



CABINET

**IMMEDIATELY FOLLOWING CABINET SCRUTINY COMMITTEE
WEDNESDAY 19 JUNE, 2019**

COUNCIL CHAMBER - PORT TALBOT CIVIC CENTRE

Part 1

1. Appointment of Chairperson
2. Declarations of Interest
3. Minutes of Previous Meeting (*Pages 3 - 10*)
4. Forward Work Programme 2019/20 (*Pages 11 - 12*)
5. Wales Audit Office - Audit of Neath Port Talbot County Borough Council's 2019-20 Improvement Plan (*Pages 13 - 18*)
Report of the Assistant Chief Executive and Chief Digital Officer
6. Welsh Language Standards Annual Report 2018-2019
(*Pages 19 - 46*)
Report of the Assistant Chief Executive and Chief Digital Officer
7. Unreasonable/Unacceptable Customer Behaviour Policy
(*Pages 47 - 56*)
Report of the Assistant Chief Executive and Chief Digital Officer
8. Risk Register Review 2018-19 Quarter 4 (*Pages 57 - 88*)
Report of the Head of Finance
9. Member's Community Fund - Aberavon (*Pages 89 - 94*)
Report of the Head of Transformation

10. Member's Community Fund - Baglan (*Pages 95 - 100*)
Report of the Head of Transformation
11. Member's Community Fund - Bryn and Cwmavon
(*Pages 101 - 106*)
Report of the Head of Transformation
12. Member's Community Fund - Lower Brynamman
(*Pages 107 - 112*)
Report of the Head of Transformation
13. Member's Community Fund - Ystalyfera (*Pages 113 - 118*)
Report of the Head of Transformation
14. Urgency Action - 0037 (*Pages 119 - 122*)
15. Urgent Items
Any urgent items (whether public or exempt) at the discretion of the
Chairperson pursuant to Section 100b (4)(B) of the Local
Government Act 1972

S.Phillips
Chief Executive

Civic Centre
Port Talbot

Wednesday, 12 June 2019

Cabinet Members:

Councillors. R.G.Jones, A.J.Taylor, C.Clement-Williams, D.Jones,
E.V.Latham, A.R.Lockyer, P.A.Rees, P.D.Richards, A.Wingrave and
L.Jones

EXECUTIVE DECISION RECORD

29 MAY, 2019

CABINET

Cabinet Members:

Councillors: R.G.Jones (Chairperson), L.Jones, A.J.Taylor,
E.V.Latham, A.R.Lockyer, P.D.Richards, P.A.Rees and
A.Wingrave

Officers in Attendance:

S.Phillips, G.Nutt, A.Evans, A.Jarrett, C.Griffiths, H.Jones, H.Thomas,
N.Headon and C.Davies

1. **APPOINTMENT OF CHAIRPERSON**

Agreed that Councillor R.G.Jones be appointed Chairperson for the meeting.

2. **DECLARATIONS OF INTEREST**

The following Member made a declaration of interest at the commencement of Minute No.9:-

Councillor P.D.Richards

Re: Report of the Head of Transformation on the Project Proposal made to the Member's Community Fund - Baglan

3. **MINUTES OF PREVIOUS MEETING**

Decision:

That the Minutes of the previous meeting of Cabinet held on 8 May, 2019, be approved.

4. **FORWARD WORK PROGRAMME 2019/20**

Noted by the Committee.

5. **SUBMISSION AND ACCEPTANCE OF GRANT APPLICATIONS**

Decision:

The Cabinet Members agreed that the following views of the Scrutiny meeting the text in bold be added to the recommendation:

That in **consultation with the Leader and/or appropriate Cabinet Member(s)**, delegated authority be granted to:

1. The Chief Executive, Corporate Directors, the Assistant Chief Executive and Chief Digital Officer and all Heads of Service to submit grant applications for any matter within their respective areas or where the Council acts as a lead authority for regional collaboration;
2. The Chief Executive, Corporate Directors, the Assistant Chief Executive and Chief Digital Officer and all Heads of Service be granted delegated authority to enter into any grant agreement in respect of any grant funding subject to consultation with the Director of Finance and Corporate Services or Head of Finance. Where two signatories are required to a grant agreement, the two signatories shall be the Corporate Director or a Head of Service within that same directorate and the Director of Finance and Corporate Services or Head of Finance or in their absence the Chief Executive or Head of Legal Services.
3. That the Head of Legal Services update the Constitution of Neath Port Talbot County Borough Council as may be appropriate to implement these changes.

Reason for Decision:

To ensure that the necessary internal authorities are in place to submit a grant application and accept offers of grant funding.

Implementation of Decision:

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

6. **MODERN SLAVERY STATEMENT IN RESPECT OF NEATH PORT TALBOT COUNCIL SUPPLY CHAIN**

Decision:

That the adoption of the Modern Slavery Statement in respect of the Neath Port Talbot Council Supply Chain, as detailed in the circulated report at Appendix 1, be approved.

Reason for Decision:

To adopt a Modern Slavery Statement in respect of the Neath Port Talbot Council Supply Chain following the adoption and implementation of the Welsh Government Ethical Employment in Supply Chains Code of Practice.

Implementation of Decision:

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

7. **CAPITAL PROGRAMME OUTTURN 2018-19**

Decision:

That the 2018/19 Capital Programme outturn position as detailed in the circulated report, be approved.

Reason for Decision:

To agree the Capital Outturn position for 2018/19.

Implementation of Decision:

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

8. **REVENUE OUTTURN AND RESERVES POSITION 2018-19**

Decisions:

1. That the 2018/19 financial outturn position, as set out in the circulated report, be noted.
2. That the additional reserve transfers of £772k as summarised in paragraph 3.2 and detailed in Appendix 4 of the circulated report, be approved.

Reason for Decisions:

To finalise the Council's General Fund Revenue Outturn and Reserves position for the 2018/2019 financial year.

Implementation of Decisions:

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

9. **MEMBER'S COMMUNITY FUND - ABERAVON**

At this point in the meeting Councillor P.D.Richards made a declaration of interest and withdrew from the meeting and took no further part in the discussion and voting thereon.

Decision:

That the purchase of equipment to provide 'Strength and Flexibility' classes at Port Talbot Harriers and Athletics Club, as detailed in the circulated report, be approved, and that Councillor S. Ap.Dafydd's allocation of £1,000 under the Member's Community Fund, be awarded.

Reason for Decision:

To approve the application for funding that has been received under the Members' Community Fund.

Implementation of Decision:

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

10. **MEMBER'S COMMUNITY FUND - ABERDULAIS (TRAFFIC REGULATION ORDER)**

Decision:

That the provision of a 'No Waiting at Any Time' Traffic Order (on the east side of Penscynor Road), and a 'No Waiting, No Loading or Unloading at Any Time' Traffic Order (on the east side of Penscynor Road) as detailed in the circulated report, be approved, and that Councillor D.Jones' allocation of £2,500 under the Member's Community Fund, be awarded.

Reason for Decision:

To approve the application for funding that has been received under the Members' Community Fund.

Implementation of Decision:

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

11. **MEMBER'S COMMUNITY FUND - ABERDULAIS (CILFREW PRIMARY SCHOOL)**

Decision:

That the equipment to establish a pre-school playgroup at Cilfrew Primary School, as detailed in the circulated report, be approved, and that Councillor D.Jones' allocation of £2,000 under the Member's Community Fund, be awarded.

Reason for Decision:

To approve the application for funding that has been received under the Members' Community Fund.

Implementation of Decision:

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

12. **MEMBER'S COMMUNITY FUND - BAGLAN**

Decision:

That the development of accessible washroom facilities at St Catherine's Church Hall, Baglan, as detailed in the circulated report, be approved, and that Councillor P.D. Richard's allocation of £6,000 under the Members' Community Fund, be awarded.

Reason for Decision:

To approve the application for funding that has been received under the Members' Community Fund.

Implementation of Decision:

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

13. **MEMBER'S COMMUNITY FUND - BRITON FERRY EAST**

Decision:

That the installation of a Multi-Use Games Area at Jersey Park, Briton Ferry East, as detailed in the circulated report, be approved, and that Councillor C. James' allocation of £9,886.77 under the Members Community Fund, be awarded.

Reason for Decision:

To approve the application for funding that has been received under the Members' Community Fund.

Implementation of Decision:

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

14. **MEMBER'S COMMUNITY FUND - BRITON FERRY WEST**

Decision:

That the installation of two Play End Walls at James Field, Briton Ferry West, as detailed in the circulated report, be approved, and that Councillor H.James' allocation of £9,991.94 under the Members' Community Fund, be awarded.

Reason for Decision:

To approve the application for funding that has been received under the Members' Community Fund.

Implementation of Decision:

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

15. **MEMBER'S COMMUNITY FUND - BRYN AND CWMAVON**

Decision:

That the re-roofing of Parc y Llyn Changing Room Pavillion, as detailed in the circulated report, be approved, and that Councillor R.Mizen's allocation of £5,832 and Councillor D.Whitelock's allocation of a further £5,852, under the Members' Community Fund, be awarded.

Reason for Decision:

To approve the application for funding that has been received under the Members' Community Fund.

Implementation of Decision:

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

16. **URGENCY ACTION - 0374**

Decision:

That the following Urgency Action taken by the Chief Executive in consultation with the requisite Members, be noted:-

Officer Urgency Action No 0374 Re: Grant of Officer Indemnity in respect of the Environmental Permits at the Material Recovery and Energy Centre (MREC).

17. **ACCESS TO MEETINGS**

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

18. **NEATH PORT TALBOT PLACE BRAND**

Decision:

That the Neath Port Talbot Place Branding exercise be endorsed, and approval be granted for Officers to begin the delivery of the place brand.

Reason for Decision:

In order to ensure that the County Borough can be promoted in a more positive and confident way which will, in turn, support investment and job creation within the area.

Implementation of Decision:

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

CHAIRPERSON

2019/20 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
10 July 2019	Quarter 4 PI's	Monitoring	Quarterly	
	Members Com Fund (if needed)			P.Hinder
	Valleys Action Plan	Info	Topical	K.Jones
	Budget Gap			H.Jenkins

Meeting Date	Agenda Items	Type (Decision/ Monitoring Or Information)	Rotation (Topical, Annual, Bi-Annual, Quarterly, Monthly)	Contact Officer/ Head of Service
31 July 2019	Budget Monitoring	Monitoring		H.Jenkins
	Treasury Management	Monitoring		H.Jenkins
	Members Com Fund (if needed)			P.Hinder
	City Deal Business Case	Decision	Topical	CEX

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
11 Sept 2019	Quarter 1 PI's		Quarterly	
	Members Com Fund (if needed)			P.Hinder



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Cabinet

19 June 2019

ASSISTANT CHIEF EXECUTIVE AND CHIEF DIGITAL OFFICER

K. Jones

Matter for: Decision

Wards Affected: All Wards

Report Title:

Wales Audit Office - Audit of Neath Port Talbot County Borough Council's 2019-20 Improvement Plan

Purpose of the Report:

To present to Cabinet the Wales Audit Office's Certificate of Compliance (Appendix 1), following the audit of the Council's 2019-2022 Corporate Plan, "Shaping NPT – *A better life in a better place for a better future.*"

Background:

Local Government (Wales) Measure 2009 - under Section 15, the Council has a duty to prepare and publish an Improvement Plan describing its plans to discharge the following duties which remain extant:

- i. Make arrangements to secure continuous improvement in the exercise of its functions (Section 2(1))
- ii. Make arrangements to secure achievement of its improvement objectives (Section 3(2))
- iii. Make arrangements to exercise its functions so that any performance standard specified by Welsh Ministers is met (Section 8 (1))

Under Section 17 and Section 19, the Auditor General for Wales is required to carry out an audit of the Council's Improvement Plan, to certify that he has done so, and to report whether he believes the Council has discharged

its duties to prepare and publish an Improvement Plan in accordance with statutory requirements set out in Section 15 of the Measure and associated statutory guidance.

Main Findings:

The audit comprised a review of the Plan to ascertain whether:

- i. It included elements prescribed in the legislation
- ii. The arrangements for publication complied with the requirements of the legislation
- iii. The Council had regard to statutory guidance in preparing and publishing the Plan

It is pleasing to report, the Auditor General concluded that: “the Council has discharged its duties to prepare and publish an Improvement Plan in accordance with statutory requirements set out in Section 15 and statutory guidance.”

Financial Impact:

The audit work undertaken by the Wales Audit Office has been delivered within the budget allocated for audit and inspection work.

Integrated Impact Assessment:

There is no requirement to undertake an Integrated Impact Assessment.

Valleys Communities Impacts:

No implications.

Workforce Impacts:

No implications.

Legal Impacts:

Under Sections 17 and 19 of the Local Government (Wales) Measure 2009, the Auditor General for Wales is required to carry out an audit of the Council’s Improvement Plan.

Risk Management Impacts:

The Audit has not identified any corporate governance issues.

Consultation:

There is no requirement for external consultation on this item.

Recommendation:

That Cabinet note the WAO report and authorise the Assistant Chief Executive and Chief Digital Officer to publish the report on the Council's website.

Appendices:

Appendix 1 – Audit of Neath Port Talbot County Borough Council's 2019-2020 Improvement Plan.

List of Background Papers:

Neath Port Talbot County Borough Council - Corporate Plan 2019-2022
"Shaping NPT – A better life in a better place for a better future."

Officer Contact:

Karen Jones, Assistant Chief Executive and Chief Digital Officer
Telephone: 01639 763284, email: k.jones3@npt.gov.uk.

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Reference: 1284A2019-20

Date issued: May 2019

Audit of Neath Port Talbot County Borough Council's 2019-20 Improvement Plan

Certificate

I certify that, following publication on 10 May 2019, I have audited Neath Port Talbot County Borough Council's Improvement Plan in accordance with section 17 of the Local Government (Wales) Measure 2009 (the Measure) and my Code of Audit Practice.

As a result of my audit, I believe that the Council has discharged its duties under section 15(6) to (9) of the Measure and has acted in accordance with Welsh Government guidance sufficiently to discharge its duties.

Respective responsibilities of the Council and the Auditor General

Under the Measure, the Council is required to prepare and publish an Improvement Plan describing its plans to discharge its duties to:

- make arrangements to secure continuous improvement in the exercise of its functions;
- make arrangements to secure achievement of its improvement objectives; and
- make arrangements to exercise its functions so that any performance standard specified by Welsh Ministers is met.

The Measure requires the Council to publish its Improvement Plan as soon as is reasonably practicable after the start of the financial year to which it relates, or after such other date as Welsh Ministers may specify by order.

The Council is responsible for preparing the Improvement Plan and for the information set out within it. The Measure requires that the Council has regard to guidance issued by Welsh Ministers in preparing and publishing its plan.

As the Council's auditor, I am required under sections 17 and 19 of the Measure to carry out an audit of the Improvement Plan, to certify that I have done so, and to report whether I believe that the Council has discharged its duties to prepare and publish an Improvement Plan in accordance with statutory requirements set out in section 15 and statutory guidance.

Scope of the Improvement Plan audit

For the purposes of my audit work I will accept that, provided an authority meets its statutory requirements, it will also have complied with Welsh Government statutory guidance sufficiently to discharge its duties.

For this audit I am not required to form a view on the completeness or accuracy of information, or whether the Improvement Plan published by the Council can be achieved. Other assessment work that I will undertake under section 18 of the Measure will examine these issues. My audit of the Council's Improvement Plan, therefore, comprised a review of the plan to ascertain whether it included elements prescribed in legislation. I also assessed whether the arrangements for publishing the plan complied with the requirements of the legislation, and that the Council had regard to statutory guidance in preparing and publishing its plan.

The work I have carried out in order to report and make recommendations in accordance with sections 17 and 19 of the Measure cannot solely be relied upon to identify all weaknesses or opportunities for improvement.



Adrian Crompton
Auditor General for Wales

CC: Julie James AM – Minister for Housing and Local Government

Colin Davies, Manager

Alison Lewis, Performance Audit Lead



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Cabinet

19 June 2019

Report of the Assistant Chief Executive and Chief Digital Officer

Matter for Monitoring

Wards Affected: All Wards

Report Title:

Welsh Language Standards Annual Report 2018-2019

Purpose of the Report:

To present the Welsh Language Standards Annual Report for 2018-2019, produced in accordance with the Welsh Language Standards (No.1) Regulations 2015.

Executive Summary:

This annual report, produced in accordance with the Welsh Language Standards (No.1) Regulations 2015, provides information on the way in which the Council has complied with service delivery, policy making, operational and promotion standards with which we had a duty to comply during the year.

The report also details the number of complaints received during the year which relate to compliance with the service delivery, operational

and policy making standards and the Welsh language generally. A total of five complaints were received during 2018-2019; four via the Welsh Language Commissioner and one direct to the Council.

Specific information as required by the Standards in relation to the Welsh language skills of employees and new and vacant posts is also included.

Background:

Following the Welsh Language Commissioner's final determination in relation to the Council's challenge to a number of standards a final [compliance notice](#) was received on 25 April 2018.

The annual report, attached at Appendix 1, provides information on the way in which the Council complied with the service delivery, policy making, operational and promotion standards that were implemented during the year 1 April 2018 - 31 March 2019.

In her Assurance Report 2017-2018, the Welsh Language Commissioner considered the Council's overall performance as good although there was some room for improvement in relation to emails and social media. Issues with social media had already been identified independently of this and ways to overcome these issues had been and are continuing to be explored.

Full compliance in relation to our individual service social media accounts continues to be challenging due to resource constraints and restrictions on recruitment. However, in order to overcome this we are currently piloting software products to enable officers who manage these service specific accounts to ensure social media posts can be published simultaneously in Welsh and English and that comments and messages received in Welsh that require a response can be responded to as swiftly as if they had been received in English.

The Welsh Language Officer Group has been instrumental in promoting and raising awareness of the Welsh language amongst staff and continues to support the implementation of the standards, assist in the identification of good practice and monitor compliance.

During the year we have enjoyed a closer partnership with Menter Iaith Castell-nedd Port Talbot particularly in the development and implementation of the Welsh Language Promotion Strategy and promotion and awareness initiatives as well as more general support and advice.

Financial Impacts:

Full compliance with the standards continues to be challenging due to the impact of austerity on the Council's human and financial resources.

Integrated Impact Assessment:

There is no requirement to undertake an Integrated Impact Assessment as this report is for monitoring/information purposes.

Valleys Communities Impacts:

No implications.

Workforce Impacts:

Staff with Welsh language skills continue to be encouraged to use Welsh in their work.

In order to help increase the future language capability of staff the Council encourages the uptake of available Welsh courses. While continuing to recognise the limits to increasing language capability currently due to restrictions on external recruitment we are taking

every opportunity to recruit staff with Welsh language skills where appropriate.

Legal Impacts:

This report deals with the Council's duty to comply with the final Compliance Notice issued on 25 April 2018.

Risk Management Impacts:

Failure to comply with the standards could lead to a £5,000 fine per standard. There is also a risk of damage to the Council's reputation.

Consultation:

There is no requirement for external consultation on this item

Recommendations:

It is recommended that:

- Members monitor Neath Port Talbot Council's Welsh Language Standards Annual Report 2018 – 2019, attached at Appendix 1, prior to its publication by the statutory deadline, 30 June 2019.

Reasons for Proposed Decision:

This is a matter for monitoring therefore no decision is required.

Implementation of Decision:

This is a matter for monitoring therefore no decision is required.

Appendix:

Appendix 1 - Welsh Language Standards Annual Report 2018-2019

List of Background Papers:

[Welsh Language \(Wales\) Measure 2011](#)

[Welsh Language Standards \(No.1\) Regulations 2015](#)

[Welsh Language Standards Compliance Notice](#)

Officer Contact:

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

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Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Welsh Language Standards

Annual Report 2018-2019

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

www.npt.gov.uk

Contents

Introduction.....	3
Implementing the Standards	3
Welsh Language Commissioner’s Assurance Report 2017-2018.....	4
Main Achievements during 2018-2019	5
Challenges	7
Compliance	8
Service delivery standards	8
Policy making standards	13
Operational standards	14
Promotion standards	18
Complaints	19
Measures.....	20

Introduction

This annual report is produced to meet the requirements of the Welsh Language Measure (2011) and Welsh Language Standards (No1) Regulations 2015.

We are committed to the principle of the Welsh language standards and strive to comply with the standards as applied to the Council in what continues to be a difficult financial and resource limiting environment.

This annual report outlines our compliance with the Welsh language standards during 2018-2019.

Implementing the Standards

The Council has ultimate responsibility for the implementation of the standards, with the Chief Executive having responsibility for ensuring arrangements are in place to secure compliance. In addition, we recognise that each member of staff has a role to play in the successful implementation of the standards.

The Equality and Community Cohesion Group supports the Chief Executive and elected Members and has responsibility for overseeing the implementation of the standards. This group is chaired by the Cabinet Member for Corporate Services and Equality and has a membership drawn from each directorate as well as representatives from local equality organisations.

The Welsh Language Officer Group (WLOG) supports the administration and implementation of the standards, helps with the early resolution of any issues that may occur and supports staff in the delivery of services in accordance with the duties placed on the Council.

The Welsh Language Officer Group provides regular updates on progress, issues and good practice to the Equality and Community Cohesion Group, which approves the Welsh Language Officer Group's work plan.

The actions of the Welsh Language Officer Group are reported to the Equality and Community Cohesion Group. Actions are implemented on a collective and/or individual basis by the Welsh Language Officer Group, with the full support of the individual directorate management teams.

All information and support materials relating to the implementation of the Welsh language standards are available on the intranet and can be accessed by staff. Awareness of the requirements of the standards is raised via Corporate Management Group, directorate management teams, team meetings as well as through the Council's usual internal publicity mechanisms, e.g. the online newsletter, 'In the Loop'.

Welsh Language Commissioner's Assurance Report 2017-2018

In October 2018, the Welsh Language Commissioner published her Annual Report 2017-18 'A Measure of Success'. The report assesses the overall situation of Welsh language public services, and shows that services are improving across Wales. Following the publication of the annual report, a meeting was held between Council and Welsh Language Commissioner Officers where specific findings in relation to the Council's performance were shared and discussed.

The Council's performance was good overall:

- All calls to our main telephone number were dealt with in their entirety in Welsh.
- Our attitude towards the use of Welsh was positive during 3 of 3 calls.
- All posters, leaflets, sets of rule, form and official notices were available in Welsh.
- All emails and Facebook enquires were answered on the same day in both Welsh and English.
- All replies in Welsh (email and Facebook) treated the Welsh language no less favourably than English.
- 2 of 3 replies to Welsh enquiries that included additional information or documentation was the same as with English Facebook enquiries.

The Commissioner's survey highlighted that there was some room for improvement in the following areas:

Emails:

- 2 of 3 enquiries that received a reply, and that answered the enquiry fully, in Welsh compared to 3 of 3 in English.
- 1 of 3 replies to Welsh e-mail enquiries that included additional information or documentation compared to 2 of 3 English e-mail enquiries.
- 1 of 3 Welsh e-mail enquiries included a statement about contacting the organisation in Welsh compared to 3 of 3 English e-mail enquiries.

Facebook

- 2 of 3 Welsh Facebook enquiries that were answered fully compared to 3 of 3 English Facebook enquiries.

Similar issues with social media accounts had been identified independently of this survey and ways to overcome these issues are being explored.

Issues identified in relation to emails have been passed to the Welsh Language Officer Group for action; the IT Section has been asked to embed a statement about contacting the organisation in Welsh on all email signatures.

Main Achievements during 2018-2019

- In September 2018 the Council adopted the Welsh Language Promotion Strategy which will support the Council's objectives to increase the number of people who can speak Welsh on a daily basis. This was developed by elected members of the Cabinet Scrutiny Committee with the support of Menter Iaith Castell-nedd Port Talbot.
- The number of staff who have indicated they are Welsh learners has increased from 748 (2017-2018) to 828 (2018-2019).
- Our Welsh in Education Strategic Plan was approved by the Welsh Government and details how we plan to support and

further develop Welsh language education in schools and in the wider communities and how we plan for future growth.

- We opened a brand new school, Ysgol Bro Dur, to provide increased Welsh medium capacity in the south of the county borough complementing investment in recent years at Ysgol Ystalyfera north campus.
- The Welsh Language Officer Group has been instrumental in promoting and raising awareness of the Welsh language amongst staff and the public particularly as part of the Welsh Language Promotion Strategy.
- During the year regular Welsh language features and guidance to support compliance have been included in our online newsletter, In the Loop. This is available to all staff through our intranet and more recently made available through our employee portal allowing staff access on their home devices.
- The Welsh Language Officer Group's work programme which aims to support staff in the implementation of the standards, assist in the identification of good practice and monitor compliance has been agreed.
- Our impact assessment process was revised and the new Integrated Impact Assessment process includes for consideration the legal requirements of the Equality Act 2010, the Welsh Language (Wales) Measure 2011, the Well-being of Future Generations (Wales) Act 2015 and the Environment (Wales) Act 2016. The new framework and associated guidance has been circulated to all corporate directors and heads of service for dissemination to relevant staff. All report authors across the Council have been trained to apply the new Integrated Impact Assessment.
- We have enjoyed a closer partnership with Menter Iaith Castell-nedd Port Talbot over the period particularly in the development and implementation of the Welsh Language Promotion Strategy and promotion and awareness initiatives as well as more general support and advice.

Challenges

Social Media

Issues with service specific social media accounts had been identified independently of the Commissioner's findings and ways to overcome them are being explored.

Full compliance with the standard relating to social media across all our individual service social media accounts because of our resource constraints and restrictions on recruitment continues to be challenging.

While we are now confident of compliance with the standards in relation to planned or pre-prepared messages on our individual service social media accounts, issues faced with the more spontaneous aspects of the social media accounts remain the same; limited number of staff with Welsh language skills and turnaround time for translations in addition to the wider budget and recruitment constraints make the delivery of a fully bilingual social media service very challenging.

We have been piloting Microsoft Translator software, along with Cysgliad software, with Welsh speakers and Welsh learners in our Communications and Community Relations team. The aim is to establish how the software might enable officers who manage these service specific accounts (those fluent in Welsh, fairly fluent, Welsh learners and non-Welsh speakers) to:

- a. Ensure that any posts from the Council can be published simultaneously in Welsh and English (using the translate from English to Welsh facility)
and
- b. Ensure that comments and messages that require a response and are received in Welsh via these accounts can be responded to as swiftly as if they had been received in English (using the translate from Welsh to English facility)

This pilot has identified limitations and so we are exploring the use of machine learning software, with the Welsh Government and Cardiff University, in order to find a more suitable solution.

Email signatures/messages

While standard text, to comply with the various standards relating to email signatures and messages has been circulated to all staff it has become apparent that this has yet to be fully applied across the Council.

This issue has been passed to the Welsh Language Officer Group and actions to address the matter have been identified; the IT Section has been asked to embed the standard text (see Correspondence section below) on all email signatures.

Compliance

Service delivery standards

Correspondence

All emails as well as our letterheads include the following standard text:

Croesewir gohebiaeth yn y Gymraeg a byddwn yn ymdrin â gohebiaeth Gymraeg a Saesneg i'r un safonau ac amserlenni

We welcome correspondence in Welsh and will deal with Welsh and English correspondence to the same standards and timescales.

In addition, our emails also include the following which links to the language preference form on our website:

Os hoffech ddefnyddio'r Gymraeg wrth ddelio â'r Cyngor os gwelwch yn dda cliciwch [yma](#)

If you would like to use Welsh when dealing with the Council please click [here](#)

Where individuals have informed us of their language choice this is held on a database (populated from the online form on our website) that can be accessed by all staff via our intranet.

Guidance is available to all staff to assist with compliance.

Telephone calls

Staff Guidance has been published to assist staff in complying with the requirements of the standards.

Our main telephone line, supported by Welsh speaking staff, deals with the majority of calls to the Council.

Welsh speaking staff in all directorates are clearly identified on our employee directory which is accessed via our intranet.

Articles on compliance have been included in the online newsletter In the Loop during the year.

Meetings & Public events

Simultaneous translation for meetings, when required, is provided by the Translation Unit (a shared service with the City and County of Swansea).

Translation facilities are available at all scheduled Council meetings

Display Material, Signs and Notices

All new signs and notices are bilingual in accordance with the standards.

The majority of display material we produce is usually part of promotion or consultation linked to plans, strategies or the development of initiatives and as such is produced bilingually.

Documents & Forms

Documents and forms are produced bilingually where appropriate and guidance has been published to assist staff comply with the requirements of the standards.

The production of Welsh versions of the minutes of meetings of Council committees continues to be challenging however, ways to address this matter are being explored by the Democratic Services section.

The following standard text is included on forms and documents:

This document is available in Welsh - Mae'r ddogfen hon ar gael yn Saesneg.

This form is available in Welsh - Mae'r fflurflen hon ar gael yn Saesneg

Reception Services

A Welsh language service is available at our One Stop Shop/Reception at both Neath and Port Talbot Civic Centres.

Recruitment of additional Welsh speaking staff to the Customer Services section has been challenging and unfortunately, although advertised, Welsh essential posts have not been filled. On the third attempt, two Welsh speaking modern apprentices have been recruited and it is hoped that the appointees will develop and take up permanent positions in the service at the end of their training.

There is a telephone link to bilingual staff who provide a reception service for our unmanned reception areas.

Website & Social Media

Our website can be accessed through either Welsh or English, with switching between languages possible through a simple click of a button on each webpage.

Our website is subject to an ongoing audit to ensure information, for which the Council is responsible, is up to date, relevant and bilingual.

Where third party content and links are available bilingually, this is reflected through links and webpages on our website.

Unfortunately, there remains some instances where we are unable to provide a complete Welsh language service on our website primarily due to historic software limitations, where webpages are linked to back office software/databases and on our transactional webpages. This will improve consistency in addressing the Welsh language standards.

With the introduction of a new content management system, Umbraco, specific employees have responsibility for uploading and monitoring the content of service specific webpages. Changes are approved, by a central section, only if both Welsh and English content is available.

Training provided on the Umbraco system has been delivered to all relevant staff and the requirements regarding Welsh content clearly stressed.

We continue to post to and monitor our corporate Welsh and English corporate social media accounts.

Due to Welsh language skills limitations within service areas, our individual social media accounts are in English only. However, as explained earlier in this report we are exploring ways to overcome these limitations through utilising language learning/translation software in order to ensure service area accounts are maintained.

Self Service machines

A programme of replacement or updating of parking ticket machines has begun to ensure their full compliance with the requirements of the Standards. This programme, endorsed by the Welsh Language Commissioner, is due to be completed by 2021.

Corporate Identity

We have revised and updated our corporate identity and guidelines have been published to assist staff with visual identity elements (logo, etc.), content, and includes an employee toolkit with a range of templates. Welsh is positioned first in our logo, letterheads, document templates, etc.

Education Courses

Education courses are provided in accordance with the requirements of the standards. However, none of the courses offered by Adult Community Learning have been requested for delivery through the medium of Welsh.

Our Road Safety section has run 43 courses during the year with 388 attendees and while all promotional material has been bilingual there has been no request to deliver these courses through the medium of Welsh.

Over 600 pupils from our Welsh language medium schools have received bilingual Cycle and Megadrive training courses during the year.

Awarding grant and contracts

Grant documents and the tender specifications reflect the requirements of the Welsh language standards.

The third sector grants assessment process has been updated to include specific criteria in relation to the Welsh language:

Does the application demonstrate how the grant will affect opportunities for people to use the Welsh language and its equal treatment with English?

E-procurement can be accessed in both Welsh and English via a secure portal.

During March 2019 a service delivery standards compliance testing exercise was undertaken with a small number of service area that had a high level of contact with the public, though not all standards were relevant to every service area.

Compliance was generally positive with the majority of staff within the service areas understanding the requirements when dealing with correspondence, telephone calls, arranging meetings, producing documents and signage. However, there were some inconsistencies within and across some service areas, e.g. the use of Welsh in social media, dealing with telephone calls and producing documents.

These inconsistencies are being addressed by members of the Welsh Language Officer Group directly with the services areas. In addition, the Welsh Language Officer Group has developed a training programme for managers along with an information campaign for staff which will be rolled out during 2019-2020. Service areas will undergo a further compliance testing exercise in March 2020 to determine progress following the information campaign.

Policy making standards

The Welsh language has always been considered alongside the protected characteristics as part of our Equality Impact Assessment process. During the last year we revised our impact assessment process to take into account new, and existing, legal duties. The new Integrated Impact Assessment process includes for consideration the legal requirements of the Equality Act 2010, the Welsh Language (Wales) Measure 2011, the Well-being of Future Generations (Wales) Act 2015 and the Environment (Wales) Act 2016. The following is an extract of what has been included in the revised impact assessment to demonstrate compliance:

What effect does the initiative have on:	+	-	+/-	Why will it have this effect?
people's opportunities to use the Welsh language				
treating the Welsh and English languages equally				

Guidance to accompany the Integrated Impact Assessment process has been produced which provides detailed information on the considerations to be given in relation to Welsh and is made available to all staff via the intranet.

All relevant staff (including senior management) and elected Members have undertaken training on the revised Integrated Impact Assessment process.

Operational standards

New posts

All new contracts of employment/conditional offer letters and statement of particulars state:

Os hoffech dderbyn gohebiaeth mewn perthynas â'ch cyflogaeth yn Gymraeg, cysylltwch â'r Tîm Cefnogi Cyflogaeth yn jobs@npt.gov.uk

If you would like to receive correspondence in relation to your employment in Welsh, please contact the Employment Support Team on jobs@npt.gov.uk

Employment correspondence and documentation

All employment correspondence and documentation, including performance appraisal forms, contain text to comply with the standards. Performance Appraisal forms, along with forms for annual leave and absence are available in Welsh and can be accessed from our intranet.

HR Policies

The majority of policies listed in the standards are available bilingually.

Complaints and Disciplinary

The following text is included in our Grievance Policy and Grievance Procedure documents

Os hoffech gynnal y broses hon yn Gymraeg, cysylltwch â'ch Swyddog AD dynodedig

If you wish to conduct this process in Welsh, please contact your designated HR Officer.

Os hoffech dderbyn gohebiaeth mewn perthynas â'ch cyflogaeth yn Gymraeg, cysylltwch â'ch Swyddog AD dynodedig.

If you would like to receive correspondence in relation to your employment in Welsh, please contact your designated HR Officer

Documentation in Welsh and simultaneous translation is provided when requested.

Support for staff

Cysgliad software (Welsh grammar and spellchecker software) has been made available to all staff and elected Members for installation on their work PC/laptop. This has been advertised direct to Welsh speaking staff as well as in our online newsletter, In the Loop.

Lapel pins and lanyards are provided for all Welsh speakers and learners, which helps promote and encourage the use of the Welsh language both amongst staff and with the public.

Information relating to the Welsh language is available to staff via our intranet. Amongst the information on the intranet is a page dedicated to provide help and support for staff on complying with the standards; including out of office messages, employee guidance (on complying with the standards), email signature and obtaining translations.

Assessing language skills

A self-service employee portal has been developed to enable staff to view pay slips, submit travel claims and update HR records, including

their self-assessed language skill. While this has helped increase the accuracy of the data there are limitations; not all staff currently access the portal (although the numbers are increasing) and the skill categories currently used are very subjective.

Self-assessment is inherently flawed with potential over or under representation of skills and data not being updated. In addition, current skills levels used, Fluent, Fairly Fluent, etc., are open to interpretation. Consequently, we are in the process of updating our categories in line with recognised qualification and assessment frameworks.

Training

There is a fully inclusive training programme for all staff, provided by our local Welsh for Adults Centre and the National Centre for Learning Welsh. Courses include an 'Introduction to Learning Welsh', 'Croeso Cymraeg Gwaith' (Work Welsh Welcome) Gloywi Iaith (Improving Your Written Welsh).

Social work students seconded and hosted by the Council receive 'Welsh Language Awareness in Neath Port Talbot' training to raise awareness of the use of the Welsh language across Neath Port Talbot and in delivering the 'Active Offer'.

Newly qualified social workers entering their second year of practice are required to undertake a consolidation programme which is available in both Welsh and English. The 'Porth Agored' partnership, of which the Council is a partner, is responsible for the writing, development and implementation of the consolidation programme and works in conjunction with the University of Wales Trinity Saint David.

An informal 'Sgwrs' group was established in 2016 for Welsh speaking staff of all abilities in order to encourage the use of Welsh in the workplace, at home and in the community.

Our Learning, Training and Development Team have several publications, including phrasebooks, course books, dictionaries and

light reading, available for loan to supplement/complement language training courses.

We have a section on the 'Training' intranet pages providing information to staff including links to guidance documentation (e.g. Active Offer, More than Just Words, etc.) and Welsh language training and development opportunities. Benefits of using the Welsh language in the workplace for employers and employees is promoted through the intranet page and our training programme.

Our corporate induction includes information on Welsh language resources and encourages managers to discuss and make new employees aware of the Welsh language standards and Welsh language awareness. Other sections of the induction including set up of bilingual signatures, answering the telephone bilingually etc. is also covered.

Welsh Language Awareness e-learning module has been developed and will be available imminently.

Recruitment and Appointment

New or vacant posts are categorised as to the language skills required; Welsh language essential, desirable, need to be learnt when appointed to the post or not required. The required skills level for each post is then recorded on the HR Vision system.

All job vacancies are advertised in accordance with the requirements of the standards.

Standard text, in both English and Welsh, has been included in the jobs page and to the corporate job application forms:

Ydym yn croesawu ceisiadau Cymraeg a Saesneg. Ni chaiff cais a gyflwynir yn Gymraeg ei drin yn llai ffafriol na chais a gyflwynir yn Saesneg.

We welcome applications in English and Welsh. An application submitted in Welsh will not be treated less favourably than an application submitted in English

In addition the following sentence, in both English and Welsh, has been added to the 'invite to interview' letters.

Os hoffech gynnal y broses hon yn Gymraeg, cysylltwch â'r Tîm Cefnogi Cyflogaeth yn jobs@npt.gov.uk

If you wish to conduct this process in Welsh, please contact the Employment Support Team on jobs@npt.gov.uk

All recruitment documentation are published in Welsh where appropriate in accordance with the requirements of the standards. Simultaneous translation services are provided where necessary.

Workplace signs

All new signs are bilingual with Welsh positioned first as required in the standards.

Audio announcements

When required, audio announcements are in Welsh first except during an emergency or an emergency drill.

Promotion standards

In September 2018 the Council adopted the Welsh Language Promotion Strategy which will support the Council's objectives to increase the number of people who can speak Welsh, and who do so, on a daily basis. It is anticipated by 2023 the Council will have contributed to a minimum increase of 1% in the number of Welsh speakers in the county borough within the current financial plan, and current levels of funding and resources.

Our five year Strategy and action plan will lay the foundations for developing Neath Port Talbot as a bilingual county borough, where the language is considered an important and relevant factor to the day to day operation of the Council as well as the lives of those living within the county borough.

The Strategy and action plan was developed by a cross party task and finish group with the assistance of Neath Port Talbot County Borough Council staff and a representative of Menter Iaith Castell-nedd Port Talbot (Menter Iaith CNPT) (Neath Port Talbot Language Initiative).

The action plan was developed within current budgetary constraints and a number of actions have been included which are already being delivered; through the Welsh in Education Strategic Plan, external grants/funding and work already being undertaken by external organisations which contribute to the aims of the Strategy. It includes areas of work where the Council has direct responsibility as well as work being undertaken by partner organisations including the Welsh Language Strategic Forum which is jointly chaired by Menter Iaith Castell-nedd Port Talbot and Menter Iaith Abertawe (Neath Port Talbot and Swansea Language Initiatives respectively).

Complaints

A total of five complaints were received during 2018-2019; four via the Welsh Language Commissioner and one direct to the Council.

CSG 340: road signs on Harbour Way – the information available was insufficient to enable the Commissioner to reach a decision whether to investigate or not

CSG 375: Welsh language service on our main telephone number – the commissioner found we had failed to comply with the standard. An action plan was agreed to reduce the risk of this reoccurring.

CSG 436: Council Tax – the Commissioner could not conclude the complaint was valid and so did not proceed to investigate the complaint.

CSG 459: Banner/Website/Social Media – this is ongoing.

1/18-19: Lack of Welsh language greetings cards in Port Talbot – while this does not fall under the Council's responsibilities the matter was referred to partner language organisations to consider any possible action.

The following complaints were determined during 2018-2019:

CSG 231: Parking ticket machines – The Commissioner determined the Council had failed to comply with standard 60 and further actions were imposed to prevent the continuation or repetition of the failure; prepare an action plan to show the steps taken to change the default language to Welsh in parking ticket machines which can accommodate an alternative language indicator (button) and prepare a second action plan to show the steps taken to comply with standard 60 in relation to screens on the parking ticket machines which are too small to accommodate an alternative language indicator (button) these would be replaced within 3 years.

CSG 295: Social Media - the Commissioner determined the Council had failed to comply with standard 58 and further action was imposed to prevent the continuation or repetition of the failure; undertake a review of the effectiveness of the new arrangements in order to ensure that the procedure for responding to messages in Welsh works as the Council intended.

CSG 299: Social Media – the Commissioner determined that the Council had failed to comply with standard 58 and further action was imposed to prevent the continuation or repetition of the failure: prepare an action plan to outline what steps the Council will take in order to comply with standard 58 when publishing departmental Twitter accounts.

Measures

Translations	2016-2017	2017-2018	2018-2019
Total cost of translations (where able to be identified)	£67,537	£55,584	£52,598
Number of requests for translation received by the translation unit	917	788	1086

Telephone Calls	2016-2017	2017-2018	2018-2019
Number of staff with fluent/fairly fluent language skills identified in the employee directory	63	94	148
Average time to answer telephone calls – English	21 seconds	18 seconds	22 seconds
Average time to answer telephone calls - Welsh	18 seconds	23 seconds	20 seconds

Social Media	31.03.17	31.03.18	31.03.19
Twitter			
Followers - English corporate account (followers)	10,705	11,937	12,957
Followers - Welsh corporate account	98	160	227
Facebook			
English corporate account	4,783	6,337	8,321
Welsh corporate account	22	27	37

NPT News e-newsletter (New for 2018-2019)	31.03.17	31.03.18	31.03.19
No of subscribers to English e-newsletter	-	-	403
No of subscribers to Welsh e-newsletter	-	-	7
No of subscribers to bilingual e-newsletter	-	-	14

Website	2016-2017	2017-2018	2018-2019
Total number of hits on website	2,838,679	2,845,526	2,981,002
Hits on Welsh webpages	21,230	24,192	29,758

Language Skills	2016-2017	2017-2018	2018-2019
Fairly fluent Welsh speaker and writer	181	174	186
Fairly fluent Welsh speaker	131	126	128
Fluent Welsh speaker and writer	425	429	466
Fluent Welsh speaker	101	94	95
Welsh learner	716	748	828

Vacant Posts	2016-2017	2017-2018	2018-2019
Welsh language skills were desirable	79	174	189 (including 64 school posts)
Welsh language skills were essential	15	36	29 (including 25 school posts)
Welsh language skills were not necessary	313	641	487 (including 207 school posts)
Welsh language skills needed to be learnt when appointed to the post	0	3	0

Complaints	2016-2017	2017-2018	2018-2019
Number of complaints received via the Welsh Language Commissioner	2	3	4

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

CABINET

19 June 2019

Report of the Assistant Chief Executive and Chief Digital Officer – Mrs Karen Jones

Matter for Decision

Wards Affected: All Wards

Unreasonable/Unacceptable Customer Behaviour Policy

Purpose of the Report

1. The purpose of this report is to ask Members to consider and approve the inclusion of additional information to help manage arrangements that need to be made when customers behave in an unreasonable or unacceptable manner.

Executive Summary

2. The Corporate Comments, Compliments and Complaints Policy was approved by the Policy and Resources Scrutiny Committee and Cabinet Board on 31 March 2016 and was updated in November 2016 to include the Unreasonable/Unacceptable Customer Behaviour Policy.
3. The Unreasonable/Unacceptable Customer Behaviour Policy makes reference to unacceptable actions by complainants and how the Council will deal with the few customers who are unreasonable or persistent in their behaviour.
4. A further inclusion to the existing Unreasonable /Unacceptable Customer Behaviour Policy is needed and this is referenced in points 3.1 to 3.4 of Appendix 1 in this report. This addition is required to help officers of the Council manage situations that may arise in relation to the use of covert recordings and when customers behave unreasonably in this respect.

Background

5. Occasionally there are times when customers make unreasonable demands or behave in an unacceptable manner. The addition of information to the existing Policy is to help customers and staff understand how the Council manages unreasonably persistent and unreasonable customer behaviour in relation to the use of covert recordings.
6. This Policy aims to ensure that a consistent and fair approach is taken in relation to:
 - a) the type of behaviour that might be regarded as inappropriate
 - b) how inappropriate behaviour will be addressed
 - c) restrictions the Council will impose in response to a customer's inappropriate actions or behaviour

Financial Impact

7. No implications.

Integrated Impact Assessment

8. A first stage impact assessment has been undertaken to assist the Council in discharging its legislative duties (under the Equality Act 2010, the Welsh Language Standards (No.1) Regulations 2015, the Well-being of Future Generations (Wales) Act 2015 and the Environment (Wales) Act 2016.

The first stage assessment has indicated that a more in-depth assessment is not required. A summary is included below.

The report to the Policy and Resources Cabinet Board on 2 November 2016 considered there were no equality impacts at that time. On further review and completion of the first stage impact assessment, the inclusion of the covert recording statements to the existing policy agreed in 2016 also confirmed that a full stage assessment is not required.

However, data on protected characteristics will be collated in future when complaints are made to evidence that the council takes its equality related responsibilities seriously.

Valleys Communities Impacts

9. No implications.

Workforce Impacts

10. In a small number of cases the actions of some customers becomes unacceptable because they involve abuse of staff or processes. When this happens the Council has a responsibility to staff and Members to take appropriate steps to limit the customers contact with the Council and to meet the Council's employment policies.
11. We understand that people sometimes feel frustrated about matters but we will not tolerate behaviour which we deem to be unacceptable, threatening, abusive or unreasonably persistent towards staff or elected Members.

Legal Impacts

12. There are no legal impacts associated with this report.

Risk Management

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

Consultation

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

Recommendations

15. That Members approve the amendment to the Unreasonable/ Unacceptable Customer Behaviour Policy.

Reasons for Proposed Decision

16. To enable the Authority to undertake its statutory duties and duty of care to employees and Members.

Implementation of Decision

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

Appendices

18. Appendix 1 – Unreasonable/Unacceptable Customer Behaviour Policy
19. First Stage Impact Assessment

Officer Contact

20. Mrs Karen Jones Assistant Chief Executive and Chief Digital Officer
k.jones3@npt.gov.uk Tel :01639 763284
21. Mrs Jayne Banfield Principal Officer Policy and Democratic Services
j.banfield@npt.gov.uk Tel: 01639 686165

**Neath Port Talbot County Borough Council
Unreasonable/Unacceptable Customer Behaviour Policy**

1. BACKGROUND

- 1.1 Neath Port Talbot Council (the Authority) is committed to serving all of its customers impartially, aiming to provide a high quality service to everyone who communicates with us.
- 1.2 The contact that customers have with the Authority is not normally limited by us. Occasionally however, customers act in an unacceptable or unreasonable manner and in some instances the frequency and nature of their contact with the Authority can hinder the consideration of their own or other people's enquiries. In some instances the sheer number or nature of their enquiries lead them to be considered as persistent, unreasonable or vexatious in their manner.
- 1.3 In these instances the investigation of their complaint can have significant resource implications for the Authority with non-exhaustive examples of this type of conduct set out in paragraph 2.3 below.
- 1.4 This policy will be invoked either when there has been a single serious incident of unreasonable/unacceptable behaviour or where a customer repeatedly behaves in an unreasonable manner.
- 1.5 In exceptional cases the Authority reserves the right to take action to manage contact in order to protect staff interests, councillors and the wider public it serves. Whilst managing future contact, the Authority will aim to still resolve any legitimate concerns that may be raised.

2. WHAT IS UNREASONABLE BEHAVIOUR/CONDUCT?

- 2.1 It is difficult to produce a comprehensive list of the actions that would be deemed inappropriate but some examples of unacceptable behaviour are further explained below. The relevant Head of Service will decide whether a particular customer's actions or behaviour are inappropriate, having regard to the circumstances of each case.
- 2.2 The Council accepts that persistence is not necessarily a form of unacceptable behaviour. Customers may create unreasonable demands on

the Council through the amount of information they seek, the nature and scale of service they expect or the volume of correspondence they generate. What amounts to unreasonable demands will always depend on the circumstances of the complaint and the seriousness of the issues raised by the customer.

2.3 Examples of behaviour that would fall within this heading include:

- **inappropriate frequent visits, phone calls, emails or letters;**
- insisting on seeing or speaking to a particular member of staff when a suitable alternative has been offered;
- routinely ignoring the procedures for dealing with queries or complaints (for example, copying the same correspondence/emails to a number of people at the Council, thereby making this scattergun approach difficult for a co-ordinated response to be provided);
- demanding a response within an unreasonable timescale;
- not accepting that the issues raised are not within the Council's remit despite having been informed that this is the case;
- being unable to identify the precise issues a customer wants the Council to deal with or investigate despite the Council having taken reasonable steps to assist the customer with this task;
- changing the basis of the complaint while the Council is dealing with the original matter;
- frequently raising peripheral and, possibly, trivial matters that do not relate to the main query, complaint or Council services;
- pursuing a complaint after the Council's Complaints Policy has been fully implemented and exhausted;
- insisting that the Council has not provided an adequate response to a query or complaint, despite evidence that the Council has provided a comprehensive response.

ELECTRONIC RECORDING OF ORAL COMMUNICATION

- 3.1 Covertly recording meetings and conversations without the prior knowledge and consent of the persons involved can be considered intimidating to staff or Councillor. If a customer intends electronically recording a conversation by any means e.g. dicta phone or mobile phone, that must be made clear to the other party beforehand.
- 3.2 There is no obligation for a member of staff/Councillor to agree to the electronic recording of conversations/meetings. If they are unhappy to progress with an electronically recorded conversation the customer will be expected to agree not to record the conversation/meeting.
- 3.3 If the member of staff/Councillor is happy to continue with an electronically recorded conversation/meeting, the recording must only be retained for personal use by the customer to help with their recollection of the discussion. Electronic recordings must not be shared with any third party for any reason.
- 3.4 Any covert recording of telephone calls/meetings by customers will be considered as unreasonable behaviour and the customer will therefore be subject to appropriate action as outlined in this policy.

MANAGEMENT OF UNACCEPTABLE BEHAVIOUR

- 4.1 If an officer of the Council is of the opinion that a customer's actions or behaviour are unacceptable they shall, in the first instance, discuss this with their line manager in order to consider any informal steps that can be followed to resolve the concerns.
- 4.2 In the event that no informal steps are appropriate or informal attempts to resolve the concerns do not work, the officer may make a request for formal steps to be taken. In such circumstances the officer will produce a written summary of the actions and behaviour that they consider to be inappropriate and submit it to the Monitoring Officer for determination.
- 4.3 The Head of Service and/or service Director shall consider the report and provide a written response indicating whether the customer's actions have been deemed inappropriate by the Council. If the customer's actions are deemed inappropriate, the Head of Service and/or service Director shall write to the customer to set out:
 - a. the behaviour that is considered to be inappropriate; and

b. the action that will be taken as a result of the inappropriate behaviour.

4.4 Where a customer has acted inappropriately the Head of Service and/or Director may impose restrictions and conditions to resolve the problems caused by the inappropriate behaviour including the following steps:

- a. Restricting the manner in which the customer may contact the Council, times when the customer can contact the Council, the people the customer contacts at the Council and the duration of calls or meetings with the customer.
- b. Informing the customer that the Council will not respond to further communication relating to certain matters or that the Council will only respond to communication relating to specific matters that only directly concern/ affect the complainant or family personally and in a certain format. In extreme situations, the customer will be advised in writing that they must restrict contact with the Council to written (hard copy) communication only.
- c. Customers should not seek to circumvent this policy by asking someone else to submit the same or identical complaints on their behalf. This includes family members, someone of close association, Assembly Member (A.M), Local Member or advocate. If we consider that someone acting in place of or with a declared unreasonably persistent complainant, the customer who has submitted the duplicate complaint will be treated in the same manner.
- d. Should a customer seek to circumvent this policy by contacting their local A.M. or Member we will ask that they assist us in maintaining the customer's status. Should a customer to whom the policy has been applied continue to email, write or telephone Officers and Members they have the right to not reply or respond to the communication.
- e. Where a customer continues to correspond on a wide range of issues and this correspondence is considered excessive, the customer may be told that only a certain number of issues will be considered in a given period and asked to limit or focus their requests accordingly.
- f. Taking any other action that the Head of Service and /or director considers appropriate and advising the customer what action is being taken and why.

When imposing restrictions the aim will be to do this in a way, wherever possible, that allows a complaint to progress to completion.

REVIEWING THE DECISION

- 5.1 Where a request has been made about vexatious or unreasonable behaviour no further requests to similar matters raised will be considered within a 12 month time frame. Any new request will be reviewed within this timeframe and a decision will be taken as to whether this is a new request (and dealt with as a fresh request) or falls within the subject matter made as vexatious/manifestly unreasonable.
- 5.2 Any restriction/protocol imposed shall be subject to regular review (at least every 12 months) and the timing of such reviews will be set out when the Head of Service and/or service director writes to the customer to explain the restrictions.
- 5.3 Any step required to be taken by the Head of Service and/or service Director under this policy may also be undertaken by any officer that they authorise for that purpose.

APPEALS/CHALLENGING THE COUNCIL'S DECISION

- 6.1 If a customer is unhappy with the decision the Council has taken under this policy or are unhappy with how they have been treated, they may raise this with the Public Services Ombudsman Wales (PSOW) about how they have been treated and we will cooperate fully with any investigation the PSOW undertakes and will ensure that all relevant paperwork/documentation is available for consideration.

SUMMARY

This policy seeks to ensure that the rights of customers, staff and council Members are respected and undertaken in an appropriate and reasonable manner.

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CABINET

19 JUNE 2019

REPORT OF THE HEAD OF FINANCE – H.JONES

2018-19 Quarter 4 - Risk Register Review

1. Purpose of the report

To provide Cabinet with an update on Strategic Risks as at 31st March 2019.

2. Executive Summary

The Council's Risk Management Policy was approved by Cabinet on 27th June 2018. This policy requires that, on a 6 monthly basis, Cabinet:

- Reviews and monitors the Strategic Risk Register

This report ensures compliance with that Policy.

3. Strategic Risks

The Strategic Risk Register is included at Appendix 1 of this report.

4. Integrated Impact Assessment

A first stage impact assessment has been undertaken to assist the Council in discharging its legislative duties (under the Equality Act 2010, the Welsh Language Standards (No 1) Regulations 2015, the Well-being of Future Generations (Wales) Act 2015 and the Environment (Wales) Act 2016).

The first stage assessment has indicated that a more in depth assessment is not required.

5. Valleys Communities Impacts

No Impact.

6. Workforce Impacts

There are no workforce impacts arising from this report.

7. Legal Impacts

There are no legal impacts arising from this report.

8. Risk Management Impact

This report ensures compliance with the approved Risk Management Policy.

9. Consultation

There is no requirement for external consultation on this item.

10. Recommendations

It is recommended that Cabinet review the risks set out in Appendix 1 to this report.

11. Reason for Proposed Decision

To ensure compliance with the approved Risk Management Policy.

12. Appendices

Appendix 1 - Strategic Risk Register

13. Background Papers



Risk Management Policy – Cabinet 27th June 2018
Integrated Impact Assessment –Stage 1

14. Officer Contact

For further information on this report item, please contact:

Huw Jones – Head of Finance
Tel: 01639 763575 E-mail: h.jones@npt.gov.uk

Appendix 1 – Strategic Risk Register

Strategic Risk Details									
Risk Code	Risk	Responsible Officer	Risk Category	Last Reviewed	Issue Type	Risk Treatment	Inherent Rating	Revised Rating	
SR01	Asset Management - Failure of Major Infrastructure	Gareth Nutt	Financial	18/01/2019	Threat	Treat	 High 22/08/2018	 Medium 22/08/2018	
<p>Existing Controls</p> <ol style="list-style-type: none"> 1. Highways Asset Management Plan 2. Fleet Asset Management Plan 3. Property Asset Management Plan 4. Capital Programme 5. Capital Programme Monitoring Group 6. Treasury Management Policy 7. Revenue budget funding 8. Large number of smaller asset transfer activity to community groups - bowling greens, sports pitches, community centres etc 9. Tip inspections 10. Flood and Water Management Plan 									
Risk Action			Responsible Person	Progress %	Start Date	End Date	Comments		
<ul style="list-style-type: none"> •Fleet Asset Management Plan in place. •Renewals Programme and Investment Plans in place. Annual reports to Streetscene & Engineering for Scrutiny and approval of procurement programme. •All vehicles and plant purchased off National and Regional Framework, or Council's approved list of suppliers. •External BSI audits on Workshops. •Internal and Health & Safety Audits. 			Dave Griffiths	0	03/01/2017	31/03/2020	<p>*All Transport functions are now consolidated under a single Integrated Transport Manager supported by a Fleet Manager and a Passenger Transport Manager.</p> <p>•The Fleet Manager is the registered 'O' Licence holder for the Authority. If the 'holder' be incapacitated three other members of staff have been trained and are qualified CPC holders</p>		



Appendix 1 – Strategic Risk Register

•Vehicle and Plant disposals via Auctions.					
*Highway Asset Management - Bridges & Structure's *Deal with alternative route for Cymmer Bridge.	Dave Griffiths	2	01/03/2018	31/03/2022	*Preliminary investigations underway, detailed design planned for 2019/20. *Construction work to be phased over two financial years 2020/2021 & 2021/2022.
*Management of Landslips and Quarries on Council owned land and property portfolio. *Identify High Risk Sites. *Inspection Regime Implemented on quarry tips. *Deal with Cwmafon Landslip to fully re-open highway. *Capital Funding to be identified to address works required.	Dave Griffiths	0	01/03/2017	31/03/2024	£30K revenue funding identified to commence inspection of 35 quarries and tips in Council Ownership. *10 High Risk tips inspected during 2017/18 and works identified to be carried out during 2019/20. *A further 25 tip inspection have been commissioned and reports are due to be received by 31.03.19. *£750K identified in Capital Programme to address Major Landslip at Cwmafon. *Road fully re-opened October 2018, landslip remains a Medium to High Risk of failure and further investment required within 1-5 year timescale of circa £5 Million.
• Relevant Heads of Service to attend the Capital Programme Steering Group. • Business continuity plans.	Simon Brennan	10	11/01/2018	31/03/2019	
• Undertake rolling programme of surveys and inspections to understand condition and identify areas that require further investigation. • Prioritise programmes of work and, where possible, remove/replace/reconstruct/refurbish the highest risk assets.	Simon Brennan	10	11/01/2018	31/03/2019	Deal with alternative route for Cymmer Bridge- Action moved to Highways Asset Management Bridges and Structures for mitigation plan.
Asset management of non-highway civil engineering infrastructure (such as countryside bridges and dams) - Produce single inventory of assets vested with Streetcare, Property and Regeneration, and	Mike Roberts	12	01/04/2018	31/03/2019	

Appendix 1 – Strategic Risk Register

<p>Planning & Public protection, obtain preliminary condition data, undertake an initial prioritisation exercise, and produce a programme to address high priority issues</p>					
<p>Highway Asset Management - undertake a rolling programme of surveys and inspections to understand adopted highway infrastructure condition (aside from Bridges) that require further investigation and action. Prioritise issues and produce programmes of work annually</p>	<p>Mike Roberts</p>	<p>10</p>	<p>01/04/2018</p>	<p>31/03/2019</p>	

Appendix 1 – Strategic Risk Register

Risk Code	Risk	Responsible Officer	Risk Category	Last Reviewed	Issue Type	Risk Treatment	Inherent Rating	Revised Rating	
SR02	Pantteg - Significant slip of the land impacting on the community in an area of historic landslips	Gareth Nutt	Compliance	18/01/2019	Threat	Accept	 High 22/08/2018	 High 22/08/2018	

Existing Controls

1. Enforcement action taken on directly affected properties
2. Further survey work to establish further risks
3. Community relations strategy
4. Dialogue with Welsh Government regarding funding for the associated costs



Page 62

Risk Action	Responsible Person	Progress %	Start Date	End Date	Comments
*Counsel opinion to be sought on extent of on-going liability due to large area of land in private ownership and having regard to the Councils duties as outlined in the legislation relating to housing and drainage.	Dave Griffiths	100	04/12/2017	23/02/2018	Counsel opinion received and properties in the Very High and High Risk areas inspected in accordance with the Housing Act. Hazard Awareness notices issued highlighting the High Risk nature of the Landslip Area on land and property.
*Site Specific Landslide Management and Monitoring Strategy to be developed.	Gareth Nutt	0	04/03/2019	31/03/2020	The strategy is dependent on the findings of the Final ESP report scheduled to be received at the beginning of March 2019.
<ul style="list-style-type: none"> • Hazard & Risk Maps of the area currently being finalised. • Public meeting held Jan 18 with further meetings thereafter as required. • Monitoring & slope analysis on-going to inform final report. • Sharing of information with public via Councils Internet site. 	Dave Griffiths	90	11/01/2018	31/03/2019	<p>A public meeting was held to update all residents, tenants and property owners on the latest Draft Hazard and Risk Map for the area.</p> <p>Lidar surveys supported with traditional surveying of the highway infrastructure is on-going.</p> <p>Quarry inspections have been undertaken and reports published and shared with property owners.</p> <p>Two highway retaining structures have had strengthening works undertaken. The bund opposite Pantteg Chapel has been enhanced with a gabion basket structure to prevent debris from minor landslips from impacting on the highway.</p> <p>Repairs and clearance of watercourses has been completed and</p>

Appendix 1 – Strategic Risk Register

					continues to be monitored. All properties in the high risk area have been inspected by the Environmental Health Unit in accordance with Housing Act and Hazard Awareness Notices issued advising land and property owners of the Very High Risk nature of the Landslip Area.
• Land tribunal hearing held to consider householders concerns on council action	Nicola Pearce	100	11/01/2018	31/03/2019	The council successfully defended our position in the RPT
Discussions are ongoing with the insurance companies representing all but one of the owners through a third party consultancy. Discussions are underway with tenants to conclude compensations payments	Nicola Pearce	20	09/01/2019	31/08/2019	This work is underway in advance of the potential demolition of the terrace. In addition to the above one family continues to occupy a property. The council is in the process of prosecuting for non-compliance with the EPO in an attempt to secure vacancy of the whole terrace for health and safety reasons.
Multi-agency response plan to incident in place (Dragon System).	Shaun Burgess	100	04/09/2017	27/10/2017	The plan is subject to an annual joint multi-agency review. A tablet op exercise was undertaken in Nov 2017.

Appendix 1 – Strategic Risk Register

Risk Code	Risk	Responsible Officer	Risk Category	Last Reviewed	Issue Type	Risk Treatment	Inherent Rating	Revised Rating	
SR03	Governance - Break down in internal controls and/or governance arrangements as a result of significant and continuing service change, complex service models and the loss of experienced staff	Karen Jones	Resource	15/04/2019	Threat	Accept	 Medium 22/08/2018	 Medium 22/08/2018	

Page 6 of 14

Existing Controls

1. Corporate Governance Statement regularly reviewed internally by the Governance Group and annually approved externally by Wales Audit Office. It describes current controls and improvement actions with process of regular review
2. Corporate Governance Group exercising continuous oversight of governance arrangements, including critical incident review
3. Open and robust relationship with external auditors and inspectors
4. Protected investment in Internal Audit Services with risk-based audit programmes
5. The work of internal and external audit monitored quarterly by Audit Committee
6. Regular reporting of progress in delivering agreed improvement actions set out in AGS to elected Members including Scrutiny and Audit Committees
7. Common template for reporting on decision items to Cabinet and Cabinet Boards, to ensure decisions are supported by relevant information
8. Training for all managers in corporate governance delivered by Monitoring Officer and Head of Corporate Strategy and Democratic Services
9. Range of governance modules integrated into Member Induction arrangements

Risk Action	Responsible Person	Progress %	Start Date	End Date	Comments
4 improvement actions identified for 2018-19 linked to the Annual Governance Statement	Caryn Furlow	100	01/04/2018	31/03/2019	
Following the Audit Committee training, review the Audit Committee Terms of Reference to ensure that they enable adequate monitoring and review of governance arrangements by the Audit Committee	Huw Jones	100	19/11/2018	31/03/2019	Terms of Reference reviewed and remain appropriate



Appendix 1 – Strategic Risk Register

Further revision of the corporate reporting template to reflect Well-being of Future Generations (Wales) Act 2015 requirements and feedback from Wales Audit Office with refresher training for manager	Karen Jones	100	19/11/2018	31/03/2019	Template has been revised
Improvement action 1 - GDPR	Craig Griffiths	100	01/04/2018	31/03/2019	Final progress updated in 2018-19 Annual Governance Statement
Improvement action 2 - IIA	Caryn Furlow	100	01/04/2018	31/03/2019	New template rolled out April 2019
Improvement action 3 - Information Management	David Giles	100	01/04/2018	31/03/2019	Final progress updated in 2018-19 Annual Governance Statement
Improvement action 4 - Values & Behaviours	Caryn Furlow	100	01/04/2018	30/09/2019	Final progress updated in 2018-19 Annual Governance Statement
Operational procedures being established to maintain new risk management arrangements	Huw Jones	100	13/06/2018	31/08/2018	Operational procedures have been established to ensure the new risk management arrangements contained within the Policy are met
Oversight of compliance with GDPR being undertaken by Corporate Governance Group and reported by exception to Corporate Directors Group/Cabinet	Craig Griffiths	100	01/04/2018	31/03/2019	Report presented to Corporate Directors Group January 2019
Post implementation review of CPMS	Caryn Furlow	0	13/06/2018	31/07/2019	Steering group agreed on 22/1/19 to delay the review due to issues to be resolved with report writing functionality of CPMS
Provide additional focused training for the Audit Committee to ensure the Committee can exercise effective oversight of corporate governance arrangements.	Huw Jones	100	11/01/2018	31/10/2018	A training session was provided by the Wales Audit Office to Audit Committee Members in September 2018
Revise risk management policy and implement more consistent approach to risk description, scoring and action planning	Karen Jones	100	11/01/2018	31/03/2019	Complete
Undertake a review of the Council's collaborative and regional working arrangements via the scrutiny process	Karen Jones	0	03/06/2019	31/12/2019	
Use the CAMMS performance management	Karen Jones	100	19/11/2018	31/03/2019	Complete

Appendix 1 – Strategic Risk Register

ICT system to increase access to information on corporate governance arrangements and to improve reporting for both officers and Members

Appendix 1 – Strategic Risk Register

Risk Code	Risk	Responsible Officer	Risk Category	Last Reviewed	Issue Type	Risk Treatment	Inherent Rating	Revised Rating	
SR04	Workforce - Failure to adequately undertake workforce planning could lead to the Council not having the right numbers of the right people, in the right place, at the right time, doing the right things	Sheenagh Rees	Resource	09/04/2019	Threat	Treat	 Low 22/08/2018	 Low 22/08/2018	

Page 67

Existing Controls



1. Workforce information post established within Human Resources Department
2. Workforce information improvement work enabled by the development of the employee portal
3. Sickness Task and Finish Group has developed a detailed insight into the reasons for absence and the profile of the people who are experiencing ill-health
4. Workforce planning developed within Children and Young People Services
5. Workforce surveys in place for some service areas – Social Services, Corporate Strategy and Democratic Services
6. Clear and effective strategy in place to support employees who wish to depart the organisation under ER/VR
7. Specific reserve established to fund ER/VR programme
8. Insight into levels of digital literacy in the non-schools workforce conducted and some plans in place to address the findings of the research
9. The engagement of apprentices

Risk Action	Responsible Person	Progress %	Start Date	End Date	Comments
• A Strategic Workforce Plan for the Council will be published in April 2018 setting out 5 clear themes for the Council's workforce with agreed actions to support each theme – this will help service management teams focus on key areas of workforce planning such as	Sheenagh Rees	100	11/01/2018	31/03/2019	The Strategic Workforce Plan was agreed by Members at Personnel Committee on 25th June 2018 for implementation.

Appendix 1 – Strategic Risk Register

succession planning, learning, training and development plans, employee engagement etc.					
<ul style="list-style-type: none"> • Further development of the Employee Portal and roll out across the whole workforce will improve both the information the Council has about each employee as well as communication with the workforce • Publication of the gender pay gap and action plan as required by legislation will help the Council understand the gender profile and actions necessary to reduce the gender pay gap 	Sheenagh Rees	75	11/01/2018	31/03/2019	Over 4,000 employees have now registered for the portal and are able to use it to provide the Council with data updates and receive information in relation to aspects of employment. The Portal has a payslip facility which represents a cash saving to the Council as paper payslips are no longer posted out to employees.
A Strategic 5 Year Workforce Plan was approved by elected members at Personnel Committee and the Plan will be implemented over the next 5 year period.	Sheenagh Rees	100	01/04/2018	31/03/2022	
Implementation of 5 year Workforce plan and regular review of linked action plan.	Sheenagh Rees	10	25/06/2018	31/03/2023	

Appendix 1 – Strategic Risk Register

Risk Code	Risk	Responsible Officer	Risk Category	Last Reviewed	Issue Type	Risk Treatment	Inherent Rating	Revised Rating	
SR05	Safeguarding - Failure to manage the safeguarding regime safely	Andrew Jarrett	Compliance	18/01/2019	Threat	Treat	 Medium 22/08/2018	 Medium 22/08/2018	

Existing Controls



1. Corporate safeguarding group ensures there is clear allocation of roles and responsibilities internally within the Council and to share learning
2. Experienced Head of Children Services recruited, and Head of Adult Services to follow
3. Significant corporate support and investment in place to address weaknesses in Children and Young People Services and to sustain/build upon the work which removed the Council from the CSSiW Serious Concerns Protocol
4. Focused improvement work taking place in adult services as a result of the new framework introduced by the SSWB Act
5. Regional Safeguarding Boards for Western Bay led by suitably qualified personnel
6. Ongoing investment in training to continuously improve safeguarding practice
7. Schools robustly held to account by ELLL for safeguarding practice
8. Investment in support for high risk victims of domestic abuse via the VAWDASV Leadership Group
9. Investment in Channel Panel support to discharge safeguarding responsibilities for people vulnerable to being drawn into terrorism/extremism
10. Seminar convened by Community Safety Partnership to highlight risks related to modern slavery, terrorism/extremism, serious and organised crime and hate crime
11. Partnership groups established to provide oversight of issues related to the people resettled under the Syrian Vulnerable Persons Scheme

Risk Action	Responsible Person	Progress %	Start Date	End Date	Comments
<ul style="list-style-type: none"> • Bring together safeguarding arrangements for adult and children’s social services under a single line manager • Consider whether there is scope to integrate other safeguarding practices across the Council into a shared corporate service • Developing practice to better identify priority risks when supporting vulnerable people. • Developing a Social Services Single Point of Contact to promote more robust and consistent decision making at the “front-door”. 	Keri Warren	10	11/01/2018	31/03/2019	

Appendix 1 – Strategic Risk Register

<ul style="list-style-type: none"> • Develop a 'Progression Team' to support vulnerable young people into adulthood. • Fully embed a Social Services 'Quality Assurance Framework', to regularly monitor safeguarding arrangements within the Directorate. • To Strengthen and develop accommodation for care leavers. 	Keri Warren	10	11/01/2018	31/03/2019	
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Appendix 1 – Strategic Risk Register

Risk Code	Risk	Responsible Officer	Risk Category	Last Reviewed	Issue Type	Risk Treatment	Inherent Rating	Revised Rating	
SR06	Financial Resilience - The Council's financial position deteriorates to a point where it is no longer able to meet its statutory duties or the expectations of its communities	Hywel Jenkins	Financial	18/01/2019	Threat	Treat	 Medium 22/08/2018	 Medium 22/08/2018	

Existing Controls



- Page 74
1. Well established financial and corporate planning cycle
 2. Experienced Financial Services Team
 3. Accurate forecasting of service pressures
 4. Good relationships with Welsh Government and others to secure good intelligence to inform estimating and forecasting
 5. Open and transparent consultation and engagement with stakeholders on proposals to bridge budget gaps
 6. Links between revenue and capital budget planning
 7. Good track record in securing alternative funding, partnering, introducing new service models, seeking out innovation

Risk Action	Responsible Person	Progress %	Start Date	End Date	Comments
<ul style="list-style-type: none"> • Intensify citizen engagement with the budget challenges, securing citizen commitment to behaviours that will reduce or remove demand on Council services • Introduce a more robust enforcement policy to sanction behaviours that unreasonably impact on Council resources • Review the potential for capacity/release or reduction in cost from internal, shared service or through external collaboration 	Huw Jones	60	11/01/2018	31/03/2019	Consultation on budget 2019/20 ongoing until 11th January 2019. Final decisions to be made by Council 14th February 2019.
<ul style="list-style-type: none"> • Introduce corporate approach to increasing 	Karen Jones	20	11/01/2018	31/03/2020	Income Generation Working Group considering Business Cases with

Appendix 1 – Strategic Risk Register

<p>income and ensure staff and elected Member are equipped with the skills and knowledge to implement the approach</p> <ul style="list-style-type: none"> • Accelerate the pace of digital innovation across the Council • Improve the quality of evidence adduced to exemplify the financial resilience challenges of the Council and ensure this is understood by those involved in the decisions on local government budgets 					support from APSE
<ul style="list-style-type: none"> • Significantly increase the amount of income generated by the Council to proportionately reduce the reliance on Government funding for the delivery of statutory services 	Huw Jones	20	11/01/2018	31/03/2019	

Appendix 1 – Strategic Risk Register



Risk Code	Risk	Responsible Officer	Risk Category	Last Reviewed	Issue Type	Risk Treatment	Inherent Rating	Revised Rating	
SR07	Budget Control - Failure to manage activity, expenditure and income within budgets	Hywel Jenkins	Financial	18/01/2019	Threat	Treat	 Medium 22/08/2018	 Low 22/08/2018	

Existing Controls

1. Experienced financial team with designated financial officers supporting budget holders
2. Monthly budget reports, with forecasting to year end
3. High level monitoring of budget variances by Corporate Directors Group and elected Members to identify emerging problems early and to require corrective action
4. Budget accountability firmly embedded across the Council at all levels
5. Communications strategy engages staff and trade unions in the consequences of not achieving budget balance with opportunities for staff and trade unions to contribute to the formulation of budgets and savings/income generation proposals

Risk Action	Responsible Person	Progress %	Start Date	End Date	Comments
<ul style="list-style-type: none"> • The prospect of an overspend by the Council will be highlighted early in the year through the budget monitoring process. Actions will then be agreed and put in place by senior officers and Members to limit/prevent an overspend by the year end. 	Huw Jones	100	11/01/2018	31/03/2019	
Final outturn position shows a net underspend of £4k to be transferred to the General Reserve	Hywel Jenkins	100	31/10/2018	31/05/2019	

Appendix 1 – Strategic Risk Register

Risk Code	Risk	Responsible Officer	Risk Category	Last Reviewed	Issue Type	Risk Treatment	Inherent Rating	Revised Rating	
SR08	Health and Safety - Failure to manage Health & Safety of the workforce and community	Steven Phillips	Resource	23/01/2019	Threat	Treat	 Medium 22/08/2018	 Low 22/08/2018	

Existing Controls

1. Clear health and safety framework
2. Dedicated Health and Safety Team for the provision of advice and guidance
3. Access to Health and Safety Training
4. External quality audit to check compliance
5. Prioritised action plan, based on corporate assessment of risk, threat and harm
6. On line reporting system



Page 74

Risk Action	Responsible Person	Progress %	Start Date	End Date	Comments
Actions taken by service managers to engage the workforce in health & safety matters <ul style="list-style-type: none"> • Service managers ensuring that health & safety risk assessments are thorough and up to date • Service managers ensuring the provision of appropriate and up to date training • Service managers ensuring the provision of appropriate and up to date Personal Protective Equipment (PPE) 	Sheenagh Rees	75	11/01/2018	31/03/2019	
He existing BSi standards 18001, that the Council is registered and annually externally audited for, is changing to the International Organisation for Standardisation's standard ISO 45001. The transitional arrangements will take 3 years, from June 2018. Arrangements are in hand for a successful	Steven Phillips	25	01/06/2018	31/03/2021	

Appendix 1 – Strategic Risk Register

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Appendix 1 – Strategic Risk Register

Risk Code	Risk	Responsible Officer	Risk Category	Last Reviewed	Issue Type	Risk Treatment	Inherent Rating	Revised Rating
SR09	Community Cohesion - Community tensions increase and there is a fracturing of community cohesion	Karen Jones	Reputational	15/04/2019	Threat	Accept	 Low 22/08/2018	 Medium 23/04/2019

Existing Controls



1. Comprehensive Strategic Equality Plan in place which prioritises action to combat hate crime, domestic abuse and to strengthen engagement with a wide range of different sections of the community
2. Strong links to many groups who share protected characteristics
3. Training for officers and elected members in equality duties
4. Systematic use of equality impact assessments (which includes community cohesion)
5. Clear structure for discharging PREVENT duties with action plan in place, based on peer review and legal duties
6. Dedicated officers and elected Members who oversee equality and PREVENT duties
7. Regional Community Cohesion Co-ordinator brings advice on emerging trends that could affect local community relations
8. Full participation in regional CONTEST Board
9. Partnership plans mobilised to support job reductions in Tata Steel which included community relations aspects
10. Effective partnership in place to support people resettled under the Syrian Vulnerable Persons Scheme
11. BME Development Worker funded to develop stronger links with local BME communities

Risk Action	Responsible Person	Progress %	Start Date	End Date	Comments
Carry out programme of equality audits to check approaches are embedded across the Council	Rhian Headon	15	01/04/2019	30/09/2019	Programme of audits has been agreed by the Equality & Community Cohesion Group and will be completed over the next 6 months to inform the revision of the Strategic Equality Plan
Community profile findings to inform the review of the SEP in 19/20	Rhian Headon	10	01/04/2019	31/03/2020	The findings will inform the review of the 2019-20 Strategic Equality Plan
Conclude community profiling exercise and then reassess equality plans in light of the findings	Rhian Headon	100	11/01/2018	31/03/2019	Profiling finalised in July and findings presented to Equality & Community Cohesion Group in October. The Group will consider the findings and recommend actions
Develop strong counter-narrative to challenge extremist views and to mitigate the impact of events outside the county borough	Sian Morris	100	11/01/2018	31/03/2019	The local South Wales Police Community Tension indicator bulletins has been reviewed and updated and are now widely circulated to partners. The Western Bay CONTEST Board is

Appendix 1 – Strategic Risk Register

					Chaired by the NPT Assistant Chief Executive and Chief Digital Officer and that Board monitors the events outside of the County Borough. The Prevent Policy Officer works with the NPT Media team to challenge extremist views expressed in the local media and on social media. NPT has a PREVENT Delivery Plan in place to ensure that any Community Tensions related to Counter Terrorism are addressed effectively.
DNAG now disbanded as a group - need to consider alternative approach in engaging disabled people	Rhian Headon	50	31/10/2018	30/06/2019	The relevant CVS Forum has been approached but there appears to be little appetite for engagement at present. However, further approaches will be made. In addition, contact with other individual organisations is being explored to enable effective engagement with disability groups.
Improve tension monitoring and share more widely with relevant groups	Sian Morris	100	11/01/2018	31/03/2019	Equality & Community Cohesion Group now established. Tension indicators routinely shared
Increase interaction with key community groups, including Faith groups to improve community intelligence	Rhian Headon	70	11/01/2018	31/03/2019	Faith groups now represented on the Equality and Community Cohesion Group
Increased monitoring and engagement to gauge the impact of BREXIT on community cohesion	Karen Jones	60	01/04/2018	29/03/2019	Information re right wing activity circulated. Additional resource from Welsh Government to be invested in community engagement

Appendix 1 – Strategic Risk Register

Risk Code	Risk	Responsible Officer	Risk Category	Last Reviewed	Issue Type	Risk Treatment	Inherent Rating	Revised Rating	
SR10	Business Continuity - Serious disruption to Council services and functions	Steven Phillips	Resource	23/01/2019	Threat	Treat	 Medium 22/08/2018	 Medium 22/08/2018	



Existing Controls

1. A dedicated Emergency Planning Team has been established, providing Business Continuity Planning advice and support to service managers
2. A revised approach to Business Continuity Planning has been developed and rolled out across Council Services

Risk Action	Responsible Person	Progress %	Start Date	End Date	Comments
<ul style="list-style-type: none"> • All services across the Council to ensure that they have in place an up to date Business Continuity Plan, which has been communicated to all employees within the service as appropriate, and that the plan is tested and reviewed at regular intervals • Test corporate disaster recovery and business continuity plans against service plans and a range of scenarios 	Sheenagh Rees	10	11/01/2018	31/03/2019	Up to date BCOs are in place for FCS and the Assistant Chief Executive's Office, all of these plans are due to be tested in 19 / 20. Heads of Service have been asked to ensure that their up-to-date BCPs are provided to the EPT by 31st March 2019.

Page 78

Appendix 1 – Strategic Risk Register

Risk Code	Risk	Responsible Officer	Risk Category	Last Reviewed	Issue Type	Risk Treatment	Inherent Rating	Revised Rating	
SR11	Delivery of Corporate Plan - Failure to deliver the Corporate Plan due to inadequate capacity	Karen Jones	Compliance	15/04/2019	Threat	Treat	 Low 22/08/2018	 Low 22/08/2018	

Existing Controls



1. Corporate Strategy Team has clear understanding of legal frameworks that need to be adhered to
2. Experienced cadre of directors and heads of service who have participated in developing the programmes of work identified to deliver the political priorities of the Council
3. Alignment of the budget and corporate planning process
4. Range of mechanisms in place to obtain community and partner feedback on priorities and programmes of work
5. Regular review of Plan progress undertaken by Corporate Directors Group and elected Members
6. Strategic Schools Improvement Programme (SSIP) is being delivered but has been a significant pressure on the diminishing specialist functions – project management; communications; HR and ICT
7. Effective relationship management with funders to ensure there is early notice of funding opportunities and consequently early identification of new projects and programmes that can be put forward for funding opportunities or time to wind up programmes

Risk Action	Responsible Person	Progress %	Start Date	End Date	Comments
Additional engagement and communication with management cadre to ensure full corporate ownership of the cross-cutting elements of the Plan, backed up by suitable training and development activities	Karen Jones	100	11/01/2018	31/03/2019	
Bench-marking of approaches adopted by other organisations to be undertaken to identify other potential strategies that can assist in delivering the Council's priorities	Karen Jones	100	11/01/2018	31/03/2019	
Fine tuning of actions and performance objectives required to clarify deliverable's	Karen Jones	100	11/01/2018	31/03/2019	

Appendix 1 – Strategic Risk Register

Further testing of well-being objectives required as the budget scenarios for future years becomes firmer. Corporate Plan adjustment to be made as affordability issues are identified to ensure alignment with FFP	Caryn Furlow	100	11/01/2018	31/03/2019	Current well-being objectives tested against 19/20 budget and in the main - remain unchanged for 19/20 (only amendment "safe" added to well-being objective 3). Updated Corporate Plan which will be considered by Cabinet on 17th April / Council 24th April.
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Appendix 1 – Strategic Risk Register



Risk Code	Risk	Responsible Officer	Risk Category	Last Reviewed	Issue Type	Risk Treatment	Inherent Rating	Revised Rating	
SR12	Welfare Reform - Increased numbers of local people experience financial hardship	Karen Jones	Compliance	15/04/2019	Threat	Accept	 Medium 22/08/2018	 Medium 22/08/2018	

Existing Controls

1. Partnership activity established and championed by the Public Services Board/elected Members
2. Effective partnership relationships enabling people affected by welfare reform change to be identified and subject to targeted, preventative action
3. Range of support services identified to support those claimants who may be adversely affected by the changes
4. Training of officers and elected Members to ensure there is an understanding of the impact and implications of change
5. Good and effective information sharing arrangements in place to support vulnerable people
6. Core funding provided to key third sector organisation to sustain support services
7. Council Tax Reduction Scheme supporting financially disadvantaged to help them pay their council tax

Risk Action	Responsible Person	Progress %	Start Date	End Date	Comments
Establish monthly briefing sessions internally to intensify monitoring of Universal Credit (UC) roll out and any new actions	Karen Jones	100	11/01/2018	31/05/2018	
Establish quarterly round table sessions with senior partners to gauge impact of Universal Credit (UC) and identify risks and required actions	Karen Jones	100	11/01/2018	31/03/2019	Meeting with partners up and running via the High Level strategic Forum - Welfare Reform. Last meeting took place 16th Oct 2018
Undertake research to develop a clear understanding of those people who are facing greatest financial hardship	Caryn Furlow	40	13/06/2018	30/04/2019	Report to Cabinet on 17.4.19 seeking approval to commission Policy in Practice, to provide an insight into the impact of Welfare Reform changes across Neath Port Talbot.

Appendix 1 – Strategic Risk Register

Risk Code	Risk	Responsible Officer	Risk Category	Last Reviewed	Issue Type	Risk Treatment	Inherent Rating	Revised Rating	
SR13	Risk that regional collaboration dilutes the quality of services to local people and weaken governance	Steven Phillips	Reputational	18/01/2019	Threat	Treat	 Medium 22/08/2018	 Medium 22/08/2018	



Existing Controls

1. Each regional collaborative arrangement is explicitly agreed by elected Members
2. Scrutiny of each regional collaborative arrangement is vested in the relevant scrutiny committee
3. The nature and form of each significant collaborative arrangement is included in the Corporate Plan

Risk Action	Responsible Person	Progress %	Start Date	End Date	Comments
Area plan for the western bay collaboration on health and social care to be considered at Council	Andrew Jarrett	100	15/01/2018	31/03/2018	
City Deal - external legal support to ensure completion of Joint Committee Agreement and each council will sign off relevant project business cases that impacts on any financial commitment	Steven Phillips	100	15/01/2018	30/09/2018	Joint Working Agreement for City Deal concluded
Joint scrutiny committee for City Deal in place	Karen Jones	100	22/11/2018	30/11/2018	
Legislative proposals for further mandatory regional collaboration to be subject of full assessment and report to Council	Steven Phillips	100	15/01/2018	30/09/2018	
Review Council's ongoing participation in ERW arrangements	Steven Phillips	70	13/06/2018	31/03/2019	
Review Council's ongoing participation in Western bay arrangements	Steven Phillips	60	13/06/2018	31/03/2019	
Scrutiny of ERW and Western Bay to be reviewed	Karen Jones	0	01/11/2018	30/09/2019	



19/09/2018

Appendix 1 – Strategic Risk Register

Risk Code	Risk	Responsible Officer	Risk Category	Last Reviewed	Issue Type	Risk Treatment	Inherent Rating	Revised Rating																			
SR14	Loss of personal/sensitive information resulting in financial penalty (max of 4% of annual turnover under new GDPR) and loss of public confidence.	Hywel Jenkins	Financial	18/01/2019	Threat	Treat	 Medium 22/08/2018	 Medium 22/08/2018																			
<p>Existing Controls</p> <p>1.Targeted training; provision of encryption technology; provision of secure emails . Increased preventative measures in relation to Cyber threats</p> <table border="1"> <thead> <tr> <th>Risk Action</th> <th>Responsible Person</th> <th>Progress %</th> <th>Start Date</th> <th>End Date</th> <th>Comments</th> </tr> </thead> <tbody> <tr> <td>Continued targeted training; provision of encryption technology; access to secure email transmission and receipt. Continual review and testing of Perimeter base and Information security.</td> <td>David Giles</td> <td>60</td> <td>20/03/2018</td> <td>31/03/2019</td> <td></td> </tr> <tr> <td>GDPR Compliance Group meets as required to consider individual reported cases</td> <td>David Giles</td> <td>75</td> <td>20/11/2018</td> <td>31/03/2019</td> <td></td> </tr> </tbody> </table>										Risk Action	Responsible Person	Progress %	Start Date	End Date	Comments	Continued targeted training; provision of encryption technology; access to secure email transmission and receipt. Continual review and testing of Perimeter base and Information security.	David Giles	60	20/03/2018	31/03/2019		GDPR Compliance Group meets as required to consider individual reported cases	David Giles	75	20/11/2018	31/03/2019	
Risk Action	Responsible Person	Progress %	Start Date	End Date	Comments																						
Continued targeted training; provision of encryption technology; access to secure email transmission and receipt. Continual review and testing of Perimeter base and Information security.	David Giles	60	20/03/2018	31/03/2019																							
GDPR Compliance Group meets as required to consider individual reported cases	David Giles	75	20/11/2018	31/03/2019																							

2018/08/22

Appendix 1 – Strategic Risk Register



Risk Code	Risk	Responsible Officer	Risk Category	Last Reviewed	Issue Type	Risk Treatment	Inherent Rating	Revised Rating	
SR15	The Council is unable to comply with the compliance notice for Welsh Language Standards	Karen Jones	Compliance	15/04/2019	Weakness	Treat	 Medium 22/08/2018	 Medium 20/11/2018	

Existing Controls

1. Comprehensive assessment of ability to comply was undertaken
2. 55 standards were challenged by the Council and a number of changes were agreed with the Commissioner to resolve concerns
3. Menter Iaith engaged to help develop the Welsh language Promotion Strategy. The Strategy is based on existing or new initiatives where resources have been identified.
4. Complaints are being monitored - lessons learned and remedial actions are identified and implemented. Additionally, the Council will seek further modification of the compliance notice if, in the course of implementation further barriers to compliance are identified.
5. Operationally the Welsh Language Officer Group is working to secure implementation of the standards
6. Additional corporate budget has been allocated
7. Scrutiny and monitoring arrangements at Cabinet and non-executive levels is in place

Risk Action	Responsible Person	Progress %	Start Date	End Date	Comments
Consulting on Welsh language Promotion Strategy to ensure relevance and deliverability	Caryn Furlow	100	13/06/2018	01/07/2018	Completed
Officers to work with WLGA & Welsh Language Commissioner to establish a more effective forum for sharing practice & finding opportunities to advance the language.	Caryn Furlow	10	01/01/0001	30/06/2019	Initially, contact to be made with WLGA to raise the ability to share knowledge regionally/nationally.
Potential to find a solution to automate translation being explored in consultation with Welsh Language Commissioner	Caryn Furlow	50	19/11/2018	30/06/2019	Communications and Community Relations Team have trialled some translation software (Microsoft translate & Cysgliad). Further machine software is required to meet our needs, IT to explore options further.
Testing the process for appealing the Commissioner's ruling on an individual complaint (e.g. car parking machines)	Caryn Furlow	80	13/06/2018	31/08/2018	Ongoing dialogue with Commissioner on individual complaints
Welsh Language Officer Group to monitor delivery of the action plan to implement the Welsh Language Promotional Strategy.	Rhian Headon	50	26/09/2018	31/12/2019	WLOG meet bi-monthly and monitor the delivery of the action plan.

Appendix 1 – Strategic Risk Register

Risk Code	Risk	Responsible Officer	Risk Category	Last Reviewed	Issue Type	Risk Treatment	Inherent Rating	Revised Rating	
SR16	BREXIT - The UK and EU fail to reach a withdrawal agreement in time for when the UK leaves the European Union on 29th March 2019.	Gareth Nutt	Financial	18/01/2019	Threat	Accept	 High 02/01/2019	 High 02/01/2019	

Existing Controls

1. Not possible to put controls in place at local level.

Risk Owner Comments:

BREXIT Risks Include the following:

Food

Medical Supplies

Trade

Procurement

Financial

Community Cohesion



Availability of people

Legislative issues

Management Comments:

Risk Action	Responsible Person	Progress %	Start Date	End Date	Comments
Not possible to mitigate at local level.	Gareth Nutt	0	03/01/2019	31/10/2019	

Appendix 1 – Strategic Risk Register

Risk Code	Risk	Responsible Officer	Risk Category	Last Reviewed	Issue Type	Risk Treatment	Inherent Rating	Revised Rating	
SR17	Substance Misuse - threat and harm of substance misuse across the county borough and more people placed at significant harm / death	Karen Jones	Reputational	18/01/2019	Threat	Treat	 Medium 31/08/2018	 Medium 05/11/2018	

Existing Controls


1. Working with partners to mitigate the risk

Risk Action	Responsible Person	Progress %	Start Date	End Date	Comments
Briefings of Members and key Officers completed	Karen Jones	100	01/10/2018	30/11/2018	
Critical incident Group (CIG) report to joint Public Services Board, including key actions. CIG has been stood down. accountability for actions delegated to appropriate Boards. PSB to retain oversight of progress	Karen Jones	100	10/09/2018	31/03/2019	A detailed report was presented to the Joint PSB setting out the context of the issues (risk threat and harm), and the need to establish a Critical incident Group. This report also contained an action plan, setting out key actions over the short, medium and longer term. The action plan also set out clear lines of accountability by delegating responsibility for specific actions to appropriate Boards, including Area Planning Board and Community Safety partnerships. The CIG has now been stood down, but the PSB has and will retain oversight, with two meetings diarised to ensure that this work continues apace. One specific action arising from the CIG was the governance review of the Area Planning Board. This has been finalised and ratified by the APB, and will be fully implemented over the coming year including clear membership, membership accountability, and necessary induction. A clear work plan is being developed for the APB which will regularise business as usual reporting alongside highlighting progress against the CIG action plan, and the actions of the APB sub-groups.
Critical Incident Group established to deal	Karen Jones	100	10/09/2018	30/09/2018	Group established - action plan produced

Appendix 1 – Strategic Risk Register

with issues highlighted in the special event held on 10.09.18					
Governance of Area Planning Board revised. Proposals to be taken to Critical Incident Group and then to Area Planning Board for approval	Claire Jones	100	01/11/2018	31/01/2019	A revised governance framework has been considered by the APB Executive and the APB. The revised governance framework was agreed in principle by the APB at its meeting in December 2018, subject to final comments. No further comments have been received following the Executive or the APB. The framework therefore requires formal ratification and adoption by partners (to the framework) and nomination/naming of appropriate representatives/representation.
Report from Critical Incident Group (CIG) to be prepared for joint Public Service Board meeting (PSB) to discuss/agree next steps.	Karen Jones	100	01/10/2018	31/03/2019	Draft report being prepared- report published
Special event organised 10th Sept to explore whether sufficient priority is being given within our partnership, involving the PSBs of Swansea & Neath Port Talbot and the Western Bay Area Planning Board	Karen Jones	100	24/08/2018	10/09/2018	Event taken place

Appendix 1 – Strategic Risk Register

Risk Code	Risk	Responsible Officer	Risk Category	Last Reviewed	Issue Type	Risk Treatment	Inherent Rating	Revised Rating	
SR18	Failure to adhere to maintaining high standards of Cyber resilience and security (as set out in the Concordat)	Karen Jones	Financial	22/04/2019	Threat	Treat	 Medium 30/01/2019		

Existing Controls

1. Risk to be regularly reviewed/considered at Senior Management level. (CDG).
2. Achieve Cyber Essentials accreditation as defined in Concordat.
3. Register with CiSP (the NCSC's Cyber Security Information Sharing Partnership) to share cyber threat intelligence
4. Ensure that staff have the correct level of security clearance in order to be able to respond effectively to a cyber incident
5. Any significant cyber incident will be reported to the NCSC
6. Aim to achieve Cyber Essentials+ IASME accreditation - obtained following a comprehensive independent health check of network and systems.

Risk Owner Comments: on target to receive Cyber Essentials accreditation

Management Comments:

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Cabinet

19 June 2019

Report of the Head of Transformation - A.Thomas

Matter for Decision

Wards Affected:

Aberavon

Project Proposal made to the Members Community Fund

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 one of the Aberavon 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.

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.

Background

3. To equip a local Community Group with the means of expanding their litter picking initiatives around the Baglan Moors area.

This bid has been developed to 'Enhance existing Council Services' by working closely with Keep Wales Tidy and NPTCBC's 'Streetcare Services'.

The acquisition includes the purchase of litter pickers, gloves, high viz vests, sharps pouches and hoops for adult and children volunteers.

The need for this initiative has come to the attention of one of the local Councillors. There is a recognition that in order to build upon the good work that the Baglan Moors Community Group do in terms of keeping the area clean and litter free, and in order for them to grow their membership (which includes residents and staff from the Llys y Seren Nursing Home), they need more equipment. This initiative was brought to the attention of Cllr N. Hunt who has worked with this Group since their inception in June 2018.

The long term sustainable benefits associated with the project include the continued cleanliness of the area, restored pride in place,

opportunities to build morale and to be of great assistance to the NPTCBC 'Streetcare' Team.

The request for Grant aid from the Members Community Fund is for £523.38. This is the first proposal received to the Members Community Fund from Cllr Nigel Hunt.

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 Baglan Moors Community Group will keep the equipment in good order. There is a close working relationship with the 'Streetcare Team' who ensure that all arisings (which includes reported fly tip) are collected and carefully disposed of. There is no need for further investment to sustain this development.

Integrated Impact Assessment

5. A first stage impact assessment has been undertaken to assist the Council in discharging its legislative duties (under the Equality Act 2010), the Welsh Language Standards (No.1) Regulations 2015, the Well - being of Future Generations (Wales) Act 2015 and the Environment (Wales) Act 2016.

The first stage assessment has indicated that a more in - depth assessment is not required as the summary concludes there are positive outcomes for the sustainable development principle, collaboration and involvement, with no impact on equalities and Welsh language.

Valleys Community Impact

6. No implications

Workforce Impacts

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

Legal Impacts

8. 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

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

Consultation

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

Recommendations

11. That the project proposal to provide litter picking equipment for the Baglan Moors Community Group is approved and that Councillor Nigel Hunt's allocation of £523.38 under the Members Community Fund is awarded.

Reasons for Proposed Decision

12. 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

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

List of Background Papers

14. This Aberavon initiative has been developed from the Members Community Fund Application Form submitted by Councillor Nigel Hunt .This information has been retained for reference as have the documents associated with the first stage Impact Assessment.

Officer Contact

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

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Cabinet

19 June 2019

Report of the Head of Transformation - A.Thomas

Matter for Decision

Wards Affected:

Baglan

Project Proposal made to the Members Community Fund

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 Members for Baglan.

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 formerly 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.

Background

3. To provide four gateway Welcome signs to each of the principle entrance routes into the Ward of Baglan

This bid has been developed to 'Enhance existing Council Services' by working closely with NPTCBC's 'Streetcare Services' and Highways & Engineering Dept.

The signs are to be positioned within the adopted highway at gateway locations entering Baglan. The signs conform to the latest Department of Transport and Welsh Government Standards (TSRGD 2016). One sign will be situated in Old Road (behind Mc Donald's), one in Pentyla, Baglan Road and two off the Sunnycroft Roundabout.

The need for this initiative has come to the attention of one of the local Councillors. Residents feel that the Ward has lost some of its identity and there is a need to remind motorists to 'Drive Carefully'. The signs will give the Ward a sense of place.

The long term sustainable benefits associated with the project include helping to retain the local identity, making the area more attractive and vibrant whilst also being seen to be responsive to expressed local needs.

The request for Grant aid from the Members Community Fund is for £4,815. This equates to the full cost of supply, CAT scanning, installation and the site supervision which is necessary to bring this project to fruition. The three Baglan Councillors would each wish to contribute equally to this initiative by contributing £1,605 from their respective portfolios.

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.

As the signs will form part of the adopted highway and are approved highway signs, 'Streetcare' will be responsible for their ongoing maintenance.

Integrated Impact Assessment

5. A first stage impact assessment has been undertaken to assist the Council in discharging its legislative duties (under the Equality Act 2010), the Welsh Language Standards (No.1) Regulations 2015, the Well - being of Future Generations (Wales) Act 2015 and the Environment (Wales) Act 2016.

The first stage assessment has indicated that a more in - depth assessment is not required as the summary concludes there are positive outcomes for the sustainable development principle, collaboration and involvement, with no impact on equalities and Welsh language.

Valleys Community Impact

6. No implications

Workforce Impacts

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

Legal Impacts

8. 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

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

Consultation

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

Recommendations

11. That the project proposal to provide four Welcome signs at gateway locations in Baglan is approved and that Councillor Peter Richard's, Councillor Clement - William's and Councillor Susanne Renkes' allocation of £1,605, under the Members Community Fund is awarded.

Reasons for Proposed Decision

12. 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

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

List of Background Papers

14. This Baglan initiative has been developed from the Members Community Fund Application Form submitted jointly by Councillors Richards, Clement - Williams and Renkes. The design, bilingualism, font size, colour and location for the signs have been developed by the NPTCBC Highways and Engineering Dept. All of the documents associated with this proposal, including the first stage Impact Assessment have been retained for reference.

Officer Contact

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

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Cabinet

19 June 2019

Report of the Head of Transformation - A.Thomas

Matter for Decision

Wards Affected:

Bryn & Cwmavon

Project Proposal made to the Members Community Fund

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 submitted by two of the Ward Members for Bryn and Cwmavon.

Executive Summary

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

Background

3. To provide new rugby posts to Parc y Llyn, Cwmavon.

This bid has been developed by Cwmavon RFC as part of the tripartite Leasehold agreement that the Rugby Club, Football Club and Boys & Girls Club have with NPTCBC. The bid will assist Voluntary Sector provision.

The proposal is to replace the existing rugby posts which have served Parc y Llyn for over 30 years.

The project is intended to provide a set of 10 metre galvanised powder coated 76mm steel uprights, with 63mm crossbar 5.6 metres long.

The need for the project has arisen from an investigation carried out by the consultant appointed to improve the pitch drainage at Parc y Llyn (an initiative sponsored by an earlier Members Fund investment). Findings revealed that the existing posts were unsafe to return to the pitch following the extensive drainage works and the recommendation was to renew. The Contractor appointed to the pitch drainage scheme will provide new sockets for the posts at no cost to the Rugby Club or the Members Fund. This bid is for a set of posts only. This investment, complete with the re- roofing of the Changing

pavilion, will protect existing use and assist in growing further participation in positive leisure time pursuits.

The long term sustainable benefits associated with the proposal include safeguarding the future of this facility both for Lessees and the Council.

The total cost of this acquisition is £960 .Councillor Rhidian Mizen and Councillor David Whitelock would each wish to invest £355.25, this being the remaining balance within their respective Members Fund allocation. The Rugby Club will match fund the shortfall of £249.50 in order to make this project a reality.

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 project will be sustained by making best use of modern day materials. The ongoing upkeep of the posts and their below ground sockets will fall to Cwmavon RFC who are bound to the NPTCBC under a fully insuring and maintaining Lease Agreement.

Integrated Impact Assessment

5. A first stage impact assessment has been undertaken to assist the Council in discharging its legislative duties (under the Equality Act 2010), the Welsh Language Standards (No.1) Regulations 2015, the Well - being of Future Generations (Wales) Act 2015 and the Environment (Wales) Act 2016.

The first stage assessment has indicated that a more in - depth assessment is not required as the summary concludes there are positive outcomes for the sustainable development principle, collaboration and involvement, with no impact on equalities and Welsh language.

Valleys Communities Impacts

6. No implications.

Workforce Impacts

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

Legal Impacts

8. 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

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

Consultation

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

Recommendations

11. That the project proposal for equipping Parc y Llyn with new rugby posts is approved and that Councillor Rhidian Mizen's allocation of £355.25 and Councillor David Whitelock's allocation of a further £355.25, under the Members Community Fund is awarded.

Reasons for Proposed Decision

12. 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

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

List of Background Papers

14. This Bryn & Cwmavon initiative has been developed from the Members Community Fund Application Form submitted jointly by Councillor Mizen and Whitelock. The Application has been made in association with a Third Sector Organisation and as a consequence the Constitution, Accounts, Bank Account details, Insurance Policy, Leasehold Agreement and the Quotations that have been generated for the proposed work, by Cwmavon RFC, have been retained for future reference. The first stage Impact Assessment has been retained.

Officer Contact

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

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Cabinet

19 June 2019

Report of the Head of Transformation - A.Thomas

Matter for Decision

Wards Affected:

Lower Brynamman

Project Proposal made to the Members Community Fund

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.

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.

Background

3. Supply and installation of two benches in Lower Brynamman, one in Banwen Place and one in New Road, between Gwaun Cae Gurwen and Tai'rgwaith.

This bid has been developed to 'enhance existing Council Services' and has the full support of NPTCBC's 'Streetcare Services'.

The benches will be of robust construction comprising 100% recycled plastic so they will not rot, splinter or crack. They are very durable and can stand up to any attempts made to vandalise or destroy them. Minimal maintenance is required to keep them in good condition. The benches will be installed onto concrete platforms thus negating the need to mow or strim underneath them.

The need for this initiative has come to the attention of the local Councillor. Representations have been made by constituents that benches are needed to allow people a place to rest when walking towards their preferred bus stop. This initiative was brought to the attention of Cllr Woolcock at a recent Ward Surgery/meeting.

The long term sustainable benefits associated with the project include the addition of more amenities, increased social interaction between

members of the public using the benches as a meeting point or as a place to just 'sit and chat' and improved health and wellbeing.

The request for Grant aid from the Members Community Fund is for £1,202 which includes the cost of the benches, their installation and the creation of two concrete base plinths for the benches to rest upon. This is the third proposal received to the Members Community Fund from Cllr Woolcock and if it prevails the whole of the £10,000 allocated to the Ward Councillor for Lower Brynamman will have been successfully invested.

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 area of verge is currently maintained by NPTCBC's 'Streetcare Services' and that arrangement will continue following installation of the benches. The 'Streetcare' Team have agreed to absorb the small amount of additional maintenance associated with mowing the grass around the concrete bases at no additional cost. There is no need for further investment to sustain this development.

The installation of the benches at Banwen Place and New Road will take place following a CAT Scanning exercise to identify underground services.

Integrated Impact Assessment

5. A first stage impact assessment has been undertaken to assist the Council in discharging its legislative duties (under the Equality Act 2010), the Welsh Language Standards (No.1) Regulations 2015, the Well - being of Future Generations (Wales) Act 2015 and the Environment (Wales) Act 2016.

The first stage assessment has indicated that a more in - depth assessment is not required as the summary concludes there are positive outcomes for the sustainable development principle, collaboration and involvement, with no impact on equalities and Welsh language.

Valleys Community Impact

6. No implications

Workforce Impacts

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

Legal Impacts

8. 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

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

Consultation

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

Recommendations

11. That the project proposal to provide two benches at Banwen Place and New Road in the Amman Valley is approved and that Councillor Arwyn Woolcock's allocation of £1,202 under the Members Community Fund is awarded.

Reasons for Proposed Decision

12. 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

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

List of Background Papers

14. This Lower Brynamman initiative has been developed from the Members Community Fund Application Form submitted by Councillor Arwyn Woolcock and additional research conducted by the PDFU with 'Streetcare Services'- this information has been retained for reference as have the documents associated with the first stage Impact Assessment.

Officer Contact

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

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Cabinet

19 June 2019

Report of the Head of Transformation - A.Thomas

Matter for Decision

Wards Affected:

Ystalyfera

Project Proposal made to the Members Community Fund

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.

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.

Background

3. Installation of play equipment in the form of 25 metre Cableway or Zip wire complete with Safety Surfacing to Parc y Farteg, Ystalyfera.

This bid has been developed by the Ystalyfera Community Council to 'Enhance existing Council Services' and has the full support of Tai Tarian'.

The proposed play equipment or zip wire has been tested and certified to BS EN 1176 in order to comply with modern day Standards. The 34.5 square metres of Eco Smart Safety Surfacing conforms to BS EN 1177.

The need for this initiative has come to the attention of the local Councillor. It is in direct response to a raft of community consultation exercises staged in the summer and autumn of 2018. The zip wire project has been deemed a priority as a result of feedback from social media, an online Survey Monkey, suggestion boxes placed at key locations like the Post Office and YDT and a poster campaign.

The long term sustainable benefits associated with the project include adding significantly to the play value of Parc y Farteg, providing age appropriate exercise equipment for mid to late teens and enhancing

the range of outdoor adventurous play equipment. This installation is considered the first part of a phased development for the Park as the intention is to add more equipment as and when Community Council budgets and grant giving opportunities present themselves.

The request for Grant aid from the Members Community Fund is for £10,000 to offset the total project cost (net of VAT, which is recoverable) of £10,250. The funding shortfall is to be met by Ystalyfera Community Council. This investment of the Members Community Fund in Ystalyfera will fully commit Councillor Llewellyn's allocation.

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.

Ystalyfera Community Council has entered into a new lease with Tai Tarian for area intended to receive the Zip wire. Currently the grounds maintenance on the site comes under the management of Tai Tarian and under the Lease this will be transferred to the Community Council.

The Community Council will be responsible for ongoing maintenance, inspection and insurance of the new Cableway/Zip wire. The Community Council already has maintenance, an inspection regime and insurance in place for the other play facilities and MUGA's that come within their sphere of responsibility.

There will be no additional revenue burden on NPTCBC.

Integrated Impact Assessment

5. A first stage impact assessment has been undertaken to assist the Council in discharging its legislative duties (under the Equality Act 2010), the Welsh Language Standards (No.1) Regulations 2015, the Well - being of Future Generations (Wales) Act 2015 and the Environment (Wales) Act 2016.

The first stage assessment has indicated that a more in - depth assessment is not required as the summary concludes there are positive outcomes for the sustainable development principle, collaboration and involvement, with no impact on equalities and Welsh language.

Valleys Community Impact

6. No implications

Workforce Impacts

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

Legal Impacts

8. 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

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

Consultation

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

Recommendations

11. That the project proposal to provide new adventurous play apparatus in Parc y Farteg is approved and that Councillor Alun

Llewellyn's allocation of £10,000, under the Members Community Fund is awarded.

Reasons for Proposed Decision

12. 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

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

List of Background Papers

14. This Ystalyfera initiative has been developed from the Members Community Fund Application Form submitted by Councillor Alun Llewellyn and from additional research conducted by the PDFU with the Ystalyfera Community Council- this information has been retained for reference as have the documents associated with the first stage Impact Assessment.

Officer Contact

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

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

CABINET

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

19 June 2019

Section B: Matter for Information

Ward Affected: All

Officer Urgency Action 0037 re: Establishing a Youth Mayor.

Details of the above Urgency Action taken by the Assistant Chief Executive and Chief Digital Officer in consultation with the requisite Members, was for immediate implementation.

There is no call-in of this matter.

The Urgency Action was authorised 10 May, 2019 and for Members' Information a copy of the detailed report is attached.

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

**CABINET
19 June 2019**

**REPORT OF THE ASSISTANT CHIEF EXECUTIVE AND CHIEF
DIGITAL OFFICER**

SECTION A – MATTER FOR DECISION

WARDS AFFECTED: ALL

ESTABLISHING A YOUTH MAYOR

Purpose of the Report

To establish a First Youth Citizen of the County Borough to be called the Youth Mayor, who will be the voice of children and young people across the County Borough. The role will include shadowing the Mayor of the County Borough in a number of pre-determined Civic duties.

Financial Impact

There are no financial impacts as the costs of this initiative will be contained within existing budgets.

Integrated Impact Assessment

There is no requirement to undertake an Integrated Impact Assessment as this report is for monitoring / information purposes'.

Valleys Communities Impacts:

No implications.

Workforce Impacts

There are no Workforce Impacts.

Legal Impacts

There are no implications

Risk Management

There are none.

Consultation

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

Recommendation:

That the establishment of a Youth Mayor be approved.

Reason for Proposed Decisions:

To encourage the youth of Neath Port Talbot to become involved in democracy.

Implementation of Decisions

The decisions are for immediate implementation.

List of Background Papers

Urgency Action Number 0037

Officer Contact

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