



Y CABINET

**YN SYTH AR ÔL CYFARFOD PWYLLGOR CRAFFU'R
CABINET**

DDYDD MERCHER 10 GORFFENNAF, 2019

**SIAMBR Y CYNGOR - CANOLFAN DDINESIG PORT
TALBOT**

Rhan 1

1. Periodi cadeirydd
2. Datganiadau o fudd
3. Cofnodion y Cyfarfod Blaenorol (*Tudalennau 5 - 10*)
4. Blaenraglen Waith 2019/20 (*Tudalennau 11 - 12*)
5. Dileu gostyngiadau Treth y Cyngor ar gyfer Eiddo Gwag ac Ail Gartrefi (*Tudalennau 13 - 28*)
Adroddiad y Cyfarwyddwr Cyllid a Gwasanaethau Corfforaethol
6. Dangosyddion Perfformiad Allweddol y Cynllun Corfforaethol - 1 Ebrill 2018 - 31 Mawrth 2019 (*Tudalennau 29 - 46*)
Adroddiad gan y Prif Weithredwr Cynorthwyol a'r Prif Swyddog Digidol
7. Cronfa Gymunedol yr Aelodau - Aberafan (*Tudalennau 47 - 52*)
Adroddiad gan y Pennaeth Trawsnewid
8. Cronfa Gymunedol yr Aelodau - Canol Coed- (*Tudalennau 53 - 58*)
Adroddiad gan y Pennaeth Trawsnewid

9. Cronfa Gymunedol yr Aelodau - Port Talbot (*Tudalennau 59 - 64*)
Adroddiad gan y Pennaeth Trawsnewid
10. Cronfa Gymunedol yr Aelodau - Rhos (*Tudalennau 65 - 70*)
Adroddiad gan y Pennaeth Trawsnewid
11. Cynnydd i Ffioedd Cerbydau Hacni (*Tudalennau 71 - 92*)
Adroddiad gan Bennaeth y Gwasanaethau Cyfreithiol
12. Eitemau brys
Unrhyw eitemau brys (cyhoeddus neu wedi'u heithrio) yn ôl disgresiwn y Cadeirydd yn unol ag Adran 100b (4)(b) o Ddeddf Llywodraeth Leol 1972
13. Mynediad i gyfarfodydd
Penderfynu gwahardd y cyhoedd ar gyfer yr eitem ganlynol yn unol â Rheoliad 4 (3) a (5) o Offeryn Statudol 2001 Rhif 2290 a'r paragraffau eithriedig perthnasol yn Rhan 4 Atodlen 12A o Ddeddf Llywodraeth Leol 1972

Rhan 2

14. Teuluoedd Diamddiffyn o Syria - Gwasanaeth Cefnogi Gwaith Achos (*Tudalennau 93 - 110*)
Adroddiad preifat gan y Prif Weithredwr Cynorthwyol a'r Prif Swyddog Digidol
(Wedi'i eithrio dan baragraffau 14 ac 16)

S.Phillips
Prif Weithredwr

**Canolfan Ddinesig,
Port Talbot**

Dydd Iau, 4 Gorffennaf 2019

Aelodau'r Cabinet:

Cynghowyr: 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 a/ac L.Jones

Nodiadau:

- (1) *Os nad yw unrhyw aelod o Fwrdd y Cabinet yn gallu bad yn bresennol, gall unrhyw aelod arall o'r Cabinet gyflenwi fel aelod etholiadol ar y pwyllgor. Gofynnir i'r aelodau wneud y trefniadau hyn yn uniongyrchol ac yna i hysbysu is adran y pwyllgor..*
- (2) *Ystyrir barn y Pwyllgor Craffu blaenorol wrth wneud penderfyniadau (proses craffu cyn penderfynu)*

Mae'r dudalen hon yn fwriadol wag

EXECUTIVE DECISION RECORD**CABINET****19 JUNE 2019****Cabinet Members:**

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

Officers in Attendance:

S.Phillips, A.Evans, A.Jarrett, H.Jenkins, G.Nutt, K.Jones, C.Griffiths,
C.Furlow, T.Davies and C.Davies

Invitee: Councillor S.Rahaman (Chair of the Scrutiny Committee)

1. APPOINTMENT OF CHAIRPERSON

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

2. DECLARATION OF INTEREST

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

Councillor P.D.Richards

Re: Min No. 10 Report of the Head of Transformation, Members' Community Fund – Baglan, as it refers to his Community Fund. As his interest was prejudicial he withdrew from the room during discussion and voting thereon.

3. **MINUTES OF PREVIOUS MEETING**

Decision:

That the Minutes of the previous meeting of Cabinet held on 29 May, 2019, be approved.

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

Noted by the Committee.

5. **WALES AUDIT OFFICE - AUDIT OF NEATH PORT TALBOT COUNTY BOROUGH COUNCIL'S 2019-20 IMPROVEMENT PLAN**

Decision:

That the Wales Audit Office - Audit of Neath Port Talbot County Borough Council's 2019-20 Improvement Plan report be noted, and the Assistant Chief Executive and Chief Digital Officer be authorised to publish the report on the Council's website.

Reason for Decision:

To enable publication of the Audit of Neath Port Talbot County Borough Council's 2019-20 Improvement Plan Certificate on the Council's website.

Implementation of Decision:

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

6. **WELSH LANGUAGE STANDARDS ANNUAL REPORT 2018-2019**

Decision:

That Neath Port Talbot Council's Welsh Language Standards Annual Report 2018–2019, be noted.

7. **UNREASONABLE/UNACCEPTABLE CUSTOMER BEHAVIOUR POLICY**

Officers explained that the Unreasonable/Unacceptable Behaviour Policy had been used infrequently, and was only necessary in extreme circumstances in order to protect the welfare of staff and other customers.

Decision:

That the Unreasonable/ Unacceptable Customer Behaviour Policy be amended, as detailed in the circulated report.

Reason for Decision:

To enable the Council to undertake its statutory duties and duty of care to employees and Elected Members.

Implementation of Decision:

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

8. **RISK REGISTER REVIEW 2018-19 QUARTER 4**

Decision:

That the Risks set out in Appendix 1 to the circulated report, be acknowledged.

Reason for Decision:

To ensure compliance with the approved Risk Management Policy.

Implementation of Decision:

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

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

Decision:

That the provision of litter picking equipment for the Baglan Moors Community Group, as detailed in the circulated report, be approved, and that Councillor N.Hunt's allocation of £523.38 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.

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

(At this point Councillor P.D.Richards withdrew from the meeting and took no part in the discussion and voting thereon.)

Decision:

That the addition of four Welcome signs at gateway locations in Baglan, as detailed in the circulated report, be approved, and that Councillor P.D.Richard's, Councillor C.Clement-William's and Councillor S.Renkes' allocation of £1,605 each, 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.

After the decision was made, Councillor P.D.Richards re-joined the meeting.

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

Decision:

That Parc y Llyn, Cwmavon, be equipped with new rugby posts, as detailed in the circulated report, and that Councillor R.Mizen's and Councillor D.Whitelock's allocation of £355.25 each, 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.

12. **MEMBER'S COMMUNITY FUND - LOWER BRYNAMMAN**

Decision:

That two benches be provided at Banwen Place and New Road, between Gwaun Cae Gurwen and Tai'rgwaith in the Amman Valley, and that Councillor A.N.Woolcock's allocation of £1,202 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 - YSTALYFERA**

Decision:

That the installation of new adventurous play apparatus (in the form of 25 metre Cableway or Zip wire complete with Safety Surfacing) at Parc y

Farteg, Ystalyfera, be approved and that Councillor A.Llewellyn's allocation of £10,000, under the Members' Community Fund, 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. **URGENCY ACTION - 0037**

Members noted that an election would shortly take place within Neath Port Talbot's Youth Council for both the Youth Mayor and Deputy Youth Mayor positions.

A further report would be brought before Members, detailing the arrangements for the inauguration of the Youth Mayor, along with the Deputy Youth Mayor, who would provide cover for events when the Youth Mayor was unavailable.

Decision:

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

Officer Urgency Action No 0037 Re: Establishment of a Youth Mayor.

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
31 July 2019	Budget Monitoring	Monitoring	Annual	H.Jenkins
	Treasury Management	Monitoring	Annual	H.Jenkins
	Members Com Fund (if needed)			P.Hinder
	City Deal Business Case	Decision	Topical	CEX
	Decarbonisation and Renewable Energy Strategy	Decision	Topical	C.Morris
	Valleys Action Plan	Info	Topical	G.Nutt
	Health and Social Care (Quality and Engagement) (Wales Bill) – Consultation Response	Decision	Topical	C.Furrow-Harries

Tudalen 11

Eitem yr Agenda 4

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

Meeting Date	Agenda Items	Type (Decision/ Monitoring Or Information)	Rotation (Topical, Annual, Bi-Annual, Quarterly, Monthly)	Contact Officer/ Head of Service
2 Oct 2019	Annual Report 2018/19	Monitoring	Annual	K.Jones
	Budget 2020/21		Annual	H.Jenkins
	Strategic Equality Plan Annual Report 2018-19			K.Jones
	Valleys Action Plan Progress Report			G.Nutt
	Members Com Fund (if needed)			P.Hinder

Tudalen12

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

CABINET

10 JULY 2019

REPORT OF THE DIRECTOR OF FINANCE AND CORPORATE SERVICES – Hywel Jenkins

SECTION A – MATTERS FOR DECISION

WARDS AFFECTED: ALL

REMOVAL OF COUNCIL TAX DISCOUNTS FOR EMPTY PROPERTIES AND SECOND HOMES

Purpose of Report

1. This report provides details of the current policy with regard to Council Tax discounts and sets out a proposal to amend the authority's discretionary powers to remove the level of discount in respect of dwellings that are classified as long term empty properties and those that are deemed prescribed classes of dwellings (usually described as second homes).

Executive Summary

2. The Welsh Government are seeking to introduce changes to the Local Government Funding formula for 2020/21 which means that in order to ensure that they are not financially disadvantaged and have to make additional budget cuts each Council will need to withdraw their discretionary discounts and set a full council tax charge for properties classified as empty properties and second homes i.e. council tax dwellings classified as Class A, Class B and Class C.
3. There are currently 1,399 empty properties where the tax payer is benefiting from a 50% discount on their Council Tax bill and 546 unoccupied but furnished properties where the tax payer is benefiting from a 25% discount on their Council Tax. This report proposes to charge full council tax (100% per relevant property

band) for second homes and empty properties by removing discounts. This report does not propose to set a “premium” council tax charge for such property categories.

Background -

Council Tax Prescribed Class of Dwelling – Second Homes

4. In the case of a dwelling as defined in the Council Tax (Prescribed Class of Dwelling) (Wales) Regulations 1998, as amended, the Council has discretion to award up to 50% discount in respect of the two following prescribed classes of dwellings, i.e. second homes under Class A and Class B. However members should note that the actual discount determined by this Council for second homes falling under these two classes is 25%.

Class A

- (a) which is not the sole or main residence of an individual;
- (b) which is furnished; and
- (c) the occupation of which is prohibited by law for a continuous period of at least 28 days in the relevant year.

Class B

- (a) which is not the sole or main residence of an individual;
- (b) which is furnished; and
- (c) the occupation of which is not prohibited by law for a continuous period of at least 28 days in the relevant year.

5. Examples of the circumstances affecting many of the dwellings which fall into prescribed class (2nd homes) are:
 - A pensioner moving into sheltered accommodation and leaving the dwelling unoccupied but furnished.
 - A dwelling which is for sale, unoccupied but furnished.
 - An unoccupied but furnished property jointly owned by a parent and sibling(over 18), where the parent moved into a nursing home and subsequently passes away.
 - A property which passes to someone’s ownership when probate is granted and is unoccupied but furnished.
 - A furnished rented property which is unoccupied in-between tenants.

Empty Properties (Class C)

6. Empty properties, i.e. properties that are unoccupied and unfurnished, are initially exempt from Council Tax for up to 6 months. A property is considered to be “long term empty” if it has been unoccupied and unfurnished for more than six months and does not qualify for another class of exemption from Council Tax.
7. With effect from the 1st April 2004, the Local Government Act 2003 gave councils discretionary powers to reduce or remove the 50% Council Tax discount awarded in respect of long-term empty properties.
8. The Council has previously determined that a discount of 50% be granted in respect of Class C properties.

“Premium” charge of Council Tax

9. The Welsh Government has put in place legislation that allows Councils to set a premium charge i.e. above 100% and up to a maximum of 200% council tax for empty properties and second homes. The aim of that policy/legislation is to encourage best use of property, local use and contributions to communities. All proceeds from the additional premium charge is to be spent locally on housing related services and shared accordingly with the other local precepting bodies. Prior to implementing a premium a council must consult with their taxpayers and provide relevant taxpayers with a minimum 12 month notice of any such premium charge. Members should note that this report does not propose setting a premium charge in Neath Port Talbot Council.

Data Analysis

10. The overall number of properties classified as Class A and Class B (second homes) for the past 5 years is detailed below.

Financial year	Number of properties
2018/19	546
2017/18	582
2016/17	512
2015/16	496
2014/15	444

11. The updated position as at the 1st May 2019 shows there are 546 second home properties. An analysis of these properties by Band and Parish can be found at Appendix 1.
12. The overall number of properties classified as Class C (long term empties) for the past 5 years is detailed below.

Date	Number of properties
31.10.18	1,332
31.10.17	1,423
31.10.16	1,376
31.10.15	1,412
31.10.14	1,468

13. The updated position as at the 1st May 2019 is that there are 1,399 empty properties. An analysis of these properties by Band and Parish can be found at Appendix 2.
14. Since 2004, across Wales, a number of councils have used their discretionary powers to remove the discount on Class A, B and C properties. This Authority is the only one to apply a discount to Class A and B properties i.e. second homes and there are only 3 other councils that apply a 50% discount on Class C properties, namely Swansea, Carmarthenshire and Blaenau Gwent. It is expected that all Councils will review their policies to provide discounts under these classes from 1 April 2020.

Benefit of Proposed Change

15. The Council Tax Base calculation currently takes into account properties that receive a discount for Class A, B and C and therefore the base is a reflection of the number of chargeable dwellings included in the funding formula for distribution of the Local Government Annual Settlement across all 22 Local Authorities in Wales. From October 2019 it is expected that the Welsh Government will amend the funding rules so that the Council Tax Base calculation will not take into account the discounts for these property classes. As a result the Council needs to remove the discounts in order to benefit from the full funding allocation from next year's Local Government Settlement.
16. In addition to this, it is expected that by removing the discounts it will encourage property owners to make better use of their

properties, not allow them to remain empty for long periods and thus not fall into disrepair.

17. Empty properties can be detrimental to other properties in the vicinity in terms of both market value and quality of life, and can encourage anti-social behaviour such as vandalism, squatting, littering and crime.
- 18 There are many positive results in encouraging empty homes back into use;

For the owner:

- If the property is sold, the owner can release equity within the property.
- If the property is rented, the owner receives an income from the property.
- Leaving a property empty could increase insurance premiums.
- Council Tax is paid for by the occupier and not the owner.

For the community:

- The opportunity for fly tipping and anti-social behaviour is reduced
- An empty property can have a negative impact on the neighbourhood, reducing house prices and lowering community pride in an area.
- Provide much needed housing in the borough.

For the local economy:

- Bringing an empty property back into use can contribute to the regeneration of an area, increase spending in the local economy and helping to protect the value of surrounding properties.
- Unsightly properties can often deter investment in an area, which can lead to decline.

The Council's Environmental Health department are responsible for addressing the issue of long term empty properties within the County Borough. The bulk of their work relates to communication with homeowners to identify reasons as to why a property remains empty and signposting the owners to options for bringing

the property back into use including the use of the 'Houses into Homes' loans scheme.

19. Council Tax Payers will continue to receive exemptions and discounts as appropriate e.g. whilst staying in a residential care or nursing home, single person discount for occupied dwellings.

Financial Impact

20. The Welsh Government proposal to amend the Financial Settlement to Local Government would reduce the amount of grant due to this Council unless the proposals set out in this report are approved. Based upon the number of properties mentioned earlier in paragraphs 11 and 13 it is projected that the gross council tax proceeds will increase by £1m - see below:

Category	No of properties	Band D Equivalent	Council Tax yield @ 97%
Second Homes	546	112	£174k
Empty properties	1,399	547	£851k
Total	1,945	659	£1,025

However the benefit to the council will be offset by a grant settlement reduction of some £600k together with a collection allowance of some £200k realising an estimated net increase of some £200k.

Integrated Impact Assessment (IIA)

21. A first stage impact assessment has been undertaken to assist the Council in discharging its legislative duties. This is set out at Appendix 3 and shows this proposal will impact on some 1,945 properties and their occupiers across the County Borough. The assessment concludes that there is no need for a full IIA to be completed.

Valleys Communities Impacts

22. No implications.

Workforce Impacts

23. There will be additional work in trying to collect the additional Council Tax charged however there will be a compensatory reduction in work as we currently review these accounts on an annual basis and undertake a visit in the first instance to confirm entitlement to the discount.

Legal Impacts

24. There are no legal impacts arising from this report.

Risk Management

25. There is risk associated with having to collect the additional Council Tax, it may have an adverse effect on our collection rate if taxpayers do not pay the additional increase in Council Tax due. There is also a risk associated with potential fraud where the owner may declare a person living at a property in order to avoid paying full Council Tax on an empty property. These risks will be monitored closely.

Crime and Disorder Impacts

26. Empty properties can be detrimental to other properties in the vicinity in terms of both market value and quality of life, and can encourage anti-social behaviour such as vandalism, squatting, littering and crime.
27. The removal of the discounts will encourage tax payers to bring these properties back into use and have a positive impact in assisting to reduce crime and disorder.

Consultation.

28. There is no requirement for external consultation on this item. During the remainder of 2019 it is proposed to write to all current recipients of these discounts to inform them that the charge from 1 April 2020 will increase to pay 100% of the Council Tax charge.

Recommendation

29. It is recommended that Cabinet approves the removal of the current discounts and make a full council tax charge from 1 April 2020 for Class A and B (second homes) and for Class C (long term empty) properties.

Reason for Proposed Decision

30. To review the council tax discounts for second homes and empty properties in line with the Welsh Government consideration to change the Local Government Funding formula and to assist the Council to fund its Budget from 1 April 2020.

Implementation of Decision

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

Appendices

Appendix 1 - A current analysis, as at 1st May 2019 of Class A and B properties (Second Homes) by Band and Parish

Appendix 2 - A current analysis, as at 1st May 2019 of Class C (Empty) properties by Band and Parish

Appendix 3 – Impact Assessments

List of Background Papers

Council Tax (Prescribed Class of Dwelling) (Wales) Regulations 1998.
Local Government Finance Act 2003

Officer Contact

Mr Hywel Jenkins – Director of Finance and Corporate Services
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Mr Huw Jones – Head of Finance

Tel No: 01639 763575 - E-mail: h.jones@npt.gov.uk

Mrs Ann Hinder - Principal Council Tax Officer

Tel No: 01639 763908 - E-mail: a.hinder@npt.gov.uk

Class A and Class B Discounts (Second Homes) by Band and Parish at 1 May 2019

Appendix 1

Tudalen 22

Parish	Band A	Band B	Band C	Band D	Band E	Band F	Band G	Band H	Band I	Total
Briton Ferry	11	13	1	0	0	0	0	0	0	25
Neath North	3	17	13	5	1	0	0	0	0	39
Neath South	7	8	2	2	2	1	0	0	0	22
Blaengwrach	0	1	4	0	1	0	0	0	0	6
Blaenhonddan	2	11	4	9	4	3	0	1	0	34
Clyne & Melincourt	1	2	0	0	0	0	0	0	0	3
Coedffranc	4	14	7	1	2	0	1	1	0	30
Crynant	0	2	7	2	1	0	0	0	0	12
Dyffryn Clydach	3	2	1	6	0	0	0	0	0	12
Glynneath	4	8	3	2	1	0	0	0	0	18
Onllwyn	2	2	0	0	0	0	0	0	0	4
Pelenna	1	2	3	3	0	0	1	0	0	10
Resolven	5	2	1	2	1	0	0	0	0	11
Seven Sisters	4	3	0	0	0	0	0	0	0	7
Tonna	1	2	2	3	0	0	0	0	0	8
Gwaun Cae Gurwen	3	10	4	1	1	0	0	0	0	19
Cwmlllynfell	3	3	2	1	0	0	0	0	0	9
Ystalyfera	9	11	6	4	0	0	0	0	0	30
Pontardawe	3	13	8	6	3	0	0	0	0	33
Cilybebyll	0	2	4	1	3	0	0	0	0	10
Aberavon	2	11	2	1	0	0	0	1	0	17
Sandfields West	1	10	0	1	0	0	0	0	0	12
Sandfields East	2	11	8	5	0	0	0	0	0	26
Baglan	1	10	5	5	1	3	0	0	0	25
Glyncorwg	36	4	1	2	1	0	0	0	0	44
Cwmavon	0	13	2	2	0	0	1	0	0	18
Port Talbot	2	13	5	7	1	0	0	0	0	28
Taibach	3	13	3	0	0	0	0	0	0	19
Margam	2	4	3	3	1	1	0	0	0	14
Bryn	0	0	0	1	0	0	0	0	0	1
Total	115	217	101	75	24	8	3	3	0	546

Class C Discount (Empty Properties) by Band and Parish at 1 May 2019

Appendix 2

Parish	Band A	Band B	Band C	Band D	Band E	Band F	Band G	Band H	Band I	Total
Briton Ferry	34	53	11	2	1	0	0	0	0	101
Neath North	21	31	18	10	2	1	1	0	0	84
Neath South	32	61	9	4	3	0	0	0	0	109
Blaengwrach	17	8	2	1	0	0	0	0	0	28
Blaenhonddan	11	15	11	17	11	4	3	1	1	74
Clyne & Melincourt	5	8	2	0	0	0	0	0	0	15
Coedffranc	26	38	22	5	3	0	3	0	0	97
Crynant	0	4	6	7	2	1	0	0	0	20
Dyffryn Clydach	4	5	2	2	0	1	0	0	0	14
Glynneath	18	17	11	3	2	0	0	0	1	52
Onllwyn	4	4	0	2	0	1	0	0	0	11
Pelenna	7	3	0	1	1	0	0	0	0	12
Resolven	18	14	4	3	0	0	0	0	0	39
Seven Sisters	5	9	2	2	1	0	0	0	0	19
Tonna	6	3	3	1	0	1	0	0	0	14
Gwaun Cae Gurwen	17	26	12	0	0	0	0	0	0	55
Cwmllynfell	7	8	1	0	1	1	0	0	0	18
Ystalyfera	35	17	6	3	0	0	0	0	0	61
Pontardawe	31	22	20	10	5	0	0	2	1	91
Cilybebyll	4	4	11	8	3	0	0	0	0	30
Aberavon	12	40	2	0	0	0	0	0	0	54
Sandfields West	2	17	0	0	0	0	0	0	0	19
Sandfields East	10	21	5	3	0	1	0	0	0	40
Baglan	5	21	10	10	4	2	0	0	0	52
Glyncorwg	99	5	0	2	0	0	0	0	0	106
Cwmavon	10	25	5	2	2	0	0	1	0	45
Port Talbot	23	34	6	1	1	0	0	0	0	65
Taibach	16	27	3	0	1	1	0	0	0	48
Margam	6	2	3	1	3	0	3	2	0	20
Bryn	0	3	1	2	0	0	0	0	0	6
Total	485	545	188	102	46	14	10	6	3	1,399

Tudalen 23

1. Details of the initiative

Initiative description and summary: Removal of Council Tax Discounts for Empty Properties and Second Homes.

There are some 1,399 empty properties and 546 second homes receiving a 50% or 25% discount respectively out of a total of some 66,000 properties in the County Borough. This is approximately 2.8% of the total number of properties. Council taxpayers will continue to benefit from the various exemptions, discounts and council tax reductions scheme as per the WG legislation and schemes. In recent years the WG have introduced the ability to charge premium on council tax for empty properties and second homes in order to encourage more and local use and reduce long term inoccupation of property. For 2019/20 the NPT Council element of council tax discount at 25% is at Band D is valued at £453.53, whilst the Band D 50% discount for empty properties is valued at £907.06. As Council Tax varies for Band A from 2/3rds of Band D to a maximum of 21/9ths for Band I properties the actual additional cost to the council taxpayer will also vary by the same ratio depending upon their property Band Value. This proposal will be an incentive for property to be used and not left empty thus benefiting the wider local economy and community.

The Welsh Government have in recent years provided legislation to enable Council's to set premium charges of council tax resulting in payments of between 100% and 200% of the relevant Council Tax Property Band Charge. They are also proposing for 2020/21 that The Welsh Government Revenue Settlement Grant be distributed to Councils on the Council Tax Base gross of discounts for second homes and empty properties. As one of a small number of Council's this proposal would reduce the amount of grant received from the Welsh Government unless the Council amends its discretionary policy on awarding discounts under Class A, B and C of the Council tax legislation.

Service Area: Council Tax

Directorate: Finance and Corporate Services

2. Does the initiative affect:

	Yes	No
Service users		X
Staff	X (possibly)	

Wider community	X	
Internal administrative process only		X

3. Does the initiative impact on people because of their:

	Yes	No	None/ Negligible	Don't Know	Impact H/M/L	Reasons for your decision (including evidence)/How might it impact?
Age				X		<p>The initiative will impact on homeowners whose properties fall into one of the three classes currently receiving a discount. The Revenues database does not hold all the relevant data to be able to confirm the information to answer this question specifically.</p> <p>However it is likely that some of the 1,945 council tax payers affected by the proposal would fall into one or more of the protected characteristic categories but there are other discounts and exemptions that are provided in legislation that provide support to some of our most vulnerable people to help them pay their council tax.</p>
Disability				X		
Gender Reassignment				X		
Marriage/Civil Partnership				X		
Pregnancy/Maternity				X		
Race				X		
Religion/Belief				X		
Sex				X		
Sexual orientation				X		

Tudalen25

4. Does the initiative impact on:

	Yes	No	None/ Negligible	Don't know	Impact H/M/L	Reasons for your decision (including evidence used) / How might it impact?
People's opportunities to use the Welsh language		X				
Treating the Welsh language no less favourably than English		X				

5. Does the initiative impact on biodiversity:

	Yes	No	None/ Negligible	Don't know	Impact H/M/L	Reasons for your decision (including evidence) / How might it impact?
To maintain and enhance biodiversity		X				
To promote the resilience of ecosystems, i.e. supporting protection of the wider environment, such as air quality, flood alleviation, etc.		X				

6. Does the initiative embrace the sustainable development principle (5 ways of working):

	Yes	No	Details
Long term - how the initiative supports the long term well-being of people	X		The initiative should have a positive impact on the number of empty properties in the County Borough.
Integration - how the initiative impacts upon our wellbeing objectives	X		
Involvement - how people have been involved in developing the initiative		X	The initiative is being implemented in advance of changes to Welsh Government funding arrangements. By approving the scheme early in 2019 those affected will be informed and in sufficient time for them to make alternative arrangements.
Collaboration - how we have worked with other services/organisations to find shared sustainable solutions		X	

Prevention - how the initiative will prevent problems occurring or getting worse	X	The initiative should have a positive impact on the number of empty properties in the County Borough.
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7. Declaration - based on above assessment (tick as appropriate):

A full impact assessment (second stage) is not required	
Reasons for this conclusion	
<p>The initiative is being implemented in advance of Welsh Government changes to Council funding arrangements. It provides encouragement to property owners to maximise the use of their properties, bring property into use and help local economic activity. The Council would be financially disadvantaged by not implementing a change to these discretionary discounts which could affect the Council's ability to provide services to communities and service users across the County Borough. Whilst it is proposed that the discounts for empty properties and second homes are withdrawn and a full council tax charge be set these will impact on some council tax payers with protected characteristics but some may also benefit from other discounts and exemptions which are available to help the most vulnerable people in our communities pay their council tax.</p>	

A full impact assessment (second stage) is required	
Reasons for this conclusion	

Tudalen 27

	Name	Position	Date
Completed by	Huw Jones	Head of Finance	2 July 2019
Signed off by	Hywel Jenkins	Director of Finance and Corporate Services	3 July 2019

Mae'r dudalen hon yn fwiadol wag



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

CABINET

10 July, 2019

**Report of Assistant Chief Executive and Chief Digital Officer
K. Jones**

Matter for Monitoring

Wards Affected: All Wards

Report Title:

Corporate Plan Key Performance Indicators, 1st April 2018 – 31st March 2019) for services within Cabinet's purview.

Purpose of the Report:

To report 2018/19 full year performance for the Council's Corporate Plan Key Performance Indicators (KPIs) for the period 1st April 2018 to 31st March 2019 for services within the purview of Cabinet.

Executive Summary:

The following information highlights performance for some of the indicators that may be of interest to Members.

Well-being Objective 1 – To improve the well-being of children and young people

- CP/012 – There has been a year on year increase in the number of apprenticeship, traineeships and work placement opportunities made available each year within the Council.
- CP/015 - 12% of schools adopted suitable programmes for Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV). It is currently each schools discretion as to whether to offer these lessons or not. Going forward we will work with partners to ensure there is increased take-up.
- CP/017 – In the Crucial Crew (organised by Community Safety Team) event held in July 2018, 98% of year 6 children (1554 out of 1586) took part in a suitable programme to address cyber-crime.

Well-being Objective 2 – To improve the well-being of all adults who live in the county borough

- CP/025 – There were 9 compulsory redundancies across the Council during 2018-19. It is our aim to minimise compulsory redundancies as much as possible and we have done this by promoting redeployment. The small number of compulsory redundancies should be taken in the context of the Council's Strategy to reduce headcount and pay bill costs, whilst minimising compulsory redundancy.
- CP/036 – 25 street vulnerable people were referred to the Multi-Agency Risk Assessment Conference (MARAC). 15 had a successful intervention, 10 are currently being monitored and 1 refused to engage.

- CP/046 - Accuracy of processing benefit claims remains at almost 100% and speed of processing benefits claims and changes of circumstances represents a trend of continuous improvement.

Governance and Resources – To ensure the business of the Council is managed to maximise the long term benefit of citizens of Neath Port Talbot

- CP/088 – The Council continued to receive no statutory recommendations from its external auditors in relation to our strategic and operational planning arrangements.
- CP/091 – Despite a small increase in the number of recorded complaints there were no systemic failings that could be attributed to a particular service area from the instances reported.
- CP/101 – In the Contact Centre, there was an improvement in the average time to answer telephone calls in Welsh.
- CP/103 – There has been a continued increase in the percentage of transactions completed on-line for a number of services.
- CP/105 & CP/107 – The targets set for the collection of both Council Tax and Non-Domestic Rates were achieved for the year.

Background:

Cabinet is presented with the performance for the Corporate Plan KPIs within the purview of Cabinet (i.e. Chief Executive's & Finance & Corporate Services), attached in appendix 1.

The full suite of Corporate Plan KPIs can be found in the [Corporate Plan 2018-2022](#). Full year performance of the full suite of Corporate Plan KPIs will be published alongside the Corporate Plan 2018-2022 Annual Report in October 2019.

All other Corporate Plan KPIs are reported to relevant Cabinet Boards i.e. Education, Skills and Culture, Social Care Health and Wellbeing, Street Scene and Engineering and Regeneration and Sustainable Development.

KPI status:

- GREEN (green traffic light) - KPIs that have improved on or achieved target
- AMBER (amber traffic light) - KPIs that have not achieved target but performance is within 5%
- RED (red traffic light) - KPIs that are 5% or more below target

Where available, appendix 1 provides performance data for full year performance for 2016/17, 2017/18, 2018/19 and a target for 2018/19.

Appendix 2 provides 2018/19 full year information for Compliments and Complaints data, collected in line with the [Council's Comments, Compliments & Complaints Policy](#) for services within the purview of Cabinet. All other compliments and complaints information continue to be reported to relevant Cabinet Boards.

Financial Impacts:

The performance described in the report is being delivered against a challenging financial backdrop.

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:

The Council's workforce continues to contract as financial resources continue to reduce. In recognition of the scale of change affecting the workforce, a new Corporate Workforce Plan has been developed to support the workforce to adapt to the changes that are taking place.

Legal Impacts:

This Report is prepared under:

- The Local Government (Wales) Measure 2009 and discharges the Council's duties to "make arrangements to secure continuous improvement in the exercise of its functions".
- The Well-being of Future Generations (Wales) Act 2015
- The Neath Port Talbot County Borough Council Constitution requires each cabinet committee to monitor quarterly budgets and performance in securing continuous improvement of all the functions within its purview.

Risk Management Impacts:

Failure to provide a suitable monitoring report within the timescales could lead to non-compliance with our Constitution. Also, failure to

have robust performance monitoring arrangements in place could result in poor performance going undetected.

Consultation:

There is no requirement for external consultation on this item.

Recommendations:

For Members to monitor performance contained within this report.

Reasons for Proposed Decision:

Matter for monitoring. No decision required.

Implementation of Decision:

Matter for monitoring. No decision required.

Appendices:

Appendix 1 – Corporate Plan Key Performance Indicators 2018/2019 – Performance (1st April 2018 – 31st March 2019).

Appendix 2 - Compliments and Complaints information – 2018/2019 (1st April 2018 – 31st March 2019).

List of Background Papers:

[Corporate Plan 2018-2022](#)

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Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Tudalen 35

Performance Indicators


Neath Port Talbot Council




Appendix 1 - Cabinet - Corporate Plan Key Performance Indicators - Full Year -2018/19








Print Date: 04-Jul-2019



How will we know we are making a difference (01/04/2018 to 31/03/2019)?

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
1 Well-being Objective 1 - To improve the well-being of children and young people					
CP/012 - Number of apprenticeship, traineeship and work placement opportunities made available each year within the Council	48.00	86.00	120.00	83.00	 Green
As at end of Quarter 4, 120 can be broken down as: 71 apprenticeships 16 traineeships 33 work placements					
CP/015 - Percentage of schools that have adopted suitable programmes to address violence against women, domestic abuse and sexual violence (VAWDASV)			12.12		
New indicator - no comparable data or target. Quarter 4: 8 of 66 schools. Hafan Cymru's Spectrum Programme delivers age appropriate Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) lessons, but it is currently at each school's discretion as to whether they decide to offer these lessons or not. There will be an increased focus on ensuring take-up of this service, particularly due to the partnership work of the VAWDASV Children and Young People's Group and the Relationship and Sex Education (RSE) Group, focusing on lesson packs for all schools. The lesson pack has now been updated and will be delivered to all schools over time. We are also commencing work with Welsh Women's Aid on their whole school approach to tackling VAWDASV. In addition, the Community Safety Team and Youth Service held an awareness raising conference during September 2018. The conference was aimed at front line professionals working with Children and Young People, to share information on services available for children who are affected by domestic abuse. This included sharing information on the roll out of the RSE packs across all schools.					
CP/016 - Percentage of children and young people who have participated in a suitable programme that addresses VAWDASV			39.00		
New Indicator - no comparable data or target. 1,886 of 4,836 pupils (39%). During 2018/19, a suitable programme was delivered to year 6 and year 8 pupils. For Year 8 pupils, 'It's your World' was a pilot event held at Ysgol Bae Baglan only, delivering safety messages on five key topics. 300 Year 8 pupils received this programme during Quarter 1. A further 2 events will be held during 2019. Year 6 pupils participated in a suitable programme through the Crucial Crew event, which took place in July and was attended by 1,586 pupils. This event will next take place in July 2019.					
CP/017 - Percentage of year 6 children and young people who have participated in a suitable programme to address cyber-crime			97.98		
New Indicator - no comparable data or target. This work is carried out in July every year at the Community Safety flagship event Crucial Crew. 1,554 of 1,586 participated. However, all children and young people from year 7 – 11 in the county borough would have participated through the normal school curriculum in a programme of general awareness raising on internet safety.					
2 Well-being Objective 2 - To improve the Well-being of all adults who live in the county borough					







PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
CP/025 - Number of compulsory redundancies made by the Council	26.00	4.00	9.00		
It is our aim to minimise compulsory redundancies as much as possible and we have done this during this financial year by promoting redeployment. The small number of compulsory redundancies should be taken in the context of the Council strategy to reduce headcount and payroll costs, whilst minimising compulsory redundancy— a number of measures are taken to achieve this, including redeployment activity.					
CP/033 - Number of incidents of VAWDASV where the risk is considered low or medium			7040.00		
New Indicator - no comparable data or target. This figure represents the total number of low / medium risk incidents reported to South Wales Police.					
CP/034 - Percentage of incidents of domestic abuse where people are repeat victims - IDVA (Council) - highest risk victims	35.36	35.00	38.56	34.00	 Red
During 2019/2020 an analysis into repeat victims will be undertaken, to better understand the profile of these individuals and the nature of their circumstances, as well as identifying any other complex needs they may have and how best we support those victims with multiple needs. We will have the opportunity to pilot different approaches, which may lead to a change in the number of repeat referrals to the Independent Domestic Violence Advisor service.					
CP/035 - Number of people referred to the Channel Panel who were no longer deemed vulnerable following intervention by the Panel			1.00	7.00	 Red
New Performance Indicator. No comparable data. Referrals to Channel Panel are low. The Council's referral pathway and communications around Channel have been reviewed and amended during 2018/19 which will hopefully generate an increase in referrals going forward. The Workshop to Raise Awareness of PREVENT (WRAP training), which promotes the PREVENT duty and role of Channel to all staff, continues to be rolled out across the Council. Due to the low referral numbers, a training review was conducted by the Prevent Action Group, the results of which demonstrated a good awareness and confidence to report. Other partner agencies refer directly to the Wales Extremism and Counter Terrorism Unit (WECTU) and these are assessed for their suitability for Channel. Following discussions with WECTU around referral numbers, it is expected that a small number of additional cases will be passed to Channel for appropriate support to be provided to individuals in our community who may be vulnerable to being drawn into terrorism. During 2018/19 the one referral that was discussed at Channel, had a positive, successful outcome and relevant support was provided by the intervention provider and NPT College.					
CP/036 - Percentage of vulnerable people whose vulnerability is reduced via the vulnerable persons MARAC (Multi Agency Risk Assessment Conference)			96.15		
New Indicator - no comparable data or target. This performance indicator measures the number of street vulnerable people referred to MARAC. In 2018-19 a total of 26 vulnerable people have been referred to the SV MARAC, of these one refused to engage, 10 are currently being monitored and 15 have had a successful intervention.					
CP/037 - Number of repeat anti-social behaviour victims	6.00	5.00	5.00	6.00	 Green





PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
A total of 5 people have been supported through South Wales Police action plans. These figures are low as the early interventions put in place are generally effective. A repeat anti-social behaviour victim is a person who has reported three incidents in a six month period and an action plan is put in place to support the victim.					
CP/038 - Rate of drug-related deaths for Neath Port Talbot		5.00	0.00		
This measure reports data with effect from 2017/18 onwards and records only those drug related deaths in Neath Port Talbot that have been reported to the Area Planning Board (APB) and not the total number of drug related deaths that may have occurred (as provided annually by the Office of National Statistics from Coroners data).					
There have been no drug related deaths in Neath Port Talbot in the period reported to the APB Case Review Coordinator. The APB relies on partners (mainly South Wales Police) to report on suspected drug related deaths to be reviewed by the APB. The Public Services Board's (PSB) Critical Incident Group has requested that the review process be improved and work is underway to recruit a full time Case Review Coordinator to ensure a dedicated resource is available to drive forward an improvement in reporting.					
CP/039 - Service users with drug-related co-occurring issues reporting an improvement in service responses					
There is no data available on clients with a co-occurring diagnosis in relation to their recovery journey.					
CP/046 - Percentage of correctly granted benefit against total granted	99.94	99.95	99.95	99.95	 Green
Actual meets target. Accuracy remains very high with little variance over time.					
CP/047 - Average days taken for new claims and changes of circumstances– application to assessment	5.44	4.34	3.31	6.00	 Green
Performance is above target and represents a trend of continuous improvement from 2016-17 and 2017-18.					
4 Governance and Resources (cross cutting) - To ensure the business of the Council is managed to maximise the long term benefit for the citizens of Neath Port Talbot					
CP/086 - PAM/001 - Number of working days lost to sickness absence per employee - Sickness FTE days lost	9.93	9.47	9.79	9.40	 Amber
Managing sickness absence continues to be a key priority for Heads of Service and their Accountable Managers. 2018/19 national data will be published on 29th July 2019. All Wales performance for 2017-18 was 10.4 days and ranked us 5th across Wales					
CP/087 - Percentage of eligible people registered to vote	93.72	94.40	94.29	94.00	 Green
Target achieved. Following the completion of the Annual Canvass process the percentage of eligible electors registered via our online channels, post or through a personal canvasser visit has enabled us to be slightly above target for this year.					

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
CP/088 - Number of statutory recommendations made by the Council's external auditors on strategic and operational planning arrangements	0.00	0.00	0.00	0.00	 Green
The Wales Audit Office Annual Improvement Report (AIR) 2017-2018 made no formal recommendations for the Council. However the Auditor General did make a number of proposals for improvement and recommendations, deriving from local and national work undertaken by the Wales Audit Office and inspection work undertaken by Estyn. These proposals for improvement and recommendations are a key input into the Council's corporate governance arrangements and where necessary are incorporated into the Council's Annual Governance Statement - Improvement Action Plan, which is monitored periodically by the Cabinet/Cabinet Scrutiny Committee and the Audit Committee.					
CP/089 - Percentage of key performance indicators (National Public Accountability Measures) that were either at maximum performance or which improved compared to the previous year			38.89		
Revised data set therefore no target or comparable data for this measure. This measure reports performance on the previous year's (2017/18) national set of Public Accountability Measures. 7 of 18 of 2017/18 comparable measures have improved. For 2017/18, no measures achieved maximum performance. The Council has maintained performance across the areas covered by the national indicators compared to 2016-2017, with a small number showing improvement and a small number showing a reduction in performance. However, performance compared to other local authorities has declined across a range of indicators. Corporate Directors Group (CDG) has reviewed the Council's performance relative to other similar authorities to identify opportunities to improve relative performance.					
CP/090 - Percentage of local residents that are satisfied with their local area as a place to live					
New measure. No comparable data or target. This will be measured if a Citizens Panel is established during 2019/2020.					
CP/091 - Percentage of complaints at stage 1 that were upheld/partially upheld	24.06	21.05	33.82		
Full Year data: 46 of 136 for 2018/19 and 24 of 114 for 2017/18 . Despite a small increase in the number of recorded complaints and bearing in mind the extent of whole authority responsibilities, no systemic failings could be attributed to a particular service area from the instances reported. Where the complaint was upheld/partially upheld the lessons learned from the investigation should be applied to improve customer satisfaction going forward. The target set for the year was to decrease the percentage of stage1 complaints upheld. More detail is reported to relevant Cabinet Boards.					
CP/092 - Percentage of complaints at stage 2 that were upheld/partially upheld	16.00	20.00	19.23		

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
<p>Full Year data: 5 of 26 for 2018/19 and 5 of 25 for 2017/18. Overall, the number of stage 2 complaints upheld have remained the same as the previous year. No systemic failings could be attributed to a particular service area from the instances reported. Where the complaint was upheld/partially upheld, lessons learned from the investigation should be applied to improve customer satisfaction going forward. The target set for the year was to maintain the percentage of stage2 complaints upheld. More detail is reported to relevant Cabinet Boards.</p>					
CP/093 - Percentage of complaints dealt with by the Public Services Ombudsman that were upheld/partially upheld	0.00	0.00	25.00		
<p>Full Year data: 1 of 4 for 2018/19 and 0 of 5 for 2017/18 . 4 complaints reported to the Ombudsman during 2018-19. Two from the Environment Directorate, one was upheld and one is still to be determined. The other two relate to the Education, Leisure & Lifelong Learning Directorate, one was dismissed before investigation and one is still under investigation. The target set for the year was to maintain the percentage of complaints upheld.</p>					
CP/094 - Number of compliments received from the public	314.00	356.00	285.00		
<p>Overall the number of compliments has decreased compared to the previous financial year. In the main, this can be attributed to a change in the way the Education, Leisure and Lifelong Learning Directorate are recording their compliments. Children and Young People Services had an increase of 11 compliments and the Environment Directorate had an increase of 20 compliments. All services should capture compliments information to ensure we are taking on board what our customers appreciate. The target set for the year was to increase the number of compliments received. More detail is reported to relevant Cabinet Boards.</p>					
CP/095 - Percentage of residents who report that they felt they belonged to their local area, that people from different backgrounds get on together and people treat each other with respect and consideration	42.00			45.00	 NA
<p>Not measured in 2017/18 or 2018/19. This will be measured if a Citizens Panel is established during 2019/2020.</p>					
CP/096 - Percentage of Adults who report that they can speak Welsh					
<p>No data for 2018/19. This information is only available with the Census. In the 2011 Census 12.62% of people aged 16 and over said they could speak Welsh. A new measure has been introduced for 2019/20 which measures the percentage of people aged 3 and over who can speak Welsh. As at year ending December 2018, 26.1 % of people say they can speak Welsh</p>					
CP/097 - CS/001 - Customer Services - Average customer waiting times (face to face)	6.50	5.20	6.50	5.00	 Red

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PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
Overall there has been a decrease in the number of callers, 14,634 in 2018/2019 compared to 15,894 in 2017/2018. There has, however, been an increase in the numbers using the service at Neath OSS. Periods of increased activity due to issues with the supply chain for recycling equipment in Spring/Summer and queries arising from the introduction of a new policy for waste collection in early 2019. This had an adverse impact on customer waiting times. Data for part of July 2018 is unavailable due to machine failure.					
CP/098 - CS/004 - Percentage of customers leaving before being seen	0.12	0.11	0.13	0.10	 Red
Slight decrease in performance when a comparison made with the same period last year, 74 in 2017/2018. The number of customers who did not wait increased by 5 people for 2018/2019 to 79. This is a negligible figure when compared to the overall number of callers to the OSS (14,634 for 2018/2019).					
CP/099 - CS/003a - Percentage of telephone calls in Welsh abandoned after 5 seconds	10.86	15.12	16.33	3.00	 Red
219 of 1341 in 2018-19, however volumes of calls for a Welsh Service will affect the % comparison with calls for an English Service. When the new call centre technology is operational in 2019, callers on both the Welsh and English queues will now be advised of the length of time they are likely to wait which is expected to impact on abandoned rates negatively as they may terminate the call earlier than previously.					
CP/100 - CS/003b - Percentage of telephone calls in English abandoned after 5 seconds	3.65	2.64	3.90	3.00	 Red
627 of 118,758 during 2018/19. There has been a slight increase in abandoned calls compared to the last year. We have seen a general increase in abandoned calls percentage in every quarter this year.					
CP/101 - CS/002a - Average time (seconds) to answer telephone calls in Welsh	17.00	23.00	20.00	20.00	 Green
Average answer times for telephone calls for a Welsh service continue to be quicker than calls for an English service.					
CP/102 - CS/002b - Average time (seconds) to answer telephone calls in English	20.80	18.00	22.00	20.00	 Red
Capacity issues linked to staff vacancies resulted in a drop in performance for Quarter 1 and Quarter 2. Additional staff have been recruited during Quarter 3 which has resulted in improved answer times for the latter half of the year.					
CP/103 - DBC/001 - Percentage of transactions completed on-line (new on-line services)	67.74	71.12	76.42	75.00	 Green
75,438 of 98,172 for 2018/19 (full year). Data for this measure includes information for the following services: bulks, refuse and recycling equipment requests, location based reporting for dog bins, grit bins, missed waste collections reporting, pest control appointment bookings and van permits. Data for other new online services will be included in this performance indicator once a system has been put in place to capture all data.					

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
CP/104 - 7.7(L) - Percentage of standard searches carried out within 10 working days	90.65	95.62	97.19	96.00	 Green
Overall Q1-Q4 annual cumulative percentage of 97.19% (1,488 of 1,531) for 2018-19 compared with 95.9% for 2017-18 shows continued improvement in performance and productivity.					
CP/105 - CFH/008 - Percentage of non-domestic rates due for the financial year which were received by the local authority	98.07	98.66	98.08	98.00	 Green
£41.939M of £42.761M. Collection rate has dropped from previous year by 0.58% however we have still achieved our target.					
CP/106 - PAY/001 - Percentage of invoices paid within 30 days		92.02	93.22	95.00	 Amber
The total number of invoices paid during the year was 116,166 of which 108,287 were paid within 30 days. We were marginally below the target but within the expected level of performance. The amount of interest paid to suppliers was nil. The amount of interest that the authority was liable to pay was £238,098.27. Performance Indicator reported from 2017/18.					
CP/107 - CFH/007 - Percentage of council tax due for the financial year which was received by the authority	98.02	98.14	98.05	98.00	 Green
£67.342M of £68.684M for 2018/19. The collection rate is slightly down on the previous year due to issues associated with Universal Credit and loss in staff resources, however we have still achieved our target.					



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Tudalen 43

Performance Indicators

Neath Port Talbot Council

Appendix 2 - Cabinet - Chief Executive's Directorate and Finance & Corporate Services Directorate - Compliments and Complaints - Full Year - 2018/19



Print Date: 25-Jun-2019

How will we know we are making a difference (01/04/2018 to 31/03/2019)?

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
Organisation					
PI/252 - Chief Executive's Directorate/ Finance & Corporate Services Directorate - % of stage 1 complaints upheld/partially upheld	21.88	26.47	45.16		
<p>14 of 31 complaints cumulative for the 12 months 2018/19 compared with 9 of 34 complaints received for the 12 months of 2017-18</p> <p>Of the 14 complaints upheld:</p> <p>Registration Service:</p> <ul style="list-style-type: none"> - One complaint was received on various issues in respect of the service provided at a wedding ceremony, an apology was given and procedures established to enable information to be double checked if required thereafter. <p>Customer Services:</p> <ul style="list-style-type: none"> - One where a blue badge record was cancelled in error, this was rectified and an apology given. - One in respect of incorrect information provided in relation to scanning of deceased cats, a reminder was given to all staff of the correct information to be relayed when queries were received in this respect. - Two complaints were received relating to the call handling service provided by 2 staff in the Contact Centre. Following an investigation in to the feedback received the complaints were upheld, an apology was given to the customers concerned and staff were reminded about expected service standards in respect of the circumstances involved. - One partially upheld complaint consisted of numerous aspects of which these were not upheld, and staff had treated the complainant in a professional manner. The one aspect that was partially upheld whereby it was suggested that, for future reference, our Training Section would undertake refresher training and re-affirm what constitutes reasonable adjustments when a disability related condition arises for future clarity. - One partially upheld complaint was in relation to a Blue Badge application whereby it was found that the One Stop Shop staff could have taken time at the initial visit to explain the wait time enabling the application to make the decision whether to stay or come back another time. - One complaint related to the way in which a Welsh Language call was dealt with resulting in the matter being reported to the Welsh Language Commissioner. Following an investigation into the feedback received the complaint was upheld. As it was an anonymous complaint an apology could not be provided to the individual concerned but the staff member has been reminded about the expected service standards in this respect. <p>Benefits:</p> <ul style="list-style-type: none"> - Two complaints were received in respect of benefits, one was a report of an employee driving a pool car, the employee was spoken to and a letter of apology was sent, the other related to a letter being sent to the wrong address, again a letter of apology was sent by email. <p>Council Tax:</p> <ul style="list-style-type: none"> - One where correspondence was not issued in Welsh as requested, an apology was given and correspondence re-issued in Welsh. - One where an error was made on a Council Tax account, again an apology was given and a new payment schedule was forwarded. - One related to Council Tax whereby an Officer omitted to update the records of a Member of the Public who received correspondence requesting a payment when a hold had been agreed to be placed on the account. An apology was given for the error occurring and officers were reminded of the importance of recording information accurately on the system. - One Partially upheld case was in respect of Council Tax whereby correspondence was sent to an address whereby it should have been sent to the son's address. Again an apology was given and systems were updated with the correct address for correspondence. 					

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
PI/253 -Chief Executive's Directorate/ Finance & Corporate Services Directorate - % of complaints at stage 2 that were upheld/partially upheld	14.29	50.00	25.00		
1 of 4 upheld in 2018-19 compared to 2 of 4 in 2017-18.					
PI/254 - Chief Executive's Directorate/ Finance & Corporate Services Directorate - % of complaints dealt with by the Public Services Ombudsman that were upheld/partially upheld	0.00	0.00	0.00		
Zero Ombudsman investigations for services within this purview for each of the last three years.					
PI/255 - Chief Executive's Directorate/ Finance & Corporate Services Directorate - Number of compliments received from the public	190.00	115.00	115.00		
<p>Compliments for the full year 2018/2019 can be broken down as follows:-</p> <p>8 – HR Resources/Training – excellent training provided</p> <p>3 – Registrars – Fantastic, lovely wedding services provided at wedding ceremony and thanks to two Registrars</p> <p>26 – Community Safety – excellent advice, informative talks, successful mediation, informative feedback and fantastic work in keeping young people safe. Thanks also for support</p> <p>1- Anti Social Behaviour – Appreciative of advice given</p> <p>2- Customer Services and Contact Centre – Thanks to staff for being helpful, courteous, diligent, polite and professional, and for providing a friendly quick service which ran very smoothly when applying for a Blue badge</p> <p>5 – Benefits – on the way staff dealt with a query</p> <p>1 – Licensing – thanks to staff for providing the time, help, guidance, assistance, professional and excellent service, understanding and quick response.</p> <p>5 - Council Tax - Compliments to staff</p> <p>1 - Financial Services - Appreciated of assistance given</p> <p>1 - Crematorium - well done on arrangements and organisation during a large funeral</p> <p>4 - Legal Services - Thanks to staff members for being helpful, all the work completed and professionalism of Solicitor</p> <p>22 - Corporate Strategy split as follows:</p> <p>5 received for Supporting the Older Persons Council</p> <p>2 expressions of confidence for supporting the Armed Forces Community</p> <p>3 for managing the Armed Forces Festival</p> <p>9 Mayoral Services - compliments received in respect of the Mayor's Charity Dinner and thank you for the Mayor's attendance at the 70th Celebration Event of Port Talbot Soroptimists.</p> <p>1 - from Probation Service relating to a veteran/domestic abuse discussion group which had been organised by the team</p> <p>1 - Public Health Wales for work and support provided by the team</p> <p>1 - Public Services Board for work and support provided by the team</p>					

Mae'r dudalen hon yn fwiadol wag

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Cabinet

10 July 2019

Report - 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 respective Ward Members.

Executive Summary

2. The Members Community 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 supply and install an Automated External Defibrillator (AED) at St Paul's Centre, Gerald Street, Port Talbot.

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

St Paul's Centre is a purpose built community facility with a café. It provides essential services to Aberavon including a Job Club, Debt Advice Service, Mental Health Chaplain and Citizens Advice Bureau. The building is situated in a densely populated area with schools, shops and public houses nearby.

The funding will be used to procure a defibrillator through the Registered Charity, 'Welsh Hearts.' The quotation includes for a heated stainless steel cabinet which will be used to attach the AED to the exterior of the building so it is available for wider community use. The defibrillator will be easy to use, featuring a full colour display with vivid rescue images, Cardiopulmonary Resuscitation (CPR) cycle timer and a gauge that shows CPR compression depth. It is suitable to be used on individuals of any age. 'Welsh Hearts' will make arrangements for a volunteer from the Welsh Ambulance Service to provide free basic life support training and defibrillator training to the staff at St Paul's Centre.

The need for this initiative has come to the attention of one of the local Ward Members. In partnership with the local PCSO, Cllr Steffan Ap Dafydd has conducted a mapping exercise to identify areas of the

Aberavon Ward which do not have access to this lifesaving equipment. Statistics provided by 'Welsh Hearts' indicate that 8,000 people suffer a cardiac arrest outside of the hospital environment every year in Wales, and at present the survival rate is just 3%, but with immediate treatment using an AED many lives can be saved. In the unfortunate event of a cardiac arrest the provision of an AED would allow persons in the vicinity to perform emergency medical treatment whilst waiting for the Emergency Services to respond.

The request for grant aid from the Members Community Fund is for £1,490.00 which is the full cost of procuring the defibrillator, the stainless steel cabinet and the associated training (no match funding). This is the fourth proposal received to the Members Community Fund by Cllr Ap Dafydd and if it prevails, £5,020.00 will remain in his Members Fund allocation to develop further priority projects.

Financial Impact

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

The defibrillator will be the responsibility of the Parochial Church Council (PCC) of St Paul's Centre, who have made an ongoing commitment to ensuring it is appropriately insured and maintained for the foreseeable future. The defibrillator comes with a 7 year warranty from 'Welsh Hearts.'

This scheme has no financial implications for 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 or the 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 supply and installation of an Automated External Defibrillator (AED) At St Paul's Centre, Gerald Street, Port Talbot, be approved and that Cllr Ap Dafydd's allocation of £1,490.00 under the Members Community Fund be 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 Ap Dafydd. The Audited Accounts, Quote and Bank Account details for the Parochial Church Council of St Paul's Centre have been retained for future reference.

15. Officer Contact

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Cabinet

10 July 2019

Report - Head of Transformation - A.Thomas

Matter for Decision

Wards Affected:

Coedffranc Central

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 respective Ward Members.

Executive Summary

2. The Members Community 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. Supply and installation of a Bus Shelter at Parc Wern, Caewathan.

The proposal is to procure a two bay cantilever bus shelter with perch seating and install it onto the site of an existing designated bus stop.

This bid has been developed to 'Enhance Existing Council Services' and has the full support of the NPTCBC Engineering and Transport division.

The need for this initiative has been brought to the attention of Cllr Angharad Aubrey by local residents. There are currently no bus shelters within the Caewathan housing estate for people to take refuge from inclement weather. The bus stop at Parc Wern is central and receives the greatest amount of use, therefore a shelter at this location would achieve the maximum amount of benefit for the local community. Many local residents receive concessionary transport, are elderly, or have mobility issues.

The long term sustainable benefits associated with the proposal include assisting residents by providing shelter from poor weather, and encouraging further use of public transport.

The request for Grant aid from the Members Community Fund is for the total project cost, £6,250.00, from Councillor Angharad Aubrey'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.

The bus shelter will be of robust construction, comprising a rust-free aluminium frame and secure, fully framed glazing. What little maintenance there is associated with the shelter will be the responsibility of the NPTCBC Engineering and Transport 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 or the 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 supply and installation of a bus shelter at Parc Wern, Caewathan, is approved and that Councillor Angharad Aubrey's allocation of £6,250 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 Coedffranc Central initiative has been developed from the Members Community Fund Application Form submitted by Cllr Angharad Aubrey. The Application Form has been retained for future reference, as have documents associated with the first stage Impact Assessment.

15. Officer Contact

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Cabinet

10 July 2019

Report - Head of Transformation - A.Thomas

Matter for Decision

Wards Affected:

Port Talbot

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 Members.

Executive Summary

2. The Members Community 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. Start-up costs for a monthly market at the Transport Hub, Port Talbot.

This bid has been developed to 'Enhance Existing Council Services', and has been produced in partnership with the NPTCBC Regeneration and Economic Development Team.

The proposal is to establish a monthly market to operate on the last Thursday of each month, culminating in a Christmas Market and 'Christmas Lights Switch-On' event during the month of December 2019. The funding will be used to cover the costs associated with additional street cleaning, marketing, shed hire, security, and for professional fees to the creative regeneration agency, 'Urban Foundry', who will assist in delivering the inaugural market.

The need for this project was highlighted by members of the public during an initial Feasibility Study that was undertaken earlier this year. The Feasibility Study was used to ascertain local opinion on what key measures would improve Port Talbot town centre. The most popular response was, 'increased promotional activity and events,' with many individuals expressing a desire to participate in events related to seasonal holidays such as Christmas and Easter.

The long term sustainable benefits associated with the proposal include increasing footfall into Port Talbot town centre, promoting Port

Talbot as a place to live, work and enjoy recreational time, and providing a platform for Welsh produce and crafts.

The total cost of the proposal is £9,446. The NPTCBC Regeneration and Economic Development Team have committed £558 towards the project, the remaining £8,888 has been requested from the Members Fund. The three Port Talbot Councillors would each wish to equally support this initiative by contributing £2,962.66 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.

It is anticipated that following the initial injection of grant aid for start-up costs, the market will become self-sustaining via the income generated by traders, and by increasing the number of pitches from 20 in the first year, to 30 in the second. The NPTCBC Town Centre Manager will be responsible for the ongoing sustainability of the monthly market.

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 or the 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 start-up costs for a monthly market at the Transport Hub, Port Talbot, is approved and that Councillor Keogh's, Councillor Rahaman's and Councillor Freeguard's allocations of £2,962.66 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 Port Talbot initiative has been developed from the Members Community Fund Application Form submitted by Councillor Dennis Keogh, Councillor Saifur Rahaman and Councillor Sharon Freeguard. The Application Form has been retained for future reference, as have documents associated with the first stage Impact Assessment.

15. Officer Contact

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

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Cabinet

10 July 2019

Report - Head of Transformation - A.Thomas

Matter for Decision

Wards Affected:

Rhos

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 Member.

Executive Summary

2. The Members Community 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. Restoration of a BMX Pump Track at Rhos Park.

This bid has been developed to 'Assist Voluntary Sector providers' by working closely with the Cilybebyll Community Council.

The existing BMX track although still serviceable has been affected by excavation and spoil generated from the construction of the nearby allotments. Scrub has been allowed to develop and the drop off at the back of the track is now dangerous. A design has been secured from a reputable Contractor and the advice is to remodel and sculpt the existing soil to create new humps and better edges. The proposal includes the removal of scrub, protection of the rear drop off with post and rail and a new Gateway graphic.

The need for this initiative has come to the attention of the local Member through representations made by BMX enthusiasts in the village, their parents and via a Consultation Day held in the Rhos Park Community Centre in May 2019. This provision does not duplicate existing as the nearest comparable facility is in Gorseinon.

The long term sustainable community benefits associated with the project include keeping young people physically active, further developing a sense of community at Rhos Park and protecting BMX cyclists who might otherwise endanger themselves whilst pursuing their interest on the local roads rather than in a dedicated activity space.

The request for grant aid from the Members Community Fund is for the total cost of the project (excluding recoverable VAT) of £9,990.00 - this to be met from Councillor Alex Thomas' 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.

The restored facility will come within the management of the Cilybebyll Community Council as they have the freehold, insurance, inspection and maintenance responsibilities for Rhos Park.

This scheme has no financial implication for 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 or the 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 to restore the BMX Pump Track in Rhos Park be approved and that Cllr Alex Thomas' allocation of £9,990, under the Members Community Fund be 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 Rhos initiative has been developed from the Members Community Fund Application Form submitted by Councillor Alex Thomas. The Freehold Conveyance, Insurance Policy and Bank Account details for

the Cilybebyll Community Council have been retained for future reference, as have the Quotations for the Pump Track restoration and the first stage Impact Assessment documentation associated with this project proposal.

Officer Contact

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

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Mae'r dudalen hon yn fwriadol wag

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Cabinet

10 July 2019

Report of the Head of Legal Services – C.Griffiths

Matter for Decision

Wards Affected: All

Hackney Carriage Fare Increase

Purpose of the Report

1. To determine a request for an increase to the maximum permitted fare for which a hackney carriage may charge.

Executive Summary

2. Licensing is generally a non-executive function and as such the responsibility for determining licensing matters is dealt with by the Registration and Licensing Committee.
3. There are however two areas where the Council's Executive has the decision making power, these are: determining whether to adopt hackney carriage stands (ranks), and determining the maximum fare for which a hackney carriage may charge.
4. Various requests have been received from the trade requesting an increase to the existing maximum fare for which a hackney carriage may charge.
5. An information report has already been presented to the Registration and Licensing Committee and the views of the committee have been obtained.

Background

6. The Local Government (Miscellaneous Provisions) Act 1976 allows the Council to set a maximum fare for hackney carriages. The fare applies to distance, time and all other charges in connection with the hire of a vehicle.
7. The Council has already set a maximum permitted fare, and has published a table of fares which must be displayed in all hackney carriage vehicles. The current table of fares was last amended on the 1st May 2011 and is attached at appendix 1.
8. Various requests have been submitted to the Council requesting that an increase to the maximum fare level be implemented.
9. Should an increase to the maximum permitted fare be approved, hackney carriage proprietors do not have to set the fare at the maximum level, but most do.

Officer Report

10. Officers met with representatives of the various taxi associations and unions that represent the views of drivers and proprietors in Neath Port Talbot. The purpose of the meeting was to try to gain a consensus for the level of increase that should be proposed.
11. Following the meeting, a proposal for an appropriate increase to the maximum permitted fare was drafted by officers.
12. The Registration and Licensing Committee considered a report on the 11th March 2019, seeking their views on the proposed increase and in reaching a view, members took into consideration the following cost factors:
 - Petrol/diesel prices
 - Insurance costs,
 - Licence fee costs
 - Inflation

Petrol / Diesel Prices - in May 2011 the average U.K cost of unleaded petrol was £136.7p and diesel £141.5p. The current prices of unleaded

and diesel are £124.9p and 129.9p respectively. This represents an 8.6% reduction in the cost of unleaded petrol and 8.1% reduction in the cost of diesel.

Insurance costs - enquiries with a local insurance broker revealed that in 2011 a new single vehicle insurance policy for a new driver would have cost approximately £2000. The same insurance policy in 2019 would cost approximately £3200; a 60% increase.

Licence fee costs - Licence fees payable to the Council in respect of proprietors licences i.e. vehicle fees, have not changed since 2011.

Inflation - there has been around a 15% increase in inflation since 2011.

13. Members of the Registration and Licensing Committee determined that the proposed increase was appropriate and the proposal attached at appendix 2 was issued for consultation.
14. The consultation resulted in 45 responses:
 - 31 responded saying that they were in favour of the proposal
 - 1 additional letter of support was on behalf BAMETA (Black Asian Minority Ethnic Taxi Association) which represents the views of 20 of its members.
 - 1 wanted a larger increase responding that the tariff 1 starting rate should be £3.00 and the tariff 2 starting £3.50.
 - 1 wanted a larger increase responding that he wholly endorses the price increase and if anything the proposed starting rate should be higher.
 - 1 wanted a larger increase responding that the increase is nowhere near enough but something is better than nothing.
 - 1 wanted an increase but offered the following alternative:
 - Agree with the increase to the start rate on tariff i.e. £2.40 to £2.60, but not to increase the incremental rate. This was to avoid the need for giving pennies as change.
 - 1 wanted an increase but offered the following alternative:

- Agree with the increase to the start rate on tariff i.e. £2.40 to £2.60, but not to increase the incremental rate. This was to avoid the need for giving pennies as change.
 - On tariff 2, this individual agreed with the increase on the incremental rate i.e. 23p to 25p, but wanted to leave the start rate the same i.e. £3.00 not £3.25.
- 1 respondent was undecided, agreeing that taxi drivers need an increase but that an increase may deter customers from using taxis.
 - 7 responded saying that they were opposed to any increase.

15. A proposed table of fares is attached at appendix 3.

Financial Impacts

16. If approved, the Council will need to publish a notice on one occasion in a local newspaper; these costs are recoverable as part of the hackney carriage vehicle fee.

Integrated Impact Assessment

17. 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

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

19. The first stage assessment is attached at appendix 4

Valleys Communities Impacts

There is the potential for an impact on valley communities, particularly in those areas where there is limited public transport provision. It is likely that where there is an impact, the elderly and those with disabilities will be most affected.

Workforce Impacts

20. No implications

Legal Impacts

21. No implications

Risk Management Impacts

22. No Implications

Consultation

23. A consultation exercise has taken place with the hackney carriage proprietors.
24. Where a decision is taken by members to increase the maximum fare, the proposed increase must be advertised on one occasion in a local newspaper for a period of at least 14 days; any objections must then be considered before the increase can become effective.

Recommendations

25. That members approve the proposal to increase the maximum permitted fare for which a hackney carriage may charge to:
26. Tariff 1
£2.60 for the 1st 7/10th mile
£0.22p per 1/10th mile thereafter
Applies at all times other than when Tariff 2 or Tariff 3 applies
27. Tariff 2
£3.20 for the 1st 6/10th mile
£0.25p per 1/10th mile thereafter
Applies between 23:00 and 07:00 on any day, between 18:00 and 23:59 on Christmas Eve and New Years' Eve, on Boxing Day (where Boxing Day falls on a Saturday), on Sundays and Bank Holidays

28. Tariff 3
Tariff 3 is to remain at 100% surcharge on Tariff 1 - New Years' Day and Xmas Day only
29. Extra Charges
No changes proposed to soiling (max £100) or additional cost for passengers exceeding 4 (50p per passenger)

Implementation of Decision

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

Appendices

31. Appendix 1 - Existing hackney carriage table of fares
32. Appendix 2 - Proposed increase to the maximum permitted fare
33. Appendix 3 - Proposed hackney carriage table of fares
34. Appendix 4 - First stage assessment

List of Background Papers

35. None

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Appendix 1 – Existing Maximum Hackney Carriage Fare

Tariff 1 – applies at the following times:

- At all times other than when Tariff 2 or Tariff 3 applies

For the first 7/10 mile or part thereof	£2.40
For each subsequent 1/10 mile or part thereof	£0.20
Waiting time per 30 seconds	£0.12
Minimum charge for hiring	£2.40

Tariff 2 – applies at the following times:

- Between 23:00 and 07:00 on any day;
- Between 18:00 and 24:00 on Christmas Eve and New Years' Eve;
- On Sundays and Bank Holidays.

For the first 6/10 mile or part thereof	£3.00
For each subsequent 1/10 mile or part thereof	£0.23
Waiting time per 30 seconds	£0.12
Minimum charge for hiring	£3.00

Tariff 3 – applies at the following times:

- On Christmas Day and New Years' Day

For the first 7/10 mile or part thereof	£4.80
For each subsequent 1/10 mile or part thereof	£0.40
Waiting time per 30 seconds	£0.24
Minimum charge for hiring	£4.80

Extra Charges

For each passenger exceeding four	£0.50
Soiling of Vehicle – Maximum Charge	£100.00

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Tariff 1

	Initial distance	Start Rate	Per Additional 1/10 Mile	1 mile	% Increase	2 mile	% Increase	3 mile	% Increase	5 mile	% Increase	10 mile	% Increase
Existing	7/10 mile	£2.40	£0.20	£3.00		£5.00		£7.00		£11.00		£21.00	
Proposal	7/10 mile	£2.60	£0.22	£3.26	8.6%	£5.46	9.2%	£7.66	9.4%	£12.06	9.6%	£23.06	9.8%

Tariff 2

	Initial distance	Start Rate	Per Additional 1/10 Mile	1 mile	% Increase	2 mile	% Increase	3 mile	% Increase	5 mile	% Increase	10 mile	% Increase
Existing	6/10 mile	£3.00	£0.23	£3.92		£6.22		£8.52		£13.12		£24.62	
Proposal	6/10 mile	£3.20	£0.25	£4.20	7.1%	£6.70	7.7%	£9.20	7.9%	£14.20	8.2%	£26.70	8.4%

Tariff 3

No changes proposed. Tariff 3 is 100% surcharge on Tariff 1 - applicable on Xmas day & New Years' Day Only

Extra Charges

No changes proposed to soiling or additional cost for passengers exceeding 4

Notes

Tariff 2 applicable times to remain but in addition to include "Boxing day" where Boxing Day falls on a Saturday

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Appendix 3 – Proposed Maximum Hackney Carriage Fare

Tariff 1 – applies at the following times:

- At all times other than when Tariff 2 or Tariff 3 applies

For the first 7/10 mile or part thereof	£2.60
For each subsequent 1/10 mile or part thereof	£0.22
Waiting time per 30 seconds	£0.12
Minimum charge for hiring	£2.65

Tariff 2 – applies at the following times:

- Between 23:00 and 07:00 on any day;
- Between 18:00 and 24:00 on Christmas Eve and New Years' Eve;
- On Sundays and Bank Holidays.

For the first 6/10 mile or part thereof	£3.20
For each subsequent 1/10 mile or part thereof	£0.25
Waiting time per 30 seconds	£0.12
Minimum charge for hiring	£3.30

Tariff 3 – applies at the following times:

- On Christmas Day and New Years' Day only

For the first 7/10 mile or part thereof	£5.20
For each subsequent 1/10 mile or part thereof	£0.44
Waiting time per 30 seconds	£0.24
Minimum charge for hiring	£5.30

Extra Charges

For each passenger exceeding four	£0.50
Soiling of Vehicle – Maximum Charge	£100.00

Mae'r dudalen hon yn fwriadol wag

Impact Assessment - First Stage

It is essential that all initiatives undergo a first stage impact assessment to identify relevance to equalities and the Welsh language as well as an evaluation of how the proposal has taken into account the sustainable development principle (the five ways of working); an incorrect assessment could ultimately be open to legal challenge.

The first stage is to carry out a short assessment to help determine the need to undertake a more in-depth analysis (the second stage).

Relevance will depend not only on the number of people/service users affected, but also the significance of the effect on them.

When completing the first step you must have regard to the following:

- Does the initiative relate to an area where important equality issues have been, or are likely to be, raised? (For example, funding for services to assist people who are victims of rape/sexual violence or individuals with particular care need; disabled people's access to public transport; the gender pay gap; racist or homophobic bullying in schools)
- Is there a significant potential for reducing inequalities, or improving outcomes? (For example, increasing recruitment opportunities for disabled people).
- Does the initiative relate to instances where opportunities to use the Welsh language are likely to be affected or where the language is likely to be treated less favourably? (For example, increase the number of Welsh speakers moving from/to a certain area; closing specific Welsh language services or put those services at risk services;
- Does the initiative relate to the improvement of economic, social, environmental and cultural well-being? To what extent does the initiative prevent things getting worse? (For example, funding for services to assist in cultural well-being; changes in policies that promote independence and/or assist carers)

1. Provide a description and summary of the initiative.

Identify which service area and directorate has responsibility for the initiative.

2. Identify who will be affected by the initiative.

If you answer **Yes** to service users, staff or wider community continue with the first stage of the assessment

If you answer **No** to service users, staff or wider community or **Yes** to 'Internal administrative process only', go to **Question 5 – sustainable development principle**.

3. Using relevant and appropriate information and data that is available to you think about what impact there could be on people who share protected characteristics; whether they are service users, staff or the wider community.

Some things to consider include:

- transport issues
- accessibility
- customer service
- cultural sensitivity
- financial implications
- loss of jobs

Definitions of impacts (either positive or negative):

- High – likely to be highly affected by the initiative
- Medium - likely to be affected in some way
- Low - likely to be affected by the initiative in a small way
- Don't know - the potential impact is unknown

You **must** provide reasons, and indicate what evidence you used, in coming to your decision.

4. Using relevant and appropriate information and data that is available, think about what impact there could be on opportunities to use the Welsh language and in treating the language no less favourably than English.

Definitions of impacts are the same as in **Question 3**.

The classification 'Don't Know' should be categorised as 'High Impact' in both questions 3 & 4.

5. Consider how the initiative has embraced the sustainable development principle in accordance with the Section 7c of the Well-being of Future Generations Act 2015.

Give details of the initiative in relation to the 5 ways of working:

- **Long term** - how the initiative supports the long term well-being of people
- **Integration** - how the initiative impacts upon our wellbeing objectives
- **Involvement** - how people have been involved in developing the initiative
- **Collaboration** - how we have worked with other services/organisations to find shared sustainable solutions;
- **Prevention** - how the initiative will prevent problems occurring or getting worse

6. The most appropriate statement must be selected (and the relevant box ticked) based on the first stage of the assessment and an explanation of how you have arrived at this decision must be given.

In addition a summary of the how the initiative has embraced the sustainable development principle must also be included.

Where the first stage of the assessment indicates that a more in-depth analysis is required the second stage of the assessment will need to be completed and this will need to be started immediately.

A first stage assessment must be included as a background paper for all Cabinet/Cabinet Board/ Scrutiny Committee Reports.

Where the first stage assessment is completed by an accountable manager it must be signed off by a Head of Service/Director.

Impact Assessment - First Stage

1. Details of the initiative

Initiative description and summary: Hackney Carriage Maximum Permitted Fare Increase
Service Area: Licensing
Directorate: Finance and Corporate Services

2. Does the initiative affect:

	Yes	No
Service users	✓	
Staff	✓	
Wider community	✓	
Internal administrative process only		✓

3. Does the initiative impact on people because of their:

	Yes	No	None/ Negligible	Don't Know	Impact H/M/L	Reasons for your decision (including evidence)/How might it impact?
Age	✓				M	<p>An increase to the maximum permitted fare for hackney carriages is likely to lead to an increase in the amount it costs to hire a taxi in Neath Port Talbot. It will therefore affect any person that uses taxis, regardless of whether they have a protected characteristic.</p> <p>It is likely however that those most affected would be those that are the most heavily reliant on public transport; the elderly and disabled. However it is feasible that other groups i.e. parents with young children - The impact on these two groups is marked as medium, not high, for several reasons:</p>
Disability	✓				M	

Tudalen86

						<ul style="list-style-type: none"> • Although it is proposed to increase the maximum permitted fare, it is not mandatory for all taxi firms to do so. A number of respondents have already confirmed that they have no intention of charging the higher rate, this has been evidenced in the consultation exercise and discussions with the taxi operators and the taxi association representatives. • Regular users of taxis who use this mode of transport for various reasons e.g. commuting to work, hospital appointments, shopping etc. will often have a private contract in place with a specific taxi company or driver and would have already agreed a fare. Officers are aware that this is common practice through discussions with the taxi association representatives and taxi operators. • Low cost community transport is already provided by not for profit companies operating within Neath Port Talbot, designed to meet the needs of older people and people with disabilities. There are various organisations offering these services within Neath Port Talbot which are advertised online. • The proposed increase to the maximum permitted fare would add 26p to a 1 mile journey and 46p to a 2 mile journey.
Gender Reassignment		✓				<p>An increase to the maximum permitted fare will not specifically impact on persons because of their protected group. The impact will be the same for all users of taxis regardless of the protected group that they belong to. The level of impact will be dictated by a person's ability to pay a higher fare for taxi journeys. As the fare increase is relatively small, the impact should be low.</p>
Marriage/Civil Partnership		✓				
Pregnancy/Maternity		✓				
Race		✓				
Religion/Belief		✓				

Sex		✓				
Sexual orientation		✓				

4. Does the initiative impact on:

	Yes	No	None/ Negligible	Don't know	Impact H/M/L	Reasons for your decision (including evidence used) / How might it impact?
People's opportunities to use the Welsh language		✓				These are not impacted by the fact that a taxi user needs to pay more for a journey. The Welsh language is not impacted by this proposal.
Treating the Welsh language no less favourably than English		✓				

Tudalen 88

5. Does the initiative impact on biodiversity:

	Yes	No	None/ Negligible	Don't know	Impact H/M/L	Reasons for your decision (including evidence) / How might it impact?
To maintain and enhance biodiversity		✓				This is not impacted by the fact that a taxi user needs to pay more for a journey.
To promote the resilience of ecosystems, i.e. supporting protection of			✓			The increase to the maximum permitted fare is quite low, but it is possible that if a taxi driver has an increase in pay, then it

the wider environment, such as air quality, flood alleviation, etc.						could lead to the driver purchasing a newer, more environmentally friendly vehicle.
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6. Does the initiative embrace the sustainable development principle (5 ways of working):

Tudalen89

	Yes	No	Details
Long term - how the initiative supports the long term well-being of people	✓		<p>The last increase to the maximum permitted fare was in May 2011. Effectively this means that taxi drivers have not had a pay increase for over 8 years. The maximum permitted fare increase proposed attempts to strike a balance between ensuring that taxi drivers can earn a sufficient salary, whilst protecting those that are reliant on the use of taxis.</p> <p>By limiting the increase to maximum permitted fare in line with inflation since 2011, the impact on those reliant on taxis is low and their wellbeing should be protected.</p>
Integration - how the initiative impacts upon our wellbeing objectives	✓		<p>Taxi drivers build up experience and have training to identify and report safeguarding concerns (children and adults) and offer assistance to vulnerable people particularly those who are disabled and / or elderly.</p> <p>Taxi drivers also play an important role in ensuring a safe night time economy, providing an essential service for people to get home safely.</p> <p>Where taxi drivers are able to make a good living from driving taxis it will ensure that professional experienced drivers are retained with the service, taxi standards at kept high and ensure the availability of an efficient service that the public can rely on.</p>

Involvement - how people have been involved in developing the initiative	✓		Meetings have taken place between the licensing authority and the taxi associations and unions. If the proposed increase is approved, then a public notice must be published that allows the public to make comments in respect of the proposal. Any comments received would then need to be considered by members prior to implementation.
Collaboration - how we have worked with other services/organisations to find shared sustainable solutions	✓		Meetings have taken place between the licensing authority and the taxi associations and unions to try and agree an appropriate increase to maximum permitted fare.
Prevention - how the initiative will prevent problems occurring or getting worse	✓		<p>An increase to the maximum permitted fare for hackney carriages is likely to lead to an increase in the amount it costs to hire a taxi in Neath Port Talbot. It will therefore affect any person that uses taxis, regardless of whether they have a protected characteristic.</p> <ul style="list-style-type: none"> • Although it is proposed to increase the maximum permitted fare, it is not mandatory for all taxi firms to do so. A number of respondents have already confirmed that they have no intention of charging the higher rate, this has been evidenced in the consultation exercise and discussions with the taxi operators and the taxi association representatives. • Regular users of taxis who use this mode of transport for various reasons e.g. commuting to work, hospital appointments, shopping etc. will often have a private contract in place with a specific taxi company or driver and would have already agreed a fare. Officers are aware that this is common practice through discussions with the taxi association representatives and taxi operators. • Low cost community transport is already provided by not for profit companies operating within Neath Port Talbot, designed to meet the needs of older people and people with disabilities. There are various organisations offering these services within Neath Port Talbot which are advertised online.

			The proposed increase to the maximum permitted fare would add 26p to a 1 mile journey and 46p to a 2 mile journey.
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7. Declaration - based on above assessment (tick as appropriate):

A full impact assessment (second stage) is not required	✓
Reasons for this conclusion	
<p>There doesn't appear to be any studies / research carried out in relation to taxi usage which can be referenced when making some of the assumptions in this assessment. The proposal strikes a fair balance between an appropriate increase to pay for taxi drivers, whilst ensuring that those who most rely on taxi services are not overly affected. It is anticipated that an increase in the cost of using taxis would most impact those who have less mobility e.g. the elderly, disabled, but would also impact those that rely on taxis and have low incomes. It is considered however, a full impact assessment is not necessary in this instance, as the increase to the maximum permitted fare proposed in the report is relatively low, particularly since there has been no increase to the maximum permitted fare since 2011.</p>	

A full impact assessment (second stage) is required	
Reasons for this conclusion	

Tudalen91

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	Name	Position	Signature	Date
Completed by				
Signed off by		Head of Service/Director		

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