of the revolution in digital technologies taking place across the world. In <sup>1</sup>2016, responding to an inquiry into the digital skills base of the UK economy, the Government acknowledged the importance and challenges of keeping pace with the rapid changes that are continuing to take place. The Government also signalled the importance of upskilling the population to fill the estimated additional one million jobs that will be created in the digital economy by 2023, whilst also ensuring that all adults can participate and benefit from the outcomes that digital technologies are creating.

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<sup>1</sup> House of Commons, Science and Technology Committee: Digital Skills Crisis: Government's Response to the Committee's Second Report of Session 2016-17

(b) Participation across NPT

8. Locally, there is a growing appetite for digital services. <sup>2</sup>The Office for National Statistics in their 2017 household survey identified 84% of households in Wales now having access to the Internet – up from 52% in 2006. In Neath Port Talbot 93% of properties have access to Superfast Broadband and at the time of writing, take up exceeded 50%. However, participation in digital services <sup>3</sup>varies considerably across the population with people retired and dependent on state pension far less likely to be digitally active than younger adults.
9. Within Neath Port Talbot, digital inclusion rates were found to vary between 83% and 43% in the 2017 ONS survey. A survey undertaken by the Public Services Board in 2017 also highlights the need to build digital capability across the voluntary and community sector locally. However, the importance of the digital economy is beginning to feature prominently in a range of programmes, not least the City Region programme which reflects a clear understanding of the impact of the digital revolution and sets out the region's ambition to create world class digital infrastructure to support economic growth in the region.

(c) Outlook

10. The Council has already begun to transform the way it is responding to these changing social, technological and policy changes. As set out in the earlier section of this report, considerable progress has been made to increase the range of services available on-line and to encourage good levels of participation in those services by residents. The economic outlook creates a further driver for digital transformation on a greater scale and at greater pace with the Council needing to find new ways to bridge the gap between the rising expectations of residents on the one hand, but lower financial settlements to respond to those demands on the other.
11. Over the period since the first Digital by Choice Strategy was approved, there have been further advancements in technology that

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<sup>2</sup> Office for National Statistics - Internet Access Households and Individuals:2017

<sup>3</sup> Welsh Government – Digital Inclusion Analysis Package 2011

have been considered in drawing up proposals for the next period. These include:

- The emergence of Cloud-based services at greater scale, offering different options for rapidly deploying emerging technologies and altering the market mix for future ICT delivery;
- The establishment of the Digital Competency Frameworks in education to underpin the delivery of the curriculum and develop stronger digital skills in young people;
- A considerable growth in on-line crime and the emergence of fake news leading to the need for a much greater emphasis on ensuring people can stay safe when on-line and organisations can effectively safeguard their systems and data;
- The development of data analytics, customer insight and behavioural change services creating new and different opportunities to re-shape existing services or create new services that can better respond to people's needs;
- The introduction of the General Data Protection Regulations which has increased the penalties that can be imposed where personal data is not properly handled and strengthened duties on organisations of all sizes and across all sectors to handle personal data responsibly; and
- The development of a range of technologies which create further scope for the automation of work – this includes the increased use of smart devices (Internet of things); more widespread use of drone technologies; application of robotics and artificial intelligence to administrative and professional tasks; voice, face and image recognition technologies; mixed reality technologies and the continued expansion of assistive and wearable technologies.

12. <sup>4</sup>Gartner, in forecasting technology trends that will be most significant in the next period, offer the following viewpoint:

- The rate of technological developments is outpacing the ability of most enterprises to keep up. It will be crucial to continuously review digital goals, update the existing technology base;

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<sup>4</sup> Top Strategic Predictions for 2018 and beyond: Pace yourself for sanity's sake

- experiment with new capabilities and continuously update skills to meet employee and customer expectations;
- Data centric approaches need to strike the right balance between tying devices and systems together to exploit big data potential benefits whilst minimising security risks, information verification headaches and citizen trust issues;
  - Voice and visual search options need to be introduced to improve customer experience;
  - The integration of bots, Artificial Intelligence and other technologies could see a significant automation of some aspects of work;
  - Blockchain will become more prominent in digital programmes;
  - Fake news will continue to be problematic; and
  - Data insights and behavioural changes skills are needed to complement ICT skills and realise the full benefits of digital investments.
13. More broadly, the digital strategy will contribute to the Council's objectives to reduce its carbon footprint. Both in the way the ICT service is delivered (for example adopting low energy devices; and recycling redundant equipment) and in the way ICT can enable other services and functions to reduce their carbon footprint (for example, removing the need for physical travel through the use of on-line communications, including video conferencing);
14. It is accepted that investment in digital transformation is a strategic investment where the benefits are long term in nature. The Strategy outlined in this report envisages a further, significant shift in the operating model of the Council, responding to the changing expectations of residents, partners, and wider stakeholders. The anticipated benefits are set out in later sections. Taking all of this into account, it is clear that the refreshed Digital by Choice Strategy must move beyond channel shift and embrace the wider opportunities that now existing to provide a different type of response that is fit for the digital age we live in.

15. Thus, the Strategy addresses:

- How digital technologies will help to transform the delivery of the Council's services and functions;
- How the Council will exploit the potential of digital technologies to shape the county borough and enable economic growth; and
- How we do business internally within the Council.

## **Summary of Consultation Responses**

### Consultation Methods

16. A range of methods were used to gather feedback on the direction of travel and associated priorities set out in the draft Strategy:

- Critical friend review by SOCITM (Society of IT Managers);
- Telephone conference with the Chief Digital Officer of Welsh Government;
- One to one meeting with ICT Liaison Officer for NPT schools;
- Face to face meetings with all staff in ICT and Customer Services;
- Discussions with the Corporate Management Team;
- Discussions with Directorate management teams;
- Member seminar;
- Face to face meetings with trade unions and through the Staff Council;
- On-line questionnaire promoted through social media and through the Council's various partnership networks;



- On-line questionnaire promoted to Staff through internal communication channels;
- On-line questionnaire promoted to local businesses through the Council's business networks;
- Individual meetings with PSB organisations; and
- Discussions in the Voluntary Sector Liaison Committee and through the Third Sector Digital Inclusion Steering Group.

### Consultation Feedback

17. The main themes arising from consultation responses are summarised below:

(a) Workforce (118 responses)

- Staff said that they were proud to work in ICT/Customer Services and there was pride in the on-line services developed to date and in ICT generally;
- Staff expressed views that there are many other processes and systems that could be automated – they felt that a policy of digital by default should be the standard internally but there is still some resistance to this;
- Staff said that a wider cultural change is needed with the digital agenda being owned corporately and with adequate learning and development and communication in place to achieve the change;
- The need to prioritise ICT work programmes to focus on the things that make the biggest difference was identified – but to do this staff said that we need to upskill people to reduce preventable demand on ICT caused by users not being able to use the technology available to them;
- Data and the analysis of data needs to be given more priority – staff identified fragmented and disparate databases which are not joined together. They felt there

was significant scope to remove duplication whilst also making data accessible and susceptible to analysis;

- ICT staff wanted to have more time to see the “bigger picture” and how they can contribute to this; and
- Ensuring there is enough capacity to undertake sufficient research and development was also considered important with a number of suggestions put forward that could improve service delivery but also help to reduce cost – apply machine learning to Welsh/English translation.

(b) Trade Unions

- Noted the estimated impacts upon the workforce;
- Understood and endorsed the need to extend work on the extension of the digital programme;
- Wanted and were given assurances around the need to support the workforce through the changes;
- Agreed there was a need for learning and development support;
- Agreed we need to ensure employment policies are digitally relevant; and
- Acknowledged that addressing digital literacy has benefits within and without the Council.

(c) SOCITM

- Direction of travel set out in the Strategy is in line with high performing councils;
- Opportunities to collaborate need to be carefully thought through to identify what to do ourselves and what to do with others;

- Add a fourth principle to support place: availability; equity of access; capability; sustainability;
- Expand the narrative to demonstrate more clearly the transformational potential of some of the proposed actions;
- Emphasise the importance of STEM for girls and starting in early years;
- Include adult education;
- Consider whether to refer to planning powers re new developments – full fibre/public wi-fi; and
- Reference sites given to inform project development once the Strategy has been finally signed off– Aylesbury Vale (data); Preston (supply chain); Data Mill North (open data); Cambridgeshire (digital hubs)

(d) Chief Digital Officer, Welsh Government

- Strategy in line with Welsh Government Policy;
- Agreed there is a need for a local government “bottom up” approach that dovetails with WG programmes;
- Encouraged to feed into task and finish work being led by Lee Waters AM;
- Discussed Welsh Language machine learning developments in WG and how this may help local authorities. Cardiff Council also developing a bilingual chat bot;
- WCCIS – mixed views about this. Felt that there are important lessons to learn from the way this programme has been delivered;
- Opportunities for collaboration around skills and training, leadership development, data science

(e) Elected Members (18 Members)

- Connectivity in communities seen as vital;
- Acceptance that we need to accelerate digital – there will be a reduced demand for face to face and telephone channels;
- The contribution a properly focused digital programme can make to the budget position recognised;
- Tackling digital exclusion seen as important;
- Not just about on-line transactions – use of technologies such as I beacons identified as necessary to development of tourism etc;
- Recognition of the important role played by the third sector;
- Impact on the Council's workforce recognised – need for us to be clear about what is reasonable in terms of the pace of change;
- Opportunity for advertising and sponsorship on information assets identified;
- Voice and face recognition seen as important trends – particularly for people who are excluded or who may have communication difficulties;
- Need for data to be more joined up was supported; and
- Need to ensure we address the risks as well as the opportunities – being able to access archived materials given as an example.

(f) Residents (77 respondents)

- 9 in 10 want a citizen account and would use it;
- 9 in 10 want services to be on line as they are more convenient;

- People also want services and information to be safe and accessible via mobile phone;
- 9 in 10 have used our on line services and were mostly satisfied – some scope to improve “clunky” elements;
- Some information on the council website is not up to date and there is scope to make people more aware of what is on offer. Apps requested;
- Renewing blue badges, births, deaths, marriage certificates, on-line forms for everything, apps, country park tickets, sales of merchandise, housing benefits and council tax, petition system, broadcasting of meetings, on-line forums, council meeting calendar, smart parking, parking tickets, school meals and trips, sending in evidence to enforcement functions - all listed as services people would like to see on-line;
- Support for making better use of data (some thought we would already be doing this) as long as it is safe and we do not sell people’s data; and
- Importance of off-line services for those who cannot access on-line services mentioned.

(g) Public Services Board

- Variable sign up to the Digital Inclusion Charter;
- Organisations at different stages of their digital journeys;
- Acknowledged need to design digital services being aware of who is/isn’t on-line;
- Job for the PSB to do to promote the importance of digital inclusion; and
- Learn and Share event to showcase current practice and identify areas for collaboration suggested.

(h) Third Sector

- Survey of organisations conducted in 2017 to identify how ready local third sector organisations are to adapt to a digital world;
- ICT infrastructure renewal identified as a priority for many;
- Funding for ICT infrastructure needs to be explored;
- Skills and training within voluntary sector organisations needs to be updated;
- Community Anchor Organisations acting as a safety net for those who need a lot of help to access on-line services but not necessarily funded to do this; and
- Support for a learning event to raise awareness and develop a collaborative approach.

(i) Management Teams/Corporate Management Group

- Agile Working is a key challenge but it must work for the Council;
- Awareness of infrastructure capability needs to be conveyed to all as it becomes available;
- Digital Place is multi-faceted and cross cutting. Not just the City Deal;
- Need to be able to tie savings into each initiative; Use a business case approach;
- Need to consider the wider role of the Education, Leisure and Lifelong Learning Directorate. Not just schools;
- Need to exploit the potential of the employee portal;
- Can we profile our Citizens in the same way Facebook and Google do?;

- Should some of the Themes cross Directorate boundaries?'
- Themes seem a good fit;
- Investment will be key;
- Workforce engagement is as important as workforce training;
- We must prove "Trust" in collecting data from citizens;
- Citizen Account could improve interaction with service users;
- Needs to be an iterative Strategy and one that can respond to change;
- Review existing budgets against planned spend to identify any shortfall;
- Produce a Benefits Case Study regarding the use of the Robot in HR;
- All saw the need to use data better; within service and across the Council;
- Infrastructure not the driver but key to delivery;
- All want more time to consider the draft with their staff before finalising their input to the delivery programme;
- All understood that workstreams and projects would need to be led by the Services but there was concern around capacity;
- Collaboration is still not high on the agenda;
- All are very positive about the strategy but there will need to be some real working examples before some will understand how to apply the thinking in their service areas;

- Infrastructure demonstrations/roadshows should be arranged for Staff; and
- This is a large Change Programme and will need significant support.

(j) Business Community (12 responses)

- Most respondents employed less than 50 people;
- Two thirds of respondents had a website;
- Two thirds stated their websites brought in new customers;
- Most of those who did not have a website stated the cost as the main reason for not having one;
- 80% said that broadband performance was good/very good but occasionally speed was slow and wifi availability was variable;
- 70% used social media for business purposes;
- Facebook and Twitter were most frequently used followed by LinkedIn and You Tube;
- Social media use was mainly targeted at promotion of goods and services;
- 90% felt they had a good level of competence in Microsoft Office products;
- 60% identified good performance in working remotely from the office;
- Half of those responding felt they managed ICT security well;
- Over half of those responding felt they could manage customer information better;



- 50% felt they managed their websites well rising to 60% who felt they managed their social media presence well;
- Only a third felt they used analytics well;
- Half felt they were able to exploit e-marketing methods;
- 60% were investing in digital training and 30% were investing in search optimisation;
- Digital marketing, ICT security, e-commerce and search engine optimisation were the topics that businesses were most likely to be seeking to develop further; and
- Time and cost were the most significant barriers to overcome for respondents.

## **Analysis and Conclusions**

18. The need for the Council to extend its current digital strategy was endorsed by the feedback received. All stakeholder groups acknowledged the rapid changes taking place in society generally. It is of note that whilst people still quite rightly identified the need for offline services for those who are not participating in the digital economy, there is now a widespread acceptance and appetite for more on-line services and wider adoption of existing and emerging technologies.
19. For the workforce, the move to a digital first/digital by default policy has broad support. Interestingly, the workforce and trade unions were far more concerned that there was investment in effective change management than they were concerned about the ability to deploy the technologies. Corporate leadership, capacity, supported by training and extensive workforce engagement were commented upon by many staff and by managers and trade unions alike. Increasing digital literacy and competency was also seen by the ICT workforce as key to liberating capacity to concentrate on research, development and more rapid deployment of technology with frustration being expressed at the capacity currently used up by poor end user capability/resistance to change.

20. Partners are at various stages of implementing their own digital strategies. It was clear from discussions that organisations are at different stages of maturity in their digital journeys. This opens up opportunities for mutual learning and for collaboration. There is specific work being focused upon by the Public Services Board and the Third Sector to address digital exclusion and real willingness to work together to ensure the communities of Neath Port Talbot can benefit from the changes that are being rolled out.
21. For SMEs – in the private and voluntary sector – there are similar challenges being experienced. There were few identifying problems with connectivity. There is a mixed picture of digital take up but similar challenges of time and money to be overcome. Organisations are beginning to recognise the importance of upskilling too, with digital marketing, search optimisation, social media and customer facing applications all being areas where organisations are seeking support. It should be noted that there was a small response from the business community so further research may be beneficial as part of the delivery programme.
22. In terms of where the direction of travel set out in the Strategy fits with what might be regarded as best practice, the SOCITM external review confirmed the Strategy is in line with what leading councils are now doing and the Chief Digital Officer confirmed that the Strategy would be in alignment with Welsh Government Policy.
23. Finally, members of the public who took the time to respond offered comments that encouraged faster development of more on-line services as well as endorsement for making more effective use of data to meet the needs of the community. This on the understanding that there is a need to keep personal data secure and to ensure data is not exploited for commercial gain. The ability to access off-line services is also seen to still be important for those who are not yet on-line.
24. Therefore, as a result of the consultation responses received, minor changes have been made to the text of the draft Strategy as there was broad endorsement of what is set out therein. The detail of the responses will now inform the construction of the delivery plan, in particular, to ensure the arrangements to support the management of change take full account of the scale of the ambition and the need for clear, corporate leadership backed up by a strong workforce engagement and development programme. The delivery

programme itself will be developed through ongoing collaboration with stakeholders so that there is collective ownership of the delivery programme priorities and the investment/commitment needed to support its implementation. Cases for new investment will be underpinned by business cases.

25. Further advice from SOCITM has been sought to enable the benefits of the programme to be evidenced.

## Financial Appraisal

26. The Council is planning to make the following investments to support its digital ambition. The investment programme will need to be regularly reviewed to ensure it is fit for purpose:

### Digital Spend Analysis :-

	<u>18/19</u>	<u>19/20</u>	<u>20/21</u>	<u>21/22</u>
	<u>£'s</u>	<u>£'s</u>	<u>£'s</u>	<u>£'s</u>
	<u>000's</u>	<u>000's</u>	<u>000's</u>	<u>000's</u>
<b>ICT GROSS BUDGET (no FFP Savings or Pressures have been built in 20/21 onwards)</b>	4,908	4,837	4,584	4,434
<b>LAAP Expenditure re - ICT Reserve</b>	462	409	583	81
<b>CITY DEAL</b>	1,000	1,000	1,000	1,000
<b>Digital Skills Support Post</b>	50	50	50	50
<b>RDP funded post to cover Digital Inclusion - Grade 7 - 30Hrs</b>	31	31		
<b>TOTAL SPEND</b>	<b>6,451</b>	<b>6,327</b>	<b>6,217</b>	<b>5,565</b>

### NOTES

- 1 ICT Reserve will be exhausted by 21/22
- 2 RDP funding is not yet secure post 18/19
- 3 City Deal costs are based on a £25m budget across the region with an NPT allocation of 20% spread evenly across a five year period.
- 4 Digital Skills spend is assumed at £50k per annum but this may be a one off allocation made available during 18/19
- 5 Figures above include all known income but further grant/income opportunities will continue to be sought.

## **Workforce Impacts**

27. The principal areas of impact for the Council's workforce arrangements are as follows:
28. Automation of work – the adoption of this strategy will mean that some jobs/parts of jobs will be automated. Consequently, as each element of the Strategy is implemented it will be vital that the Management of Change in Partnership Policy is fully embraced so that the jobs affected can be clearly identified and the appropriate steps taken to ensure employees and their trade unions are actively engaged throughout the change process.
29. Digital Exclusion – from earlier work, we know that digital literacy varies across the workforce with those on lower incomes or in higher age groups likely to have the lowest level of digital literacy. Implementation of this Strategy should positively impact on digital literacy enabling employees to access the opportunity to be considered for new digital roles but also in taking the benefits of participating in the wider digital economy.
30. Job Content – it is likely that the implementation of this Strategy will change some job roles and create new roles. The Council's Workforce Plan already recognises this and makes provision for creating a Digital Skills Strategy that should enable the Council to build a digitally capable workforce.
31. The consultation process underlined the need for adequate investment in the management of change. Leadership, workforce engagement and communication were identified by many internal stakeholders as key to the delivery of the Strategy.

## **Equalities Impact Assessment**

32. The Integrated Impact Assessment, which includes an equality impact assessment is attached at Appendix 2. The assessment clearly identifies that people are less likely to participate in the digital economy if they are older, on lower incomes or disabled/in poor health. There is no evidence to demonstrate that people with other protected characteristics are particularly affected. The digital inclusion work identified in the Strategy aims to reduce/eliminate digital exclusion and consequently there should be an overall

positive impact on the Council's equality duties from adopting this Strategy.

33. The Council's obligations in relation to the Welsh Language Standards are embedded into the approach. The expectation is that new digital approaches will embrace a bi-lingual approach to the delivery of Council services and open up new opportunities through digital innovation for people to use and learn the Welsh language.

### **Legal Duties**

34. This Strategy helps to discharge the extant duty to secure continuous improvement of the Council's functions and related duties which are set out in the Local Government (Wales) Measure 2009.
35. This Strategy also directly assists to deliver the well-being objectives set by the Council in the Corporate Plan 2018-2022.

### **Risk Management**

36. There are a number of risks that this Strategy seeks to address:
37. Risk that people will be unable to participate in digital services due to digital exclusion – this Strategy makes a commitment to upskilling the Council's own workforce; upskill the resident population through the education and adult education sectors; facilitate the upskilling and capability of the third sector; and challenge other Public Services Board partners to directly address digital inclusion within their own corporate digital programmes;
38. Risk that attempts to hack into/disrupt Council services through cyber-attacks – this Strategy identifies the growing importance of the cyber-threat and makes an explicit commitment to protecting systems and data;
39. Risk that the county borough is not seen as an attractive investment proposition for businesses - this Strategy recognises the importance of the digital revolution that is taking place and clearly positions digital as a core element of the Council's approach to economic development;

40. Risk that the Council does not exploit the potential to change the way residents'/customers' needs are met through digital innovation at lower costs – this Strategy recognises the potential for further significant transformation in the way demand and need is responded to both through the creation of a new data science capability and through the experimentation, development and deployment of a wider range of new and emerging technologies;
41. Risk that key partners do not keep pace with digital developments increasing threat to the sustainability of their organisation – this Strategy recognises that both the third and SME sectors will require support and encouragement to build capacity and capability to operate effectively within a digital world;

### **Consultation**

42. The Cabinet approved a 12 week public consultation exercise in August 2018. The consultation ran until 6th December 2018. Responses received as at 30<sup>th</sup> November are summarised in this report. Additional responses received up to the 6<sup>th</sup> December will be reported orally at committee.

### **Recommendations**

43. That, subject to any amendments agreed at the meeting, the Cabinet approves the revised Strategy - Smart and Connected – set out in Appendix 1 of this report and commends the Strategy to Council for adoption.
44. That the Assistant Chief Executive and Chief Digital Officer be authorised to take the steps necessary within approved budget guidelines to develop and implement a delivery programme to realise the objectives set out in the Strategy.

### **Reason for Proposed Decision**

45. To ensure that the Council's Digital Strategy is fit for purpose.

### **Implementation of the Decision**

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

## **Appendices**

47. Appendix 1 – Smart and Connected – Digital Strategy 2018-2022

48. Appendix 2 – Integrated Impact Assessment

## **Background Documents**

49. Digital By Choice, 2015

50. Smart and Connected – report to Cabinet, August 2018

## **Officer Reporting:**

51. Mrs Karen Jones, Assistant Chief Executive and Chief Digital Officer  
Tel: 01639 763284 or e-mail: [k.jones3@npt.gov.uk](mailto:k.jones3@npt.gov.uk)



**Neath Port Talbot County Borough Council**

**Digital Strategy 2018-2022**

**Smart and Connected**

## **Introduction**

A digital revolution is taking place across the world.

We want to make sure that our county borough takes full advantage of the benefits of new technologies.

This strategy sets out the next steps we intend to take to make our county borough smart and connected.

Cllr A.J. Taylor

Deputy Leader of Council

December 2018

## **Our Digital Ambition**

### Council Vision and Priorities

The Council's vision is for the county borough to be a place where everyone has an equal chance to get on in life – a place where people want to live, learn and work and bring up their family.

We want our beautiful natural environment, and our rich cultural and industrial heritage to be appreciated and protected for many future generations to enjoy. We also want to pursue new and existing opportunities for economic growth so we can sustain our diverse communities for many years to come.

The Council has set three well-being objectives in its Corporate Plan 2018-2022:

- All of our children and young people have the best start in life, so they can be the best they can be;
- Everyone participates fully in community life – socially and economically;
- The whole of Neath Port Talbot county borough will be a vibrant and healthy place to live, work and enjoy recreational time.

### Our Digital Ambition

A better everyday life for everyone in Neath Port Talbot by being smart and connected.

## What do we mean by being smart and connected?

**Smart** – able to connect, share and interact with the wider world

**Connected** – able to easily connect to the global Internet and to converse across the world reliably, safely and quickly

## Why is this important?

- ✓ There will be many new jobs created by the digital economy – we want Neath Port Talbot to benefit from this;
- ✓ Many existing jobs will be affected by the digital revolution. 90% of all jobs will require digital skills of one form or another - we want businesses, communities, and our residents (especially young people) to be able to anticipate this and to ensure they can adapt to the changes taking place;
- ✓ People live busy lives. Many people now expect to access services 24/7 and at a time, location and through a device of their choice – we want to extend the range of services and information we provide on-line to meet the changing expectations of our residents;
- ✓ Some people are not yet on-line – we want to make sure that everyone has the opportunity to get on-line so they can have the same benefits as people who are already on- line;
- ✓ Technology and the growth in data sciences are creating new ways of supporting the way we work, learn and live – we want to take advantage of these innovations to make the county borough an attractive place for businesses to invest and to support people in their everyday lives:

- ✓ Providing services on-line is cheaper than providing services in traditional ways – we want to use technology to reduce the cost of services as this will help us protect services at a time when the money available for public services is shrinking;
- ✓ The rise in technology has also created a rise in new forms of crime – we want to make sure that our council, local people and businesses can protect themselves when on-line;
- ✓ Providing services on-line can help us reduce our carbon footprint, compared with more traditional ways of providing services – we want to ensure we exploit technology to protect our environment; and
- ✓ Collaborating with others effectively is essential in today's world, to ensure services work in a way that reflects how people live their lives, to share knowledge that can benefit our communities, or to be able to take part in the way technology itself is being organised by major IT companies – we want to be able to play a full part in collaborations that benefit our county borough to deliver the priorities that are set out in our corporate plan.

## **Our Digital Priorities**

### Priorities

**Priority 1** – transforming the way we deliver our functions/services and increasing use of the Council’s on-line functions/services by residents;

**Priority 2** – contributing to the development of favourable conditions for economic growth in the county borough; and

**Priority 3** – embracing a “digital first” approach to the way we support our workforce.

### Principles

#### *People*

- ✚ Digital thinking will be embedded across the whole Council – we will adopt an approach which is “digital first” significantly reducing reliance on more traditional processes and ways of working;
- ✚ Digital services will be co-designed with users – our approach will be customer-centric;
- ✚ We will embrace collaboration as a means of giving users better experiences of dealing with us – external collaboration, including cross-sectoral collaboration, will help us become more efficient and productive;
- ✚ We will work to remove the barriers to digital participation for those who are digitally excluded.

## *Data*

- + We will maximise the value of data and analytics to drive service change and innovation;
- + Our approach will be open by default;
- + We will ensure data is secure to gain trust and confidence in our digital programmes, with access to data controlled to ensure data is only accessed and shared appropriately;
- + Data will only be held as long as is relevant.

## *Technology*

- + ICT will continue to be an enabler of service change and innovation not just a curator of the ICT infrastructure;
- + Our infrastructure will be fit for the digital age and future ICT investment decisions will take full account of the rapid changes taking place across the ICT and digital sectors;
- + Testing, learning and iterating will be the way we will approach new developments, ensuring that we can prototype and innovate as a matter of course;
- + We will adopt open data and open source policies to support collaboration and to stimulate innovation.

## *Place*

- + We will work to ensure broadband and wi fi infrastructure is available to an acceptable standard in all parts of the county borough;

- ✚ We will work to address the barriers people and organisations face to participate on-line;
- ✚ We will work with our schools and our partners to ensure that all residents of the county borough can develop the skills and confidence they need to benefit from the digital revolution; and
- ✚ We will test our proposals for change thoroughly to ensure that the benefits we want to deliver are sustainable and directly support the Council's well-being objectives.



## Our Digital Programme 2018-2022

This document provides a high level statement of the direction we intend to take in extending our digital strategy. The strategy will be underpinned by a detailed delivery programme, supported by a dedicated change management capability. The delivery programme will be refreshed on an annual basis and updated to ensure it remains aligned with the Council's broader priorities, new opportunities and challenges and take account of the capacity/resources available in the next programme period. Early actions that will feature in the delivery programme are set out under each priority:

**Priority 1** – transforming the way we deliver our functions/services and increasing use of the Council's on-line functions/services by residents;

Key Actions:

- ✚ Establish a citizen account to help people use the Council's on-line services and to ensure the Council has a better insight into the way people use Council services;
- ✚ Extend the range of Council services and information available on-line based on a thorough understanding of what matters to residents;
- ✚ Actively encourage residents to use the Council's on-line services and information as their preferred choice – promote "Digital First" in all Council communications;
- ✚ Conduct more detailed research into the appetite amongst local people to use digital technologies to help more people participate in the democratic process;
- ✚ Increase the time available to research, explore and test new technologies that have the potential to help us

achieve our digital ambition. Introduce small scale prototyping and testing to demonstrate how the adoption of new approaches could benefit local citizens; and

- ✚ Invest in a data science function to improve the Council's understanding of residents' needs and preferences and use the data products to inform and stimulate new innovations in service delivery.

#### Outcomes Expected:

- ✚ Improved understanding of resident/customer demand and needs;
- ✚ More effective service and policy responses to resident/customer demand and need;
- ✚ Improved well-being for local people;
- ✚ Lower unit costs of meeting demand/need;
- ✚ Improved resident satisfaction with the Council;

**Priority 2** – contributing to the development of favourable conditions for economic growth in the county borough;

#### Key Actions:

- ✚ Ensure all young people are equipped with the digital knowledge, skills and confidence to fully participate in a global economy. Promote equal participation in STEM subjects to boys and girls;
- ✚ Ensure adults are able to access the learning and development needed to fully participate in the global economy and to reduce inequality in access to services;

- + Maximise the benefits of the Swansea Bay City Deal, helping to create a fully connected region which is at the forefront of digital innovation;
- + Support businesses at all stages of their development to successfully operate within a digital economy to include the use of digital technologies to transform the processes through which organisations transact with the Council;
- + Support the voluntary and community sector to develop their digital capability, both in terms of the services and support they offer to the community and in sustaining their own organisations;
- + Consider how planning powers can be used to ensure digital infrastructure is available, affordable and accessible to everyone;
- + Secure the commitment of Public Services Board partners to address digital inclusion as part of their wider digital programmes; and
- + Promote an open data and systems approach.

#### Outcomes Expected:

- + State of the art digital infrastructure and next generation wireless connectivity;
- + Creation of new digital commercial opportunities;
- + Creation of smart manufacturing capabilities;
- + Improved digital skills base;
- + New employment opportunities for local people;

- + Wider economic growth;
- + Reduction in energy costs;
- + Alleviation of fuel poverty;
- + Improved well-being;
- + Greater equality in service access and outcomes;
- + Reduced carbon footprint;
- + Fewer people digitally excluded;

**Priority 3** – embracing a “digital first” approach to all internal functions and activities within the Council

Key Actions:

- + Transform internal processes/services through a prioritised programme of digital change to shift work activities onto digital, self-service platforms. Create all new internally-focused services and processes on a digital only platform;
- + Ensure agile working is fully embedded across the Council so that staff can choose how, where and when to work;
- + Establish effective change management support to ensure the delivery of this Strategy benefits from strong, corporate leadership where the workforce is fully supported and engaged in the change;
- + Establish digital leadership and digital literacy as a core requirement for all Council jobs. Create and implement a Digital Skills Strategy;

- + Ensure employment policies enable and support the development of the Council's digital agenda; and
- + Embed the digital strategy into the Council's performance management framework to ensure everyone is accountable for their role in implementing this Strategy.

#### Outcomes Expected:

- + Lower transaction costs for internal services leading to lower overhead;
- + Improved employee insight and engagement;
- + Improved teamwork and collaboration;
- + Faster and more inclusive provision of services and information to the workforce;
- + Improved work-life balance;
- + Self-determination leading to improved employee well-being;
- + Increased job satisfaction and productivity;
- + Cost savings through reduced travel time and facilities;
- + Enhanced ability to recruit and retain employees;
- + Improved digital skills base;
- + Rapid development and deployment of digital innovation

## Planned Investments

The following investments are currently planned across the Council's budgets:

Budget line	18/19 £'000s	19/20 £'000s	20/21 £'000s	21/22 £'000s
ICT Gross Budget	4,908	4,837	4,584	4,434
ICT Planned Reserve Movements	462	409	583	81
City Region contributions	1,000	1,000	1,000	1,000
Digital skills support	50	50	50	50
Digital inclusion support post	31	31		

The case for new investment will be made out through business cases, based on the principle of invest to save.

## Programme Delivery and Monitoring

The Deputy Leader will be responsible and accountable for the implementation of this Strategy.

Progress in delivering this Strategy and its associated delivery plan will be reported annually, with the programme for the ensuing period updated in light of progress achieved and any new considerations that impact upon the Strategy.

Scrutiny of the delivery programme will be vested in the Cabinet Scrutiny Committee.

## Integrated Impact Assessment (IIA)

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

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

### Version Control

Version	Author	Job title	Date
Version 1	Karen Jones	Asst Chief Executive and al Officer	July 31th 2018
Version 2	Karen Jones	Asst Chief Executive and Chief Digital Officer	November 27 <sup>th</sup> 2018

### 1. Details of the initiative

	Title of the Initiative: Digital Strategy Review
1a	Service Area: Corporate Policy
1b	Directorate: Chief Executive's Office
1c	Summary of the initiative: This is a review of the Council's Digital Strategy to ensure it supports the delivery of the Council's Corporate Plan 2018-2022
1d	Who will be directly affected by this initiative? Residents, customers, workforce, partners, suppliers, elected Members, wider stakeholders

1e	<p>When and how were people consulted?</p> <p>An Integrated Impact Assessment was developed to support the draft version of the Strategy. A 12 week public consultation exercise has been conducted to inform the final version of the Strategy. In developing the draft strategy account was taken of the results of a survey of third sector organisations at local level, surveys of the Council's workforce that explored levels of digital literacy, contributions from Public Services Partner organisations who have been working together to improve digital inclusion, lessons learned from the roll-out of welfare benefit changes, user testing of new on-line services, web survey responses seeking feedback on the Council's new website and associated on-line transactions services as well as lessons learned from national research exercises conducted by the Office for National Statistics and the UK and Welsh governments and recognised authorities in this field.</p>
1f	<p>What were the outcomes of the consultation?</p> <p>The responses to the consultation have been summarised in the covering report recommending a final version of the Strategy for approval. There was broad support for the direction of travel with some useful comments that have been taken on board to improve the presentation and coverage of the document. A great deal of the views expressed by respondents relate to the process of change management – both the capacity to effect change and the need to select areas for priority focus in the delivery programme very carefully.</p>



## 2. Evidence

### What evidence was used in assessing the initiative?

The Digital by Choice Strategy was based on research undertaken to identify best practice in achieving channel shift. This included visits to best practice local authorities, desk top research and a critical friend review conducted by the Society for Information and Technology Managers (SOCITM).

The Smart and Connected Strategy has been based on evaluation of the delivery of the existing Strategy and the research/consultation referred to above. The draft strategy was subjected to an external critical friend review by SOCITM and was consulted upon for a period of 12 week prior to a final Strategy being presented to Cabinet and Council for approval

## 3. Equalities

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

Protected Characteristic	+	-	+/ -	Why will it have this impact?
Age	+			The strategy recognises that age is a factor that is associated with the take up of digital services. There are a range of actions proposed to respond to those already on line, whilst working with those not participating in the digital economy to remove barriers to participation.
Disability	+			The strategy recognises that disability and ill health is a factor that is associated with the take up of digital services. There are a range of actions proposed to respond to those already on line, whilst working with those not participating in the digital economy to remove barriers to

			participation
Gender reassignment		+/ -	It is unclear whether gender re-assignment directly affected people's participation in the digital economy. No such research evidence has been identified to inform the development of the Strategy. No evidence of positive or negative impact was identified during the consultation phase.
Marriage & civil partnership		+/ -	It is unclear whether marriage and civil partnership directly affects people's participation in the digital economy. No such research evidence was identified during the public consultation.
Pregnancy and maternity		+/ -	It is unclear whether pregnancy and maternity directly affects people's participation in the digital economy. No such research evidence has been identified during the public consultation.
Race		+/ -	It is unclear whether race directly affects people's participation in the digital economy. No such research evidence has been identified during the public consultation.
Religion or belief		+/ -	It is unclear whether religion or belief directly affects people's participation in the digital economy. No such research evidence has been identified during the public consultation.
Sex	+		There is some evidence that females are slightly less likely to participate in the digital economy, however, age, economic circumstances and disability/ill-health are identified as more significant factors. By addressing digital inclusion this strategy should have a positive impact on people facing barriers to digital participation
Sexual orientation		+/ -	It is unclear whether religion or belief directly affects people's participation in the digital economy. No such research evidence has been identified during the public consultation.

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

The digital inclusion actions proposed in the Strategy will be focused on removing barriers to participation for everyone digitally excluded

The proposals to upskill the workforce and the work identified through education and skills development will provide those who are already participating in the digital economy to further improve their skills

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

Tudalen59

Public Sector Equality Duty (PSED)	+	-	+/-	Why will it have this impact?
To eliminate discrimination, harassment and victimisation	+			The Strategy identifies the increase in cyber-crime which can include discrimination, harassment and victimisation and aims to equip people and organisations with the ability to stay safe on-line and protect data and systems
To advance equality of opportunity between different groups	+			The Strategy acknowledges that there are people who face barriers to participation in the digital economy and that people who are older, on lower incomes or who are disabled/in poor health are disproportionately affected by digital exclusion. The Strategy explicitly seeks to reduce/eliminate these inequalities

To foster good relations between different groups			+/-	There is no identified contribution to fostering good relations or any negative impact on community relations that has been identified at this stage in the policy development process
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What action will be taken to improve positive or mitigate negative impacts?

It is proposed that the digital inclusion work will directly address identified inequalities between groups and address identified risks and threats presented by the growth in cyber-crime

#### 4. Community Cohesion/Social Exclusion/Poverty

	+	-	+/ -	Why will it have this impact?
Community Cohesion	+			In addition to addressing digital exclusion as highlighted above, the proposals seek to help third sector and SME organisations to secure the capability that will enable them to sustain their organisations in a digital economy
Social Exclusion	+			The Strategy identifies that those people who are socially excluded are often the people who are also digitally excluded. The work to address digital inclusion will be connected with the wider work of the council to combat poverty and social exclusion
Poverty	+			The Strategy identifies that those people who are socially excluded are often the people who are also digitally excluded. The work to address digital inclusion will be connected with the wider work of the council to combat poverty and social exclusion
What action will be taken to improve positive or mitigate negative impacts?				
The Strategy includes specific work that will impact positively on community cohesion, social exclusion and poverty as those who are digitally excluded are often those who are marginalised more generally				

	+	-	+/-	Why will it have this effect?
What effect does the initiative have on: - people's opportunities to use the Welsh language	+			The Welsh Language Standards are underpinning aspects that will be fully integrated into the Strategy and its delivery. Digital technologies present opportunities to make available different ways for people to use the Welsh language
- treating the Welsh and English languages equally	+			The Welsh Language Standards are underpinning aspects that will be fully integrated into the Strategy and its delivery. New on-line services will be developed with bi-lingual expectations in mind

What action will be taken to improve positive or mitigate negative impacts?
The Equalities and Community Cohesion Group will provide critical and constructive challenge to the delivery of the Strategy to ensure Welsh Language expectations are being met.

## 6. Biodiversity

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

Tudalen63

Biodiversity Duty	+	-	+/-	Why will it have this impact?
To maintain and enhance biodiversity	+			This Strategy makes a commitment to adopting approaches/enabling changes that reduce the carbon footprint of the Council will could indirectly impact positively on bio-diversity
To promote the resilience of ecosystems, i.e. supporting protection of the wider environment, such as air quality, flood alleviation, etc.	+			This Strategy makes a commitment to adopting approaches/enabling changes that reduce the carbon footprint of the Council will could indirectly impact positively on bio-diversity
What action will be taken to improve positive or mitigate negative impacts?				
There is a commitment within the Strategy to reducing the Carbon footprint. No additional actions are considered necessary at this stage of the policy development process				

7. Wellbeing of Future Generations

Ways of Working	Has account been taken/ contribution made?		What impact does the initiative have?			Details
	Yes	No	+	-	+/-	
i. Long term – looking at least 10 years (and up to 25 years) ahead	Y		+			The Strategy acknowledges that there is rapid changes taking place across the world. Collaboration, involvement and integration are explicitly addressed in the Strategy. In terms of prevention the digital inclusion objectives are designed to ensure that inequalities linked to technological change are explicitly addressed.
ii. Prevention – preventing problems occurring or getting worse	Y		+			
iii. Collaboration – working with other services internal or external	Y		+			
iv. Involvement – involving people, ensuring they reflect the diversity of the population	Y		+			
v. Integration – making connections to maximise contribution to:	Y		+			
Council’s wellbeing objectives;	Y		+			The strategy has been designed to directly support the Council’s Corporate Plan 2018-2022 and associated well-being objectives
• To improve the wellbeing of children and young people	Y		+			



• To improve the well-being of all adults who live in the county borough	Y		+			It also demonstrates how the Council is supporting the delivery of the Public Services Board Well-Being Plan, one of the priorities being to tackle digital exclusion
• To develop the local economy and environment so that the well-being of people can be improved	Y		+			
The seven wellbeing goals;	Y		+			
• A prosperous Wales	Y		+			
• A resilient Wales	Y		+			
• A healthier Wales	Y		+			
• A more equal Wales	Y		+			
• A Wales of cohesive communities	Y		+			
• A Wales of vibrant culture and thriving Welsh language	Y		+			
• A globally responsible Wales	Y		+			

Public Services Board priorities;	Y		+			
• Support children in their early years, especially children at risk of adverse childhood experiences.	Y		+			
• Create safe, confident and resilient communities, focussing on vulnerable people	Y		+			
• Encourage ageing well	Y		+			
• Promote well-being through and in the workplace	Y		+			
• Recognise and promote green infrastructure, how green infrastructure can support the economic, social and cultural well-being of the people of Neath Port Talbot	Y		+			
Other public bodies objectives	Y		+			

What actions will be taken to improve positive or mitigate negative effects?

None identified at this stage

## 9. Monitoring Arrangements

Provide information on the monitoring arrangements to:

Monitor the impact of the initiative on the Wellbeing Objectives, Equalities, Community Cohesion and Welsh Measure achievements and outcomes of the initiative.

The Strategy identifies a set of benefits and planned investments that are linked to the priorities and associated actions. During the consultation it was identified that further advice and support is available from SOCITM to improve this aspect of the work.

## 10. Assessment Conclusions

Which of the following applies to the initiative?

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Conclusion 1	There are no potential problems and all opportunities to maximise contribution to achieving each of the Council's wellbeing objectives and the Welsh Government's well-being goals and promote equality have been taken.	Continue as planned with the initiative	Y <input type="checkbox"/>
Conclusion 2	There are potential problems and/or missed opportunities to maximise contribution to achieving each of the Council's wellbeing objectives and the Welsh Government's well-being goals and promote equality. Negative impacts/conflicts in meeting other wellbeing objectives must be identified and mitigated.	Make adjustments to remove barriers or better promote equality and continue with the initiative	<input type="checkbox"/>
Conclusion 3	There is potential for negative impacts or missed opportunities to maximise contribution to achieving each of the Council's wellbeing objectives and the Welsh Government's well-being goals and promote equality with regard to some groups.	Justification for continuing with the initiative.	<input type="checkbox"/>
Conclusion 4	There is actual or potential unlawful discrimination. It must be stopped and removed or changed.	STOP and redraft the initiative	<input type="checkbox"/>

## Explanation of Conclusion

This strategy has been informed by a review of the existing Digital by Choice Strategy, together with research and consultation referenced above, with a view to supporting the delivery of the Council's Corporate Plan 2018-2022.

The 12 week public consultation exercise tested, with different stakeholder groups, the relevance and acceptability of the proposals prior to asking Council to take a final decision on a revised Strategy that would be delivered over the remainder of this political term

## 11. Actions

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

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Action	Who will be responsible for seeing it is done?	When will it be done by?	How will we know we have achieved our objective?
Undertake a 12 week public consultation exercise and use the feedback obtained to finalise the Strategy	Assistant Chief Executive and Chief Digital Officer	30.11.2018	Summary report detailing consultation findings together with a covering report and amended strategy highlighting what has changed as a result of the public consultation exercise.
Take up offer of further advice/support from SOCITM to improve the measurement of the benefits of the Strategy	Assistant Chief Executive and Chief Digital Officer	31 <sup>st</sup> March 2019	Measures are in place and feature in monitoring reports

## 12. Sign off

	Name	Position	Signature	Date
Completed by				
Signed off by	Karen Jones	Assistant Chief Executive and Chief Digital Officer		November 28 <sup>th</sup> 2018

Mae'r dudalen hon yn fwiadol wag



## NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

### Cabinet

5 December 2018

### Report of the Assistant Chief Executive and Chief Digital Officer - K.Jones

#### Matter for Monitoring

**Wards Affected:** All Wards

#### Strategic Equality Plan Annual Report 2017-2018

#### Purpose of Report

1. To present the Strategic Equality Plan Annual Report for 2017-2018.

#### Executive Summary

2. This annual report for 2017-2018, attached at Appendix 1, provides an assessment of progress against our 8 equality objectives during the year.
3. Significant progress has been made in some specific areas, for example domestic abuse, data collection (with improved work in relation to impact assessments and new initiatives such as the Community Profile exercise), revision of the impact assessment process, etc.
4. During the year it has become apparent that some of the performance measures identified were unsuitable or were not able to be collected. As a result, further consideration will be given to identifying more appropriate measures as well as utilising the recently introduced Corporate Performance Management System for equality monitoring.

## **Background**

5. The Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011 requires us to provide an annual report each year which includes progress made towards fulfilling our equality objectives and how we have met the public sector equality duty.
6. Our work during 2017-2018 has been focused on consolidation and reflection; a period to consolidate the work previously undertaken and an opportunity to reflect on its implementation and the affect our actions have had on improving people's experiences.
7. We have concentrated our efforts on improving areas which have greatest impact on people lives including improving the equality impact assessment process and our work to address domestic abuse.

## **Current positon**

8. The Annual Report reflects progress made during 2017-2018 through narrative and a small basket of measures which need to be further developed as stated above.
9. With budgets ever decreasing, staff numbers reducing, actions becoming 'business as usual', etc., 2017-2018 has been a time to consolidate and reflect on the work undertaken to date so that we can be in a stronger position in the future to help make a difference for people who share protected characteristics.
10. Key areas that were progressed during the year include:
  - Healthy Relationships for Stronger Communities - we made significant progress on implementing the Healthy Relationships for Stronger Communities Strategy. This includes successful campaigns such a White Ribbon Day, a service mapping exercise undertaken, roll out of the National Training Framework and increased capacity of the Independent Domestic Violence Advisor service.
  - Crucial Crew – held between 3 and 14 July 2017 for 1,647 Year 6 pupils from 52 primary schools with 12 partner agencies attending to deliver safety information; internet safety, healthy

relationships, playing safe, cycle safety and drug/alcohol awareness.

- Black and Minority Ethnic (BME) Community Association - strengthened their position over the period by becoming a constituted organisation (with three elected members becoming trustees). The Association aims to promote equality and diversity as well as providing a voice and be representative of BME communities in Neath Port Talbot.
- Community Profile - a key piece of work to better understand of our Black and Minority Ethnic (BME) communities, along with their experiences of living the area and what issues they face in accessing services has been undertaken by the Black and Minority Ethnic (BME) Community Association, supported by Neath Port Talbot Council for Voluntary Service and the Regional Community Cohesion Co-ordinator. The outcomes of which will help inform our work going forward.
- Gender pay gap – following our work to identify reasons for the gender pay gap in the Council we will now be working with Chwarae Teg to develop a strategy to address the position.
- Integrated Impact assessment – a review of the equality impact assessment was undertaken to include the new legislative requirements under the Well-being of Future Generations (Wales) Act 2015 and the Environment Act 2016. Following completion of training sessions for officers and members, the revised assessment process will be rolled out across the Council shortly.

11. Key areas where we did not perform/ engage as well as hoped:

- Educational performance - a reversal in the educational performance of boys in literacy and numeracy at Foundation Phase and in literacy at Key Stage 3. We also saw a reversal in educational performance of girls in literacy and numeracy at Key Stage 3 and in numeracy at Key Stage 4.

There was a continuing decline in both literacy and numeracy at Foundation Phase for girls. Improving educational performance for all pupils continues to be a high priority for the council and work will continue to address this.

- A decrease in the number of impact assessments being undertaken and reported to the relevant Cabinet Board. This could be as a result of a reduced number of new/revised

policies being reported during the year. However, there was a rise in screening assessments undertaken and reported as not requiring a 'full' impact assessment. The revision of the impact assessment process will help address any 'issues' that may have been experienced with the current assessment process.

- The disbanding of the Disability Network Action Group due to illness of one of the key members and responsibilities of the work being undertaken then by one other member. Over the coming months we will be considering the most appropriate way to continue our dialogue with local disabled people/groups to ensure their voices are not lost and that our policies continue to be enriched by their involvement.

### **Going forward**

12. Following a review of the Heads of Service Equality and Community Cohesion Group new terms of reference were developed, membership revised and the name for the Group amended to reflect the changes, Equality and Community Cohesion Group.
13. Membership has been widened with more key officers representing each directorate as well as representatives from local equality groups. The first meeting was held on 10 October with a number of issues raised with opportunities to work together to identify solutions.
14. A review of the Equality Objectives will be undertaken during 2019 to meet legislative requirements. This will also provide an opportunity to better align the Equality Objectives with the Council's Well-being Objectives.

### **Financial Appraisal**

15. The progress described in the annual report was delivered within reduced budgets.

### **Equality Impact Assessment**

16. The Equality Act 2010 requires public bodies to 'pay due regard' to the need to:

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act;
  - Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
  - Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.”
17. As the focus of the annual report is to report progress made against our equality objectives as well as to include other specified information there is no requirement to undertake an equality impact assessment.

### **Workforce Impact**

18. The progress described in the annual report was achieved against a backdrop of a reduced workforce alongside ongoing financial challenges

### **Legal Impact**

19. We have a legal duty under the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011 to produce and publish an annual report every year.

### **Crime and Disorder Impact**

20. The Council has a legal duty under Section 17 of the Crime and Disorder Act 1998 to carry out all its various functions with “due regard to the need to prevent Crime and Disorder in its area”.
21. The Strategic Equality Plan contains specific proposals to prevent and address hate crime and domestic abuse and progress has been made to meet these proposals thereby assisting us in discharging the crime and disorder duty.

### **Risk Management**

22. We have a legal duty under the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011 to produce and publish an annual report

every year. Failure to produce an annual report could lead to a compliance notice from the Equality and Human Rights Commission, an independent statutory agency which was established under the Equality Act 2006.

### **Consultation**

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

### **Recommendations**

24. It is recommended that:  
  
Members monitor the contents of the Annual Report 2017-2018 attached at Appendix 1.

### **Appendix**

25. Appendix 1 – Strategic Equality Plan Annual Report 2017-2018

### **List of Background Papers**

26. [Strategic Equality Plan 2015-2019](#)

### **Officer Contact**

27. Mrs Karen Jones, Assistant Chief Executive and Chief Digital Officer -Tel: 01639 763284 or e-mail: [k.jones3@npt.gov.uk](mailto:k.jones3@npt.gov.uk)

# NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

## STRATEGIC EQUALITY PLAN

### ANNUAL REPORT

Assessment of our performance 2017-2018



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If you require this information in larger print or in an alternative format, please contact the Corporate Policy Team on 01639 763010 or email: [policy@npt.gov.uk](mailto:policy@npt.gov.uk)

This document is also available in Welsh

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## Section 1 – Equality Legislation

### The Equality Act 2010

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

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

The protected groups, or characteristics, are:

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

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

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

This Annual Report is prepared under Section 16(1) of The Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011 and sets out the progress made against each of our equality objectives contained within our Strategic Equality Plan.

## Section 2 - Overview of progress

Our work during 2017-2018 has been focused on consolidation and reflection; a period to consolidate the work previously undertaken and an opportunity to reflect on its implementation and the effect our actions have had on improving people's experiences.

We are acutely aware that in these financially constrained times our ability to take forward significant programmes of work to address inequalities has been limited but we have taken opportunities to build on good practice arrangements and reinforce fundamental principles within the Council.

Some highlights from the year include:

- Community Profile - a key piece of work to better understand our Black and Minority Ethnic (BME) communities, along with their experiences of living the area and what issues they face in accessing services has been undertaken by the Black and Minority Ethnic (BME) Community Association, supported by Neath Port Talbot Council for Voluntary Service and the Regional Community Cohesion Co-ordinator. The outcomes of the exercise will help inform our work going forward.
- Crucial Crew – held between 3 and 14 July 2017 for 1,647 Year 6 pupils from 52 primary schools with 12 partner agencies attending to deliver safety information.
- Healthy Relationships for Stronger Communities - we made significant progress on implementing the Healthy Relationships for Stronger Communities Strategy (the renamed Violence against Women, Domestic Abuse and Sexual Violence Strategy). This includes successful campaigns such a White Ribbon Day, a service mapping exercise undertaken, roll out of the National Training Framework and increased capacity of the Independent Domestic Violence Advisor service.

Understanding the impact of our policies and services on people who share protected characteristics remains a key part our work. We have looked to our existing data collection mechanisms to ensure they are fit for purpose, have ensured they are being utilised effectively and where we have identified gaps, have worked with relevant groups to enhance our mutual understanding. This work has provided a firm base from which to make progress over the coming year in reducing/removing any significant barriers that some protected groups face on a daily basis which impact on their participation in community life and when accessing services.

## Section 3 - Progress made against each of our Equality Objectives

### Equality Objective 1 - Address harassment, discrimination and other threats to personal safety experienced by people due to their protected characteristics

#### 1. Increase awareness and reporting of hate crime

##### What did we do?

- The BME Development Officer, appointed to post in October 2016, has embarked on a work programme which includes building up a profile of BME communities within the area. As well as using the information to better understand the communities' views of Neath Port Talbot, the experiences of hate incidents/crime shared by respondents will be used to strengthen awareness raising/training of current reporting procedures.
- Concerns about the safety of residents on the Cae Garw site in relation to the large amount of rubbish fly tipped on one of the vacant plots were brought to the attention of relevant officers in the Council. Following a review, a contractor was engaged by the Council to clear the area to avoid scapegoating of certain sections of the community and avoid any incidents of hate crime.
- The Regional Community Cohesion Coordinator was part of the Planning Group who developed a calendar of events for the Hate Crime Awareness Week (14 – 22 October 2017). This included a detailed hate crime timetable produced to cover both the Swansea and Neath Port Talbot Police areas and as result of this joint work, Victim Support has awarded our work a Gold Star.
- A number of workshops were delivered in schools during hate crime awareness week and also the MEAS (Minority Ethnic Achievement Service) Team arranged a very well attended event to celebrate Black History month.
- Victim Support is actively involved in the delivery of hate crime-related initiatives. For example, Victim Support and the Regional Community Cohesion Coordinator co-designed and co-delivered hate crime 'train the trainer' training to Council staff.
- The hate crime on-line training has recently been updated and the Victim Support third party reporting centre contact number added to it. Swansea University has taken the on-line hate crime resource and have made it

available to its staff.

- A Neath Port Talbot 'Community Profile' exercise in Black and Minority Ethnic communities has been undertaken. Engagement took place with people from diverse communities e.g. Romanian, Tamil, Bangladeshi, Pakistani, and other Eastern European communities. Hate incidents/crime has been identified as a key issue in the Community Profiling exercise and actions to address this and other issues will be considered by the Equality and Community Cohesion Group of which the BME Community Association is a member.
- Show Racism the Red Card has delivered 10 workshops (over 900 pupils) across primary and secondary schools in Neath Port Talbot.
- 'Small Steps' has also delivered 15 Far Right Extremism Awareness workshops, funded by Communities First, to over 170 children and young people in Neath Port Talbot youth clubs and comprehensive schools with the aim to increase awareness of far right extremism issues in the area.

## **2. Strengthen partnership work to tackle domestic abuse and establish multi-agency mechanisms to support people at risk of being drawn into serious and organised crime**

### **What did we do?**

- The newly formed Communications & Engagement Group, led by the Council's Principal Officer Community Safety, provides a partnership response to awareness raising activities, challenging attitudes and preconceptions surrounding domestic abuse. This has included several successful campaigns such as International Women's Day, White Ribbon Day and 'It's Your World' Wellbeing Workshop (delivered to 300 Year 8 pupils at Ysgol Bae Baglan).
- The Children & Young People Sub-Group has conducted service mapping and highlighted recommendations for change, as well as delivering an awareness raising event for front line practitioners.
- The annual Crucial Crew event was held at Margam Castle for two weeks between 3 and 14 July 2017. It hosted 1,647 Year 6 pupils from 52 primary schools and delivered safety information from over 12 partner agencies along with peer educator groups of pupils from 6 secondary schools. Partner agencies included South Wales Police, Port Talbot and Afan Women's Aid, Calan DVS, Hafan Cymru, Neath Port Talbot Playworks, Neath Port Talbot Road Safety, Welsh Centre for Action on Dependency and Addiction (WCADA) amongst others delivering Internet safety, healthy relationships, playing safe, cycle safety and drug/alcohol awareness.

- We delivered several community safety campaigns which included: Operation Be A Nice Guy (BANG), Cybercrime and On-line Safety and the Domestic Abuse White Ribbon Campaign.
- The Violence Against Women, Domestic Abuse and Sexual Violence Leadership Group continues to oversee the Neath Port Talbot Healthy Relationships for Stronger Communities Strategy, developed in response to the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015. Good progress has been made on delivering the Objectives and Actions contained within the strategy since its launch in November 2017. An [Annual Report](#) has been prepared to demonstrate the progress so far, which includes:
  - A review of services for High Risk victims has resulted in 3 full time equivalent Independent Domestic Violence Advisors now based in the Community Safety Team, supported by a part time Business Support Officer.
  - Daily MARACs (Multi Agency Risk Assessment Conference) are being piloted, ensuring a much quicker response to victims and reducing the time spent at the main fortnightly MARAC meetings.
  - The Communications & Engagement sub group have delivered vital campaigns throughout the year, including the international Women's Day, which was delivered in partnership by Port Talbot and Afan Women's Aid and Community Safety and supported by other local specialist providers.
  - White Ribbon Campaign messages were seen by over 13,000 people on social media.
  - BAWSO (an organisation providing specialist services to women and men for those suffering from domestic abuse and all forms of violence – including Female Genital Mutilation (FGM), Forced Marriage, Honour Based Violence and Human Trafficking) have joined the Leadership Group to help inform the work around Sexual Violence, Female Genital Mutilation (FGM) and Black Minority Ethnic (BME) victims.
- A new referral pathway has been developed to encourage more referrals into the Channel Panel for 2018-2019.
- The Prevent Action Plan, developed as a result of the Prevent Peer Review in January 2017, is near completion.
- Intelligence and the Counter Terrorism Local Profile are regularly reviewed with the Welsh Extremism and Counter Terrorism Unit (WECTU). The information is discussed at the Prevent Action Group and the Western Bay Regional CONTEST Board.

## **Equality Objective 2 - Improve access to information by meeting the needs of people from protected groups where these are different from the needs of other people**

### **1. To improve the Council's website content**

#### **What did we do?**

- We have developed 15 new on-line services in the last four years with a further eight services implemented during 2017- 2018. We saw an increase in the number of transactions completed on-line (new on-line services) from 67% (2016-2017) to 73.2% (2017-2018). This increase in on-line services allows for more opportunities for those who choose/need to access services on-line.
- Demand at both One Stop Shop (OSS) sites has reduced; 32,315 callers for the period 1 April - 30 September 2017 compared to 37,998 for the same period in 2016-2017. Contributory factors include reductions in recycling and council tax enquiries along with the continuing active promotion by staff at both OSS of on-line services available to customers.
- An improved service for those people renewing a Blue Badge has meant that it is no longer necessary for people to attend the civic centre for reassessment if their circumstances have not changed.
- The Public Services Board created a new partnership to take forward work on digital inclusion. The Group is addressing four barriers to digital inclusion: connectivity, affordability, skills and confidence. The key pieces of work completed include, exploring how well served the area is by broadband; and conducting a survey of third sector organisations to identify how well placed the sector is to operate within a digital environment.

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## 2. To increase the accessibility of information/documentation

### What did we do?

- The Community Services Directory lists various support and care services available across the county borough, along with a dedicated mobile phone app which allows social workers to access information on-line when visiting clients.
- There has been an increase in the number of hits to the Community Services Directory website: 47,473 hits compared to 42,810 in 2016-2017. The number of services/organisations listed on the Community Services Directory also increased to 1,054 compared to 916 in 2016-2017.
- We have migrated the Community Services Directory to the All-Wales DEWIS System with the work being completed in July 2018.
- Nearly 2,600 adults received advice or assistance from our Information, Advice and Assistance Service, up 11% on the previous year.
- We have recognised the changes in how library users access some of our digital services and the use of different platforms with more and more visitors using free Wi-Fi rather than desktop computers in our libraries. This highlights the way in which customers now access on-line information and will help inform future service provision.
- There has been an increase in the numbers of people attending libraries for the various activities and events, including IT help sessions, Bookstart song and rhyme sessions, Knit and Natter, Cymraeg I Blant Baby Massage, Welsh Reading Group, Workways+ Employment Support amongst others; library usage is now varied and not restricted to computers and book borrowing.

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## **Equality Objective 3 - Improve access to services by meeting the needs of people from protected groups where these are different from the needs of other people**

### **Improve access to the provision of Social Services**

#### **What did we do?**

- While we supported over 2,900 adults, during 2017-2018 we saw an overall reduction in the number of people aged 65+ being supported in the community. By better and earlier identification of need, more people are being helped and supported by third sector and other community-based organisations without the need for managed care from Social Services.
- To better understand if the services we provide make a positive difference to people's lives we undertook a Citizens' Survey in February 2018 with children over the age of 7, adults, parents and carers. Whilst the response rate was rather low across all groups (particularly from parents, just 11%) the responses received have been supportive of our services although we acknowledge there is room for improvement.
- 85% of respondents to a survey undertaken by the Community Resource Team agreed that reablement services improved their independence, confidence and quality of life. Survey responses also highlighted improvements for the service which have since been addressed.
- We have increased the number of Local Area Coordinators from three to five and they worked with 316 people in 2017-2018 to feel less isolated and more part of their community.
- The number of people in receipt of direct payments increased to 415 during 2017-2018, up from 354 the previous year, with the Direct Payments Support Service working to support recipients to be confident in how they use their direct payments.
- 79 young people were referred to the Llamau Family Mediation Service, which supports young people who have or are likely to become homeless because they are experiencing violence, abuse or threatening behaviour at home. 68 of those young people referred were aged 14-17 years. Following support, 51 were able to remain /return home or stay with a family member and a further 15 stayed with friends.



- During 2017-2018, the Family Action Support Team helped support 381 families (a total of 937 individual children and family members), 308 of which were new to the service from the previous year.
- We have identified priorities for 2018-2019 which reflect our commitment to improving people's independence and well-being as well as ways of exploring the future delivery of social care focusing on early intervention and prevention. These priorities include the review of our carer assessment process and short break 'respite' policy and provision as well as to complete the roll out of the collection and use of personal outcomes across Children and Young People Services and roll out across Adult Services.
- An outcome-focused model of social work practice is now embedded across all social work teams. This model of practice enables practitioners to work with children and families to discuss personal well-being goals and co-produce resolutions, so that children remain safe in their family home and get the best start in life. To support this, IT systems continue to be enhanced to better record and report data relating to 'personal outcomes'.
- A number of initiatives have been undertaken 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. Examples include:
  - A Looked After Children Youth Council, Your Voice Matters (YOVO), has been established to give children and young people a stronger voice in matters that affect them
  - Children and young people have been instrumental in re-designing support material, such as looked after children booklets and child protection leaflets
  - Workshops have been undertaken with children and young people promoting their rights
- An Autistic Spectrum Disorder Group was developed and is made up of professionals and parents/carers, to devise a working plan in order to improve the lives of people with autism and their families and carers.

## **Equality Objective 4 - Monitor information and data effectively in order to identify disadvantages experienced by people due to their protected characteristics**

### **Develop robust monitoring systems within services**

#### **What did we do?**

- We have seen improvements in our data collection, primarily as a result of an increase in consultation and engagement exercises undertaken as part of policy and service delivery development, particularly in relation to social services support.
- The collection of our employment data has continued to be challenging. However, it is anticipated that with the employee portal now accessible to all staff via the intranet, issues experienced with data gathering previously will be reduced.
- We reviewed our equality impact assessment process and a new integrated impact assessment process has been developed to meet our new legislative responsibilities. The equalities and Welsh language elements of the assessment have not been diminished but have been enhanced particularly with the requirements of the Well-being of Future Generations Act (Wales) 2015; primarily in meeting the sustainable development principle.
- The new integrated impact assessment process was piloted by a number of service areas during spring 2018 with training sessions arranged for officers, senior management and elected members in May/June 2018. Unfortunately, these training sessions had to be postponed until late summer/early autumn 2018 due to circumstances outside of our control.
- The Black and Minority Ethnic (BME) Community Association (formerly the BME Forum) has gone from strength to strength during 2017-2018 raising its profile amongst the Neath Port Talbot communities and holding various events and activities to encourage participation, raise awareness of issues and provide a voice for our BME communities.
- A community profiling exercise was undertaken to understand the makeup of BME (Black Minority Ethnic) Communities in Neath Port Talbot and any issues and challenges that they experience. People from our various communities across Neath Port Talbot took part and identified a number of issues/concerns, some specific to BME communities and others of a more general nature; language barriers, hate crime/incidents, pollution and transport.

## Equality Objective 5 - Deliver staff training in line with the Equality Act requirements

### What did we do?

- We continued to roll out the National Training Framework for Violence Against Women, Domestic Abuse and Sexual Violence across the Council, with 3,637 employees receiving the Group 1 training during 2017-2018.
- Home Office accredited WRAP (Workshop to Raise Awareness of Prevent) training continued to be delivered to employees across the Council. 1,763 staff (including 85 from partner organisations) received the training during 2017-2018.
- Victim Support is actively involved in the delivery of hate crime-related initiatives. For example, Victim Support and the Regional Community Cohesion Coordinator co-designed and co-delivered hate crime 'train the trainer' training to Council staff.
- A wide range of equality related topics were offered by the training section including, amongst others, dementia awareness, dyslexia awareness, human trafficking and Trans and gender identity training. Nearly 2,000 staff were trained along with nearly 400 from partner organisations and nearly 20 foster carers (Working with Parents with a Learning Disability session).
- Over 150 Council and other multi agency staff attended Far-Right Extremism Awareness workshops during March 2018.

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## **Equality Objective 6 - Improve access to the environment by meeting the needs of people from protected groups where these are different from the needs of other people**

### **What did we do?**

- With the level of works undertaken over recent years to improve physical access to our civic centres and other council owned buildings we have concentrated on maintenance works during the period only undertaking work if and when necessary.
- A review of all signage in our civic offices and other council-owned buildings had been suspended pending the Welsh Language Commissioner's final determination on the Council's challenge. Following receipt of the final determination in April 2018 consideration is being given to review signage in light of the Welsh language requirement as well as those of the Equality Act 2010.
- The Rural Development Plan funded "Tourism Development in Neath Port Talbot" project continues to be delivered with activities focusing on identifying the needs of tourism businesses; developing the tourism industry's knowledge of the area through a series of 'Sense of Place' events and producing high quality videography and photography to enable tourism operators within the valley areas to promote the region more effectively. The project has also undertaken visitor research to ensure that the tourism sector is better informed on the needs, wants and characteristics of visitors.
- The Transport Hub at Port Talbot opened in October 2017 and has taxis, buses, cycle facilities and a new pedestrian concourse all based together opposite the town's railway station, providing better access to public transport in Port Talbot. Colleagues from a local disability group, Disability Network Action Group, were key contributors to the design of the area, including the accessibility issues to the Port Talbot Parkway railway station.
- We have installed accessible electronic information and timetable screens at Neath and Port Talbot bus stations and at the Transport Hub at Port Talbot Parkway. These screens, which are compatible with RNIB (Royal National Institute of Blind People) enabled devices, display departure time of buses and also have the capacity for the public to plan journeys.

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## **Equality Objective 7 - Reduce gaps in the educational performance experienced by pupils due to their protected characteristics**

### **1. To raise levels of attendance of pupils with the protected characteristics at school**

#### **What did we do?**

- Attendance in both primary and secondary schools has fallen in the academic year 2017-2018 compared to 2016-2017; primary - 94.69% to 94.14% and secondary 93.64% to 93.48%.
- 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, support and to determine appropriate course of actions.
- Exclusion data has been monitored closely and in response to the rise in fixed and permanent exclusions a Well-being 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 we have increased capacity of assessment places across both the primary and secondary sector for pupils with social, emotional and behavioural difficulties (SEBD).
- The Well-being 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 2017 with the aim of embedding a continuum of support and increasing capacity within schools, as part of the Council's long term plan in ensuring the needs of pupils with SEBD are effectively met.
- There were a total of 10 permanent exclusions during the academic year 2017- 2018 (1 primary school and 9 secondary school exclusions)

Tudalen93

## 2. To reduce the gaps in educational performance attainment between boys and girls at Foundation Phase and Key Stages (KS) 2, & 3

### What did we do?

- The wide ranging changes (imposed by Welsh Government) to Key Stage 4 key indicator calculations in 2017 has affected Neath Port Talbot results, as they have in all other local authorities, and now places Neath Port Talbot below the Welsh average in all measures. The decrease in performance was most marked in mathematics and affected free school meals and non-free school meal pupils alike.
- One again there has been a fall in attainment for boys across both literacy and numeracy at Key Stage 4 although there has been an improvement in attainment in numeracy in Key Stage 2 and 3.
- Girls have shown improvement in attainment in numeracy at Key Stage 2 and 4 although attainment levels in literacy are decreasing across all key stages.

Tudalen 94

## Equality Objective 8 - Ensure our employment and recruitment processes promote fairness and equality for all.

### What did we do?

- The Council is a Disability Confident employer. The Disability Confident Scheme encourages employers to become more confident so they employ and retain disabled people, increase understanding of disability and the benefits of employing or retaining disabled people in order to make a substantial contribution towards halving the disability employment gap. By continuing our Disability Confident journey, the Council is ensuring that disabled people and those with long term health conditions have opportunities to fulfil their potential and realise their aspirations.
- With women making up over 70% of the workforce we considered it appropriate to produce guidance for managers to better understand the issues that can affect women going through the menopause in the workplace as well as factsheets available for staff.
- We recognise the vulnerable position of specific groups within our workforce and as a result are looking to develop policies to provide support. We have produced a gender reassignment policy, approved in September 2017, which ensures that an employee who proposes to, starts or has completed a process to change their gender is treated with dignity and respect.
- In 2017-2018, the proportion of black and minority ethnic employees of the total workforce was 1%. This represents an increase in headcount of three BME employees since 2016-2017, however, the percentage of BME employees represented in the workforce is consistent at 1%.
- 5,847 people applied for 622 jobs (including schools adverts) in 2017- 2018, with 568 appointments made (excluding school appointments as these are administered by schools) in 2017-18. This was compared to 2016-2017 where 4,105 people applied for 498 jobs with 404 appointments made.
- During 2017-2018, 50% of applicants were internal applicants from within the Council's existing workforce compared to 27 % in 2016-2017. Due to the ongoing financial constraints, there has continued to be a moratorium on external recruitment, with the exception of specialist and hard to fill positions, e.g. qualified social care workers, cleaners, direct services (social services) posts, etc.

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

### **What did we do?**

- We have been working to identify reasons for the gender pay gap in the Council as well as ways to address it. As a first stage we published our first [gender pay gap report](#) for the period 2017-2018 in September 2018, setting out the difference between the average pay of the men and women who work in the Council.
- Whilst the Council's gender pay gap is lower than the UK's median gender pay gap (the difference between the midpoint in the ranges of hourly rates of men and women), we are committed to closing the gap. We continue to review and monitor the gender pay gap and one of the actions of the 'Workforce Plan 2018 – 2022' is to develop a strategy to address the position.



## Section 4 – Meeting the Public Sector Equality Duty and Specific Duties

In meeting the equality objectives we continue to be conscious of the ongoing financial challenges, reduced capacity, greater expectation and the changing demographic in Neath Port Talbot. We aim to undertake all our work in the knowledge of and commitment to the Public Sector Equality Duty.

Concentrating our efforts on improving the accessibility of our website, working to address hate crime and domestic violence and improving our equality impact assessment process has enabled us to improve areas which have a big impact on people's lives.

We have been keen to ensure a more holistic approach to our work which has included the alignment of our equality objectives and corporate improvement priorities, so that any progress made is complementary to both. Progress against our improvement priorities and the wellbeing objectives can be found in the [Corporate Improvement Plan Annual Report 2017-2018 Part One](#) and the [Corporate Plan Annual Report 2017-2018 Part 2](#).

Following lengthy discussions with the Welsh Language Commissioner and her representatives we found a mutually acceptable way forward in relation to the challenge submitted to the implementation of 54 standards and a final determination was received in April 2018. This has brought an end to two years of negotiation which has resulted in variations made to standards as well as a clearer understanding of what is required.

Our [Welsh Language Standards Annual Report 2017-2018](#), (the first full year's report on how we have complied with those standards applied to the Council), was published on 30 June 2018 in accordance with statutory requirements.

In January 2018 a task and finish group, drawn from members of the Cabinet Scrutiny Committee, was established to develop the [Neath Port Talbot Welsh Language Promotion Strategy](#). With support and advice from Menter Iaith Castell-nedd Port Talbot, the strategy and action plan was drafted and was subject to public consultation during May and June 2018. Following consultation the strategy and action plan were revised and adopted by Council on 26 September 2018.

## Identifying and collecting relevant information

We continued to engage with members of the public, partners, local communities and interest groups to gather information, which helped shape our various strategies, policies and plans as well as influencing the delivery of our services. Unfortunately, the Disability Network Action Group has been disbanded due to illness of one of the two key members which in turn resulted in all responsibility resting with the other key member, which was not sustainable.

The identification and collection of information remains a key element particularly of the impact assessment process and by gathering relevant information as part of service provision we are better placed to understand the complexity of our county borough and utilise this information in developing policy and services.

We continue to see improvements in the collection and analysis of employment data as a result of the roll out of the Employee Portal where staff are able to update their own individual records. As a result we are able to better understand our workforce and so develop internal policies that are informed by more robust information.

The community profiling initiative that was undertaken by the Neath Port Talbot BME Community Association has provided specific and robust data about our BME communities, their concerns and experiences of living in Neath Port Talbot. Using this data, not only will we be able to develop policies and services which are better informed but working with the BME Community Association and where appropriate other local organisations and communities this data will inform local initiatives to provide positive outcomes.

## Some examples of our other work during 2017-2018 to meet the Public Sector Equality Duty

- A community/environmental project at Tir Morfa has been developed to provide learners with excellent opportunities to engage with and make a difference to their community, as well as supporting disadvantaged groups in the local community. Plots have been shared with other local groups e.g. YMCA, Adult Community Learning (offering gardening courses to local residents),
- Bspoked (a project evolved from a conventional Social Services day centre for people with learning disabilities)

has provided learners with opportunities to undertake healthy eating sessions, cooking and eating the produce they have grown and have also taken home produce to their families to cook. This project won the 'Community Impact Award' for Wales in November 2017 at the National Princes Trust Celebrate Success Awards, and has been put forward to represent Wales in the UK Awards.

- The Families First service has changed recently with a greater focus on targeted support for vulnerable young people and groups. Within the Youth Service the Families First Youth Workers support 4 vulnerable groups - Brightside Bereavement Support Group, Speech Language & Communication Group, Welsh Centre for Action on Dependency and Addiction (WCADA) Group and has recently developed a Lesbian Gay Bisexual and Transgender Group.
- Neath Port Talbot Youth Council are now fully elected with young people being elected from their schools and also from special interest groups such as Looked after Children, Speech & Language Club, Young Carers and Colleges.
- Achievements to date at a local and national level include one young person on the Children's Commissioner's Advisory Board and one young person elected as a Member of Youth Parliament for Neath Port Talbot also achieved the High Sheriff's Award 2017.
- There were targeted interventions with specific groups of vulnerable young people aged 9-24, to enable them to overcome barriers to their social, emotional and physical health and well-being. This includes a youth club for young people with speech, language and communication needs, a youth club for young carers, weekly recreational sessions for young people with or at risk of substance misuse and a group who have been affected by bereavement.
- A Rights-Based Approach training and information sharing event for staff was held in November 2017 which explored the United Nations Rights of the Child and how this could be used when developing policies and services.
- We provided a wide range of large print and ordinary print books, as well as talking books, to people who cannot visit a library or have difficulty visiting one; deliveries and collections were made to individuals' homes, sheltered housing complexes, nursing homes and day centres. In addition, the mobile library visits communities

that do not have a local library. Our vehicle provides disabled access and covers the county borough.

- The Neath Food and Drink Festival, was held in October 2017 which attracted more than 56,000 visitors to Neath Town Centre over the three days of the festival – helping promote a wide range of culturally diverse products.
- We completed projects which sought to create a greater visitor experience including the installation of free Wi-Fi and large screens, a revised café menu and the new all-inclusive park at the Gnoll Country Park. The visitor centre had just under 150,000 visitors (visitor counters are only on the visitor centre doors so this data would not be a true reflection on overall visitor numbers to the park).
- To better promote digital inclusion we have made a commitment to determine where the areas of no service (known as White Spots) exist within Neath Port Talbot and how we can work with Welsh Government and suppliers to address the shortfall.
- We continued to work with our partners, to ensure people who need support to make and maintain their Universal Credit claim can access that support.
- As at 31 March 2017, there were 1,210 claimants in receipt of Universal Credit in Neath Port Talbot. This had increased to 1,250 as at 30 September 2017. An estimated 425 claimants have now had housing costs paid in their Universal Credit. Between 1 April 2017 and 30<sup>th</sup> September 2017, 14 claimants have requested and received specialist money management support and 31 have applied for and received digital support.
- A free programme of training opportunities has been provided to encourage and support all children's development, helping to prepare them to participate in play and learning at school. A total of 373 attendances were recorded across the programme, courses included: Inclusive Play, Forest Schools, Effective Engagement with Parents, Understanding Special Educational Needs, Child Development and the Role of the Adult and Outdoor Play.
- The Youth Service has maintained its open access youth clubs in 11 community based youth clubs and has continued to access grants to provide targeted support to vulnerable groups such as lesbian gay bisexual transgender and young people with speech, language and communication needs.
- We have continued our 21<sup>st</sup> Century Schools Programme, delivering several new schools as well as new

provisions in existing schools:

- Ysgol Gymraeg Ystalyfera Bro Dur - the Ystalyfera campus in the north of the county borough providing Welsh-medium education for pupils aged 3 -18, opened to pupils in June 2018. The Bro Dur campus in the south of the county borough providing Welsh-medium education for pupils aged 11-16 opened to year 7 and 8 pupils living in the south of the county borough in September 2018.
  - Ysgol Carreg Hir - a new primary school to replace Brynhyfryd, Ynysmaerdy and Llansawel Primary Schools. The school opened in September 2018.
  - Ysgol Cwm Brombil - an all-through' 3 -16 school replacing Dyffryn Upper and Lower school and Groes Primary School, opened in September 2018
  - Approval was granted to establish two specialist provisions for primary aged pupils identified with social emotional and behavioural difficulties (SEBD). These are an assessment centre at Coedffranc Primary School and a learning support centre at Crynallt Primary School. Both provisions were ready for the 2018 summer term.
- We commissioned advocacy services for individuals to support and represent the views of older persons living in the county borough with the intention of influencing change. Access to an advocacy service has been available to give a voice to individuals to ensure their views and wishes are fully taken into account in the individual planning process and with any decisions being made by professionals about them.
  - The Local Development Plan (LDP) makes provision for 8,760 housing units, in order to deliver the need of 7,800 new housing units by 2026. Within this overall figure is a delivery target of 1,200 affordable housing units through the planning system and to date, a total of 75 affordable housing units have been delivered (amounting to 6.3% of the identified target).

## Equality Impact Assessments

We have reviewed and revised our equality impact assessment process to include our new legal duties introduced by the Well-being of Future Generations (Wales) Act 2015 and the Environment (Wales) Act 2016 as well as maintaining the focus of equalities and the Welsh language. The aim has been to develop a more integrated approach to assessing the impact of our policies and services not only on people who share protected characteristics but also on the wider community, both now and in the future. A series of pilot assessments were undertaken during early spring 2018 with final revisions made in readiness for implementation across all service areas.

With the introduction of the new assessment process and in acknowledgement of the limited experience amongst staff (due to the significant loss of staff as a result of the financial constraints we have faced, and continue to do so) we have developed a training programme to ensure our staff fully understand the why as well as the how to undertake assessments, the importance of consultation and involvement as well as recognising the wider sustainable development principle.

Training sessions arranged for officers, senior management and elected members were planned in May/June 2018. Unfortunately, these training sessions had to be postponed until late summer/early autumn 2018 due to circumstances outside of our control.

### Specific Employment Information

Employment Information for the period 2017-2018 has been reported separately.

The data has been analysed by the protected characteristics of sex, race, disability and age and by specific criteria. While the data in relation to these characteristics is of good quality there are gaps in the information that we are currently able to collect in relation to the following protected characteristics: gender reassignment, pregnancy and maternity, religion and belief and sexual orientation.

The data is either for the 12 month period 1 April 2017 to 31 March 2018, or, where appropriate, a snapshot of the workforce on 31 March 2018.

## Section 5 - Have your say

We would like to know your thoughts about this report and our equality objectives in order to help us make decisions on important matters. If you would like to share your views please contact the Corporate Policy Team by email [policy@npt.gov.uk](mailto:policy@npt.gov.uk) or by post to the Corporate Policy Team, Neath Port Talbot CBC, Civic Centre, Port Talbot, SA13 1PJ.



Follow us and add your comments to the Council's Facebook page:  
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## Section 6 - Performance Measures

Performance Key	
↑	Performance has improved
↔	Performance has been maintained
↓	Performance has declined.
-	No comparable data (data not suitable for comparison/no data available for comparison)

### Equality Objective 1: Address harassment, discrimination and other threats to personal safety experienced by people due to their protected characteristics

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No	Ref	Measure	2016-2017	2017-2018	Direction of Improvement
1	EQ1.1	Number of hate crime reports	110	122	-
2	EQ1.2	Number of hate crime reports – Disability	16	14	-
3	EQ1.3	Number of hate crime reports – Race	68	68	-
4	EQ1.4	Number of hate crime reports – Religion	3	3	-
5	EQ1.5	Number of hate crime reports – Sexual Orientation	22	37	-
6	EQ1.6	Number of hate crime reports – Transgender	1	4	-
<p>It is not possible to clearly define the direction of improvement as the reason for the increase in the number of reports cannot be accurately established. Reasons for the increase in numbers could be due to previous under reporting, greater confidence in the reporting process or genuine increase in number of incidents.</p>					



**Equality Objective 1: Address harassment, discrimination and other threats to personal safety experienced by people due to their protected characteristics**

No	Ref	Measure	2016-2017	2017-2018	Direction of Improvement
7	EQ1.7	Number of referrals to the Channel Panel	6	0	-
8	EQ1.8	Number of new referrals to Independent Domestic Violence Advisor Multi Agency Risk Assessment Conference/ specialist domestic violence agencies	1006	1997	-
Changes in the way data has been collected by partner organisations has contributed to the significant difference in number of new referrals. As result comparison of the data is not possible.					
9	EQ1.9	Number of repeat referrals to Independent Domestic Violence Advisor Multi Agency Risk Assessment Conference/specialist domestic violence agencies	1053	279	-
An incorrect number of 'repeat referrals' for 2016-2017 was reported previously and it is not possible to obtain revised data for this period.					

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**Equality Objective 2: Improve access to information by meeting the needs of people from protected groups where these are different from the needs of other people**

No	Ref	Measure	2016-2017	2017-2018	Direction of Improvement
10	EQ2.1	Number of webpages updated	NEW	*	-
11	EQ2.2	% of website pages available in Welsh	99.9%	100%	↑
12	EQ2.3	% of increase in first hit successes on website	NEW	*	-
13	EQ2.4 (DBC/006)	Improve the professional rating of our website page rating from a 1 star (maximum rating is 4 star)	3	2**	↓
		<p>* Following further consideration it was considered that these measures were not appropriate. More appropriate and relevant measures are to be considered.</p> <p>** Different criteria were employed in assessing the SOCITM star rating for 2017-2018. SOCITM will no longer be doing this survey next year. Although we've dropped a star, we are comparable with the average for Welsh Unitary Authorities (2.3).</p>			
14	EQ2.5 (DBC/007)	% of customers very satisfied/satisfied or Ok with improvements made to service available on-line – general look and feel	97% (196 out of 203)	84% (37 out of 44)	↓
15	EQ2.6 (DBC/008)	More of our customers find the website easier to use: % very satisfied/satisfied or Ok with ease of getting around site	91% (184 out of 203)	84% (37 out of 44)	↓
16	EQ2.7 (DBC/009)	More of our customers can access the information and find the website easier/service they want (on our website) first time: % very satisfied/satisfied or Ok with ease of finding information/services	84% (169 out of 199)	84% (37 out of 44)	↔

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**Equality Objective 2: Improve access to information by meeting the needs of people from protected groups where these are different from the needs of other people**

No	Ref	Measure	2016-2017	2017-2018	Direction of Improvement
<p>We have seen a drop in two of the web site customer satisfaction measures. This recently collated data will be analysed to ascertain if there are any particular reasons for the drop in satisfaction to inform the ongoing improvements we are making to our website.</p>					
17	<b>EQ2.8 (DBC/010)</b>	Number of customers assisted to use self-service options by Customer Services One Stop Shop staff	<b>NEW</b>	94	-
18	<b>EQ2.9 (DBC/001)</b>	% of transactions completed on line (new services)	67.7% (59,791 of 88,264)	71.1% (60,623 of 85,245)	↑
<p>Data for this measure includes information for the following services: Bulks, refuse and recycling equipment requests, location based reporting for dog bins, grit bins and missed waste collections reporting. Pest control appointment booking, and van permits can also be requested on-line.</p>					
19	<b>EQ2.10 (DBC/002)</b>	Number of new services available on line	8	31	↑
<p>2017/18 data includes new on-line (i.e. public facing) services delivered since October 2013 through 'Better, Simpler, Cheaper' (previous Improvement Objectives) and Digital by Choice work streams. As at 31st March 2018 there are 31 services available on-line. There are a further 10 on-line services under development and due for implementation during 2018/19. In addition, there are numerous 'static' on-line forms available and a number of links on our website to on-line services provided by other organisations, for example registering to vote (Central Government service).</p>					

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**Equality Objective 2: Improve access to information by meeting the needs of people from protected groups where these are different from the needs of other people**

No	Ref	Measure	2016-2017	2017-2018	Direction of Improvement
20	EQ2.11	Number of "hits" on alternative format guidance pages	NEW	*	-
*Following further consideration it was considered that this measure was not appropriate and was not possible to be collected. A more appropriate and relevant measure is being considered					
21	EQ2.12	Number of complaints upheld in relation to compliance with the Council's Welsh Language Scheme/Standards	1 (in part) out of 3	2 out of 4	↔
	<p>Three complaints were received via the Welsh Language Commissioner; one was upheld while the remaining two are still to be determined.</p> <p>The remaining complaint was received direct to the Council; it was upheld, an apology sent and assurance that procedures were in place to ensure the language standards in relation to correspondence would be complied with in future.</p>				

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**Equality Objective 3: Improve access to services by meeting the needs of people from protected groups where these are different from the needs of other people - Social Services**

No	Ref	Measure	2016-2017	2017-2018	Direction of Improvement
22	EQ3.1	Number of adults receiving services from adult services at 31st March 2017	2,567	2,900	-
23	EQ3.2	Number of children receiving care and support from Children's Services at 31st March 2017	1,138	1,200	-
24	EQ3.3	Number of carers who were assessed as at 31st March 2017	355	282	-

It is difficult to gauge performance on carer's assessments; each carer identified is offered an assessment however it is the individual's choice as to whether they accept the offer. In all cases, carers are provided with information on the various avenues of support available to them. The focus of the Carers Service is to provide information, advice and assistance therefore not many carers assessments lead to a service.

**Equality Objective 4: Monitor information and data effectively in order to identify disadvantages experienced by people due to their protected characteristics**

No	Ref	Measure	2016-2017	2017-2018	Direction of Improvement
25	EQ4.1	Number of Equality Impact Assessments undertaken and reported to the relevant Cabinet Board	26	10	↓
		There is no apparent reason for the decrease in the number of equality impact assessments undertaken and reported. A number of factors could contribute to this decrease including the possible reduction in the number of new/revised policies being reported and that the screening process has identified that a 'full' impact assessment has not been required.			
26	EQ4.2	Number of people actively participating in: Black and Minority Ethnic (BME) Community Association	6	10	↑
		Disability Network Action Group	5	0	↓
BME Community Association – the figure quoted is the number of Trustees on the Executive Committee.					
Disability Network Action Group – the Group has been disbanded due to illness of one of the two key members which in turn resulted in all responsibility resting with the other key member, which was not sustainable.					

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Equality Objective 5: Deliver staff training in line with the Equality Act requirements					
No	Ref	Measure	2016-2017	2017-2018	Direction of Improvement
27	EQ5.1	Number of staff attending training on each specific topic	1319 (760 of which were NPT staff)	2406 (1993 of which were NPT staff)	↑
Topics offered in 2017-2018 were not entirely the same as those offered in 2016-2017; however, all were equality or Prevent related.					
Equality Objective 6: Improve access to the environment by meeting the needs of people from protected groups where these are different from the needs of other people					
No	Ref	Measure	2016-2017	2017-2018	Direction of Improvement
28	EQ6.1	Number of complaints received in relation to accessibility	0	0	↔
29	EQ6.2	% of complaints upheld in relation to accessibility	0	0	↔
30	EQ6.3	% of adults aged 60 or over who hold a concessionary bus pass	93.75%	95.15%	↑
31	EQ6.4	Number of mobility scooter trips facilitated by Shopmobility Neath Port Talbot	2,900 4,901	2,793 4,561	↓

**Equality Objective 6: Improve access to the environment by meeting the needs of people from protected groups where these are different from the needs of other people**

No	Ref	Measure	2016-2017	2017-2018	Direction of Improvement
		Neath - scooter use has still not picked up to previous levels which is partly due to customers now having to pay for parking (free when the service was in its previous location) and the new location which is further from town and customers are exposed to bad weather with no cover. Port Talbot - numbers are slightly down which mirrors the footfall in the shopping centre.			
32	EQ6.5	Number of customers enrolled with Shopmobility Neath	110	138	↑
		Port Talbot	261	213	↓
		Customers are enrolling at a better rate in Neath but it is significant that they are not using the scooters as much, especially in Port Talbot where there are no regular customers using the service 3 or 4 times a week as previously.			

Tudalen 11

<b>Equality Objective 7: Reduce gaps in the educational performance experienced by pupils due to their protected characteristics</b>					
<b>No</b>	<b>Ref</b>	<b>Measure</b>	<b>2016-2017</b>	<b>2017-2018</b>	<b>Direction of Improvement</b>
33	EQ7.1	% of girls attaining Outcome 5+ in literacy at Foundation Phase	89.20%	79.42%	↓
		% of boys attaining Outcome 5+ in literacy at Foundation Phase	78.02%	66.27%	↓
34	EQ7.2	% of girls attaining Outcome 5+ in numeracy at Foundation Phase	88.41%	79.18%	↓
		% of boys attaining Outcome 5+ in numeracy at Foundation Phase	82.52%	71.92%	↓
35	EQ7.3	% of girls attaining Level 4+ literacy at Key Stage 2	91.21%	90.49%	↓
		% of boys attaining Level 4+ literacy at Key Stage 2	83.75%	84.21%	↑
36	EQ7.4	% of girls attaining Level 4+ numeracy at Key Stage 2	90.03%	90.35%	↑
		% of boys attaining Level 4+ numeracy at Key Stage 2	85.18%	87.93%	↑
37	EQ7.5	% of girls attaining Level 5+ literacy at Key Stage 3	92.42%	90.89%	↓
		% of boys attaining Level 5+ literacy at Key Stage 3	79.44%	78.31%	↓
38	EQ7.6	% of girls attaining Level 5+ numeracy at Key Stage 3	88.71%	86.79%	↓
		% of boys attaining Level 5+ numeracy at Key Stage 3	80.24%	81.00%	↑
39	EQ7.7	% of girls attaining Level 2 literacy at Key Stage 4	74.36%	74.06%	↓
		% of boys attaining Level 2 literacy at Key Stage 4	53.08%	52.43%	↓
40	EQ7.8	% of girls attaining Level 2 numeracy at Key Stage 4	60.62%	60.75%	↑
		% of boys attaining Level 2 numeracy at Key Stage 4	58.21%	56.47%	↓



<b>Equality Objective 7: Reduce gaps in the educational performance experienced by pupils due to their protected characteristics</b>					
<b>No</b>	<b>Ref</b>	<b>Measure</b>	<b>2016-2017</b>	<b>2017-2018</b>	<b>Direction of Improvement</b>
<b>41</b>	<b>EQ7.9</b>	% of pupil attendance in primary schools:	94.69%	94.14%	↓
		girls	94.72%	94.30%	↓
		boys	94.65%	93.99%	↓
		pupils identifying as non-white British	94.30%	93.45%	↓
		pupils identifying as white British	94.74%	94.20%	↓
		pupils with special educational needs	93.70%	92.92%	↓
		pupils with no special educational needs	95.08%	94.62%	↓
		traveller pupils	85.42%	81.14%	↓
		non-traveller pupils	94.72%	94.46%	↓
<b>42</b>	<b>EQ7.10</b>	% of pupil attendance in secondary schools	93.64%	93.48%	↓
		girls	93.79%	93.56%	↓
		boys	93.48%	93.40%	↓
		pupils identifying as non-white British	94.67%	94.03%	↓
		pupils identifying as white British	93.59%	93.44%	↓
		pupils with special educational needs	91.54%	91.27%	↓
		pupils with no special educational needs	94.52%	94.28%	↓
		traveller pupils	85.63%	78.05%	↓
		non-traveller pupils	93.42%	93.51%	↑

<b>Equality Objective 7: Reduce gaps in the educational performance experienced by pupils due to their protected characteristics</b>					
<b>No</b>	<b>Ref</b>	<b>Measure</b>	<b>2016-2017</b>	<b>2017-2018</b>	<b>Direction of Improvement</b>
<b>43</b>	<b>EQ7.11</b>	The number of permanent exclusions during the academic year in primary schools	1	1	↔
		Boys	1	1	↔
		Girls	0	0	↔
		SEN	0	0	↔
		Travellers	0	0	↔
		BME	0	0	↔
<b>44</b>	<b>EQ7.12</b>	The number of permanent exclusions during the academic year in primary schools	12	9	↑
		Boys	11	7	↑
		Girls	1	2	↓
		SEN	6	2	↑
		Travellers	0	0	↔
		BME	0	0	↔

<b>Equality Objective 8: Ensure our employment and recruitment processes promote fairness and equality for all.</b>					
<b>No</b>	<b>Ref</b>	<b>Measure</b>	<b>2016-2017</b>	<b>2017-2018</b>	<b>Direction of Improvement</b>
45	EQ8.1	Number of staff attending recruitment training	21	76	↑
46	EQ8.2	% of participants of training sessions that considered their knowledge had increased	87%	100%	↑
47	EQ8.3	Number of recruitment complaints	0	0	↔
48	EQ8.4	Number of new starters commencing above the minimum point of the grade	24	31	↑

Mae'r dudalen hon yn fwiadol wag

## NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

### CABINET

#### REPORT OF THE HEAD OF FINANCE – HUW JONES

5<sup>th</sup> DECEMBER 2018

#### SECTION A – MATTER FOR DECISION

#### WARD AFFECTED - PONTARDAWE

#### PROVISION OF LOAN FUNDING TO CELTIC LEISURE LIMITED

##### 1. Purpose of Report

To seek Cabinet approval for the granting of a loan of £250,000 to Celtic Leisure Limited.

##### 2. Background

Celtic Leisure Limited is a social enterprise set up in 2003 to manage leisure facilities on a not for profit basis. The Company is a registered charity, registration number: 1161131. The Company manages six leisure centres and a theatre within the geographical boundary of Neath Port Talbot County Borough Council (“the Council”) under the terms of a 10 year contract between the Council and Celtic Leisure Limited . The leisure centres and theatre buildings are owned by the Council and leased to Celtic Leisure Limited.

The Company recently approached the Council to ascertain whether the Council would be prepared to provide capital funding of £250,000, in the form of a loan, to help finance modernisation works at Pontardawe Leisure Centre.

This report sets out the terms of the proposed arrangement.

### **3. Proposal**

Celtic Leisure have recently completed a project appraisal in relation to expanding and improving their gym offer at Pontardawe Leisure Centre. This appraisal concluded that the maximum benefit could be achieved by the creation of a new fitness suite at the Centre. The proposal includes the conversion of two existing squash courts and the installation of a mezzanine floor to maximise the floor space available. At present Pontardawe Leisure Centre has 1,002 paying customers, this proposal is expected to increase this number to 1,400.

In order to fund part of this proposal the Company asked the Council to consider entering into a loan arrangement to provide £250,000 funding towards this project. This investment and loan will assist Celtic Leisure to deliver their services with lower annual subsidy from the Council.

This arrangement is not covered by the Council's Treasury Management Investment Policies. In entering into this arrangement the Council is doing so using its legal powers as set out in Section 2 of the Local Government Act 2000, commonly referred to as the wellbeing power. The Council would contend that the entering into loan agreement will allow Celtic Leisure Limited to undertake the proposed works which in turn will have an impact on the social wellbeing of the locality.

It is proposed that the Council agree to loan Celtic Leisure £250,000 on the following basis:

Loan Amount - £250,000

Interest Rate – 2.5%

Loan Term – 5 years, repayable in instalments annually on the anniversary of drawdown on an annuity\* basis.

\*An annual repayment of equal value made up of principal and interest.

### **4. Crime and Disorder Impact**

There are no Crime and Disorder impacts from this proposal.

## **5. Integrated Impact Assessment**

This proposal does not require an integrated impact assessment.

## **6. Workforce Impacts**

There are no workforce issues arising from this proposal.

## **7. Consultation**

This proposal does not require consultation.

## **8. Risk Management**

There will be a legal agreement between the Council and the Company to mitigate against risk management issues and to set out the terms of the borrowing.

## **9. Recommendation**

It is recommended that members approve a loan of £250,000 to Celtic Leisure Limited and that delegated authority be granted to the Head of Finance (in consultation with the Head of Legal Services) to enter into a loan agreement detailing the arrangements between the Council and Celtic Leisure Limited)

## **10. Appendices**

None

## **11. Background Papers**

None

## **12. Officer Contact**

For further information on this report item, please contact:

Huw Jones – Head of Finance  
Email [h.jones@npt.gov.uk](mailto:h.jones@npt.gov.uk) Tel 01639 763575

Mae'r dudalen hon yn fwriadol wag



## **NEATH PORT TALBOT COUNTY BOROUGH COUNCIL**

### **Cabinet**

5th December 2018

### **Report - Head of Transformation (ELLL) Andrew Thomas**

#### **Matter for Decision**

#### **Wards Affected:**

Blaengwrach

### **Project Proposal made to the Members Community Fund - Phase 2 Redevelopment of Cwmgwrach Welfare Park**

#### **Purpose of the Report**

1. To seek Cabinet approval to fund a project proposal that requests financial support under the Members Community Fund. The project has been tabled by the respective Ward Member.

#### **Executive Summary**

2. The Members Community Fund was approved in its present form at Cabinet Board on the 16.05.18 and was launched at an All

Members Seminar on the 14.06.18. The Fund is to be used to address local needs and to support projects and initiatives that will contribute towards creating vibrant and sustainable communities.

The Project Development & Funding Unit (PDFU) within ELLL is charged with the governance of the Fund and will act as the Grant Management Organisation.

Bids can be made for projects that enhance existing Council services, assist voluntary sector provision or form part of a larger initiative that is in need of additional financial support.

Eligible projects will include those that enrich the environment, promote non - statutory education and learning, assist Health & Well Being, and promote culture and / or recreation in all its forms.

Another project proposal now seeks funding and has been formally submitted to the PDFU. The bid has been checked for completeness, accuracy and deliverability and is 'fit for purpose' and ready for determination by Cabinet.

## **Project Proposal**

3. Phase 2 of the redevelopment of Cwmgwrach Welfare Park in the Ward of Blaengwrach.

A bid for new, dynamic and challenging fixed play equipment, the conversion of a tennis court into a Multi-Use Games Area (MUGA), rejuvenating the existing Artificial Turf Pitch (ATP) by installing new ball catch netting and perimeter fencing, embarking upon a modest landscaping scheme including the planting of trees and shrubs, installation of bollard lighting, new disabled friendly park furniture, a graffiti project in collaboration with a local artist and pupils from Blaengwrach Primary School and the installation of an 'Outdoor Events Area' with bandstand style shelter and a space which can be adapted for community events such as 'Armed Forces Day.'

This bid has been developed as part of a complex scheme requiring input from the PDFU to facilitate its delivery. The PDFU has been instrumental throughout the whole process including consultation, acquiring the funding package, procurement and delivering and

managing the project. The first phase of the project, the demolition of a derelict paddling pool pumping station and a drainage scheme on a kickabout area, was recently completed using grant aid from the NPTCBC Community Minor Projects Grant (£14,000) and an award from the Selar Community Benefit Fund in Blaengwrach (£15,070.68). This application to the Members Fund is for the second and final phase of the project.

The need for this initiative has been brought to the attention of Blaengwrach Community Council via repeated requests from residents for improvements to the Park. These requests were further investigated by way of a survey which targeted every household in Blaengwrach and extensive consultation exercises involving all local community and voluntary organisations. The results gleaned from consultation have enabled the Community Council to determine what improvements would ensure the most generous arrangements for public enjoyment and what facilities would be most useful to local groups (Cwmgwrach Amateur Boxing Club, Cwmgrach Football Club, the Scouts, etc) - these have been instrumental at arriving at the final design proposal.

The NPTCBC Local Development Plan, in its 'Open Space Assessment', identified the Ward of Blaengwrach as having a shortfall in 'non-pitch areas' (such as MUGAs) and 'play.' This proposal will work towards satisfying the County Council's policies and priorities for Blaengwrach.

The long term sustainable benefits associated with the project include improved health and wellbeing, providing greater access to play, physical activity and sporting opportunities, increasing activity and footfall, creating a greater sense of community spirit, making the Park more accessible to those who are less ambulant, reducing anti-social behaviour and encouraging greater social interaction, all of which result in making Blaengwrach a more attractive, vibrant and welcoming community.

Phase 2 of the project has already secured £99,000 from the Pen y Cymoedd 'Vision Fund', £77,629 from the Selar Blaengwrach Community Benefit Fund and £3,000 from the Aberpergwm Colliery Community Benefit Fund. This application to the Members Fund will complete the funding package and make this project a reality. The

proposal has been accurately costed at £184,629 (net of VAT which is recoverable). The Member for Blaengwrach would wish to invest £5,000 (which is 3% of the net total project cost) of her Members Community Fund allocation. This request from Councillor Carolyn Edwards is the first bid made to the £10,000 ring fenced for priority projects in Blaengwrach. With this award of £5,000 the Councillor will have £5,000 remaining in her Members Fund allocation to develop further priority projects.

### **Financial Impact**

4. In order to win favour in Cabinet all projects must be sustainable. Projects must have a robust exit strategy that places no additional revenue or financial burden on the Council.

The Welfare Park falls under the jurisdiction of Blaengwrach Community Council who are the Leaseholders. The Community Council have made a firm commitment to the ongoing insurance, maintenance and inspection of the Park and they have established a specific 'Parks Maintenance Fund' to be used exclusively for that purpose.

The capital project will be of robust construction and installation will be undertaken by reputable, well established companies. The design by the chosen contractor, 'Wicksteed' conforms to the relevant British Standards. All new equipment will conform to European Standards, Safety Surfacing Standards and the quotation includes the cost of a Post Installation Inspection and Sign Off by a qualified RoSPA engineer. Annual inspection of the play equipment will be undertaken by an Independent Service Engineer from RoSPA at the cost of the Community Council.

Regular maintenance of the Park (grass cutting, litter picking, etc) will be undertaken by a groundskeeper who is employed by the Community Council.

The project places no additional revenue or financial burden on NPTCBC.

## **Equality Impact Assessment**

5. There is no requirement under the Constitution for an Equality Impact Assessment on this item.

## **Workforce Impacts**

6. There are no workforce impacts associated with this report.

## **Legal Impacts**

7. The delivery of the Members Community Fund will come within the purview of the Local Government Act 2000 which introduced well-being powers which enable every Local Authority to have capacity to do anything which it considers likely to promote an improvement to economic, social or environmental well-being in the area. Under section 56 of the Local Government (Wales) Measure 2011 sanction is given for both Executive and Non - Executive Members to invest within their own Ward.

The Council's Constitution should be referred to for explicit guidance on governance.

## **Risk Management**

8. There are no risk management issues associated with this report.

## **Consultation**

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

## **Recommendations**

10. (In line with the earlier agreed Council policies and priorities, the proposal has been thoroughly scrutinised and is deemed to be credible, well thought through and sustainable). The project proposal is recommended for approval and financial support under the Members Community Fund.

## **Reasons for Proposed Decision**

11. To approve the Application for funding that has been received under the Members Community Fund. The Members Community Fund will continue to receive bids until the due deadline date of 31.03.2020.

## **Implementation of Decision**

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

## **List of Background Papers**

13. This Blaengwrach initiative has been developed from the Members Community Fund Application Form submitted by Councillor Carolyn Edwards. Quotes, survey findings, performance specifications, minutes of the Blaengwrach Community Council, the project plan and an options appraisal have been retained for future reference.

## **14. Officer Contact**

Paul Hinder, Project Development & Funding Manager, (ELLL).

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Mae'r dudalen hon yn fwriadol wag



## **NEATH PORT TALBOT COUNTY BOROUGH COUNCIL**

### **Cabinet**

5th December 2018

### **Report - Head of Transformation (ELLL) Andrew Thomas**

#### **Matter for Decision**

#### **Wards Affected:**

Margam

### **Project Proposal made to the Members Community Fund - Margam Community Centre, Defibrillator**

#### **Purpose of the Report**

1. To seek Cabinet approval to fund a project proposal that requests financial support under the Members Community Fund. The project has been tabled by the respective Ward Member.

#### **Executive Summary**

2. The Members Community Fund was approved in its present form at Cabinet Board on the 16.05.18 and was launched at an All Members Seminar on the 14.06.18. The Fund is to be used to address

local needs and to support projects and initiatives that will contribute towards creating vibrant and sustainable communities.

The Project Development & Funding Unit (PDFU) within ELLL is charged with the governance of the Fund and will act as the Grant Management Organisation.

Bids can be made for projects that enhance existing Council services, assist voluntary sector provision or form part of a larger initiative that is in need of additional financial support.

Eligible projects will include those that enrich the environment, promote non - statutory education and learning, assist Health & Well Being, and promote culture and / or recreation in all its forms.

Another project proposal now seeks funding and has been formally submitted to the PDFU. The bid has been checked for completeness, accuracy and deliverability and is 'fit for purpose' and ready for determination by Cabinet.

## **Project Proposal**

3. Supply and installation of a defibrillator in Margam Community Centre, Bertha Road, Margam.

This bid has been developed to 'Assist Voluntary Sector providers.'

Margam Community Centre is a lively community hub which houses numerous voluntary groups including the Glamorgan Wood Turners, Stroke Club, Age Connects NPT, 'Steps' and 'Celtic' dance groups, Karate, Zumba, Keep Fit and the 'Little Dragons' after school club. In total the Community Centre hosts some 800-1000 individuals per month. Due to the ever growing number of users, the Management Committee wish to provide emergency medical equipment in the form of a battery-operated defibrillator which will be mounted on a wall in the main hall.

The defibrillator will be procured and installed through the Registered Charity, 'Cariad.' The defibrillator will be easy to use, featuring a full-colour display with vivid rescue images, Cardiopulmonary

Resuscitation (CPR) cycle timer and a gauge that shows CPR compression depth. It is suitable to be used on individuals of any age.

Along with the defibrillator, 'Cariad' will make arrangements for a volunteer from the Welsh Ambulance Service to provide free basic life support training and defibrillator training for the user groups in the Community Centre.

The need for this initiative has come to the attention of the local Councillor. Representations have been made by the Management Committee of the Community Centre that due to the sheer number of users and the variety of ages and abilities, emergency medical equipment should be on hand in the event of a sudden cardiac arrest. Statistics provided by 'Cariad' indicate that 8,000 people suffer a cardiac arrest outside of the hospital environment every year in Wales, and at present the survival rate is just 3%, but with immediate treatment from a defibrillator many lives can be saved. In the unfortunate event of a cardiac arrest seconds count and the provision of a defibrillator would allow users of the Community Centre to perform emergency medical treatment whilst waiting for the Emergency Services to respond.

The request for Grant aid from the Members Community Fund is for £1,100.00 which is the full cost of the defibrillator, its mounting and the associated training (no match funding). This is the second proposal received to the Members Community Fund from Cllr Jones and if it prevails he will have £7,740.06 remaining in his Members Fund allocation to develop further priority projects.

### **Financial Impact**

4. In order to win favour in Cabinet all projects must be sustainable. Projects must have a robust exit strategy that places no additional revenue or financial burden on the Council.

The defibrillator will be the responsibility of the Management Committee of Margam Community Centre, who have made an ongoing commitment to ensuring that it is appropriately insured and maintained for the foreseeable future.

The defibrillator comes with a 10 year care package from 'Cariad' which includes maintenance, service and regular inspections, replacement batteries/ pads following use or expiry, a 24hr emergency call out service and a commitment to providing an immediate replacement in the unlikely event of theft or damage.

This scheme has no financial implications for NPTCBC.

### **Equality Impact Assessment**

5. There is no requirement under the Constitution for an Equality Impact Assessment on this item.

### **Workforce Impacts**

6. There are no workforce impacts associated with this report.

### **Legal Impacts**

7. The delivery of the Members Community Fund will come within the purview of the Local Government Act 2000 which introduced well-being powers which enable every Local Authority to have capacity to do anything which it considers likely to promote an improvement to economic, social or environmental well-being in the area. Under section 56 of the Local Government (Wales) Measure 2011 sanction is given for both Executive and Non - Executive Members to invest within their own Ward.

The Council's Constitution should be referred to for explicit guidance on governance.

### **Risk Management**

8. There are no risk management issues associated with this report.

### **Consultation**

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

## **Recommendations**

10. In line with the earlier agreed Council policies and priorities, the proposal has been thoroughly scrutinised and is deemed to be credible, well thought through and sustainable. The project proposal is recommended for approval and financial support under the Members Community Fund.

## **Reasons for Proposed Decision**

11. To approve the Application for funding that has been received under the Members Community Fund. The Members Community Fund will continue to receive bids until the due deadline date of 31.03.2020.

## **Implementation of Decision**

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

## **List of Background Papers**

13. This Margam initiative has been developed from the Members Community Fund Application Form submitted by Councillor Rob Jones which has been retained for reference.

## **14. Officer Contact**

Paul Hinder, Project Development & Funding Manager, (ELLL).

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## **NEATH PORT TALBOT COUNTY BOROUGH COUNCIL**

### **Cabinet**

5th December 2018

### **Report - Head of Transformation (ELLL) Andrew Thomas**

#### **Matter for Decision**

#### **Wards Affected:**

Pontardawe

### **Project Proposal made to the Members Community Fund - Pontardawe Heritage and Visitor Centre**

#### **Purpose of the Report**

1. To seek Cabinet approval to fund a project proposal that requests financial support under the Members Community Fund. The project has been tabled by Cllr Linet Purcell, one of the two Ward Members for Pontardawe.

#### **Executive Summary**

2. The Members Community Fund was approved in its present form at Cabinet Board on the 16.05.18 and was launched at an All

Members Seminar on the 14.06.18. The Fund is to be used to address local needs and to support projects and initiatives that will contribute towards creating vibrant and sustainable communities.

The Project Development & Funding Unit (PDFU) within ELLL is charged with the governance of the Fund and will act as the Grant Management Organisation.

Bids can be made for projects that enhance existing Council services, assist voluntary sector provision or form part of a larger initiative that is in need of additional financial support.

Eligible projects will include those that enrich the environment, promote non - statutory education and learning, assist Health & Well Being, and promote culture and / or recreation in all its forms.

Another project proposal now seeks funding and has been formally submitted to the PDFU. The bid has been checked for completeness, accuracy and deliverability and is 'fit for purpose' and ready for determination by Cabinet.

## **Project Proposal**

3. Establish a 'family-friendly' area in the courtyard of Pontardawe Heritage and Visitor Centre.

This application has been developed to 'assist Voluntary Sector providers.'

The bid is to purchase items of equipment including picnic tables, chairs, a wheelchair accessible picnic bench, information display boards and materials to create a heritage themed play area with traditional street games, hopscotch and a wooden 'Canal Boat' for creative and imaginative play. The aim of the project is for children to absorb their local heritage through play, and to make Pontardawe Heritage and Visitor Centre family friendly and accessible to all.

The need for this initiative has come to the attention of Cllr Linet Purcell, one of the two Ward Members for Pontardawe. Pontardawe Heritage and Visitor Centre opened in July 2018 and has since received over 500 visitors. Representations have been made by



members of the Management Committee that in order for visitors to make the most of the time they spend at the Centre, children and young people need to be kept occupied and engaged whilst their parents/guardians digest the information on display.

The long term sustainable benefits associated with the project include an increase in visitor numbers, better provision for children and teachers visiting from schools nearby, a greater understanding of local heritage and culture and helping to secure the future sustainability of the Centre through increased sales of items and refreshments in the Gift Shop.

The request for Grant aid from the Members Community Fund is for £971, which is the full cost of purchasing all of the items associated with the project. This is the first proposal received to the Members Community Fund from Cllr Linet Purcell and if it prevails she will have £9,029 remaining in her Members Fund allocation to develop further priority projects in the Ward of Pontardawe.

### **Financial Impact**

4. In order to win favour in Cabinet all projects must be sustainable. Projects must have a robust exit strategy that places no additional revenue or financial burden on the Council.

The Management Committee of Pontardawe Heritage and Visitor Centre are the Leaseholders of the building owned by NPTCBC. They have committed to ensuring that the Centre is appropriately insured and maintained for the next 25 years - this is achieved using income from membership fees, room hire, community events and the onsite sale of gifts and refreshments.

This project places no additional revenue or financial burden on NPTCBC.

### **Equality Impact Assessment**

5. There is no requirement under the Constitution for an Equality Impact Assessment on this item.

## **Workforce Impacts**

6. There are no workforce impacts associated with this report.

## **Legal Impacts**

7. The delivery of the Members Community Fund will come within the purview of the Local Government Act 2000 which introduced well-being powers which enable every Local Authority to have capacity to do anything which it considers likely to promote an improvement to economic, social or environmental well-being in the area. Under section 56 of the Local Government (Wales) Measure 2011 sanction is given for both Executive and Non - Executive Members to invest within their own Ward.

The Council's Constitution should be referred to for explicit guidance on governance.

## **Risk Management**

8. There are no risk management issues associated with this report.

## **Consultation**

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

## **Recommendations**

10. (In line with the earlier agreed Council policies and priorities, the proposal has been thoroughly scrutinised and is deemed to be credible, well thought through and sustainable). The project proposal is recommended for approval and financial support under the Members Community Fund.

## **Reasons for Proposed Decision**

11. To approve the Application for funding that has been received under the Members Community Fund. The Members Community Fund will continue to receive bids until the due deadline date of 31.03.2020.

## **Implementation of Decision**

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

## **List of Background Papers**

13. This Pontardawe initiative has been developed from the Members Community Fund Application Form submitted by Councillor Linet Purcell which has been retained for reference.

## **14. Officer Contact**

Paul Hinder, Project Development & Funding Manager, (ELLL).

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**NEATH PORT TALBOT COUNTY BOROUGH COUNCIL**

**Cabinet**

5th December 2018

**Report - Head of Transformation (ELLL)  
Andrew Thomas**

**Matter for Decision**

**Wards Affected:**

Gwaun Cae Gurwen and Lower Brynamman

**Project Proposal made to the Members Community Fund - Community Transport Initiative serving the Wards of Gwaun Cae Gurwen and Lower Brynamman**

**Purpose of the Report**

1. To seek Cabinet approval to fund a project proposal that requests financial support under the Members Community Fund. The project has been tabled by the Ward Member for Gwaun Cae Gurwen.

## **Executive Summary**

2. The Members Community Fund was approved in its present form at Cabinet Board on the 16.05.18 and was launched at an All Members Seminar on the 14.06.18. The Fund is to be used to address local needs and to support projects and initiatives that will contribute towards creating vibrant and sustainable communities.

The Project Development & Funding Unit (PDFU) within ELLL is charged with the governance of the Fund and will act as the Grant Management Organisation.

Bids can be made for projects that enhance existing Council services, assist voluntary sector provision or form part of a larger initiative that is in need of additional financial support.

Eligible projects will include those that enrich the environment, promote non - statutory education and learning, assist Health & Well Being, and promote culture and / or recreation in all its forms.

Cabinet has considered and approved seven proposals to date. A further project proposal now seeks funding and has been formally submitted to the PDFU. The bid has been checked for completeness, accuracy and deliverability and is 'fit for purpose' and ready for determination by Cabinet.

## **Project Proposal**

3. To support the initial development of a sustainable, reliable community transport initiative serving the Wards of Gwaun Cae Gurwen and Lower Brynamman.

The bid is to 'Enhance existing Council services' by consolidating the offer of community transport in the Amman Valley and by making better use of DANSA services that are operated from the Dulais Valley.

The project involves the appointment of a Community Transport Development Worker to operate the booking system, to train as a driver of the existing community car operated by DANSA and to work

alongside NPTCBC Social Services to develop the ' Building Safe and Resilient Communities' initiative in Gwaun Cae Gurwen.

Following investment, the Project Worker will liaise with the local NPTCBC Area Coordinator to implement ways of making more effective use of the community car to build upon existing resources, identify opportunities and implement initiatives that can improve and extend transport provision in the local area. The payroll and finance aspects for the Worker will initially come within the purview of Canolfan Maerdy. The Worker will be peripatetic, with the DANSA car based at the GCG Community Hall (which has secured car parking).

The need for this initiative has come to the attention of the local Councillor and there is recognition that 30% of the population in GCG are without cars, the taxi service and public transport links between villages are either expensive or limiting. This is a hindrance to those wishing to access medical services, Doctor's appointments or community events. The community car is rarely available through lack of trained drivers, the need to book 48 before intended use and the current inability of DANSA to have a local presence to facilitate recruitment and development of the service.

The project has already secured £10,000 from the 'Celtic Energy' Revised Opencast Additional Community Contribution Fund. Also there is a further allocation of £4,491 from the Gwaun Cae Gurwen Community Council Revised Opencast Fund. The project has been accurately costed at £24,491. The Member for Gwaun Cae Gurwen would wish to invest the whole of her Community Fund allocation of £10,000 (which is 41% of the total project cost) into this initiative. The investment is considered a prudent one as it will assist in the creation of a more vibrant and sustainable community.

### **Financial Impact**

4. From the outset it was intended that the Members Community Fund would endeavour to maximise other funding streams and draw in additional funding which will add value to inward investment within each of the Wards under determination. 59% of the costs attributed to this proposal have been secured from external agencies.

In order to win favour in Cabinet all projects must be sustainable. Projects must have a robust exit strategy that places no additional revenue or financial burden on the Council. The Amman Valley Community Transport Group, following the first year of investment, will be supported by DANSA and the revenue gains associated with mileage charges. Community Transport Wales will provide further support to improve the situation in the Amman Valley. There will be no additional revenue burden on NPTCBC.

### **Equality Impact Assessment**

5. There is no requirement under the Constitution for an Equality Impact Assessment on this item.

### **Workforce Impacts**

6. There are no workforce impacts associated with this report.

### **Legal Impacts**

7. The delivery of the Members Community Fund will come within the purview of the Local Government Act 2000 which introduced well-being powers which enable every Local Authority to have capacity to do anything which it considers likely to promote an improvement to economic, social or environmental well-being in the area. Under section 56 of the Local Government (Wales) Measure 2011 sanction is given for both Executive and Non - Executive Members to invest within their own Ward.

The Council's Constitution should be referred to for explicit guidance on governance.

### **Risk Management**

8. There are no risk management issues associated with this report.

### **Consultation**

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



## **Recommendations**

10. (In line with the earlier agreed Council policies and priorities, the proposal has been thoroughly scrutinised and is deemed to be credible, well thought through and sustainable). That Cabinet approve to fund this project proposal given that there is a request for financial support under the Members Community Fund.

## **Reasons for Proposed Decision**

11. To approve the Application for funding that has been received under the Members Community Fund. The Members Community Fund will continue to receive bids until the due deadline date of 31.03.2020.

## **Implementation of Decision**

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

## **List of Background Papers**

13. This initiative has been developed from the Members Community Fund Application Form submitted by Councillor Sonia Reynolds. The initiative has the full backing of DANSA, 'Workways', the Community Transport Association, Social Services (LAC), Canolfan Maerdy, Y Lolfa, Y Banwen, the GCG Community Council, Health Clinic and GP Surgery. This evidence has been retained for future reference along with the Job Description that has been developed for the new Community Transport Worker. The PDFU has worked closely with 'Connecting Communities in Wales' Project Manager and our own Integrated Transport Manager to arrive at this bid and that exchange of correspondence has been retained for reference.

## **14. Officer Contact**

Paul Hinder, Project Development & Funding Manager, (ELLL).

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