



Y CABINET

DYDD MERCHER, 2 HYDREF 2019

**YN SYTH AR ÔL CYFARFOD PWYLLGOR CRAFFU POLISIÄU AC
ADNODDAU'R CABINET**

**SIAMBR Y CYNGOR – CANOLFAN DDINESIG CASTELL-NEDD PORT
TALBOT**

Rhan 1

1. Periodi cadeirydd
2. Datganiadau o fuddiannau
3. Blaenraglen Waith 2019/20 (*Tudalennau 3 - 6*)
4. Dangosyddion Perfformiad Allweddol Chwarter 1
(*Tudalennau 7 - 24*)
Adroddiad gan y Prif Weithredwr Cynorthwyol a'r Prif Swyddog Digidol
5. Adroddiad Blynyddol Cynllun Corfforaethol 2018-22
(*Tudalennau 25 - 162*)
Adroddiad gan y Prif Weithredwr Cynorthwyol a'r Prif Swyddog Digidol
6. Swyddfa Archwilio Cymru - Llesiant Cenedlaethau'r Dyfodol:
Archwilio'r cam 'Byddwn yn gweithio gyda phartneriaid i sicrhau ein bod yn targedu cefnogaeth i'r rheini y mae eu plant mewn perygl o brofiadau niweidiol yn ystod plentyndod yn ystod y 1,000 o ddiwrnodau cyntaf eu bywydau' - Cyngor Bwrdeistref Sirol Castell-nedd Port Talbot, Mehefin 2019 (*Tudalennau 163 - 190*)
Adroddiad y Cyfarwyddwr Addysg, Hamdden a Dysgu Gydol Oes

7. Ffioedd sy'n daladwy ar gyfer gwaith cyfreithiol
(*Tudalennau 191 - 204*)
Adroddiad gan Bennaeth y Gwasanaethau Cyfreithiol
8. Datganiad Digidol (*Tudalennau 205 - 216*)
Adroddiad gan y Prif Weithredwr Cynorthwyol a'r Prif Swyddog Digidol
9. Cronfa Gymunedol yr Aelodau - y Creunant
(*Tudalennau 217 - 222*)
Adroddiad gan y Pennaeth Trawsnewid
10. Cronfa Gymunedol yr Aelodau - Port Talbot ac Aberafan
(*Tudalennau 223 - 228*)
Adroddiad gan y Pennaeth Trawsnewid
11. 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

S.Phillips
Prif Weithredwr

Canolfan Ddinesig
Port Talbot

Dydd Iau, 26 Medi 2019

Aelodau'r Y Cabinet:

Y Cynghorwyr: 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

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
30 Oct 2019	Revenue Budget Monitoring	Monitor		H.Jenkins
	Capital Budget Monitoring	Monitor		H.Jenkins
	Treasury Management	Monitor		H.Jenkins
	Treasury Management Practices Update	Info	Topical	H.Jones
	Budget 20/21 (TBC)			H.Jenkins
	Annual Complaints/Compliments and Comments Report	Annual		K.Jones
	Talking NPT – Progress Report	Monitor	Topical	K.Jones
	Strategic Equalities Plan – Review Addendum	Info		K.Jones
	Corporate Governance and Improvement Action Plan 2019/20	Info	Annual	K.Jones (Nita)
	<i>Continued.....</i>			

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Eitem yr Agenda3

Cabinet – Forward Work Programme

	Contract Procedure Rules			C.Griffiths
	Strategic Equality Plan Annual Report 2018-19			K.Jones
	Members Com Fund (if needed)			P.Hinder

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Meeting Date	Agenda Items	Type (Decision/ Monitoring Or Information)	Rotation (Topical, Annual, Bi-Annual, Quarterly, Monthly)	Contact Officer/ Head of Service
20 Nov 2019	Council Tax Base	Decision	Annual	H.Jenkins
	Annual Governance Statement	Decision	Annual	K.Jones
	Members Com Fund (if needed)			P.Hinder
	Treasury Management Mid Year Review			H.Jones
	Margam Park and Pontardawe Arts Centre	Decision	Topical	A.Thomas/ P.Walker

Cabinet – Forward Work Programme

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Meeting Date	Agenda Items	Type (Decision/ Monitoring Or Information)	Rotation (Topical, Annual, Bi-Annual, Quarterly, Monthly)	Contact Officer/ Head of Service
4 Dec 2019	Q2 PIs			
	3 rd Sector Grants	Decision	Annual	K.Jones
	Welsh Language Promotion Strategy	Monitor	Annual	K.Jones
	Members Com Fund (if needed)			P.Hinder
	Risk Management		Bi-Annually	H.Jones

Mae'r dudalen hon yn fwiadol wag



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

CABINET

2 October 2019

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

Matter for Monitoring

Wards Affected: All Wards

Report Title:

1. Quarter One (1st April 2019 – 30th June 2019) Key Performance Indicators (KPIs).

Purpose of the Report:

2. For Cabinet to receive quarter one performance information for KPIs included in the Council's Corporate Plan 2019-2022 Shaping NPT that are within Cabinet's purview and quarter one performance information for KPIs for services that are within Cabinet's purview.

Executive Summary:

3. The following information highlights performance for some of the KPIs that may be of interest to Members – more detailed information is available in Appendix 1.

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

4. We have achieved our target in relation to the number of apprenticeships provided by the Council (formal recognised apprenticeship schemes) – see CP/109.
5. We are just below target in terms of the number of schools that have adopted a suitable programme to address VAWDASV (Violence against Women, Domestic Abuse and sexual Violence) – see CP/015.

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

6. There were no compulsory redundancies during the quarter – see CP/025.
7. Accuracy of processing benefit claims is almost 100% (see PI/413) and the average time to process new benefit claims and changes of circumstances, is continually low and well within target times - see PI/414.

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

8. There has been a 16% reduction in the number of working days lost to sickness absence per employee when compared to the same quarter last year – see CP/086.
9. The Council has continued to receive no statutory recommendations from its external auditors in relation to our strategic and operational planning arrangements – see CP/088.
10. Performance in relation to customers leaving before being seen in our One Stop Shops (face to face) has increased. However, the increase is small when compared to the total number of visitors that have been seen - see CP/098. There has also been a slight increase in the average customer waiting time but we remain within the target set for this measure – see CP097.

11. In the Contact Centre, there has been an increase in the average time taken to answer telephone calls in Welsh and the percentage of telephone calls in Welsh abandoned after 5 seconds. This was due to one of the two Welsh speakers leaving the service in April 2019. However, a Welsh speaker has been recruited which should impact favourably on performance for the remainder of the year – see CP101 & PI/421.
12. There has also been an increase in the average time taken to answer telephone calls in English and the percentage of telephone calls in English abandoned after 5 seconds due to a number of service changes within Customer Services and services across the Council – see CP/102.
13. Our communication and community relations measures have had significant increases in the number of hits to the: newsroom page (PI/163), consultation webpage (PI/217) and intranet employee news stories (PI/172). In addition the number of subscribers to the Council's Ezine – monthly newsletter has increased substantially (PI/166).
14. The number of hits to our press releases for this quarter was 35,654 – see PI/164.

Background:

15. The KPIs referenced CP are included in the Council's Corporate Plan 2019-2022 that are within Cabinet's purview. The full suite of Corporate Plan KPIs can be found in the [Corporate Plan 2019-2022](#).
16. The KPIs referenced with a PI are service measures for: Benefits, Communications & Community Relations, Legal Services and Customer Services.
17. All other Corporate Plan KPIs and other service KPIs are reported to the relevant Cabinet Boards i.e. Education, Skills and Culture; Social Care Health and Wellbeing; Street Scene and Engineering; and Regeneration and Sustainable Development.

18. Where available, Appendix 1 provides performance data for quarter one performance for 2017-18, 2018-19, 2019-20 and a quarter one target for 2019-20.
19. Appendix 1 also provides a Performance RAG for each KPI as follows:
- 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
20. KPIs that are collected on an annual basis are not included in Appendix 1. Those KPIs will be included in the full year performance report at the end of quarter four.
21. Appendix 2 provides 2019-20 quarter one 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 the relevant Cabinet Boards.

Financial Impacts:

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

Integrated Impact Assessment:

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

Valleys Communities Impacts:

24. No implications.

Workforce Impacts:

25. 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:

26. 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:

27. 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:

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

Recommendations:

29. For Members to monitor performance contained within this report.

Reasons for Proposed Decision:

30. Matter for monitoring. No decision required.

Implementation of Decision:

31. Matter for monitoring. No decision required.

Appendices:

32. Appendix 1 – Quarter One - Cabinet Key Performance Indicators 2019-2020, period: 1st April 2019 – 30th June 2019.

33. Appendix 2 – Quarter One - Compliments and Complaints information 2019-2020, period: 1st April 2019 – 30th June 2019.

List of Background Papers:

34. [Corporate Plan 2019-2022 Shaping NPT](#)

Officer Contact:

35. Karen Jones, Assistant Chief Executive and Chief Digital Officer.
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36. Shaun Davies, Corporate Performance Management Officer. Telephone:
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Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

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Performance Indicators




Neath Port Talbot Council







Appendix 1 - Cabinet - Key Performance Indicators - Quarter 1 - 2019/20









Print Date: 24-Sep-2019


How will we know we are making a difference (01/04/2019 to 30/06/2019)?

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
1 Well-being Objective 1 - To improve the well-being of children and young people					
CP/015 - Percentage of schools that have adopted suitable programmes to address violence against women, domestic abuse and sexual violence (VAWDASV)		12.12	12.12	15.00	 Red
<p>Quarter One: 8 of 66</p> <p>Hafan Cymru's Spectrum Project is delivered in 8 schools and is funded by Welsh Government. In conjunction with this, a Healthy Relationship lesson now forms part of the Relationship and Sexuality Education Pack, developed by the Youth Service. These lessons will be delivered across all schools following a phased roll out.</p> <p>The return of an officer from maternity leave will assist in making further progress throughout the year. The Healthy Relationship Lesson has now been developed and piloted and the Relationship & Sexuality Education (RSE) Group hope to make inroads into schools over the coming months, working towards our annual target of 25%.</p>					
CP/109 -PAM/044 - Number of apprenticeships on formal recognised apprenticeships schemes per 1,000 employees			8.00	3.00	 Green
<p>We have engaged more apprentices as a result of demand from services.</p> <p>New Performance Indicator for 2019/20.</p>					
Well-being Objective 2 - To improve the Well-being of all adults who live in the county borough					
CP/025 - Number of compulsory redundancies made by the Council	0.00	1.00	0.00		
There were no compulsory redundancies during the period April to June 2019. It is our aim to minimise compulsory redundancies as much as possible.					
CP/034 - Percentage of incidents of domestic abuse where people are repeat victims - Independent Domestic Violence Advisor (IDVA) Service - highest risk victims		38.14	42.57	33.00	 Red
<p>Quarter one: 43 of 101.</p> <p>VAWDASV (Violence against Women, Domestic Abuse and Sexual Violence) Strategy recognises the need to better respond to victims in Neath Port Talbot. The VAWDASV Leadership Group commissioned a review of High Risk Victim Services, due to increasing demands and subsequent additional pressure on services. A systems review was undertaken analysing demands into services and process mapping. Various changes have been made as a result of this, including: changes to the step up and step down process for victims; changes to recording and monitoring; increased capacity within the team; and revised policies and procedures. However, as part of the demand analysis it is clear that there are a high number of repeat referrals into the system, in particular, those with complex needs. A dip sample of cases has been presented to the Leadership Group and a piece of work will be undertaken to better understand the: nature of the cases; profile of victims and profile of perpetrators and their wider needs. It has been agreed that this work should be escalated to the Community Safety Partnership Board and Public Services Board, as it is not solely a VAWDASV related issue. Going forward, the Independent Domestic Violence Advisor (IDVA) Service will monitor the number and nature of repeat referrals which will allow us to: better understand and improve services; ensure we give victims the best possible chance to fully engage with the support that is currently available; or consider whether alternative models of support for the more complex cases may be necessary. The IDVA team have just started more analysis on the 'repeats' but there is more work to be done, this will be reported on during quarter two.</p>					


PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
PI/413 - Percentage of correctly granted benefit against total granted	99.97	99.93	99.98	99.95	 Green
Quarter one: £14.281M of £14.283M. Continually high proportion of correctly awarded benefit.					
PI/414 - Benefits - Average days taken for new claims and changes of circumstances– application to assessment	6.92	5.72	3.36	6.00	 Green
Quarter one: 38,491/11,467. Continually low figure for turnaround times - well within target times.					
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	2.28	2.23	1.88	2.30	 Green
Quarter one - sickness has improved by 16%, compared to the same period last year. This measure is a Public Accountability Measure (PAM) and is compared across Wales. Our full year 2018/19 average sickness days per employee of 9.79 days is lower than the All Wales figure of 10.5 days. Neath Port Talbot Council are ranked 7th across Wales.					
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
In September 2019, we have received Wales Audit Office Annual Improvement Report (AIR) 2018-2019, which makes no formal recommendations for the Council. However the Auditor General has made a number of proposals for improvement and recommendations, deriving from local and national work undertaken by the Wales Audit Office. The full AIR will be presented to Council on 20 November 2019.					
CP/097 - CS/001 - Customer Services - Average customer waiting times (face to face)	5.15	4.89	6.90	8.00	 Green
We have seen a small increase in waiting times this year, however this is still well within the target figure.					
CP/098 - CS/004 - Customer Services - Percentage of customers leaving before being seen	0.07	0.11	0.38	0.25	 Red
Quarter one: 55 of 14,586 compared to same period for last year: 18 of 16,972. This has increased from 0.11% last year for the same period to 0.38% for this quarter. This is still a small increase compared to the number of visitors that have been seen at the One Stop Shops.					

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
CP/101 - CS/002a - Customer Services - Average time (seconds) to answer telephone calls in Welsh	28.00	18.00	54.00	25.00	 Red
We have noted that calls to the Contact Centre Welsh line have remained fairly static compared to previous years. However in April 2019 one of the two Welsh speakers left the service. This has impacted on our ability to answer Welsh calls as quickly as we would like, resulting in longer wait times and an increase of abandoned calls. This situation has been improved with the recruitment of a new Welsh speaking member of staff. We expect this to impact favourably on performance over the remainder of the year.					
CP/102 - CS/002b - Average time (seconds) to answer telephone calls in English	22.00	20.00	87.00	25.00	 Red
<p>A number of service changes have affected performance within the Contact Centre from the beginning of Quarter 1.</p> <ul style="list-style-type: none"> • New policy - Green Garden Waste Bags Scheme - this Scheme generated an increase in calls, resulting in an increase in time spent on the telephone. • Side Waste Scheme - this new Scheme generated an increase in the number of calls which had to be dealt with. • Van permits changes/Pest controls increased charges - changes to policies have resulted in longer conversations being held with service users due to changes in operating procedures and increases in prices. • New technical equipment - in April the Contact Centre received new IT equipment. This initially resulted in an increase in down time while individual issues were resolved. This was a short term issue. • New Telephone system - at the beginning of April the Contact Centre implemented a new telephony system. Although similar to the existing system there were a number of teething problems which resulted in less availability of operational staff to answer calls at times. • Recruitment of new Modern Apprentices - since April 2019, four new Modern Apprentices have been taken on within the service. As they are in training, this has resulted in increased conversation times whilst they familiarise themselves with the role. This has also resulted in demands being placed on existing staff in providing support and assistance when the Modern Apprentices are dealing with calls. 					
CP/103 - DBC/001 - Percentage of transactions completed on-line (new on-line services)	72.74	75.45	71.86	80.00	 Red
<p>Quarter one: 27,931 of 38,868.</p> <p>This measure relates to the following services: Bulk Collections, Van Permits, Refuse and Recycling Equipment and Missed Waste Collections.</p> <p>There are a significant number of online services outside of these service areas of which the total number of transactions is not easily accessible. We will report based on the number of transactions affected on line and work with service areas to develop KPIs (Key Performance Indicators) which reflect the impact of moving services online.</p>					
CP/105 - CFH/008 - Percentage of non-domestic rates due for the financial year which were received by the local authority	34.24	33.89	34.81	34.00	 Green
<p>Quarter one: £15.169M of £43.570M.</p> <p>We are currently on track to achieve our collection rate target of 98% by the end of the financial year.</p>					

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
CP/106 - PAY/001 - Percentage of invoices paid within 30 days	94.78	94.72	96.23	95.00	 Green
<p>Quarter one: 22,390 of 23,267. 96.23% of invoices were paid within 30 days. This is slightly higher than the expected level of performance. A contributory factor is the quick turn over period for the payment of the Welsh Government Local Authority Education Grants for school clothing.</p>					
CP/107 - CFH/007 - Percentage of council tax due for the financial year which was received by the authority	29.52	29.33	29.25	29.00	 Green
<p>Quarter one: £21.270M of £72.730M. We are currently on track to achieve our target of 98% by the end of the financial year.</p>					
PI/163 - Communications - On-line newsroom: Number of hits to newsroom page		5584.00	8392.00		
<p>Number of hits to the 'Newsroom' page in quarter one was 8,392, broken down as: April = 2710, May = 3002 and June = 2680. The 'hits' are the number of visits to the 'Newsroom' page on the Council's corporate website (number does include repeat visits by the same person). The page: www.npt.gov.uk/Newsroom features a mix of multi media content including the latest press releases, blog posts, videos, featured web pages and social media links.</p>					
PI/164 - On-line newsroom: Number of hits to press releases		39078.00	35654.00		
<p>There were more hits (39,078) in the first quarter of 2018-19 compared to the same period of 2019-20. This was largely due to a spike in May 2018 (24,890 hits) when the Council successfully challenged the World Health Organisation over data that presented Port Talbot as the UK's most polluted town, and subsequently received an apology. This story was widely shared and viewed and was the likely cause of this spike.</p> <p>Monthly breakdown of Quarter one: April - 10622 May - 12733 June - 12299</p> <p>We measure the number of hits to press releases as well as hits to the newsroom as they represent the different access channels available. The newsroom is just one route into reading the Council's press releases, with each release being set up on its own page. Not all visitors to the newsroom will open a press release and not all people opening press releases will have arrived there via the newsroom, readers might open releases via direct links in social media posts, emails, search engines etc. This PI will fluctuate as it is influenced by a number of factors e.g. the number of press releases published by the Council during the quarter or topical issues that might make a story more newsworthy.</p>					

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
PI/166 - Communications - Ezine: Number of subscribers (broken down into English, Welsh and Bilingual)		196.00	644.00	600.00	 Green
<p>These are 'as at' figures for the end of June 2019 showing the number of people who have signed up to receive NPT News (the Council's monthly email newsletter highlighting the latest news, events, consultations and useful information). We produce English language, Welsh language and bilingual versions each month. You can sign up at: www.npt.gov.uk/NPTNews</p> <p>Breakdown by category: Welsh: 7 English: 618 Bilingual: 19</p>					
PI/172 - Communications - Employee communications: Number of hits on intranet/staff portal 'Employee News' stories		7526.00	10517.00		
<p>One of the factors which is likely to have contributed to the increase in the number of hits to 'staff news' in this quarter (10,517) compared to hits in the same period last year (7,526) is the appointment of the Corporate Engagement & Employee Communications Officer who's remit includes internal communications.</p> <p>The number of visits to the 'Employee News' page on the Council's intranet does include repeat visits by the same person. The page highlights important urgent or topical information for Council staff. This PI will fluctuate as is influenced by a number of factors e.g. the number of stories published on staff news during the quarter or topical issues that might make a story more popular etc.</p>					
PI/217- Communications - Number of hits to our consultation webpage		11.00	2616.00		
<p>The 'Consultation' web page was first published in the first quarter of 2018-19, therefore the performance in the first quarter of this year shows a marked improvement compared to the first quarter of last year. The page gathers together the latest Council consultations on one page and allows people to respond and share their views via online questionnaires.</p> <p>There were 5 consultations covering a wide range of issues on the page in June 2019 (Assisted Transport Policy, Fairness of Adult Service Provision Policy, Community Cohesion Survey, Draft Home to School Travel Policy2020, Draft Adult Services Respite Allocation Policy) and this is likely to be the reason for the increase in activity in June.</p> <p>Monthly Breakdown as follows: April = 317 May = 324 June = 1975</p> <p>The number of visits to the 'Consultations' page on the Council's corporate website does include repeat visits by the same person.</p>					

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PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
PI/417 - Legal Services - 7.7(L) - Percentage of standard searches carried out within 10 working days	96.04	97.21	99.45	96.00	 Green
Quarter one: 362 of 364. 99.45% of all official searches were completed in 10 working days, compared with 97% for the same period last year (2018-19). We maintained high standards of performance and continued improvement in service delivery on the whole.					
PI/421 - CS/003a - Customer Services - Percentage of telephone calls in Welsh abandoned after 5 seconds	16.60	15.98	48.08		
Quarter one: 150 of 312. We have noted that calls to the Contact Centre Welsh line have remained fairly static compared to previous years. However in April 2019 one of the two Welsh speakers left the service. This has impacted on our ability to answer Welsh calls as quickly as we would like. Resulting in longer wait times and an increase of abandoned calls. This situation has been improved with the recruitment of a new Welsh speaking member of staff. We expect this to impact favourably on performance over the remainder of the year.					
PI/422 - CS/003b - Customer Services - Percentage of telephone calls in English abandoned after 5 seconds	3.73	3.46	16.21		
Quarter one: 5469 of 33743. number of service changes have affected performance within the Contact Centre from the beginning of Quarter 1. New policy – Green garden waste bags scheme. An increase in calls about this scheme resulting in an increase in time spent on the telephone. <ul style="list-style-type: none"> • Side waste scheme - New scheme generated an in increased number of calls which had to be dealt with. • Van permits changes/Pest controls increased charges - Changes to policies have resulted in longer conversations being held with service users due to changes in operating procedures and increases in prices. • New technical equipment - In April the Contact Centre received new IT equipment. This initially resulted in an increase in down time while individual issues were resolved. This was a short term issue. • New Telephone system - At the beginning of April the Contact Centre implemented a new telephony system. Although similar to the existing system there were a number of teething troubles which resulted in less availability of operational staff to answer calls at times. • New Modern apps requiring more support and assistance from other team members. Since April 2019, four new Modern Apprentices have been taken on within the service. As they are in training, this has resulted in increased conversation times whilst they familiarise themselves with the role. This has also resulted in demands being placed on existing staff in assisting these staff in dealing with calls. 					

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Mae'r dudalen hon yn fwiadol wag



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

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Performance Indicators

Neath Port Talbot Council

Appendix 2 - Cabinet - Chief Executive Directorate and Finance & Corporate Services Directorate -
Compliments and Complaints - Quarter 1 - 2019/20



Print Date: 24-Sep-2019

How will we know we are making a difference (01/04/2019 to 30/06/2019)?

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
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					
PI/252 - Chief Executive's Directorate/ Finance & Corporate Services Directorate - % of stage 1 complaints upheld/partially upheld	11.11	27.27	20.00		
<p>Quarter one: 15 complaints, breakdown as follows:</p> <p>8 for Council Tax 3 for Housing Benefits 1 for Electoral 1 for Communications 2 for Contact Centre</p> <p>Upheld/partially upheld - 3 of the above complaints were upheld/partially, breakdown as below: 1. Council Tax - lack of clarity and content of emails, matter addressed and apology was given. 2. Council Tax - customer fallen behind in payments, complained regarding the initial advice given that a potential liability order being sought. Explained the procedure of the Council to the complainant and a payment plan was offered and accepted. 3. Electoral - in respect of a postal vote for the European Election, remedied to enable vote to be cast in time. Apology was given and procedures reviewed.</p> <p>Ongoing - 1 Welsh Language complaint in respect of Social Media which is still ongoing and outcome not yet known.</p>					
PI/253 -Chief Executive's Directorate/ Finance & Corporate Services Directorate - % of complaints at stage 2 that were upheld/partially upheld	100.00	0.00	100.00		
<p>Quarter one: we had one complaint in connection with Council Tax which was upheld.</p> <p>An error occurred following a telephone conversation whereby it was agreed that a hold would be placed on the complainants account together with the payments being adjusted. Unfortunately the hold was not placed on the account which subsequently generated a Final Notice. The error was rectified by the Principal Officer following investigation at Stage one, an apology was given and officers were reminded of the importance of recording information on the system. The complainant escalated the request to a Stage two asking for compensation which was declined due to the fact that a repayment plan had been put in place following the Stage one investigation which would not have otherwise have been offered.</p>					
PI/254 - Chief Executive's Directorate/ Finance & Corporate Services Directorate - % of complaints dealt with by the Public Services Ombudsman that were upheld/partially upheld					
Quarter one: no complaints received for this period for the last 3 years.					

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PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
PI/255 - Chief Executive's Directorate/ Finance & Corporate Services Directorate - Number of compliments received from the public	41.00	24.00	28.00		
<p>Quarter one: compliments received for this period can be broken down as follows:</p> <p>7 for Mayoral - Thank you to Mayor and Deputy Mayor for supporting and attending various functions, award ceremonies, and area Scout Camp, the outstanding success of the Mayor's Citizen Awards and a visit to the Mayor's Parlour by Cub Scouts.</p> <p>8 for Community Safety – excellent advice, reassurance, information, understanding, informative newsletters, arranging meetings and personal thanks and appreciation from the outgoing High Sheriff in support to Crimebeat.</p> <p>4 for Contact Centre – Thanks to staff for help and prompt action.</p> <p>2 for Council Tax – Thanks to staff for help, support, advice and on one member of staff "being a credit to Neath Port Talbot County Borough Council"</p> <p>7 for Licensing – thanks to staff for guidance, assistance and always being ready to help.</p>					

Tudalen23

Mae'r dudalen hon yn fwiadol wag

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Cabinet

2 October 2019

Report of

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

Matter for Decision

Wards Affected: All Wards

**Corporate Plan 2018-22 Annual Report (Full progress report)
Period: 1st April 2018 to 31st March 2019**

Purpose of Report

1. To present the Corporate Plan 2018-2022 Annual Report, for the period: 1st April 2018 to 31st March 2019 for consideration and approval.

Executive Summary

2. The Annual Report attached at appendix 1 provides an account of progress made over the period 1st April 2018 to 31st March 2019 against the three well-being objectives as set out in the Corporate Plan 2018-2022.
3. The report is required to meet duties set out in the Local Government (Wales) Measure 2009 and the Well-being of Future Generations (Wales) Act 2015.
4. The Report identifies that the Council is continuing to make good progress on implementing the programme set out in the Corporate Plan. Overall, we achieved most of what we set out to do in relation to our three well-being objectives and associated improvement priorities and report an overall improved position compared to last year.
5. In preparing this annual report, the Council is required to consider whether the current well-being objectives remain relevant or whether changes to those objectives should be considered. Given that the objectives were agreed in September 2017 and reviewed in March 2019 when the word 'safe' was added

to the third well-being objective for the Corporate Plan 2019-2022 (approved by Council in April 2019), it is not considered necessary to make any changes at this point in time.

Background

6. Under the Local Government (Wales) Measure 2009, the Council is required to publish a forward looking improvement plan setting out our improvement priorities (known as improvement objectives) for the financial year ahead and an annual report to reflect back on the performance of that plan.
7. Additionally, the Well-being of Future Generations (Wales) Act 2015 requires the Council to set well-being objectives which seek to maximise the Council's contribution to the national well-being goals, whilst also embracing the sustainable development principle. The Council is further obliged to report each year on the extent to which the well-being objectives it has set have been achieved.

Our Performance

8. In the main, 78 (83%) out of 94 'steps', i.e. the actions we set to deliver on our improvement priorities are on track, compared to 57 of 78 (73%) for last year. 15 (16%) off the steps are just off track and one was off track and is related to the City Deal work streams.
9. Our suite of 107 KPIs were revised to be reflective of the actions contained within the Corporate Plan 2018-2022. As a result of this revision we cannot compare on a 'like for like' basis the full suite of KPIs for 2018-19 with the previous year's full suite (2017-18).
10. However, of those KPIs included in our 2018-19 suite and where previous years information is available, 27 of 61 (44%) improved or maintained performance, 18 (30%) marginally declined and 16 (26%) declined by 5% or more.
11. Of the Corporate Plan KPIs that had targets, over half, 38 of 69 achieved the target for the year. 22 of these KPIs were 5% or more below the target set. In relation to these 22 KPIs, going forward we need to review how we set these targets to ensure they are realistic and achievable.

12. The Council maintained its own performance compared to 2017-2018, in relation to the Public Accountability Measures (PAMs), with generally the same number of KPIs in the upper quartile (top six) and lower quartile (bottom six). PAMs are a set of national measures which enable Councils to give an account of their performance to the public, including comparing their performance with that of other Councils.
13. We continued to make good progress on delivering on our corporate change programme in the following key work streams: Smart and Connected, Sharing the Load and Better Connected.

Financial Appraisal

14. The performance described in the Annual Report was delivered against a challenging financial backdrop. Since 2010, spending reductions to c£83 million have been delivered to enable the Council to achieve a balanced budget. In 2018-19, we achieved our target budget savings of £6.790 million against a total net revenue expenditure of £282.851 million.

Integrated Impact Assessment

15. There is no requirement to undertake an Integrated Impact Assessment.

Valleys Communities Impact:

16. The Annual Report provides an update on the progress made in delivering projects to support valley communities.

Workforce Impact

17. 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 was developed over the period to support the workforce to adapt to the changes that delivery of the Corporate Plan will introduce.

Legal Impact

18. This Annual Report is prepared under Section 15(3) of the Local Government (Wales) Measure 2009 and discharges the Council's duties under sections 2(1), 3(2), 8(7) and 13(1). This Annual Report also discharges duties in Section 3 of the Well-being of Future Generations (Wales) Act 2015.

Risk Management

19. Councils are required to produce a backward looking report by 31st October each year. The report must comply with provisions within the 2009 Measure. Failure to produce a compliant report within the timescales can lead to a Certificate of Non-Compliance by the Wales Audit Office and statutory recommendations the Council would be obliged to address. The risk of non-compliance is considered low as the Report follows the same format as previous years when a Certificate of Compliance has been achieved and publication by the timescales of 31st October 2019.

Consultation

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

Recommendations

21. It is recommended that Cabinet considers the following documents set out in the Appendices, and if considered appropriate, that Cabinet commends the documents to Council for approval:
 - Draft Corporate Plan 2018-22 Annual Report (full progress report)
 - Draft Corporate Plan 2018-22 Annual Report (summary report)
 - Corporate Plan Key Performance Indicators 2018-22
 - Public Accountability Measures All Wales Comparisons 2018-19
22. It is recommended that Cabinet considers whether the three well-being objectives set out in the current Corporate Plan remain relevant or require amendment. It is the view of officers that those objectives remain relevant as they were recently reviewed in March 2019 as part of the process of updating the Corporate Plan and there have been no material changes since that date that would suggest amendments are necessary. Consequently, it is recommended that Cabinet proposes to Council that no changes be made to the Council's well-being objectives at this time.
23. It is recommended that the Leader of Council be given delegated authority to make such changes as may be needed to the Annual Report prior to publication, provided that such changes do not materially alter the content of the document considered by Council.

Reason for Proposed Decision

24. To meet the statutory requirements set out in the Local Government (Wales) Measure 2009 and the Well-being of Future Generations (Wales) Act 2015.

Implementation of Decision

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

Appendices

26. Appendix 1 – Draft Corporate Plan 2018-22 Annual Report (full progress report)
27. Appendix 2 – Draft Corporate Plan 2018-22 Annual Report (summary report)
28. Appendix 3 – Corporate Plan Key Performance Indicators 2018-22
29. Appendix 4 – Public Accountability Measures All Wales Comparisons 2018-19

List of Background Papers

30. Neath Port Talbot Corporate Plan, Shaping NPT 2018–22
31. Local Government (Wales) Measure 2009
32. Well-being of Future Generations (Wales) Act 2015

Officer Contact

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Mae'r dudalen hon yn fwriadol wag

Corporate Plan 2018-22 Annual Report (Full Progress)



Period: 1st April 2018 to 31st March 2019



FOREWORD

I am pleased to present a full progress report (covering the period 1st April 2018 to 31st March 2019) based on our performance against our three well-being objectives contained in our Corporate Plan 2018-2022. The Corporate Plan sets out how we intend (through our three well-being objectives) to improve the well-being of people in the whole of the county borough and how we are demonstrating our contribution to the seven nation well-being goals set by Welsh Government. Overall we are making good progress on our journey to improve the well-being in the area. However, it is also clear that the significant cuts made to our budgets are placing some services under strain.

I hope you will find the information useful and I would welcome feedback from you.

Cllr R G Jones, Leader of Council



This Report is available in Welsh and on our [website](#)

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Introduction

The Well-being of Future Generations (Wales) Act 2015 and the Local Government (Wales) Measure 2009 both require the Council to publish an annual report of progress made in achieving its well-being objectives and improvement priorities as set out in the Corporate Plan 2018-2022.

In preparing this Annual Report for the 2018-2019 financial year, the Council was required to consider whether the current well-being objectives remained relevant or whether changes to those objectives should be considered. Given that the objectives were agreed in September 2017 and reviewed in March 2019 when the word 'safe' was added to the third well-being objective for the Corporate Plan 2019-2022 (approved by Council in April 2019), it was not considered necessary to make any changes at that point in time.

This Report provides an account of progress made against the three well-being objectives and associated improvement priorities as set out in the Corporate Plan 2018-2022, covering the period 1st April 2018 to 31st March 2019.

Our performance

- **Well-being objectives** – the Report identifies that the Council is continuing to make good progress on implementing the programme set out in the Corporate Plan 2018-2022. Overall, we achieved most of what we set out to do in relation to our three well-being objectives and associated improvement priorities and report an overall improved position compared to last year. 78 (83%) out of 94 'steps', i.e. the actions we set to deliver on our improvement priorities are on track, compared to 57 of 78 (73%) for last year. 15 (16%) of the steps are just off track and one was off track and is related to the City Deal work streams.
- **How we compare** - the Council also has a duty under the Local Government (Wales) Measure 2009 to compare performance with previous financial years and with other Councils. Our suite of 107 Key Performance Indicators (KPIs) ([hyperlink](#)) were revised to be reflective of the actions set out in the Corporate Plan 2018-2022. As a result of this revision we cannot compare on a 'like for like' basis the full suite of KPIs with the previous year's full suite

(2017-18). However, of those KPIs where previous years information is available, 44% (27 of 61) improved or maintained performance, 30% (18 of 61) marginally declined and 26% (16 of 61) declined by 5% or more.

Of the Corporate Plan KPIs that had targets, over half, 38 of 69 achieved the target for the year, 22 of these KPIs were 5% or more below the target set. Going forward (in relation to the 22 KPIs) we will need to review how we set these targets to ensure they are realistic and achievable.

The Council maintained its own performance compared to 2017-2018, in relation to the small number of Public Accountability Measures (PAMs) with generally the same number of KPIs in the upper quartile (top six) and lower quartile (bottom six). PAMs are a set of national measures which enable Councils to give an account of their performance to the public, including comparing their performance with that of other Councils ([hyperlink](#)).

- **Corporate change programme** - during 2018-19 we made good progress on our corporate change programme in the following key work streams:
 - **Smart and Connected** - in December 2018, the Council approved an updated “[Digital Strategy](#)” which extends the scope of the initial digital strategy (Digital by Choice approved in 2015) considerably to focus on the following three strategic priorities: 1) transforming the way we deliver our functions/services and increasing use of the Council’s on-line functions/services by residents; 2) to contribute to the development of favourable conditions for economic growth in the county borough; and 3) embracing a “digital first” approach to the way we support our workforce.
 - **Sharing the Load** - during 2018-2019, the Council continued its work on income generation to help sustain services whilst continuing to set a balanced budget. This work has included exploring what other Councils have been doing in this area, as well as, with the support of the Association of Public Services Excellence (APSE), working out what type of approach might be adopted locally. Officers and Members have been able to participate in the national networks that APSE maintain, enabling the Council to network with other councils to exchange information about what works in other places.

- **Better Together** - work has begun to generate a new understanding between the Council, its citizens and partners where: there is a genuine, shared vision of what we all want for Neath Port Talbot; we are clear about what the Council's role in achieving that vision needs to be; what the role of individual citizens needs to be; and what the role of whole communities needs to be.

A more detailed assessment can be found later in this report under: **Performance of our Well-being objectives, Improvement priorities and Steps** ([hyperlink](#)).

Securing good governance and continuous improvement of the Council

Governance arrangements have been revised to support the new duties set out in the Well-being of Future Generations (Wales) Act 2015. The revisions already made are summarised below, together with a brief note of the further improvements that the Council plans to make in the next period.

Corporate planning – The Council has fundamentally revised the format and scope of the corporate plan to meet existing duties set out in the Local Government (Wales) Measure 2009 but also the new requirements of the Well-being of Future Generations (Wales) Act 2015. Likewise, arrangements for the Council’s annual reporting arrangements have been amended to meet the new duties. The Council has also sought to improve the accessibility of information to better engage all stakeholders in the Council’s work. The intention is that there will be a continuous flow of information about how the Council is delivering on its well-being objectives and to keep stakeholders up-to-date.

In December 2018, the Council completed the Future Generations Commissioner for Wales’s self-reflection tool. The tool was developed to enable the Commissioner to fulfil the duty of monitoring and assessing the progress being made by the 44 public bodies in Wales, who are subject to the duties of the Well-being of Future Generations (Wales) Act 2015. The Commissioner provided the Council with feedback in September 2019, which included an assessment and advice on our progress towards our well-being objectives and the implementation of the Act. The Commissioner welcomed the view that our three well-being objectives form an integrated framework which demonstrates the contribution of everything the Council does towards the national well-being goals. The Commissioner also commented positively on our interactive website version of the 2017-2018 annual report which contained stories to illustrate how our work is impacting on local people.

However, the Commissioner did comment on our approach to completing the self-reflection tool and recommended we involve a wider range of people in the future. The Commissioner also commented on the lack of information in our self-reflection on the barriers we have faced in implementing the Act and would also like to see more self-reflection on the impact the steps contained in our Corporate Plan are having on meeting our well-being objectives. The Commissioner

provided a more specific assessment and advice on the progress we are making towards our well-being objectives which included positive comments on the diversity of steps and actions under each of our well-being objectives. However, the Commissioner advised when reviewing our objectives and steps, we consider what is going to have the biggest impact in improving well-being for the residents of Neath Port Talbot. The Commissioner's assessment and advice will be taken into consideration when completing our 2019-2020 Annual Report.

During 2018-19, the Wales Audit Office (WAO) undertook: improvement assessment work; an assurance and risk assessment project and work in relation to the Wellbeing of Future Generations Act at the Council. Based on the work carried out by the WAO and other relevant regulators (such as Estyn or Care Inspectorate Wales), the Auditor General believes [Neath Port Talbot Council is likely to comply with the requirements of the Local Government \(Wales\) Measure \(2009\)](#).

The WAO also undertaken work to examine if the Council is acting in accordance with the sustainable development principles of the Well-being of Future Generations Act (Wales) 2015. This work focused on a step within well-being objective one: Step 1.1.5 'We will work with partners to ensure that we target support to those children at risk of adverse childhood experience in the first 1,000 days of their lives'. The Auditor General found: The Council is acting in accordance with the sustainable development principle in developing this well-being objective. There were no proposals for improvement but opportunities to further embed the five ways of working were identified. These are set out in a full report issued separately for this work in the form of an action plan and will be reported to Cabinet on 2 October 2019.

Financial Planning - In 2018-2019, we achieved our target budget savings of £6.790 million, bringing the cumulative spending reductions to c£83 million since 2010. The total net revenue expenditure was £282.851 million. The budget was prepared in the context of the Corporate Plan, based on the three well-being objectives and includes: protection for some services that enable early intervention and prevention activities that reduce demand on public services whilst promoting well-being; protection for integrated services that have been established to deliver more joined up services for citizens; protection for services that have a long term impact on sustainability; and protection for key collaborative arrangements. The Council updated its [Forward Financial Plan in February 2019](#) to deliver financial savings.

Workforce - In June 2018, the Council approved a Corporate Workforce Plan. The purpose of the Workforce Plan (a copy can be found [here](#)) is to enable us to keep pace with the workforce implications of our Corporate Plan and sets out the actions we need to take to achieve our priorities and objectives. The aim of the plan is to enable us to identify any gaps between our workforce of today and the workforce we need looking forward over the next five years and beyond – ensuring the Council has the right number of people with the right skills and attitudes in place at the right time to deliver its services and functions. The Plan also sets out the key challenges for our employees over the next five years, articulated in the Corporate Plan well-being objectives and improvement priorities, the Forward Financial Plan, asset management plans and the Strategic Risk Register.

Asset Management - Arrangements for asset management are well-established with clear links to strategic and service planning and the Council's capital and revenue budget arrangements. Our asset management plans provide information on the number and conditions of the following classes of assets: highways, fleet, bridges and structure, property and information and communications technology. The reduction in financial resources available to the Council is placing considerable pressure on this area of work. The associated risks are set out in the Council's Strategic and Operational risk registers and in this in turn informs the allocation of revenue and capital resources.

Risk Management - Following a review by the Wales Audit Office, the Council's Corporate Risk Management Policy was updated in 2018 to reflect improvements made to the way in which both strategic risks and operational risks are recorded, managed and reported. The [revised Policy](#) continues to promote an open, consistent and proactive risk management attitude and enables us to better monitor our risks over the short, medium and long term. In order to strengthen the underpinning risk management process, a new integrated corporate performance and risk management system (CPMS) was implemented last year. CPMS enables a consistent approach to the recording and reporting of risks (both strategic and operational) across the Council.

Procurement – To date the Council has complied with [Welsh Government Procurement Policy](#) by ensuring that contracts over the value of £1,000,000 include community benefits clauses. In line with good practice, consideration is now being given for all tenders to determine whether community benefit provisions should be used and can be generated for the

type of contract being considered (ensuring benefits to the organisation, society and economy). Consideration is also given to contracts advertised on Sell2Wales, as to whether contracts should be split into “Lots” or smaller arrangements. This will allow smaller organisations to bid for elements of contracts if they are unable to bid for larger packages and enable smaller and local organisations to play an active role in the procurement process.

Contracts and tender documents have now been simplified to allow all organisations regardless of size and experience in tendering to have the opportunity to take part in the procurement process. In 2018-2019, the Council enhanced its procurement arrangements by signing up to the [Ethical Supply Chains Programme](#), which makes a commitment to ensuring that the Council actively examines where it sources its goods and services from to ensure those arrangements are ethical.

In addition to offering contracts for services, the Council also has a Third Sector Grant Scheme that was co-produced with representatives of the local third sector. The Grant Scheme makes a direct reference to the Well-being of Future Generations (Wales) Act, encouraging third sector organisations to work in partnership with the Council in pursuit of the Council’s own well-being objectives.

Monitoring and Review

Throughout the year, we examine the progress made in achieving our well-being objectives set out in the Corporate Plan. On a quarterly basis, the key performance indicators set out in Appendix 1 are reported to Cabinet and relevant Cabinet Boards.

The recently introduced corporate performance and risk management system (CPMS) enables the integration of the Council’s strategic planning, business planning, performance management and risk management arrangements. In implementing the CPMS, the Council has taken the opportunity to ensure that there is a golden thread running from the three corporate well-being objectives, through to key corporate strategies and to service business plans. This enables the Council to clearly demonstrate how its services and functions contribute to the Council’s well-being objectives which in turn support the seven national well-being goals.

Public Engagement and Reporting

The Corporate Communications and Community Relations Strategy (2018-2020) was approved (a copy can be found [here](#)). The Strategy was developed to help us meet the requirement under the Well-being of Future Generations (Wales) Act 2015, to involve people in the work that the Council carries out. It has also been designed to make our collective communications and community relations efforts more consistent, effective and relevant and to support the delivery of our Corporate Plan.

A new area on the Council's website '[ShapingNPT](#)' has been designed to improve communications and engagement. The aim is to improve awareness of what the Council does and encourage engagement by simplifying the narrative around the Council's Corporate Plan and Annual Reports. We are using citizens' and wider stakeholders' stories to bring the Council's work to life celebrating successes and highlighting areas where more work needs to be done to achieve our objectives.

During 2019-20 we also intend to: create a Citizen's Panel (a forum where people can express their views and opinions about the Council's work and feel like their voices are listened to); strengthen our arrangements for the Older Persons Council and Black and Minority Ethnic Association; and establish a Youth Mayor (a voice for all children and young people across the county borough).

The next section provides a detailed assessment of how we have performed against each of the Steps set out to achieve our three well-being objectives and improvement priorities. This also includes an overall RAG status against each Step based on the following key:

- Green: on the whole we are on track to deliver what was planned during 2018-19
- Amber: Just off track, we have not delivered some of what was planned during 2018-19
- Red: Generally off track in delivering what was planned during 2018-19 in terms of timescales or we may not deliver

Performance of our Well-being objective 1, improvement priorities and steps

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

How this well-being objective contributes to the seven national well-being goals:

A prosperous Wales	The suite of improvement priorities and steps aim, collectively, to ensure that every child and young person enters employment, education or training at the end of full-time education ready to contribute socially and economically.
A healthier Wales	Every school in NPT is a “Healthy School” and the county borough also has good participation rates in physical activity. We have made good progress placing greater emphasis on emotional well-being to equip children and young people with the skills, behaviours and support they need. Additionally, parenting programmes are targeting those families most in need of support. The Council has good data to identify where there are differences in attainment and outcomes for children and young people of different backgrounds with programmes in place to address inequality and inequity.
Wales of cohesive communities	There is a strong emphasis on ensuring equality and celebrating diversity across the range of activities. There is also recognition and work to address inequalities in all of its forms, whether in relation to statutory duties concerned with people of protected characteristics, inequality caused by disparities in income, or by virtue of whether children and young people are cared for by their own families or the council. Programmes to educate children and young people about wider community safety programmes are well-established. We have been continuously reviewing our programmes to ensure that they remain relevant. For example, equipping children and young people to stay safe on-line has become a key area of focus given Child Sexual Exploitation, radicalisation and other on-line criminality.
A resilient Wales	Biodiversity and the natural environment are key elements of The Education for Sustainable Development and Global Citizenship (ESDGC) framework and we have a number of resources for schools to incorporate into all areas of the National Curriculum. The resources are designed to be used to complement field visits both within the school grounds, and to local areas across the county borough.

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

How this well-being objective contributes to the seven national well-being goals:

A more equal Wales	Reducing inequality and inequity is a strong theme across the priorities that have been developed to support the achievement of this objective. There is a particular focus on children most at risk of an adverse childhood experience with the intention of strengthening prevention and early intervention work. We are also building on our children’s rights work to ensure that children and young people have a say in matters that affect them.
A Wales of vibrant culture and thriving Welsh language	The county borough has good rates of participation in physical activity and there are a wide range of cultural opportunities. We are strengthening Welsh and bi-lingual education in both pre-school and full time education settings. The Council’s Welsh Promotional Strategy will support the Council’s objectives to increase the number of people who can speak Welsh and who do so on a daily basis.
A globally responsible Wales	There are many ways in which our work contributes to the wider world. For example, the technological investment through our 21st Century Schools programme is transforming the way in which children and young people access learning, bringing experiences from across the world into our classrooms, whilst also building skills fit for the future labour markets.

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Overall progress: We set out 31 steps, i.e. the actions to help us deliver the improvement priorities for well-being objective one, of which 28 are on track and 3 just off track. Below is more detailed information on how we did against each step.

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

Improvement Priority 1.1 Children in their early years will benefit from integrated and effective pre-school programmes that maximise their well-being and their readiness for learning

Step	Progress	RAG Status
<p>1.1 We will implement the Government's programme to increase the availability and quality of child care provision once resources have been made available</p>	<ul style="list-style-type: none"> • The Childcare Offer is now available throughout the whole of the county borough and 120 providers (including some in neighbouring counties) are signed up to provide the Childcare Offer. • Throughout the year we focused on promoting grant funding available to support Childcare providers. As a result we had: five new childcare provisions across the county borough, an existing provider was able to expand, seven existing childminders, two new childminders and six parent and toddler groups all benefitted from the grant funding. • We supported 42 pre-school childcare provisions to achieve their specific targets to achieve the Healthy & Sustainable Pre-School Scheme (HSPSS) by holding a successful HSPSS Providers Well-being event (sharing good practice). The scheme is part of the Welsh Government's Healthy Schools Scheme initiative and aims to actively promote health in a number of areas including physical activity and active play. • We also undertook a number of activities to promote the use Welsh Language in our childcare settings. These included: holding a Childcare Providers Event with the focus being on Welsh Language; undertaking a questionnaire to understand and establish a baseline on 	<p>Green</p>

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

Improvement Priority 1.1 Children in their early years will benefit from integrated and effective pre-school programmes that maximise their well-being and their readiness for learning

Step	Progress	RAG Status
	<p>providers needs around Welsh language training/development; and holding taster programmes such as ‘Clwb Cwtsh’ (Welsh lessons for families) focusing on speaking Welsh with young children.</p> <p>KPI: We did not achieve the target of 2350 set for the number of full day childcare places provided. This is due to places fluctuating through the year due to new registrations and de-registrations. Actual for: 2018-19 was 2228.</p>	
<p>1.2 We will review links between early years’ programmes and schools to ensure they are developed</p>	<ul style="list-style-type: none"> • To support young children's transition to school, we successfully piloted Flying Start transition meetings between childcare providers and schools in the Cymer Afan Federation, Melin and Gnoll schools. This is being replicated in other areas across the county borough. We also invited a number of Non Flying Start providers and schools to transition meetings, however, the uptake from this group was very low. • A Transition Information Sheet (based on a one page profile of the child) was designed by the Early Years Transition sub group. Flying Start providers all received training in using this paperwork and childminders were also invited to an evening training session on transition (15 childminders attended). • Some Welsh medium schools and Cylchoedd (Welsh-medium playgroups) held individual meetings to support transition and next year we will have a member of the Early Years team in post to help support these meetings across all Welsh medium schools and providers. 	<p>Green</p>

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

Improvement Priority 1.1 Children in their early years will benefit from integrated and effective pre-school programmes that maximise their well-being and their readiness for learning

Step	Progress	RAG Status
<p>1.1.3 We will review 0-3yr support, provision and information sharing in non-Flying Start areas</p> <p>Tudalen46</p>	<ul style="list-style-type: none"> • Last year we merged childcare training programmes into one, so that they would be suitable for all childcare staff and ensure parity across the sector. The programme also includes mandatory training and a range of continuous professional development courses designed to up skill the workforce and help improve the quality of childcare across the county borough. • We promoted the free up skilling courses for childcare staff provided by Neath College. The College also organised courses for the Playwork Qualification and Transition into Playwork to ensure providers comply with the new requirements for staff working with children over 5 to have this qualification. • A training audit for all childcare providers was undertaken in January 2019 and has been used to feed into current and future training programmes. <p>KPI: 98.21% of schools reported that children were better prepared to engage in play and learning. 55 out of 56 schools within their Foundation Phase, had a greater number of pupils achieving outcome 5+ from Personal and Social Development than not achieving.</p>	<p align="center">Green</p>
<p>1.1.4 We will deliver a national programme and targeted intervention through the Book</p>	<p>We held a number of 'Book Start' events with the focus being on creating a love of reading, improving communication skills and promoting literacy and numeracy in the early years. We distributed all of our Book Start packs to health workers and our Song and Rhyme sessions continued to be popular with users, with regular sessions held across all our Council run libraries.</p>	<p align="center">Green</p>

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

Improvement Priority 1.1 Children in their early years will benefit from integrated and effective pre-school programmes that maximise their well-being and their readiness for learning

Step	Progress	RAG Status
Start Programme to introduce literacy and numeracy for babies and young children		
<p>1.1.5 We will work with partners to ensure that we target support to those children at risk of adverse childhood experience in the first 1,000 days of their lives</p>	<p>We organised an engagement event with key partners to consider the research on adverse childhood experiences and the first 1,000 days. The event was attended by over 165 practitioners. Following the event a report was prepared with recommendations to progress the work (this work also links to Well-being objective one in the Neath Port Talbot Public Service Board’s Well-being Plan published in May 2018). We were also successful in gaining funding from Welsh Government to have future engagement events regarding the first 1,000 days.</p> <p>During 2018-19, the Wales Audit Office examined this step as part their audit work on the Well-being of Future Generations (Wales) Act 2015. No proposals for improvement were identified from this work but opportunities to further embed the five ways of working were identified. These are set out in the form of an action plan and will be reported to Cabinet on 2 October 2019.</p>	<p>Green</p>

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

Improvement Priority 1.2 Families struggling to provide good parenting for their children will be provided with tailored support

Step	Progress	RAG Status
<p>1.2.1 With our partners we will refine our wider Think Families Partnership work to more effectively target early intervention and prevention support to those families who need it</p>	<ul style="list-style-type: none"> • During 2018-19 and based on the findings from a needs assessment conducted in 2017 (which included the views of children, young people, families, and engagement with partners), we commissioned a number of services under the Families First early intervention programme. The services commissioned included: parenting, youth services, alcohol and substance misuse, domestic abuse, emotional and mental health services, support for children and young people with a disability and their families. An early intervention and prevention panel has also been introduced to ensure that families are able to access appropriate services as quickly as possible following the identification of their needs. • Families First commissioned services are monitored through: the collection and analysis of quarterly monitoring data, monitoring visits and submission of monthly user information. This is complemented by face to face engagement with service users throughout the term of the contract, including engagement with children and young people. • We commissioned a number of services under the Families First early intervention programme and received positive feedback from those using the services, which included: 87% of participant parents feeling they had improved ability to support their child's learning and development needs and 90% felt they had benefitted from attending an evidence-base parenting programme. 	<p>Green</p>

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

Improvement Priority 1.3 Children of school age will be safer, healthier and engaged with their learning

Step	Progress	RAG Status
<p>1.3.1 We will ensure communities are empowered to strengthen their own capacity to improve health and wellbeing and all children and young people can fully participate in a range of activities that promote their social, cultural, economic and environmental well-being</p>	<ul style="list-style-type: none"> • We completed our mapping exercise of the county borough to provide an accurate picture of what community based youth provisions there are for young people. A report was presented to Education Skills and Culture Cabinet Board in the autumn 2018 (hyperlink). • The Youth Service supported 12 community based Youth Clubs which provided young people aged 11-18 access to a range of educational, social and recreational activities (such clubs are a positive contribution to making a difference to the young people’s social, cultural, economic and environmental wellbeing). • Since April 2018, community based targeted provisions have also been delivered to support vulnerable groups of young people who are carers, lesbian gay bisexual or transgender, and those with speech, language and communications needs. • We are using youth work methods to build positive relationships with young people from above groups, which enables the youth worker and young person to develop a support plan to ensure that individual needs are met. • The Active Young People Programme is offering a range of activities to encourage participation in the community. The Park Lives and Street Games Programmes are delivered in the heart of the communities and a number of different sessions have been set up in the most deprived areas of the county borough. Sessions are well attended. Specific disability sport clubs have also been set up and are being well attended. 	<p>Green</p>

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

Improvement Priority 1.3 Children of school age will be safer, healthier and engaged with their learning

Step	Progress	RAG Status
	<p>KPI: Hooked on Sport (survey), 50% of children within Neath Port Talbot participated in sport 3 or more times per week. Although this is a reduction from 55% from three years ago, it is still above the Wales average of 48%.</p>	
<p>1.3.2 We will continue with our Strategic School Improvement programme of school reorganisation to provide modern, state of the art teaching and learning facilities to help improve educational standards; including the provision of 21st Century teaching and learning facilities</p>	<ul style="list-style-type: none"> • We completed the first phase (Band A) of the 21st Century Schools Improvement Programme which has seen circa £123m invested in school modernisation and new buildings. This included: <ul style="list-style-type: none"> ○ The opening of Ysgol Gymraeg Ystalyfera-Bro Dur (south campus) - the £19m new Welsh medium secondary school in Port Talbot; ○ New facilities at Ysgol Gymraeg Ystalyfera Bro Dur (north campus) - which will provide pupils with 21st century facilities and resources; ○ Ysgol Careg Hir in Briton Ferry – a new £7m, 420 pupil primary school built on the grounds of the former Cwrt Sart Comprehensive (replacing the three former primary schools in the area: Llansawel, Brynhyfryd and Ynysmaerdy); and ○ Ysgol Cwm Brombil in Margam - a new £30m all-through school for pupils aged 3 to16 (which replaced Dyffryn School and Groes Primary School). • We received Welsh Government approval (in principle) for five projects; a full business case approval awarded in February 2019 for Ysgol Newydd Cefn Saeson and an outline business case approval for Ysgol Newydd Abbey is pending. Planning is also underway in order to respond to the demand for Welsh-medium education and a Welsh Government grant for £3m to increase the Welsh-medium provision has been successfully secured. 	<p>Green</p>

Well-being Objective 1 To improve the well-being of children and young people		
Improvement Priority 1.3 Children of school age will be safer, healthier and engaged with their learning		
Step	Progress	RAG Status
Tudalens 51	<ul style="list-style-type: none"> We have continued to map pupil demand to ensure that the right schools are in the right place. <p>KPI: 52.02% of Year 11 pupils (2017-18 academic year) achieved 5 GCSEs at grades A* to C, or equivalent, including English or Welsh first language and Maths. An increase on 2016-17 academic year but below the target set for the year of 60%.</p> <p>KPI: the percentage of pupil attendance in primary schools was 94.14% for academic year 2017-18, a slight decrease on 2016-17 (94.69%).</p> <p>KPI: the percentage of pupil attendance in secondary schools was 93.48% for academic year 2017-18, slight decrease on 2016-17 (93.64%).</p>	
	<p>1.3 We will further develop our Welsh in Education Strategic Plan, so that we increase opportunities for more of our children and young people to be educated through the medium of Welsh and for</p> <ul style="list-style-type: none"> Last year we reviewed our 2017-2020 Welsh in Education Strategic Plan (WESP). The Plan details how we plan to support and further develop Welsh language education in schools and in the wider communities and how we plan for future growth. It's aligned to national policy and guidance in order to contribute to the Welsh Government's aim of achieving a million Welsh speakers by 2050. We are in the process of developing partnerships with pre-school providers such as Mudiad Meithrin and Flying Start, in order to ensure a greater focus on Welsh language learning and to increase Welsh-medium provision. An action plan is to be put in place with an aim of increasing current take up of pre-school Welsh-medium provision by 100% during the lifetime of the WESP. Welsh-medium schools have also developed bespoke information leaflets to promote the benefits of a bilingual education. These leaflets are distributed to 	Green

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

Improvement Priority 1.3 Children of school age will be safer, healthier and engaged with their learning

Step	Progress	RAG Status
<p>pupils to become more proficient in speaking Welsh</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Tudalen52</p>	<p>parents with young families within their communities, with a view to encouraging them to choose a Welsh-medium education.</p> <ul style="list-style-type: none"> • We opened new facilities at Ysgol Gymraeg Ystalyfera Bro Dur (north campus) and a £19m new Welsh medium secondary school in Port Talbot: Ysgol Gymraeg Bro Dur (south campus). It is expected, based on parental responses, that this will stimulate interest and growth in Welsh-medium primary provision in the areas of Port Talbot, Neath, Llandarcy, Briton Ferry and the Afan Valley in subsequent years. • The proportion of year six pupils in Welsh-medium schools transitioning to year seven in a Welsh-medium school has increased significantly over the past 10 years and particularly so over the past two years. Menter Iaith are currently working with a select group of year five and six pupils to take their views on Welsh-medium education and its benefits, with the aim of encouraging them to continue with their Welsh-medium education. <p>KPI: 15.78% of pupils assessed in Welsh at the end of Foundation phase for academic year 2017-18, slightly lower than 2016-17 of 16.16%.</p> <p>KPI: There were 191 (12.85%) pupils out of a cohort of 1,486 pupils studying Welsh first language at year 11.</p>	

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

Improvement Priority 1.3 Children of school age will be safer, healthier and engaged with their learning

Step	Progress	RAG Status
1.3.4 We will pilot a Children's Community model in the Sandfields West ward	A multi-agency group was established to develop a children's community zone in Sandfields West - a pilot project based on similar work undertaken in Hackney, London. Key principles and a vision have been developed in partnership to guide the project. The learning from the pilot will be used to develop approaches across the county borough to secure a more cohesive and collaborative approach to supporting children in their early years. The project has a delivery plan that identifies key actions and milestones.	Green
1.3.5 We will ensure that we effectively implement new statutory duties created by Welsh Government to benefit children and young people with additional learning needs	<ul style="list-style-type: none"> • We have developed a fully costed Local Implementation Plan to ensure the priorities outlined in the Regional Implementation Plan are fully delivered. Good progress is being made against all actions identified and ongoing monitoring is in place via the multi-agency Additional Learning Needs and Educational Tribunal Wales (ALNET) Strategic Steering Group. • We have worked collaboratively with key stakeholders in preparation for Additional Learning Needs and Education Tribunal Wales Reform. • We have identified and reported on financial impact and pressures to ensure that the Council meets its statutory duties. 	Green

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

Improvement Priority 1.4 Children and young people in need of protection, care and support will be protected and safeguarded and more of those children will be able to grow up in a stable family setting

Step	Progress	RAG Status
<p>1.4.1 Further strengthen “the front door” to social services, providing a coherent information, advice and assistance service</p>	<p>We developed and implemented a one shared “front-door” provision to screen contacts arising from children or adult services and the new team are now working in a more integrated way. One of the outcomes of more integrated working has been the completion of timely, comprehensive assessments, which have been co-produced with stakeholder and family member involvement. A working group continues to meet on a weekly basis where opportunities for even greater integration are explored and discussed with the service.</p> <p>KPI: 94.93% of child assessments were completed on time (2,342 out of 2,467) compared to 97.88% for 2017-18. Although performance has decreased compared to last year, we still remain well above the All Wales average of 88.0%.</p>	<p>Green</p>
<p>1.4.2 With our partners, we will further develop our family support strategy to ensure the right range and quality of services are in place to meet need</p>	<ul style="list-style-type: none"> The Family Support Service has provided a wide range of skills and expertise working with parents and children who have adverse childhood experiences. Included in these services are specific services for parenting skills, rapid response, domestic and emotional abuse, neglect, substance misuse, low level mental health difficulties and learning difficulties. We brought together the Integrated Family Support Service, Family Action Support Team and Hidden Harm Teams under the same leadership. This will enable us to deliver integrated services to families whose children are at risk of becoming looked after by the Council. The Emergency Duty Team has also been incorporated into the same preventative agenda to support the ‘out of hours’ service. 	<p>Green</p>

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

Improvement Priority 1.4 Children and young people in need of protection, care and support will be protected and safeguarded and more of those children will be able to grow up in a stable family setting

Step	Progress	RAG Status
1.4.3 We will undertake focused work with partners to improve access to the right support for children and young people who have poor emotional well-being/mental health	We took the lead in developing and implementing a regional Multi Agency Placement Support Service (MAPSS) and has been fully developed and is operational across the Region. MAPSS provides a therapeutic approach to supporting children and young people to achieve stability in their placements and education. The service has supported children to step down from residential care to foster care or home and enabled children to return from out of the area, closer to home (i.e. within their local area). The service also supports foster carers and professionals to develop their skills, knowledge and resilience to improve outcomes for care experienced children.	Green
1.4.4 We will further strengthen arrangements that support young people who receive care and support when they are young and who continue to need care and support when they are	We established a pilot 'Transition Team' to jointly work with complex cases, with the aim of helping to facilitate a smooth transfer for service users in children and young people services to adult services. This included collating information on the outcomes for young people who have been supported by the Pathway To Adulthood Team. This information will be used to formulate a business case setting out options for the work of the team going forward, which will include either a continuation of the team in its current structure or integrating the lesson learning into existing permanent teams.	Green

Well-being Objective 1 To improve the well-being of children and young people		
Improvement Priority 1.4 Children and young people in need of protection, care and support will be protected and safeguarded and more of those children will be able to grow up in a stable family setting		
Step	Progress	RAG Status
adults (ensuring smooth transition from service receive in childhood to those services that will support them as young adults)		
1.4.5 We will further develop our role as corporate parents of children and young people who become looked after by the Council, prioritising work to ensure children and young people are stable in their placements	<p>We improved the commissioning and contract monitoring arrangements to ensure children and young people are stable in their placements. This included rolling out contract and monitoring arrangements for Independent Fostering Agency placements and Residential placements. The number of approved foster carers has decreased and the number of children being placed with NPT foster carers has also decreased in line with the continued reduction of the overall number of Looked after Children.</p> <p>KPI: More children in care moved 3 or more times in 2018-19: 7.44% of children (23 children), compared to 2017-18 (6.12% - 20 children).</p>	Green
1.4.6 We will further strengthen arrangements for	We developed and implemented an Admissions Panel to provide robust scrutiny and review of admissions into care. The Panel provides robust management oversight and scrutiny of cases to	Green

Well-being Objective 1 To improve the well-being of children and young people		
Improvement Priority 1.4 Children and young people in need of protection, care and support will be protected and safeguarded and more of those children will be able to grow up in a stable family setting		
Step	Progress	RAG Status
admitting children and young people to care	ensure only those cases where it is necessary for children and young people to come into care do so.	
1.4.7 We will further develop the in-house fostering service and arrangements for children and young people to be cared for under Special Guardianship Orders to ensure there is a wider choice of placements available to meet the needs of children and young people	<ul style="list-style-type: none"> We fully embedded the Unified Assessment Process in every day practice. A unified assessment process ensures that carers are not needing to undertake repeat assessments and that a single assessment process is used to identify the range of most suitable options available for a child, with the aim of supporting the child to live within their family network wherever it is safe to do so. We concluded our review of the support arrangements for Special Guardianship Order (SGO) carers, including arrangements for financial assistance. All SGO carers / children have a support plan which sets out how children's needs will be met and how carers will be supported. SGO carers can access a support group and are able to access training through the fostering service. Carers who receive financial support from the Council will also have an annual review of their finances. 	Green
1.4.8 We will further develop the range of	We undertook a re-commissioning exercise to provide supported accommodation for care leavers and the new contract became operational on 1 st December 2018. The provision aims to	Green

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

Improvement Priority 1.4 Children and young people in need of protection, care and support will be protected and safeguarded and more of those children will be able to grow up in a stable family setting

Step	Progress	RAG Status
accommodation available for young people when they leave the care of the Council	increase the number of supported accommodation placements available to young people, including young people with additional needs. In addition, a separate contract is in place for a crisis accommodation service with two beds available and the option to purchase additional provisions as and when the needed.	

Tudalen58

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

Improvement Priority 1.5 Young people leaving full- time education will have the opportunity to enter employment, training or further/higher education

Step	Progress	RAG Status
<p>1.5.1 The Council will provide work placement, apprenticeships and trainee opportunities for young people within its own workforce, in particular providing opportunities for Looked After Children</p>	<p>We made good progress in providing: work placements, apprenticeships and trainee opportunities for young people within the Council’s workforce and during the latter part of 2018 and early 2019 we worked with staff from Route 16 to promote the necessity for work placements for our Looked After Children.</p> <p>We received several requests from Route 16 this year and successfully found placements for some of our young people, e.g. Library Services, Fleet, HR, and Pontardawe Arts Centre. However not all of the placements progressed, as some of the young people were not ready to accept the placement at that specified time (due to personal circumstances). We will revisit these placements once notified by the Young Person’s Advisor that the young people concerned are ready to pursue the placement.</p> <p>We will continue to promote the requirement of work placements for our Looked After Children as Corporate Parents by working with managers to assist with this work, e.g. observational placements, one day placements, long term placements.</p> <p>KPI: a total of 120 (one Looked After Children placement) apprenticeship, traineeship and work placement opportunities were made available within the Council, exceeding the target 83 and an improvement on last year’s performance of 86.</p>	<p align="center">Green</p>
<p>1.5.2 Working through the Think Families Partnership we will improve</p>	<ul style="list-style-type: none"> We ensured Legacy Youth Workers are based in all secondary schools, working with young people identified at most risk of becoming NEET (Not in Education, Employment or Training). By working closely with schools, Careers Wales, colleges and work based learning providers, the youth workers can ensure their case load of young people are aware of all the options 	<p align="center">Green</p>

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

Improvement Priority 1.5 Young people leaving full- time education will have the opportunity to enter employment, training or further/higher education

Step	Progress	RAG Status
<p>information about career and job opportunities for school and college leavers</p> <p>Tudalen60</p>	<p>available to them. The youth workers also support young people via a range of interventions such as arranging work based learning roadshows and visits. Those with very low school attendance are offered support outside of the school environment to make sure they have access to the same information and support as others.</p> <ul style="list-style-type: none"> • The Keeping in Touch (KIT), Cam Nesa and Communities for Work (C4W) provisions all worked with young people aged 16-24 who were NEET. All 3 programmes offered young people employability based interventions. C4W will refer to KIT and Cam Nesa if youth work interventions are deemed necessary. • Transition support was offered to all year 11 pupils leaving school that were on the Legacy Youth Workers case load. Support was also given to young people not on the case load but were identified later on as needing support. Partnership working was instrumental to ensuring this transition was as smooth as possible for the young people. Young people who disengaged with their initial option were supported to find alternatives where possible. For those young people who for a range of reasons were not able to enter education, employment or training support was offered by KIT, Cam Nesa, C4W and Careers Wales. • Summer transition provision was offered to the year 11 pupils that were identified as not having a positive end point or who were at risk of disengaging. This included engagement activities such as: horse riding, bowling and white water rafting. These activities led onto more targeted interventions such as home visits, visits to work based learning providers, support during interviews and applications. 	

Well-being Objective 1 To improve the well-being of children and young people		
Improvement Priority 1.5 Young people leaving full- time education will have the opportunity to enter employment, training or further/higher education		
Step	Progress	RAG Status
Tudale 5.3	<ul style="list-style-type: none"> We were unable to provide transition support for young people with disabilities as they leave education due to no referrals being made to the Families First Service. Discussions have been held with the provider to discuss how this can be better supported, however, it was felt that additional information is required regarding the needs of the young people and the barriers that they are experiencing. The Autistic Spectrum Disorder Steering Group has been contacted regarding this and the provider will be invited to a future meeting to speak to the group to discuss how this can be progressed. <p>KPI: 2.9% of young people in 2018-19 were NEET, this is the second lowest figure ever achieved by the Council.</p>	
5.3 We will build on our work as Corporate Parents to ensure that all young people have suitable housing and support when they leave the care of the Council	<ul style="list-style-type: none"> Over the last three years we have seen an increase in the number of young people who are opting to stay involved or reconnect to the service after the age of 21. In 2017, 3 young people aged 22-25 were known to the service, in 2018, there were 13 and as at 31 March 2019, 39 were known to be receiving support from the service. As a result the Leaving Care Service has been extended to support young people up to the age of 25. This has been important in supporting young people to access education and housing and to extend support until they feel ready for independence. The Leaving Care Service also utilises the knowledge and support of local training providers to access training opportunities and apprenticeship schemes. This is an area of work we plan to develop and expand to ensure that more young people are engaged in training, education and employment. 	Green

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

Improvement Priority 1.5 Young people leaving full- time education will have the opportunity to enter employment, training or further/higher education

Step	Progress	RAG Status
<p>1.5.4 We will review our youth engagement and progression framework</p> <p>Tudalen62</p>	<ul style="list-style-type: none"> The Council’s Vulnerability Assessment Profile (VAP) model has been adapted to take into account the characteristics most likely to result into a NEET status. This new Youth Engagement and Progression Framework early identification tool has been piloted with schools and the youth service Legacy team. Visits to other Councils have taken place to discuss their VAPs. Both the Youth Engagement Strategy Group (YES Group) and the NEETs Multi Agency Group have met on a quarterly basis to review the offer to young people both operationally and strategically. YES Group also meet and continue to support and develop county wide approaches to reduce the number of young people who are NEET. The KIT & Cam Nesa teams have adopted a person centred approach to ensure that their services meet the needs of young people. Support given to young people helps them gain much needed employment skills. Training advice and guidance is provided to young people as well as help with applications, CV writing and interview skills. Partnership working with Department of Work and Pensions and membership of the Employer Support Group and Engagement Provider Group meetings, ensures that young people have access to employment opportunities. <p>KPI: In 2018-19 35.03% of 11-19 year olds were in contact with the Youth Service, which equates to 5,047 of 14,406 compared to 2017-18: 6,132 of 13,897 (44.12%).</p>	<p>Green</p>

Well-being Objective 1 To improve the well-being of children and young people		
Improvement Priority 1.6 All children and young people will be helped to have a say in matters that affect them		
Step	Progress	RAG Status
1.6.1 The Council will review its approach to Children's Rights, ensuring that a rights-based approach is embedded across all of its services and functions	Schools have been supported to embed a rights based approach as a framework for wellbeing within their schools, this was launched in the Wellbeing Conference in June 2018. So far 39 schools have signed up for the Rights Respecting Schools Award with UNICEF. A training event for schools starting the Bronze award was held last November and Rights Respecting packs were distributed to all schools who have signed up. 41 schools have signed up, 19 have achieved Bronze and 9 have achieved Silver.	Amber
1.6.2 All children and young people in need of protection, or who have been identified as in need of care and support, will have a say in decisions that affect them	We have almost completed our work on developing a Children and Young People's Participation and Engagement Strategy. We also recently appointed a lead Participation and Engagement officer who will be tasked with developing mechanisms to better capture and analyse the views of children & young people and their families. KPI: In 2019-19, 82.30% of children were satisfied with their care and support (2017-18: 82.11%).	Amber
1.6.3 We will work with our Think	<ul style="list-style-type: none"> Throughout 2018-2019, we sought the views of service users accessing Families First services to better understand how the support received had impacted on them and how we could 	Green

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

Improvement Priority 1.6 All children and young people will be helped to have a say in matters that affect them

Step	Progress	RAG Status
<p>Family partners to ensure children and young people can shape and develop services</p> <p>Tudalen64</p>	<p>improve service delivery. 37 engagement sessions were delivered, with 106 service users from all nine of our Early Intervention and Prevention projects.</p> <ul style="list-style-type: none"> The Think Family Partnership has become the first consortium in Wales to sign up to the Children & Young Person’s National Participation Charter. Signing up to the Charter illustrates the Think Family Partnerships commitment towards working in line with the National Participation Standards. The National Participation Standards in Wales help organisations make sure that the process, quality and experience of all work involving the participation of children & young people is of a high standard. The standards are endorsed by the Welsh Government and are underpinned by the United Nations Convention on the Rights of the Child and the Well-being of Future Generations (Wales) Act 2015, which put the involvement of children at the heart of improving well-being. The next step in the process (2019-2020) is to meet the National Kitemark, which is awarded to organisations who have demonstrated that they are achieving against the seven Participation Standards. 30 members of staff from the Think Family Partnership, Families First commissioned projects, Schools, Children Services and the NHS attended accredited Participation Training in 2018-2019. Training was designed to improve knowledge and understanding of children and young people participation and develop the ability of staff to embed this into practice. 100% of attendees who completed feedback forms indicated that their knowledge of children and young people’s participation had improved, as well as their confidence to apply this knowledge. 	

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

Improvement Priority 1.6 All children and young people will be helped to have a say in matters that affect them

Step	Progress	RAG Status
<p>1.6.4 We will encourage young people to exercise their right to vote and participate in local democracy</p> <p>Tudalen65</p>	<ul style="list-style-type: none"> • In October 2018, we held a talk for council staff to celebrate 100 years of Women’s suffrage. It was hosted by the Mayor of Neath Port Talbot and the panel was formed of: Cabinet Member for Corporate Services and Equalities, Chair of Scrutiny Committee for Social Care Health & Wellbeing, Leader of the Welsh Local Government Association and Unison Branch secretary to discuss their experiences as women in politics and their hopes for the future. • Staff were able to put their questions to the panel following their discussions to help facilitate debate on the barriers women still face when entering politics and society today and how this can be addressed in coming years. The feedback from the panel and staff was positive. • In March 2019, a ‘Question Time’ event for students was held in partnership with Neath College. It was hosted by the Mayor of Neath Port Talbot with a focus on the legislation currently being drafted by the Welsh Assembly to enable 16 year olds to vote at the 2021 National Assembly for Wales Elections. The panel included: local, regional and national politicians (i.e. Councillors, MP’s and AM’s). Students were able to ask questions on a variety of topics and to put across their own views. The feedback from the event from both students and elected representatives was positive. 	<p>Green</p>

Well-being Objective 1 To improve the well-being of children and young people		
Improvement Priority 1.7 Children and young people are safe and feel safe		
Step	Progress	RAG Status
1.7.1 We will increase awareness in children and young people of the importance of safe, equal and healthy relationships and that abusive behaviour is always wrong (VAWDASV Strategy)	<p>The Children & Young Peoples Violence Against Women Domestic Abuse and Sexual Violence (VAWDASV) Sub Group has worked closely with the Sex and Relationship Education Group to develop age appropriate lessons. Guidance will be included in existing lesson packs for both primary and secondary schools.</p> <p>KPI: 12.12% of schools (8 of 66) adopted suitable programmes to address VAWDASV.</p> <p>KPI: 39% of children and young people (1,886 of 4,836 pupils) participated in a suitable programme that addresses VAWDASV.</p>	Amber
1.7.2 We will ensure all children and young people know how to stay safe when on-line	<p>We identified a number of measures to prevent on-line crime, this included: delivering appropriate lessons in schools, promoting cyber-crime prevention messages on social media and supporting South Wales Police to deliver their cyber-crime campaign.</p> <p>KPI: 97.98% (1,554 of 1,586) of year 6 children and young people participated in a suitable programme to address cyber-crime.</p>	Green
1.7.3 We will ensure all Council services follow rigorous and consistent	<p>Arrangements have been established across the Social Services Health and Housing Directorate to ensure a consistent approach to measuring the quality of practice is adopted including the use of thematic audit activity with service user participation.</p>	Green

Well-being Objective 1 To improve the well-being of children and young people		
Improvement Priority 1.7 Children and young people are safe and feel safe		
Step	Progress	RAG Status
safeguarding practices		
1.7.4 We will work with our partners to implement our Road Safety Strategy Tudalen 67	<ul style="list-style-type: none"> We provided a series of progressive education & training initiatives (via school assemblies and classroom education) to road users within the age profile of children and young people. Primary pupils: 16,024 and Secondary pupils: 4,615. Last year a new initiative 'Megadrive' was completed to ensure we address emerging trends highlighted within Welsh Government accident statistics. <p>KPI: In relation to road safety key performance indicators, we are still awaiting 2018 calendar year data. Latest available data for 2017 calendar year shows significant reductions across these measures against WG targets. More detail can be found in Appendix 1, which will be published alongside this report (hyperlink to Appendix 1).</p>	Green

Performance of our Well-being objective two, improvement priorities and steps

Well-being objective 2 Improve the Well-being of all adults who live in the county borough	
How this well-being objective contributes to the seven national well-being goals:	
A prosperous Wales	The first priority to support this objective focuses on the importance of quality employment opportunities for local people. Whether by leveraging the purchasing power and influence of the Council’s direct activities, or through its place shaping role, growing local employment opportunities and supporting people into work.
A healthier Wales	Ensuring decent, affordable housing is another key area of focus, together with work to ensure more is done to enable people affected by domestic abuse, substance misuse or at risk of on-line criminality to protect themselves. There are particular programmes to support people with more significant health and care needs, but refocusing practice to place emphasis on promoting independence.
Wales of cohesive communities	The importance of “community” is particularly emphasised in relation to the way the Council plans to meet the care and support needs of more vulnerable residents. Proposals to strengthen Local Area Co-ordination and to improve access to information about what is happening in each local area are important building blocks to bring about a wider cultural change in the way the Council proposes to work with its local residents.
A resilient Wales	There is a strong emphasis on sustainability across a number of the priority areas, both in the way we plan to house our population and in the way we seek to secure the long term viability of our communities through ensuring quality employment opportunities for local people.
A more equal Wales	There is a clear focus on work to address inequality across people of all different types of backgrounds but also a firm commitment to take a rights-based approach not just in the way the Council meets its statutory education and social services responsibilities but across all of the Council’s work.

Well-being objective 2 Improve the Well-being of all adults who live in the county borough

How this well-being objective contributes to the seven national well-being goals:

A Wales of vibrant culture and thriving Welsh language	The priorities seek to strengthen and develop the social capital of communities to ensure sustainability and resilience. This work will also ensure that the unique cultures of each community are cultivated.
A globally responsible Wales	The county borough is producing talented people who have made a contribution on the global stage through sport, arts and culture. Procurement and regulatory activity also takes proper account of the Council's duty to act in a sustainable and responsible manner.

Tudalen 69

Overall progress: we set out 35 steps, i.e. actions to help us deliver the improvement priorities for well-being objective two, of which 28 are on track and 7 just off track. Below is more detailed information on how we did against each step.

Well-being Objective 2 Improve the Well-being of all adults who live in the county borough

Improvement Priority 2.1 Local people can access sustainable, local, quality employment, in particular helping to grow social enterprises

Step	Progress	RAG Status
<p>2.1.1 We will focus our support to existing and new businesses to help create and sustain local employment opportunities for local people</p>	<ul style="list-style-type: none"> • We dealt with a high volume of requests for business start-up information, advice and support, total was 392. We exceeded the target set for the year: 360 and significantly increased on last year's performance: 273. The team also delivered 14 enterprise clubs (against a target of 12) that provided free support and advice to local people considering setting up and running a small business. Due to the popularity, further events were delivered to students at NPTC Group of Colleges and Swansea University. • We had a steady flow of applications for funding via the Council's Economic Development and Business Support Funds throughout the year. This resulted in 100% of funds being allocated to projects by the end of the financial year. • We continued to enhance and promote the Economic Development team's profile in order to raise awareness of the services that are available to support local businesses, potential new investors and residents considering self-employment. This work included: redesigning the website, messaging on social media, developing an information pack and video to promote the county borough and attract new business investment. 	<p>Green</p>

Well-being Objective 2 Improve the Well-being of all adults who live in the county borough		
Improvement Priority 2.1 Local people can access sustainable, local, quality employment, in particular helping to grow social enterprises		
Step	Progress	RAG Status
2.1.2 The Council will maximise strategic funding available to deliver employability programmes such as Workways+ and Communities for Work to assist those furthest from the labour market to obtain and sustain employment	<ul style="list-style-type: none"> The European Union funded Workways+ project exceeded its targets and outputs for 2018-19. The project provides training, paid work experience opportunities and support to those who are economically inactive and long-term unemployed people. Support provided enabled individuals to take their first steps to re-engage or enter into the labour market. In relation to outputs for Communities for Work we missed our target for the year more detail is reported in Appendix 1. <p>KPI: Workways + - Number of local people in training, volunteering or employment 2018-19 actual: 139 (target: 47), 2017-18 actual: 117.</p> <p>KPI: Communities for work - Number of local people in training, volunteering or employment 2018-19 actual: 260 (target: 336) 2017-18 actual: 276.</p>	Amber
2.1.3 The Council will seek to avoid compulsory redundancies to the maximum extent possible	<ul style="list-style-type: none"> The Head of Service Workforce Planning Group, which includes trade union representation, continued to meet on a monthly basis to facilitate redundancy request, scrutinise external advertising requests and maximise and coordinate redeployment opportunities for employees who are 'at risk' of redundancy. The Group scrutinises all requests for external advertisements and where necessary, posts are prioritised for 'at risk' employees. It is our aim to minimise compulsory redundancies as much as possible and we have done this during this financial year by promoting voluntary redundancy and redeployment. 	Green

Well-being Objective 2 Improve the Well-being of all adults who live in the county borough		
Improvement Priority 2.1 Local people can access sustainable, local, quality employment, in particular helping to grow social enterprises		
Step	Progress	RAG Status
	<p>KPI: there were 9 compulsory redundancies in 2018-19 compared to 4 in 2017-18 and 26 in 2016-17.</p>	
<p>2.1.4 Employment and training opportunities for local people will be identified within major developments within the county borough</p>	<ul style="list-style-type: none"> The Economic Development Team continued to take the lead in ensuring local investments support job creation, apprenticeship training weeks, work experience opportunities and the use of local businesses to deliver contracts. The inclusion of 'Community Benefit' clauses into our corporate infrastructure projects such as those funded through Welsh Government's 21st Century Schools Programme, is helping to deliver employment, training and work experience opportunities for local people. In addition, working closely with key contractors to deliver 'Meet the Buyer' events, has encouraged the use of more local suppliers in the delivery of these contracts. The Employer Support Group, a collaboration of local employment support organisations and projects, such as Workways+, the Cynnydd and Cam Nesa Projects, Communities for Work, Communities for Work+ and the Economic Development Team continue to work together to help local people, many from disadvantaged groups, overcome barriers to employment. This approach to delivering community benefits has been successfully developed by the Economic Development team over the past few years and has been very successful in identifying employment opportunities for local people. <p>KPI: 114 local people were helped to get back into work through our regeneration projects, exceeding our target of 75 set for the year.</p>	<p>Green</p>

Well-being Objective 2 Improve the Well-being of all adults who live in the county borough		
Improvement Priority 2.1 Local people can access sustainable, local, quality employment, in particular helping to grow social enterprises		
Step	Progress	RAG Status
	<p>KPI: the number of completed training weeks for apprenticeship, traineeships and work experience projects of 1,493 was lower than the target of 4,100. This is due to including only NPT residents in the data, whereas the target was set to include people living in the south west Wales region.</p>	
<p>2.1.5 We will encourage alternative service models to support social care, particularly focusing on the duty to promote social enterprise set out in the new Social Services Act</p>	<ul style="list-style-type: none"> Alternative service models were developed through our Early Intervention/Prevention (EIP) Services, so no formal assessment or care and support plan is required. The Community Connecting team, Community Independence Service and Employment, Work and Training team are now all working in an “open door, free at the point of contact” way of accessing the teams. The Building Safer Resilient Communities Pilot Programme is currently in place and is actively considering the best way in fulfilling the duty to promote social enterprises and commission services in innovative ways. Further work is needed to achieve the aim of promoting social enterprises as an alternative service model to support social care and the lessons learned from the pilot programme will be taken on board prior to inform our next steps 	<p>Green</p>
<p>2.1.6 Council procurement practices enable local businesses to bid for contracts</p>	<ul style="list-style-type: none"> We engaged with the voluntary sector to better understand how the Council can assist them in participating in tender activities. Feedback from the voluntary sector has been positive and they look forward to continuing working with the Council to address such issues. We have developed procurement strategies so that local small business have the opportunity to undertake areas of work with the Council and are now liaising with Welsh Government on the development of a pilot programme (this work will continue into 2019-2020). 	<p>Amber</p>

Well-being Objective 2 Improve the Well-being of all adults who live in the county borough

Improvement Priority 2.1 Local people can access sustainable, local, quality employment, in particular helping to grow social enterprises

Step	Progress	RAG Status
Tudalen74	<ul style="list-style-type: none"> • We developed new contract procedure rules to reflect legislative compliance, local and national policies and to ensure transparency in all tendering activities. Engagement with internal departments and stakeholders undertaken. A report will be brought to Council in the autumn 2019 for approval of these new procedural rules. • We worked with Welsh Government and the National Procurement Service on the development of a tendering software to ensure its user friendly and so that all organisations regardless of size (and experience) can take part in the procurement process. • Development of an electronic standard procurement document (a more efficient way for tender opportunities without the need to resubmit pre-qualification information on a regular basis). Consultation is presently ongoing with Welsh Government and Welsh Local Government Association Procurement team to discuss how to implement on an ‘All Wales’ level. <p>All of the above are designed to ensure smaller and locally based organisations are able to participate in tender processes regardless of their size.</p>	

Well-being Objective 2 Improve the Well-being of all adults who live in the county borough

Improvement Priority 2.2 Local people can access quality, affordable housing

Step	Progress	RAG Status
<p>2.2.1 We will work with our partners to ensure that a sufficient number and variety of housing is available to meet the needs of our growing communities</p>	<ul style="list-style-type: none"> • We continually monitor the delivery of housing across the county borough and the latest figures set out within the 2018 Annual Monitoring Report, identifies (as of 31.03.18) a total of 1,827 new homes which have been delivered since 2011, of which 50 units were affordable. • We risk assessed 77 complaints / notifications received of empty homes across the county borough. • By using council tax records, 176 properties were identified for proactive intervention / enforcement having been empty for over 10 years. • There were 45 properties identified as high priority for enforced sale and 30 problematic properties brought back into use. • We also risk assessed 355 long term empty properties out of the empty home notifications received, 45 of these have been identified as high priority for proactive enforcement action. <p>KPI: 11.68% (25) of long term problematic empty private properties were brought back into use by direct action, exceeding our target of 10%.</p> <p>KPI: None of the private properties brought back into use by direct action created additional dwellings (for example a house converted into three flats and brought back into use would count as two additional dwellings being created).</p> <p>KPI: the number of affordable housing delivered through the planning system (i.e. Section 106 Agreements), continues to be considerably lower than the annualised Local Development Plan targets.</p>	<p>Amber</p>

Well-being Objective 2 Improve the Well-being of all adults who live in the county borough		
Improvement Priority 2.2 Local people can access quality, affordable housing		
Step	Progress	RAG Status
2.2.2 Working with strategic housing partners we will continue to prevent homelessness	<p>Cabinet approval was given in December 2018 for a four year Homelessness Strategy (hyperlink). The Strategy and associated action plan have been published in line with Welsh Government legislation. Housing Options continues to work with all Registered Social Landlord's and with third sector support providers to save tenancies and to provide support to break the cycle of issues such as poor budget management. .</p> <p>KPI: 53.15% of households were successfully prevented from becoming homeless (target: 41%), compared to 55.56% for 2017-18.</p>	Green
2.2.3 We will target available funding to provide effective housing support for people identified as in need of additional help and support	122 housing units were developed and delivered through the Social Housing Grant and Intermediate Care and Innovation Fund (ICF). ICF funding was also approved to develop two supported living schemes over a two year period (2018-19 / 2019-20). These two schemes will provide six units of specialist accommodation for people with a learning disability or mental health need.	Green
2.2.4 We will continue to provide Disabled Facilities Grants within the limits of the funding available to the Council	300 disabled facility grants were completed during the year compared to 258 the previous year and the average time take to deliver a grant was 232 days compared to 242 the previous year. These variations can largely be attributed to fluctuations in demand. There were more low cost smaller adaptations completed during this year.	Green

Well-being Objective 2 Improve the Well-being of all adults who live in the county borough		
Improvement Priority 2.3 People are safe and feel safe		
Step	Progress	RAG Status
2.3.1 We will increase reports of violence against women, domestic abuse and sexual violence (VAWDASV) in Neath Port Talbot, through awareness raising and challenging attitudes	<p>We are working with Welsh Government to further develop our VAWDASV Communications Strategy and to ensure that it is aligned with the Welsh Government Communications Strategy. We are working on joint campaigns and promoting Welsh Government campaigns by using the same strap lines and social media platforms.</p> <p>KPI: the number of incidents of VAWDASV where the risk is considered low or medium was 7,040 in 2018-19 (this figure represents the total number of low / medium risk incidents reported to South Wales Police).</p>	Green
2.3.2 We will make early intervention and prevention a priority to reduce the number of repeat victims and reduce the number	<ul style="list-style-type: none"> We produced an Annual Report demonstrating the progress made on implementing our VAWDASV Strategy. It was considered by the Community Safety and Public Protection Scrutiny Sub Committee on 3rd July 2018. The report can be found on the Safer NPT Website (hyperlink this). A regional event was held during November 2018 where the Annual Report was presented and keynote speakers shared information on initiatives related to these priority areas. 	Amber

Well-being Objective 2 Improve the Well-being of all adults who live in the county borough		
Improvement Priority 2.3 People are safe and feel safe		
Step	Progress	RAG Status
of high risk cases (VAWDASV strategy)	<ul style="list-style-type: none"> The revised governance arrangements and delivery plan have been finalised and presented to the Violence against Women, Domestic Abuse and Sexual Violence Leadership Group. The delivery plan outlines ongoing work, progress updates and next steps. <p>KPI: there were 38.56% (target: 34%) of incidents of domestic abuse where people are repeat victims (highest risk victims).</p>	
<p>7.13.3 We will implement our PREVENT plan to ensure we identify and support those people who are vulnerable to being drawn into terrorism and extremism</p>	<p>All actions contained within the PREVENT Action Plan are now complete or in progress. Work on the final remaining actions could not commence until a new referral pathway for Channel and a training audit for WRAP had been completed, both of which were finalised in October 2018. Actions will continue to be monitored by the Prevent Action Group.</p> <p>KPI: 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 Neath College.</p>	Green

Well-being Objective 2 Improve the Well-being of all adults who live in the county borough		
Improvement Priority 2.3 People are safe and feel safe		
Step	Progress	RAG Status
2.3.4 We will continue to address anti-social behaviour across the county borough in collaboration with our community safety partners	<p>Work is ongoing to sustain and build on the progress made in Neath town centre to address anti-social behaviour. The 'Have a Heart', diverted giving scheme was launched in September 2018 and all donations are given to local charities and schemes that support local people.</p> <p>KPI: In 2018-19 a total of five (target: six) repeat anti-social behaviour victims were supported through South Wales Police action plans. These figures are low as the early interventions put in place are generally effective.</p> <p>KPI: In 2018-19 a total of 26 street vulnerable people have been referred to the Street Vulnerable Multi Agency Referral Assessment Conference.</p>	Green
2.3.5 We will work within the Area Planning Board (APB) Partnership to implement the Commissioning Strategy for Substance Misuse Services, prioritising the reduction of drug-deaths and improving service	<p>Work continues to more fully understand the root causes of the high rate of drug related deaths in the area. A detailed report was presented to the joint Public Services Board (Swansea and Neath Port Talbot) setting out the context of the issues (risk threat and harm), and the need to establish a Critical Incident Group (CIG). This report also contained an action plan, setting out key actions over the short, medium and longer term. The action plan also set out clear lines of accountability by delegating responsibility for specific actions to appropriate Boards, including the Area Planning Board (APB) and Community Safety Partnerships. The CIG has now been stood down, but the Public Service's Board has and will retain oversight to ensure that this work continues.</p> <p>We are working with Welsh Government and Public Health Wales to prepare for the Minimum Unit Pricing (MUP) Policy for alcohol. Actions identified to prepare for MUP will be shared with the Area Planning Board and actioned accordingly.</p>	Amber

Well-being Objective 2 Improve the Well-being of all adults who live in the county borough		
Improvement Priority 2.3 People are safe and feel safe		
Step	Progress	RAG Status
<p>responses for people who have co-occurring mental health and substance misuse issues</p> <p>Tudalen 8</p>	<p>KPI: There have been no drug related deaths in Neath Port Talbot during 2018-19 reported to the APB Case Review Coordinator. This measure records only those drug related deaths in Neath Port Talbot that have been reported to the 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). A full time Case Review Coordinator has been recruited to ensure a dedicated resource is available to drive forward an improvement in reporting.</p> <p>KPI: 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.</p>	
<p>2.3.6 We will work with our partners to implement our Road Safety Strategy</p>	<p>We delivered a comprehensive programme of education and training to all road users in this age profile. This included: classroom education, pedestrian and cycle training and initiatives such as Pass Plus Cymru and Mega Drive which is a new grant funded pre driver training initiative.</p> <p>We continued to promote and deliver our driver training initiatives and used radio advertising for publicity campaigns such as awareness of speed, anti-drink and drug driving.</p> <p>KPI: In relation to road safety key performance indicators, we are still awaiting 2018 calendar year data. Latest available data for 2017 calendar year shows significant reductions across these measures against WG targets. More detail can be found in Appendix 1, which will be published alongside this report (hyperlink to Appendix 1).</p>	<p>Green</p>

Well-being Objective 2 Improve the Well-being of all adults who live in the county borough

Improvement Priority 2.3 People are safe and feel safe

Step	Progress	RAG Status
<p>2.3.7 We will work with our partners to ensure those with the most complex needs are safeguarded, strengthening our vulnerable adults safeguarding arrangements</p>	<p>We appointed a new officer to oversee Safeguarding across Children and Adult Services, along with a new team manager for Adult Safeguarding in October 2018. A review of safeguarding practices across the Social Services Directorate is currently underway, which will incorporate the requirements of the new All Wales Safeguarding Procedures, soon to be introduced during 2019.</p> <p>Thematic audits, similar to those used in Children's Services have also been introduced as part of the Adult Services audit activity and it is expected that over time, the outcomes of these audits will greatly assist in ensuring the consistency and quality of practice throughout the Directorate.</p>	<p>Green</p>
<p>2.3.8 Food premises are regulated to ensure that the food provided is fit for human consumption and the premises from which it is sold are hygienic</p>	<p>The service achieved its target to inspect all businesses as set out in its proactive programme of food hygiene inspections. This was as a consequence of financial support from the Food Standards Agency which enabled us to use external contractors. Since then we have undertaken a comprehensive review and re-engineering of the service to be more efficient.</p> <p>KPI: In 2018-19, 93.92% (target: 95%) of food establishments met food hygiene standards of a rating of 3 or above. This percentage is slightly down from 2017-18 but is not of concern (94.76%).</p>	<p>Green</p>

Well-being Objective 2 Improve the Well-being of all adults who live in the county borough

Improvement Priority 2.3 People are safe and feel safe

Step	Progress	RAG Status
<p>2.3.9 We will investigate breaches in the integrity of the food chain, from farm to fork (feed, animal health and food standards)</p>	<p>Food Safety and Animal welfare are the subject of both proactive and reactive inspections by the Trading Standards Service. This service has recently created increased links with the food hygiene team to ensure that intelligence is shared and duplication of duties is removed - demonstrated with the joint investigation of a local business, which has proceeded to a successful prosecution. Joint training and joint sampling is in place and there is increased evidence that referrals between the two services have increased.</p> <p>KPI: 68.75% (target: 80%) of detected breaches in animal health, feed and food standards were rectified. That equates to 80 breaches of which 55 were rectified.</p>	<p>Green</p>
<p>2.3.10 We will investigate significant breaches of consumer fraud, product safety and age restricted sales detected proactively or reactively. Working with partners and protecting the public</p>	<p>The Council arranged an illegal tobacco event which attracted national media coverage through ITV Wales. Our Trading Standards Service continues to respond to requests for training from partner authorities and consumer groups on scams and consumer frauds and is working more closely with other agencies.</p> <p>We successfully secured convictions against a car dealer (Prestige Motors) who were sentenced to 12 months (suspended) for fraud. This also resulted in compensation to victims of £17,583. Success has also been secured against rogue builders one of which is Landmark Builders who carried out poor quality work which wasn't fit for purpose.</p> <p>KPI: 32 breaches in consumer fraud investigations were successfully concluded.</p> <p>KPI: the total value of consumer fraud investigations was £25,260 with 33 of those resolved.</p>	<p>Green</p>

Well-being Objective 2 Improve the Well-being of all adults who live in the county borough

Improvement Priority 2.4 People unable to work can maximise their income

Step	Progress	RAG Status
<p>2.4.1 People will be supported to receive the UK Government benefits they are entitled to</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Tudalen83</p>	<p>We have constantly updated our website to ensure we give relevant advice in relation to Housing Benefit, Council Tax Support and Discretionary Housing Payments. Accuracy of granted benefits remains very high and average days taken to process new claims and changes of circumstances represents a trend of continuous improvement. Particular reference is made to Universal Credit in view of the regular changes and continued roll out to new customers. Signposting to support agencies is also provided.</p> <p>During 2018-19, the Welfare Rights team raised £9.5 million in benefit income.</p> <p>KPI: In 2018-19, correctly granted benefit against total granted was 99.5% (target: 99.5%) and accuracy remains very high with little variance over time.</p> <p>KPI: In 2018-19, the average days taken for new claims and changes of circumstances was 3.31 (target: 6). Performance is above target and represents a trend of continuous improvement from 2016-17 (5.445) and 2017-18 (4.34%).</p>	<p style="text-align: center;">Green</p>
<p>2.4.2 We will implement the Welsh Government's Scheme to relieve the Council Tax burden on those</p>	<p>We promoted the availability of scheme on our website and in the media, and updated the Council Tax Support Scheme in line with Welsh Government policy.</p>	<p style="text-align: center;">Green</p>

Well-being Objective 2 Improve the Well-being of all adults who live in the county borough

Improvement Priority 2.4 People unable to work can maximise their income

Step	Progress	RAG Status
with the lowest income		

Tudalen84

Well-being Objective 2 Improve the Well-being of all adults who live in the county borough		
Improvement Priority 2.5 People who need care and support will be helped to develop their resilience, accessing support from within their community. If their needs can only be met by social services they will receive services which are personalised		
Step	Progress	RAG Status
2.5.1 We will further develop the “front door” to social services, ensuring that we provide a coherent, information, advice and assistance service	Work was undertaken throughout the year to align processes between Adults and Children’s front-door services. A working group continues to meet on a weekly basis to develop further integration of the service and is well attended by representatives from across the social services directorate as well as the wider Council. The working group agreed to take an incremental approach to integration; with the aim to assimilate the receipt and processing of contacts/referrals during the first 12 weeks of operation, with a view to consider more wider integration of practices thereafter.	Green
2.5.2 We will further develop our Local Area Co-ordination work, linking this to the Council’s overall approach to community development	We now have a new local area coordinator in post for Briton Ferry & Melin area and also have community independence workers, working in areas associated with the Building Safe & Resilient Communities project. Pilot areas have been confirmed and the local area coordinator now attends primary cluster meetings with NHS teams.	Green
2.5.3 We will further develop our direct payments work, ensuring that when	Direct Payments are discussed where an individual need is identified during the assessment process. This may not be the only course of action taken as many people still prefer the Council to manage their care and support provision for them. The Direct Payments Policy has been	Green

Well-being Objective 2 Improve the Well-being of all adults who live in the county borough		
Improvement Priority 2.5 People who need care and support will be helped to develop their resilience, accessing support from within their community. If their needs can only be met by social services they will receive services which are personalised		
Step	Progress	RAG Status
it is appropriate to offer a Direct Payment, there is a good take up rate	updated and Practice Guidance written to reflect the updated Policy. The number of Direct Payments have increased from 414 in 2017-18 to 433 this year (2018-19).	
2.5.4 We will develop the home care and residential care provision for older people to ensure that there are enough quality placements available to meet local need	<ul style="list-style-type: none"> • A position statement on the care home sector was developed and presented to Cabinet 10th May 2018 (hyperlink). It set out the current provision in the county borough, anticipated future demands and what type of provision we need for the future (i.e. services that the Council is likely to have to purchase to meet need). • Quarterly provider meetings have been established with the home care sector to discuss market developments and support service transformation. A number of pre-procurement events have taken place prior to the publication of tender opportunities and a care home fee sub-group was established to agree fees for the 2019-20 financial year. • A response to the Older Peoples Commissioner Report was submitted to the Commissioner on May 11th 2018, (hyperlink) highlighting what steps the Council had taken in response to the Older Peoples Commissioner for Wales assessment of the Council's self-evaluation against 'A Place to Call Home'. 	Green
2.5.5 We will further develop our intermediate care services to enable	<p>Work continues across the region to review the types of services that are provided in the community to enable more people to retain their independence.</p> <p>KPI: the rate of people kept in hospital while waiting for social care per 1,000 population aged 75 was 6.29 (target: 2.5).</p>	

Well-being Objective 2 Improve the Well-being of all adults who live in the county borough		
Improvement Priority 2.5 People who need care and support will be helped to develop their resilience, accessing support from within their community. If their needs can only be met by social services they will receive services which are personalised		
Step	Progress	RAG Status
more people to retain and regain their independence	<p>KPI: 14.29% (target: 28%) of adults who completed a period of reablement and have a reduced package of care and support 6 months later. There has been a slight decrease on previous year's performance (14.63%).</p> <p>KPI: 83.02% of adults were satisfied with their care and support, a slight increase compared to last year (82.54%).</p>	Amber
2.5.6 We will further develop our progression-based model of care for people with mental health needs, learning disabilities and physical disabilities	<ul style="list-style-type: none"> • A Learning Disability Framework has been developed as well as a Mental Health Delivery Plan. • A four bedded extra care scheme for people with learning disabilities is in the process of development. • A three bedded supported living scheme for people with learning disabilities is in the process of development. • An accommodation group has been set up with membership from the former ABMU Health Board. • Work is continuing between health and social care teams and commissioning to create clear pathway models for complex care services to enable people to achieve optimum independence. This has included making applications for Intermediate Care and Innovation Fund monies to develop alternative models of care which have been successful, enabling the development of alternative accommodation. 	Green

Well-being Objective 2 Improve the Well-being of all adults who live in the county borough		
Improvement Priority 2.5 People who need care and support will be helped to develop their resilience, accessing support from within their community. If their needs can only be met by social services they will receive services which are personalised		
Step	Progress	RAG Status
2.5.7 We will make sure we optimise the use of assistive technologies to meet need Tudalen88	<p>Due to management and service priority changes in the Commissioning team, we were unable to pilot the use of assistive technology packages in learning disability supported living schemes. Ad-hoc installations for 'Just Checking' assessments have been carried out on request for supported living settings. Of these referrals, 57 assessments and evaluations have been completed to support social worker assessments, right-sizing and transitions for service users. The kit has proved beneficial in:</p> <ul style="list-style-type: none"> • Informing more accurate assessments for individuals requiring more complex assisted technology packages, avoiding waste of resource whilst maximising independence • Improving safety for individuals by providing evidence of unmet need • Improving reassurance and quality of life for clients and their families who may be anxious about the person's ability to cope, promoting independence. <p>This is an area of ongoing development for the team to improve promotion and subsequent uptake of the scheme, and to further explore the full potential of the technology in delivering outcomes for service users and the organisation.</p>	Amber
2.5.8 We will review the services we provide for people with the most complex needs to ensure that they	<p>Seven external providers were reviewed with changes made, totalling £383,207.32 savings per annum (note: full year savings not savings made in 2018-19). Three other providers reviewed but there were no opportunities for change.</p> <p>All of the social work teams have undertaken 'outcome focused' assessment training. The change in practice is now being reflected in assessments undertaken by practitioners. Reviews are being undertaken involving social work and occupational therapy staff to establish if</p>	Green

Well-being Objective 2 Improve the Well-being of all adults who live in the county borough		
Improvement Priority 2.5 People who need care and support will be helped to develop their resilience, accessing support from within their community. If their needs can only be met by social services they will receive services which are personalised		
Step	Progress	RAG Status
remain fit for purpose	individual's needs can be met differently. Work is continuing between health and social care teams and commissioning to develop alternative models of care (including applications for funding).	
2.5.9 We will review the way carers assessments are promoted with a view to increasing the number of carers who take up the option of an assessment	<p>Work has been undertaken jointly with Neath Port Talbot Carers Service around carer's assessments. The service has reported an increase in up-take of carer's assessments. The new carers assessment documentation has been launched which assists with capturing the appropriate information about the needs of individual carers.</p> <p>KPI: In 2018-19, 287 carer's assessments were completed (2017-18: 282).</p> <p>KPI: In 2018-19, 60.77% of carers felt supported, a reduction compared to 2017-18: 66.18%.</p>	Green

Well-being Objective 2 Improve the Well-being of all adults who live in the county borough		
Improvement Priority 2.6 People will be able to have their say in matters that affect them and where people need help to voice their opinions, advocacy support will be available		
Step	Progress	RAG Status
2.6.1 We will implement the Regional Joint Carers' Strategy with our health partners	We continued to work with our health partners via the Western Bay Carers Partnership Board, to implement the Joint Carers Strategy. We also developed a Local Carers Strategy that 'recognised, valued and supported' the needs of our citizens. The Western Bay Carers Partnership Valuing Carers Plan was in place for 2018-2019. This plan covers areas such as training for staff, improving access to information advice and assistance, respite services and involving carers in developing services and new initiatives.	Green
2.6.2 We will implement the Welsh Government's Autism Strategy	We developed an Autism Spectrum Disorder (ASD) Group made up of professionals, parents and carers who meet on a monthly basis to devise working plans in order to improve the lives of people with Autism, their families and carers. The ASD strategic plan has been developed and a new ASD lead is in the process of being appointed to deliver the plan.	Green
2.6.3 We will embed a rights-based approach for older people and disabled people across the Council and ensure that people have access to advocacy support where that is required	To strengthen the provision of advocacy services across the county borough, we undertook a self-assessment of current provisions and developed an action plan to address those areas identified that need to be developed. 'Golden Threads' facilitated a workshop for us on the 5th of December, which comprised of social workers, local area coordinators, safeguarding team and the third sector, to understand how to develop services further.	Green

Well-being Objective 2 Improve the Well-being of all adults who live in the county borough		
Improvement Priority 2.7 To promote and deliver healthy, sustainable, safe and confident communities and develop vibrant settlements supporting a range and mix of facilities and services		
Step	Progress	RAG Status
2.7.1 We will work with developers and partners to provide an adequate supply, mix, type and tenure of housing to meet the needs of the local population including the gypsy and traveller community in the right locations	<p>The Local Development Plan makes provision for 8,760 housing units in order to deliver the need of 7,800 new housing units by 2026. Within this overall figure is a delivery target of 1,200 affordable housing units through the planning system. The Plan also makes provision for 11 pitches for the gypsy and traveller community at Cae Garw, Margam.</p> <p>Although the number of housing applications has reduced, negotiations continue with developers to achieve an appropriate mix of properties, such discussions primarily focussing on the delivery of smaller sites such as the mixed use development at Water Street as part of the Neath Town Centre regeneration.</p> <p>KPI: The 2018 TAN1 Study concluded that the housing land supply in Neath Port Talbot was 5 years. The Council has therefore been able to demonstrate a 5 year land supply each year since adoption of the Local Development Plan in 2011.</p> <p>KPI: The most recent Gypsy and Traveller Accommodation Assessment (2016) concluded that the 11 pitches recently provided at Cae Garw was sufficient to meet the needs of the community up to 2021.</p>	Green

Performance of our Well-being objective three, improvement priorities and steps

Well-being objective 3 - To develop the local economy and environment so that the well-being of people can be improved	
How this well-being objective contributes to the seven national well-being goals:	
A prosperous Wales	We have described a range of proposed steps to create sustainable, quality employment by working both locally and regionally. A number of the proposed City Deal projects focus on low carbon technologies and creating capability to exploit the potential of digital technologies.
A healthier Wales	The priorities demonstrate a sound understanding of the determinants of well-being and the powers available to the Council to impact upon those determinants.
Welsh Wales of cohesive communities	The priorities set out in this section, underpin the objectives for children and young people and adults in a range of ways – through ensuring connectivity, the availability of local employment, good housing and recreation opportunities, the protection of the environment and ensuring the county borough is attractive to investors.
A resilient Wales	The priorities reference the important sections of our Local Development Plan which has been subject to full sustainability appraisals and show how those policies will underpin the Council's objectives to improve the social, cultural, economic and environmental well-being of its residents.
A more equal Wales	The priorities have been developed to create greater opportunity for all people to get on in life, starting with the opportunity to obtain quality employment and then affordable housing in attractive, safe and clean places where people can bring up their families.
A Wales of vibrant culture and thriving Welsh language	The importance of local heritage sites and the part these have to play in sustaining culture feature amongst the priorities as does the regeneration of valley communities. Working with communities features prominently as a theme in this section as in the preceding sections.

Well-being objective 3 - To develop the local economy and environment so that the well-being of people can be improved

How this well-being objective contributes to the seven national well-being goals:

A globally responsible Wales

Priorities include reducing waste generated and increasing recycling, as well as taking a range of steps to protect and develop the county borough's natural assets. The growing importance of digital and new energy technologies are also incorporated into the work proposed.

Overall progress: we set out 35 steps, i.e. actions to help us deliver the improvement priorities for well-being objective three, of which 28 are on track and 7 just off track. Below is more detailed information on how we did against each step.

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be		
Improvement Priority 3.1 We will create an environment where new businesses can establish themselves and existing businesses can grow		
Steps	Progress	RAG Status
<p>3.1.1 We will work with our regional partners to deliver the City Deal and lead on those projects that impact directly on the county borough subject to appropriate governance structures being agreed and affordability/risk criteria</p>	<p>The following progress was made during last year:</p> <ul style="list-style-type: none"> Homes as Power Stations – business case developed and submitted to the City Deal Regional Office. Awaiting UK Government and Welsh Government response to business case amendments submitted in February 2019. We were unable to appoint a programme team for this project as the City Deal funding had not been approved. Swansea Bay Technology Centre - business case in development, finalising the economic case section of business case. <p>Centre of Excellence for Next Generation Services - business case in development.</p>	<p>Red</p>

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be		
Improvement Priority 3.1 We will create an environment where new businesses can establish themselves and existing businesses can grow		
Steps	Progress	RAG Status
3.1.2 We will deliver our local economic development and strategic regeneration programmes Tudalen95	<ul style="list-style-type: none"> • During last year we made the following progress on major regeneration programmes: Vibrant & Viable Places – the redevelopment of the former police station and Aberafan House in Port Talbot town centre was completed and occupied. Glanafan School redevelopment has been completed and all residential units are occupied. • Dialogue is ongoing with Welsh Government and private property owners around the refurbishment of numerous prominent buildings across the county borough via the Property Enhancement Development Grant and Buildings for the Future Grant. • We are currently undertaking a review of the projects we want to target so that we can support our valley communities to help them become more sustainable and promote economic growth. Opportunities are being sought to deliver employment and business opportunities, via the utilisation of existing under-used premises and the potential to develop new business premises. • We continued to support our town centres to make them more viable, this included: supporting events such as the Neath Food & Drink Festival and establishing a Business Improvement District for Port Talbot (a business led partnership between the business community and the Council to improve the local trading environment). Developments in Neath town centre included: Coastal Housing development at the rear of Boots' service yard due on site by the summer 2019 and consideration of including a leisure offer on the old multi storey car park site. 	Green

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be		
Improvement Priority 3.1 We will create an environment where new businesses can establish themselves and existing businesses can grow		
Steps	Progress	RAG Status
Tudalen96	<ul style="list-style-type: none"> We have an effective strategy in place to promote the County in attracting new inward investment enquiries. This includes handling enquiries from potential investors, identifying suitable premises, providing advice on business support including the availability of grant funding, ensuring effective coordination between Council departments (e.g. Planning and Regeneration team) providing an on-going after care service to the new investor if a relocation goes ahead. The work plan for the year progressed well and remained on track so that all actions were completed by the end of the year. Remediation Strategy for Harbourside – this will enable a prime strategic employment site to fulfil its development potential, particularly around research and development, and compliment the already established companies occupying business premises there. <p>KPI: During 2018-19, there were 5,454,974 visitors to our town centre in Neath.</p>	
3.1.3 We will continue to maximise all funding opportunities to support the delivery of the Council's economic development and strategic	<p>To part fund the delivery of the Council's Economic Development and Strategic Regeneration programmes, the following business plans were submitted for European Structural and Investment Funds:</p> <ul style="list-style-type: none"> Former Magistrates Court, Port Talbot (Harbour Court) - full approval. The former Plaza Cinema, Port Talbot - in principle funding approval. 6 Station Road, Port Talbot (St Oswald's) - in principle funding approval. 8 Wind Street, Neath - in principle funding approval. Swansea Bay Technology Centre – full European Regional Development Fund (ERDF) approval. 	Green

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be		
Improvement Priority 3.1 We will create an environment where new businesses can establish themselves and existing businesses can grow		
Steps	Progress	RAG Status
regeneration programmes		
3.1.4 We will continue to focus our support to existing and new businesses to help create and sustain local employment, support the growth of the local economy and attract new investment	<p>Business support activities were monitored on a quarterly basis to ensure their effectiveness in creating and sustaining employment and supporting economic growth. The Economic Development Team also continued to work closely with the Port Talbot Waterfront Enterprise Zone Board, to attract new investment and jobs to the area and to support local businesses to diversify and enter new markets and further promote economic growth. This included training and advice for businesses provided via Welsh Government, the Economic Development Team and other partners such as Swansea University.</p> <p>KPI: In 20218-19, we dealt with a variety of requests (673 in total) for support from local businesses, such as availability of property, funding and training support.</p> <p>KPI: In 2018-19, 456 jobs were created / safeguarded as a result of financial support from the Council (target: 290).</p>	Green
3.1.5 Supply chain opportunities for local companies will be identified within major developments in the county borough	<p>The Economic Development team delivered on the following:</p> <ul style="list-style-type: none"> • Partnership working with our key contractors and their sub-contractors to help maximise the number and value of contracts secured and % spend with local and Welsh businesses. Work also involved monitoring job creation, apprenticeship training weeks, work experience opportunities and the use of local businesses to deliver contracts. • Partnership working with local councils within the South West Wales area via the South West Wales Construction Framework Community Benefits Group. The Group was set 	Green

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be

Improvement Priority 3.1 We will create an environment where new businesses can establish themselves and existing businesses can grow

Steps	Progress	RAG Status
Tudalen98	<p>up to ensure consistency in the application and delivery of client requirements for the delivery of community benefits throughout the region. To date, they have introduced a unified regional approach to evaluating and scoring community benefits bids as part of the tender process, encouraging lower value lots suitable for smaller businesses to bid for and hold regular meetings with contractors from the region.</p> <ul style="list-style-type: none"> Contract opportunities were promoted to the maximum extent possible and action plans for specific projects were put in place. Examples include regular press releases to promote good news stories, case studies on contractors supporting local employment or training, social media and direct mail posts informing local businesses of 'Meet the Buyer' events. <p>KPI: In 2018-19, there was a high volume of enquiries (35) from new investors and business expansions throughout the year which has resulted in achieving the target (35).</p> <p>KPI: The value of contracts awarded to local companies was £12.5 million against a target of £16.5 million (still a substantial positive effect on the South West Wales economy).</p> <p>KPI: 60% (target: 30%) of contracts were awarded to local companies, exceeding our target of 30% set for the year.</p>	

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be		
Improvement Priority 3.2 We will work with communities to increase reuse, recycling and composting		
Steps	Progress	RAG Status
3.2.1 We will review and refine our Waste Management Strategy in the context of delivering against statutory targets Tudalen99	<p>Members reviewed the Council’s Waste Strategy and the measures in the subsequent action plan were either implemented or put in place for commencement on 1st April 2019. Some of the work delivered included: all domestic properties are now on the Recycle + service; we completed our plans to change from single use plastic sacks to reusable sacks and delivered new reusable green bags to all households; both Cymmer and Briton Ferry household waste recycling centres now have dedicated black bag presentation areas (whilst there has been some negative feedback most are willingly participating). This initiative has resulted in approximately one tonne of waste being diverted and recycled each week; we introduced more robust checks regarding the van permit scheme, this includes limiting the number of permits to 12 per year and increased proof of residency checks (implemented from the 1st April 2019); and a number of recycling bins have been installed in high footfall areas in our town centres to encourage more recycling. Many of the measures above to improve performance do not come into effect until later in the year so we are yet to see their full impact.</p> <p>KPI: 61.33% (NPT 2018-19 target: 62%) of waste was reused, recycled or composted, exceeding the Welsh Government target of 58%.</p> <p>KPI: on average 189.1 kilograms of residual waste is generated per person, our updated Waste Strategy contains measures to reduce residual waste.</p>	<p>Amber</p>

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be		
Improvement Priority 3.2 We will work with communities to increase reuse, recycling and composting		
Steps	Progress	RAG Status
	<p>KPI: 93.6% (target: 95%) of our streets are clean (this figure is based on snapshot surveys) and a slight improvement on last year (93.2%). Additional funding has been made available for 2019-20 which may improve this.</p> <p>KPI: Average number of days to clear fly-tipping was 3 days.</p>	

Tudalen100

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be improved		
Improvement Priority 3.3 Local people and visitors can access good quality leisure and community facilities, country parks and countryside		
Steps	Progress	RAG Status
3.3.1 We will identify inward investment opportunities for both the private and public sector in order to expand and improve upon the existing attractions and leisure offer	<ul style="list-style-type: none"> • Cefn Coed Colliery Museum has been proposed as a Discovery Gateway by the Council under the Valleys Regional Park initiative and a master plan has been devised for the site, including preparations for funding. This application will be submitted in the 2019-20 financial year. • Funding of £128,000 has been secured via Visit Wales' Tourism Amenity Investment Scheme to deliver the Vale of Neath Hub project at Resolven Canal Car Park. The funding will refurbish the existing public toilet building to create a new cafe and improved public toilet provision. In addition to this the project will deliver a digital information point which will connect visitors to the wider Vale of Neath area. • During the 2018-2019 financial year the Tourism Team delivered advice and assistance to: 17 new / proposed tourism operators seeking to invest in the area and 11 existing tourism operators who were seeking to make further investments in the area. 	Green
3.3.2 We will work with partners to refurbish, repair and maintain locally important buildings and structures	<p>Progress on the following projects as follows: former Port Talbot Magistrates Court (behind the railway station) is due for completion in May 2019; former Port Talbot Police Station site, Aberafan House and Glanafan School site have been completed; Coastal housing development in Neath town centre due to commence in June 2019 and the Councils retail / leisure development (Neath town centre) due to commence April 2020.</p> <p>We made good progress in securing funding for repair and refurbishment to our listed buildings in most need of repair. These include: the Turbine House in Margam Park, 8 Wind Street in Neath is currently being designed for refurbishment into an office facility, the former</p>	Green

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be improved		
Improvement Priority 3.3 Local people and visitors can access good quality leisure and community facilities, country parks and countryside		
Steps	Progress	RAG Status
Tudalen 102	<p>Plaza cinema in Port Talbot due to be redeveloped into a multi-use centre. Work is also on going with Friends of Margam Park and Neath Abbey Ironworks in order to preserve historic buildings and structures.</p> <p>KPI: 1,574,049 visitors to attractions. This figure represents visitors to attractions located across the county borough during the 2018 calendar year (Jan-Dec 2018) and are measured via pedestrian / cycle counters at various sites across the county borough.</p>	
	<p>3.3 We will encourage and help to promote local tourist attractions and encourage local communities and visitors to participate in and visit attractions and events.</p> <p>The Tourism Team continued to co-ordinate the Neath Port Talbot Destination Management Plan Steering Group and a series of Task and Finish Groups which are attended by a range of local tourism providers / tourism stakeholders. 24 destination management plan actions have been delivered against a target of 12.</p> <p>The Tourism Development in Neath Port Talbot project is on track to achieve all outputs set and has been extended until the end of October 2019. Work commissioned through the project includes: a feasibility study looking at the potential for a visitor information network within the county borough and a series of Sense of Place events to encourage tourism operators to become more familiar with the area so that they can then, in turn, inform their visitors.</p> <p>A destination branding exercise is underway to establish a brand for the promotion of Neath Port Talbot to visitors. The Tourism Team has secured £93,000 via Visit Wales' Regional</p>	Green

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be improved		
Improvement Priority 3.3 Local people and visitors can access good quality leisure and community facilities, country parks and countryside		
Steps	Progress	RAG Status
	Tourism Engagement Fund to deliver a destination marketing campaign during 2019-2020 and 2020-2021.	
3.3.4 We will develop the service models that support our leisure services, theatres and parks so that new income streams support their operation and they are less dependent on subsidy from the Council	We continued to work with and monitor the performance of Celtic Leisure, to ensure that the leisure trust model is delivering what the Council requires, both in terms of a quality provision and value for money. Celtic Leisure have completed their recent facility refurbishment programme and submitted an application for funding via prudential borrowing for gym refurbishment at Pontardawe Arts Centre. Whilst they are trading in a difficult market, they continue to meet the targets set in the performance management framework. Income is under performing but they are managing their expenditure and are introducing new initiatives to drive income.	Green
3.3.5 We will develop the offer of our theatres to attract a wide range of acts and performances	Our theatres offered a varied range of performances to include, comedians, music, drama and dance and we had record sales for pantomimes in December 2018. Pontardawe Arts Centre has also adopted a more commercial approach and seen an increase in the number of main stream performers. The Princess Royal Theatre had record sales (i.e. income) in 2018-19. We retained the revenue support grant for Arts Council for Wales (ACW), based on successful outcomes from 2017-18 programme of events.	Green

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be improved		
Improvement Priority 3.3 Local people and visitors can access good quality leisure and community facilities, country parks and countryside		
Steps	Progress	RAG Status
Tudalen	<p>Richard Newton Business Consultants, funded via ACW's Resilience programme, has completed his business review in relation to a new cinema at the Arts Centre and the report recommends a 70 seater cinema. A brief and tender document has been prepared in readiness for the tendering of a design architect. The ACW will review the brief and it will go to tender early September 2019.</p> <p>KPI: In 2018-19, we had 239,481 visits to our theatres, lower than last year: 249,661 for 2018-19.</p>	
3.6 We will work with businesses and wider partners to support them to develop their visitor offer	<p>The following actions were completed during 2018-19:</p> <ul style="list-style-type: none"> • Administered enquiries from tourism businesses looking for support to enable them to expand and grow • Managed and delivered the Council's financial programmes to support tourism business growth and investment to help create and / or safeguard employment • Referred tourism businesses to funding schemes and initiatives delivered by our wider partners where appropriate • Provided advice, guidance and support to individuals starting up a new tourism business and throughout early years of trading <p>KPI: In 2018-19, a total of 28 (target: 15) tourism operators were supported by the Council.</p>	Green

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be improved		
Improvement Priority 3.3 Local people and visitors can access good quality leisure and community facilities, country parks and countryside		
Steps	Progress	RAG Status
3.3.7 Work and engage with local communities and wider partners to deliver a programme of activities that will support the participation of local people in our natural environment	<p>The grant funded Working with Nature project undertakes conservation and community engagement activities at publicly accessible sites, focusing on the multiple benefits to be had from the natural environment. The project is progressing well and whilst engagement and delivery of health and well-being activities continue, the focus of the programme is being shifted to encouraging repeat participation (and exploring the well-being benefits to these participants) and progression onto volunteering. There are currently 17 sites under active management as part of this project.</p> <p>A training programme has been devised, in conjunction with the Council's Adult Community Learning Team and is being offered to regular participants. We are currently looking at improving our volunteer support framework and we will be looking to offer targeted volunteer positions, with a view to increasing responsibility for the volunteer and offer better experience and employment benefits.</p>	Green

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be improved		
Improvement Priority 3.4 We will develop our local tourism offer		
Steps	Progress	RAG Status
3.4.1 We will lead the delivery of the Neath Port Talbot Destination Management Plan Tudalen 106	<p>Work involved:</p> <ul style="list-style-type: none"> • The Tourism Team co-ordinating the Neath Port Talbot Destination Management Plan Steering Group, which is attended by a range of strategic partners and local tourism providers. The Steering Group meets quarterly and monitors progress against delivery of the Plan. • Co-ordinating a series of Task and Finish Groups for Afan Forest Park, Margam Country Park and the Swansea and Amman Valleys. Representatives on the Group consist of private and voluntary sector tourism operators who are tasked with delivering priority actions identified within the Plan • Reporting the good progress against the delivery of the Destination Management Plan to the Regeneration and Sustainable Development Cabinet Board (on 1st March 2019). <p>KPI: 24 (target: 12) Destination Management Plan actions were delivered.</p>	Green
3.4.2 We will seek funds to deliver tourism related initiatives in the area	<p>Funding of £128,000 has been secured via Visit Wales' Tourism Amenity Investment Scheme to deliver the Vale of Neath Hub project at Resolven Canal Car Park. The funding will refurbish the existing public toilet building to create a new cafe and improved public toilet provision. In addition to this, the project will deliver a digital information point which will connect visitors to the wider Vale of Neath area. The Tourism Team also secured £93,000 funding from the Visit Wales' Regional Tourism Engagement Fund to deliver a destination marketing campaign during 2019-2020 and 2020-2021.</p>	Green

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be improved		
Improvement Priority 3.5 To realise the potential and opportunities available for sustainable economic development along the coastal corridor to foster economic growth and to reinvigorate the valley areas and improve economic prospects		
Steps	Progress	RAG Status
<p>3.5.1 Work with developers and partners to deliver key strategic development sites along the coastal corridor (including Coed Darcy, Port Talbot Harbourside, Baglan Energy Park and Swansea University Innovation Campus); and to deliver sustainable growth in the valley areas</p>	<p>The existing masterplan for Coed Darcy Urban Village is a requirement of the planning permission and is of paramount importance given that the development of Coed Darcy will be phased over the Local Development Plan period and beyond.</p> <ul style="list-style-type: none"> • The Baglan Energy Park Development Framework Supplementary Planning Guidance (SPG) was completed and published in October 2016. • The SPG for Fabian Way, which includes the land associated with the Swansea Bay University Campus, is being prepared in collaboration with colleagues in the City & County of Swansea. The completion of the SPG has however been delayed by the Tidal Lagoon. • Work on the SPG relating to ‘Port Talbot Harbourside Development Framework’ is to be progressed in 2019/20 reflecting the research undertaken in relation to flooding. Furthermore, the development of the SPG will take account of the work occurring in parallel in respect of the Port Talbot Waterfront Enterprise Zone. • The Council received £540k from the Welsh Government Active Travel Grant in 2018-19. The majority of the funding was allocated to improving the Neath Canal towpath between Crown Foods (Melin) and Giant’s Grave Road, Briton Ferry. This route has built on improvements previously undertaken between Neath and Crown Foods, and it is anticipated that this route will be added to the Existing Route Map when it is next reviewed. Although this funding was allocated specifically for cycling the Neath Canal route is a shared use path, therefore the improvements will also benefit pedestrians. 	<p>Amber</p>

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be improved		
Improvement Priority 3.5 To realise the potential and opportunities available for sustainable economic development along the coastal corridor to foster economic growth and to reinvigorate the valley areas and improve economic prospects		
Steps	Progress	RAG Status
	KPI: Pedestrian and Cycle routes - number of accessible routes in 2018-19 increased (by Kilometres) in accordance with the Existing Route Map and Integrated Network Map was 2.4.	
3.5.2 Promote and protect a diverse portfolio of employment land and employment opportunities in the right places	<p>Work delivered includes ongoing discussions centred on the following three key collaborative studies (across South West Wales region) and all three studies will inform reviews of individual Local Development Plans and also contribute positively as a potential baseline for future work on Strategic Development Plans (SDPs):</p> <ol style="list-style-type: none"> 1. Regional Employment Study (RES) – Will identify the need and supply of employment land. This is currently on hold due to resource / capacity issues within those Councils that are focusing their efforts and attention on putting in a place an evidence base for their respective Local Development Plans. 2. Regional Viability Study (RVS) – This study will identify the deliverability of sites taking into account land values and construction costs. The RVS is also making good progress following the appointment of ‘Burrows-Hutchinson’ to assist the process. A series of meetings have already taken place, a stakeholder event has been scheduled for mid-May and the final model / report is expected by the end of May 2019. Welsh Government has agreed to fund 75% of the project costs. 3. Joint Local Housing Market Assessment (LHMA) – This study will identify the housing need and associated affordable housing need for the South West Region. This study is intertwined with the above mentioned studies as our sustainable development approach links housing need 	Amber

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be improved		
Improvement Priority 3.5 To realise the potential and opportunities available for sustainable economic development along the coastal corridor to foster economic growth and to reinvigorate the valley areas and improve economic prospects		
Steps	Progress	RAG Status
	to economic activity in an attempt to ensure that we provide the appropriate type of housing close to areas of employment thereby reducing commuting and associated travel to work times.	
3.5.3 Maintain, enhance and develop the county borough's town, district and local retail centres	We continue to assess all planning applications for retail developments against the relevant LDP policies which seek to protect our town centres from inappropriate development. These are also identified within our Annual Monitoring Report of the Local Development Plan to ensure that developments are being robustly assessed.	Green
3.5.4 We will support a local Valleys Taskforce to complement the Welsh Government's objective of regenerating the valley communities	A number of projects have been identified to drive forward regeneration within the valley communities to encourage tourism and improve employment opportunities. This includes: <ul style="list-style-type: none"> • The reconfiguration and development of the welfare block at Resolven car park on the A465. • Opportunities are being sought to deliver employment and business opportunities, via the utilisation of existing under-used premises and the potential to develop new business premises. • Neath town centre identified as a Strategic Hub for the Valleys and a programme of key projects developed (i.e. potential Neath Transport Hub). This will provide employment, transportation and investment opportunities, bringing benefits to neighbouring valley communities. 	Green

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be improved		
Improvement Priority 3.5 To realise the potential and opportunities available for sustainable economic development along the coastal corridor to foster economic growth and to reinvigorate the valley areas and improve economic prospects		
Steps	Progress	RAG Status
	<ul style="list-style-type: none"> • Other employment and regeneration investments taking place at Harbourside and the Enterprise Zone in Port Talbot. • Cefn Coed Colliery Museum has been proposed as a Discovery Gateway by the Council under the Valleys Regional Park initiative. A Master Plan has been prepared for the future development of the site and a funding application has been submitted to the Welsh Government and a decision is pending. 	

Tudalen 110

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be improved		
Improvement Priority 3.6 To protect, conserve and enhance our natural environment (including important landscapes, countryside, habitats and species) and increasing awareness of its value and encouraging wider participation		
Steps	Progress	RAG Status
3.6.1 All services work together to deliver the Biodiversity Duty Plan and green infrastructure across the county borough Tuddalen111	<p>Implementation of the Biodiversity Duty Plan is continuing. Currently, service areas across the Environment Directorate are being assessed in order to determine the potential for work undertaken by such services to have an impact on biodiversity (positively or negatively). General areas of work are being discussed and suggestions are being provided on how adverse impacts on biodiversity can be minimised and positive improvements delivered. Opportunities for partnership working with the Countryside and Wildlife Team are also being discussed to enable services to access biodiversity advice when needed and to deliver added value to projects.</p> <p>The Green Infrastructure Partnership Project was completed in Jan/Feb'19. An initial mapping exercise was undertaken, identifying demand and opportunity for retention and creation of green infrastructure. Two community/stakeholder engagement sessions were conducted to inform site selection and potential designs of the final site. Improvement works were subsequently designed for Groeswen Playing Fields, including tree planting for air quality, access provision and changes to the mowing regime to promote wildflower growth.</p> <p>KPI: 43 (target: 48) biodiversity rich areas were protected and / or enhanced. The figure is based on the current list of nature conservation sites, which includes Local Nature Reserves, 'Working with Nature' sites and areas that have previously been managed as part of the conservation verge/area scheme. Following a review of the list of sites, a number of sites have been removed, hence there has been a reduction.</p>	Amber

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be improved		
Improvement Priority 3.6 To protect, conserve and enhance our natural environment (including important landscapes, countryside, habitats and species) and increasing awareness of its value and encouraging wider participation		
Steps	Progress	RAG Status
3.6.2 We will use our statutory powers to challenge unacceptable levels of pollution	<p>Extensive air quality monitoring is ongoing in the numerous monitoring stations throughout the county borough. Despite press coverage indicating that Port Talbot is the dirtiest town in Britain, this is not the case. Nevertheless continued monitoring will be undertaken and consideration will be given to issuing more regular press releases when positive news is available in an attempt to turn the tide of negativity especially in relation to air quality.</p> <p>KPI: In 2018-19, there were 19 PM10 breaches in the Air Quality Management Area (Port Talbot / Taibach). This compares well against the short term air quality objective, which allows 35 exceedance days.</p> <p>KPI: 100% of private water supplies during 2018-19 were operating in accordance with drinking water requirements.</p>	Green
3.6.3 Work and engage with local communities and wider partners to deliver a programme of activities that will support the participation of local people in and	Progress as per Step 3.3.7 (hyperlink to step)	Green

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be improved		
Improvement Priority 3.6 To protect, conserve and enhance our natural environment (including important landscapes, countryside, habitats and species) and increasing awareness of its value and encouraging wider participation		
Steps	Progress	RAG Status
accessibility of our natural environment		

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be improved		
Improvement Priority 3.7 To deliver a positive contribution to the regional planning agenda		
Steps	Progress	RAG Status
3.7.1 Work collaboratively with neighbouring authorities to scope and deliver a strategic development Plan	In light of the new emerging planning regime in Wales and the introduction of Strategic Development Plans (SDPs), work has continued in respect of supporting and contributing to the regional agenda. Discussions between Heads of Service and Policy Officers are now taking place on a regular basis to establish the future role of Councils, the scope of work required in any future SDP and the potential for future collaboration initiatives and studies (refer also to 3.5.2).	Green

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Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be improved		
Improvement Priority 3.8 To promote and deliver sustainable accessibility and improve connectivity and communication links		
Steps	Progress	RAG Status
3.8.1 Work with developers and partners to improve accessibility and active travel across the County Borough and wider City Region through the delivery of key transport infrastructure	<p>An initial assessment of the Rights of Way network has been completed. This included a consultation exercise which sought views of the public on the quality and condition of the Rights of Way network and the wider countryside.</p> <p>As a consequence of this initial assessment, a formal decision was taken to commence a review of the Council's 'Rights of Way Improvement Plan'. This will be completed by September 2019.</p> <p>Implementation of the Council's Integrated Network Map (INM) is now underway.</p> <p>Confirmation of a successful bid for up to £235k Welsh Government grant was received in April 2018 for 'pre-work' activities including feasibility studies and route option development. As a result of this work, a total of 11 active travel routes have been designed and three bids have been submitted to the Welsh Government's 'Active Travel Grant' (2019-20) totalling £3,042,000 which include: Vale of Neath Phase 1 (Neath to Resolven); Taibach to Bryn; and Pontardawe.</p> <p>The Council also received a further £540k from the Welsh Government Active Travel Grant in 2018-19 for improvements on Fabian Way and the Neath Canal towpath. The latter route has built on improvements previously undertaken between Neath and Crown Foods.</p>	Green

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be improved		
Improvement Priority 3.8 To promote and deliver sustainable accessibility and improve connectivity and communication links		
Steps	Progress	RAG Status
<p>3.8.2 We will endeavour to maintain and expand the current transport network and explore alternative transport solutions where conventional transport services are no longer sustainable</p>	<p>We continue to work with bus operators and community transport organisations to improve transport connectivity for our communities and support Community Transport Association with their connecting communities’ project and developing community car schemes in the NPT Valleys to help residents to access health facilities.</p> <p>We have also worked with community transport organisations to back fill gaps in transport when commercial services are withdrawn from an area. DANSA and NPT Shopmobility secured three year grants while NPT Community Transport secured one year funding.</p> <p>Funding to support local bus services in NPT has reduced from £717k in 2011-12 to £312k in 2016-17. However, the Integrated Transport Unit will continue to work with local bus operators to promote bus services and to minimize the impact of route rationalising.</p> <p>The Transport section will also work with Transport for Wales on the National Bus Network, Integrated Responsive Transport and Ticketing and Back Office Functions.</p>	Green

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be improved		
Improvement Priority 3.9 We will work with partners to improve connectivity and infrastructure across the county borough		
Steps	Progress	RAG Status
3.9.1 We will maximise the opportunity of the City Deal investment and other digital and connectivity investment opportunities to improve digital connectivity and infrastructure in the county borough	<p>Digital Infrastructure and Test Beds programme – this work is being led by Carmarthenshire County Council. The business case is expected to be completed in 2019-20.</p> <p>We continue to work with partner organisations to scope any potential opportunity to maximise the opportunity of European Union funded broadband schemes.</p> <p>Ensure the county borough is maximising the exploitation of ICT - various activities have been supported such as the South Wales regional network bid (Long Range Wide Area Network). A ‘Local Full Fibre Network’ application is under development as part of the wider Swansea Bay City Region and work is on-going to identify other opportunities.</p> <p>We worked with Welsh Government Superfast Cymru since its inception and various workshops have been delivered across the county borough. We have also established good links at senior and regional level. Superfast Cymru have also been integrated into Enterprise Zone events to maximise its reach to businesses. We also worked with Super-Fast Business Wales to shape the local delivery plan and support this activity to promote the events and workshops.</p>	Amber
3.9.2 We will help promote the Welsh Government’s Superfast Broadband Cymru Programme	Current programme has been completed and a replacement programme will be based on use of wireless and 4/5 G. Development of new programme will be monitored.	Green

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be improved		
Improvement Priority 3.9 We will work with partners to improve connectivity and infrastructure across the county borough		
Steps	Progress	RAG Status
3.9.3 We will bring forward proposals as to how we can support the third sector to enable more people to access on-line services	The multi-agency Digital Inclusion Working Group was reconvened in January 2019 to progress the Public Services Board's (PSB) priority to tackle digital exclusion. A drop in event took place in March 2019 in Neath College, to support third sector organisations to build digital capacity and capability. To date the group has encouraged a number of PSB Partner organisations to sign up to the Digital Inclusion Charter and is supporting some partner to seek formal accreditation. Work was delayed due to staffing changes but is now back on track to deliver improvements within project timescales.	Green

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Mae'r dudalen hon yn fwiadol wag

Corporate Plan 2018-22 Annual Report Summary



Period: 1st April 2018 to 31st March 2019



FOREWORD

I am pleased to present a summary progress report (covering the period 1st April 2018 to 31st March 2019) based on our performance against our three well-being objectives, contained in our Corporate Plan 2018-2022.

The Plan sets out how we intend (through our three well-being objectives) to improve the well-being of people in the whole of the county borough and how we are demonstrating our contribution to the seven nation well-being goals set by Welsh Government.

Overall we are making good progress on our journey to improve the well-being in the area. However, it is also clear that the significant cuts made to our budgets are placing some services under strain.

I hope you will find the information useful and I would welcome feedback from you.

Clr R G Jones, Leader of Council



This Report is available in Welsh and on our [website \(hyperlink\)](#)

Overall Summary of Performance

The Council is continuing to make good progress on implementing the programme set out in the Corporate Plan 2018-2022. Overall, we achieved most of what we set out to do in relation to our three well-being objectives and associated improvement priorities and report an overall improved position compared to last year. 78 (83%) out of 94 'steps', i.e. the actions we set to deliver on our improvement priorities are on track, compared to 57 of 78 (73%) for last year. 15 (16%) of the steps are just of track and one was off track and is related to the City Deal work streams.

Under the Local Government (Wales) Measure 2009, the Council also has a duty to compare performance with previous financial years and with other Councils. Our suite of 107 Key Performance Indicators (KPIs) ([hyperlink](#)) were revised to be reflective of the actions set out in the Corporate Plan 2018-2022. As a result of this revision we cannot compare on a 'like for like' basis the full suite of KPIs with the previous year's full suite (2017-18). However, of those KPIs where previous years information is available, 44% (27 of 61) improved or maintained performance, 30% (18 of 61) marginally declined and 26% (16 of 61) declined by 5% or more.

Of the Corporate Plan KPIs that had targets, over half, 38 of 69 achieved the target for the year, 22 of these KPIs were 5% or more below the target set. Going forward (in relation to the 22 KPIs) we will need to review how we set these targets to ensure they are realistic and achievable.

The Council maintained its own performance compared to 2017-2018, in relation to the small number of Public Accountability Measures (PAMs) with generally the same number of KPIs in the upper quartile (top six) and lower quartile (bottom six). PAMs are a set of national measures which enable Councils to give an account of their performance to the public, including comparing their performance with that of other Councils ([hyperlink](#)).

In preparing the Annual Report, we considered whether the well-being objectives and improvement priorities remain appropriate and concluded that they remain relevant.

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

“All of our children and young people have the best start in life, so they can be the best they can be”

Improvement Priorities:

- 1.1 Children in their early years will benefit from integrated and effective pre-school programmes that maximise their well-being and their readiness for learning
- 1.2 Families struggling to provide good parenting for their children will be provided with tailored support
- 1.3 Children of school age will be safer, healthier and engaged with their learning
- 1.4 Children and young people in need of protection, care and support will be protected and safeguarded and more of those children will be able to grow up in a stable family setting
- 1.5 Young people leaving full- time education will have the opportunity to enter employment, training or further/higher education
- 1.6 All children and young people will be helped to have a say in matters that affect them
- 1.7 Children and young people are safe and feel safe

Overall progress:

We set out 31 ‘steps’ to help us deliver the above improvement priorities for this well-being objective, of which 28 are on track and 3 just off track.

What’s going well?

- The Childcare Offer is now available throughout the whole of the county borough and we undertook a number of activities to promote the use Welsh Language in our childcare settings.

- We organised an engagement event with key partners to consider the research on adverse childhood experiences and the first 1,000 days - 165 practitioners attended. Following the event a report was prepared with recommendations to progress the work.
- We commissioned a number of services under the Families First early intervention programme and received positive feedback from those using the services, which included: 87% of participant parents feeling they had improved ability to support their child's learning and development needs and 90% felt they had benefitted from attending an evidence-base parenting programme.
- We completed the first phase (Band A) of the 21st Century Schools Improvement Programme (e.g. school modernisation and new buildings), projects included: the opening of Ysgol Gymraeg Ystalyfera-Bro Dur (south campus), a new Welsh medium secondary school in Port Talbot; Ysgol Careg Hir in Briton Ferry, a new £7m, 420 pupil primary school (replacing the three former primary schools: Llansawel, Brynhyfryd and Ynysmaerdy); and Ysgol Cwm Brombil in Margam, a new £30m all-through school for pupils aged 3 to 16.
- We provided more work placements, apprenticeships and trainee opportunities for young people within the Council's workforce and supported people who are N.E.E.T. (Not in Education, Education or Training) in a range of ways.
- We held an event in democracy week to promote the active involvement of young people in the democratic process.
- We identified a number of measures to prevent on-line crime, which included: delivering appropriate lessons in schools; promoting cyber-crime prevention messages on social media; and supporting South Wales Police to deliver their cyber-crime campaign.
- The Road Safety Team delivered a comprehensive programme of education and training for road users. Latest available data for 2017 calendar year shows significant reductions across the key road safety indicators against Welsh Government targets.

Areas that need more work:

- Further embed a Children's Rights based approach as a framework for wellbeing within our schools.
- To complete our work on developing a Children and Young People's Participation and Engagement Strategy.
- Roll out, Violence Against Women Domestic Abuse and Sexual Violence (VAWDASV) age appropriate lessons packs across schools over time.

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

“Everyone lives a fulfilled life and is secure in their old age”

Improvement Priorities

- 2.1 Local people can access sustainable, local, quality employment, in particular helping to grow social enterprises
- 2.2 Local people can access quality, affordable housing
- 2.3 People are safe and feel safe
- 2.4 People unable to work can maximise their income
- 2.5 People who need care and support will be helped to develop their resilience, accessing support from within their community. If their needs can only be met by social services they will receive services which are personalised
- 2.6 People will be able to have their say in matters that affect them and where people need help to voice their opinions, advocacy support will be available
- 2.7 To promote and deliver healthy, sustainable, safe and confident communities and develop vibrant settlements supporting a range and mix of facilities and services

Overall progress:

We set out 35 ‘steps’ to help us deliver the above improvement priorities for this well-being objective, of which 28 are on track and 7 just off track.

What’s going well?

- We supported more businesses with startup information, advice and support. The european funded Workways+ project exceeded its target for providing support to those individuals those individuals taking their first steps to re-engage or enter into the labour market.

- A four year Homelessness Strategy was approved, alongside 122 housing units developed and delivered through the Social Housing Grant and Intermediate Care and Innovation Fund (ICF). We also completed 300 disabled facilities grants.
- We launched “Neath Together”, a multi-agency campaign to tackle anti-social behaviour and to reinforce the message that Neath is a safe and welcoming place to visit.
- We launched “The Have a Heart – Give Smart” campaign to provide an alternative way of helping and supporting street vulnerable people and rough sleepers in the county borough.
- The Road Safety Team delivered a comprehensive programme of education and training for road users, latest available data for 2017 calendar year shows significant reductions across the key road safety indicators against Welsh Government targets.
- Our proactive programme of food hygiene inspections, resulted in 93.92% of food establishments meeting food hygiene standards of a rating of 3 or above.
- We have constantly updated our website to ensure we give relevant advice in relation to Housing Benefit, Council Tax Support and Discretionary Housing Payments. Accuracy of granted benefits remains very high (99.5%) and average days taken to process new claims and changes of circumstances represents a trend of continuous improvement.
- Work was undertaken throughout the year to bring into line processes between Adults and Children’s front-door services.
- We developed a Learning Disability Framework and a Mental Health Delivery Plan and are in the process of developing a four bedded extra care scheme and a three bedded supported living scheme for people with learning disabilities.
- Working jointly with Neath Port Talbot Carers Service around carer’s assessments has resulted in an increase in the up-take of carer’s assessments.
- We continued to work with our health partners via the Western Bay Carers Partnership Board, to implement the Joint Carers Strategy and developed a local Carer’s Strategy that ‘recognised, valued and supported’ the needs of our citizens.

- We developed an Autism Spectrum Disorder (ASD) Strategic Plan and set up an ASD group made up of professionals, parents and carers who meet on a monthly basis to devise working plans in order to improve the lives of people with autism, their families and carers.

Areas that need more work:

- Although we improved our procurement practices to ensure smaller and locally based organisations are able to participate in tender processes regardless of their size, and worked with Welsh Government on a number of strategies, there is still more work to do.
- The number of affordable housing delivered through the planning system (i.e. Section 106 Agreements), continues to be considerably lower than the annualised Local Development Plan targets.
- Work continues to more fully understand the root causes of the high rate of drug related deaths in the area.
- Work continues across Western Bay/West Glamorgan region to review the types of services that are provided in the community to enable more people to retain their independence.
- The rate of people kept in hospital while waiting for social care per 1,000 population aged 75 has increased
- Management and service priority changes in the Commissioning team, meant we were unable to pilot the use of assistive technology packages in learning disability supported living schemes.

Well-being Objective Aim 3 - To develop the local economy and environment so that the well-being of people can be improved

“Neath, Port Talbot and Pontardawe will be a vibrant and healthy place to live, work and spend recreational time”

Improvement Priorities

- 3.1 We will create an environment where new businesses can establish themselves and existing businesses can grow
- 3.2 We will work with communities to increase reuse, recycling and composting
- 3.3 Local people and visitors can access good quality leisure and community facilities, country parks and countryside
- 3.4 We will develop our local tourism offer
- 3.5 To realise the potential and opportunities available for sustainable economic development along the coastal corridor to foster economic growth and to reinvigorate the valley areas and improve economic prospects
- 3.6 To protect, conserve and enhance our natural environment (including important landscapes, countryside, habitats and species) and increasing awareness of its value and encouraging wider participation
- 3.7 To deliver a positive contribution to the regional planning agenda
- 3.8 To promote and deliver sustainable accessibility and improve connectivity and communication links
- 3.9 We will work with partners to improve connectivity and infrastructure across the county borough

Overall progress:

We set out 28 ‘steps’ to help us deliver the above improvement priorities for this well-being objective, of which 22 are on track, 5 just off track and 1 off track.

What's going well?

- In Port Talbot, the redevelopment of the former police station, Aberafan House and Glanafan School were completed as residential units and now are now occupied.
- We submitted a number of regeneration business plans for European Structural and Investment Funds, some of which include: the former Magistrates Court, Port Talbot (Harbour Court), the former Plaza Cinema, Port Talbot, 8 Wind Street, Neath and Swansea Bay Technology Centre.
- 456 jobs were created/safeguarded as a result of financial support from the Council (target: 290) and 60% of contracts were awarded to local companies with a total value of £12.5 million.
- Funding of £128,000 has been secured via Visit Wales' Tourism Amenity Investment Scheme to deliver the Vale of Neath Hub project at Resolven Canal Car Park.
- The Princess Royal Theatre had record sales this financial year and Pontardawe Arts Centre has also adopted a more commercial approach and seen an increase in the number of main stream performers.
- 11 active travel routes have been designed and three bids have been submitted to the Welsh Government's 'Active Travel Grant' (2019-20) totalling £3,042,000 which include Vale of Neath Phase 1 (Neath to Resolven); Taibach to Bryn; and Pontardawe.
- £540k from the Welsh Government Active Travel Grant was used for improvements on Fabian Way and the Neath Canal towpath.

Areas that need more work:

- Work with our regional partners to deliver the City Deal.
- We introduced changes to the way waste is collected, disposed of and recycled including the introduction of "black bag presentation areas" at our Household Waste and Recycling Centres to check for any recyclable material. Whilst the figure falls slightly short of our own target, there is an increase from last year and is in excess of the Welsh Government target

of 58%. Many of the measures to improve performance do not come into effect until later in the year so we are yet to see their full impact.

- Continue to work with developers and partners to deliver key strategic development sites along the coastal corridor (including Coed Darcy, Port Talbot Harbourside, Baglan Energy Park and Swansea University Innovation Campus)
- We have more work to do to deliver our Biodiversity Duty Plan and green infrastructure across the county borough.

More detailed progress is reported within our Annual Report Full Progress Document, which can be found [here](#) (hyperlink)

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Performance Indicators




Neath Port Talbot Council



Appendix 1 - Annual Report - Corporate Plan Key Performance Indicators - Full Year - 2018-19








Print Date: 01-Aug-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/001 - Percentage of schools report that children are better prepared to engage in play and learning			98.21		
<p>New indicator, no comparable data.</p> <p>Nearly all (55 of 56) schools, within their Foundation Phase, have a greater number of pupils achieving outcome 5+ from PSD (Personal and Social Development) than not achieving and feel they are better preparing their pupils for play and learning and future development.</p>					
CP/002 - Number of full day childcare places provided	2281.00	2262.00	2228.00	2350.00	 Red
The number of places fluctuates through the year as a result of new registrations and de-registrations.					
CP/003 - Percentage of children hooked on sport (based on number of occasions of participation per week = 3)			50.00	58.00	 Red
<p>New indicator, no comparable data.</p> <p>The 2018 Hooked on sport survey identified 50% of children within Neath Port Talbot participated in sport 3 or more times per week. This is a reduction from 55% three years ago, but is above the Wales average of 48%.</p> <p>The survey, one of the biggest of its kind, shows Neath Port Talbot is number one in Wales when it comes to children who are involved in a community sport club outside of school (78%). Neath Port Talbot also came out top in Wales when it came to female participation in sport (between the ages 7-11) and was second in Wales for children volunteering in sports clubs. The survey also found 82% of pupils in Neath Port Talbot were confident in trying a new activity - above the all-Wales percentage of 80%.</p>					
CP/004 - Percentage of Year 11 pupils achieving 5 GCSEs at grades A*- C, or equivalent, including English or Welsh first language and Maths	61.53	51.41	52.02	60.00	 Red
<p>Academic Year 2017-18: There has been a rise in this indicator to 52.02% from 51.41% in Academic Year 2016-17 but the figure is below the target set.</p> <p>This is largely due to the unexpected change in grade boundaries (after target had been set) which had a detrimental effect on individual pupils at the C/D borderline in GCSE English Language, Mathematics and Numeracy.</p> <p>This is only the second year since the change in the format of the GCSE exams, with the main difference being that the results rely more on the exam paper than coursework and assessment. This has clearly had an impact on pupils from more deprived backgrounds which when added to the removal of pupil's opportunity to enter exams early has made target setting particularly challenging.</p> <p>All Wales data 2017-18 Academic Year : 55.1%.</p>					





PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
CP/005 - PAM/007 - Percentage of pupil attendance in primary schools	94.56	94.69	94.14	94.90	 Amber
<p>Academic Year 2017-18: 204,413 missed half day sessions of 3,490,918 compared to 185,997 missed half day sessions of 3,501,081 in Academic Year 2016-17.</p> <p>There were a number of factors that affected attendance during the year including:</p> <p>A higher than average amount of recorded illness amongst pupils in a number of schools. Scarlet fever, chicken pox and stomach bugs were the main causes of illness that hit several classes and schools quite hard during the winter months.</p> <p>There was also a notable rise in the number of unauthorised holiday's being taken during term-time since the Isle of Wight prosecution case that received significant attention by the national media. This was particularly prominent at the start and end of the school year. The Education Welfare Service continues to work closely with schools and parents to identify the root cause of persistent absences with the aim of providing intervention and support when and where needed. A new Education Welfare Officer was appointed during the year with the sole focus of working with those pupils classified as persistent absentees. Regular meetings are scheduled between Education Welfare Officers and key school staff to discuss individual pupil cases and provide advice, support and to determine appropriate course of actions</p> <p>All Wales data for 2018-19 (2017-18 academic year) is 93.6%. Neath Port Talbot Council ranked 20th across Wales.</p>					
CP/006 - PAM/008 - Percentage of pupil attendance in secondary schools	93.72	93.64	93.48	94.00	 Amber
<p>Academic Year 2017-18: 151,041 missed half day sessions of 2,316,937 compared to 147,951 missed half day sessions of 2,325,867 in Academic Year 2016-17.</p> <p>There were a number of factors that affected attendance during the year including:</p> <p>A higher than average amount of recorded illness amongst pupils in a number of schools. Scarlet fever, chicken pox and stomach bugs were the main causes of illness that hit several classes and schools quite hard during the winter months.</p> <p>There was also a notable rise in the number of unauthorised holiday's being taken during term-time since the Isle of Wight prosecution case that received significant attention by the national media. This was particularly prominent at the start and end of the school year. The Education Welfare Service continues to work closely with schools and parents to identify the root cause of persistent absences with the aim of providing intervention and support when and where needed. A new Education Welfare Officer was appointed during the year with the sole focus of working with those pupils classified as persistent absentees. Regular meetings are scheduled between Education Welfare Officers and key school staff to discuss individual pupil cases and provide advice, support and to determine appropriate course of actions.</p> <p>All Wales data for 2018-19 (2017-18 academic year) is 93.9%. Neath Port Talbot Council ranked 16th across Wales.</p>					
CP/007 - PAM/033 - Percentage of pupils assessed in Welsh at the end of Foundation phase	16.65	16.16	15.78		
<p>Academic Year 2017-18: New Indicator - Data for previous years has been obtained but no target set. This is an objective in the Welsh in Education Strategic Plan (WESP) and links with Objective 1 which is: More seven-year-old children being taught through the medium of Welsh. This will be done in a number of ways including:-</p> <ul style="list-style-type: none"> • To increase the capacity of Welsh-medium pre-school provision • Provide information for parents/carers that promotes the benefits of a bilingual education • Work with Mudiad Meithrin to ensure expansion of pre-school provision and support the sector to recruit suitably skilled Welsh language care workers • Improve the support for parents/pupils and schools to move along the linguistic continuum • Authority opened a second Welsh medium (WM) secondary campus in the south-east in September 2018 with a capacity for 650 pupils aged 11-16. It is expected, based on parental responses, that this will stimulate interest and growth in WM primary provision in the areas of Port Talbot, Neath, Llandarcy, Briton Ferry and the Afan Valley in subsequent years. It is reasonable, based on known current capacity, to assume a minimum 2% growth in numbers accessing WM provision. <p>All Wales data for 2018-19 (2017-18 academic year) is not available yet.</p>					





PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
CP/008 - PAM/034 - Percentage of year 11 pupils studying Welsh first language			12.85		
<p>New indicator, no comparable data.</p> <p>There are 191 pupils out of a cohort of 1,486 pupils studying Welsh first language at Year 11. This relates to one school and will depend on the number of pupils attending that school. As part of the NPT WESP (Welsh in Education Strategic Plan) a range of strategies are being used to promote Welsh medium education, primarily the opening of Ystalyfera Bro Dur is likely to have a long term impact on this percentage. However, it is too early to see the impact.</p> <p>All Wales data for 2018-19 (2017-18 academic year) is not available yet.</p>					
CP/009 - PAM/029 - Measure 33 - Percentage of children in care who had to move 3 or more times	4.43	6.12	7.44	4.00	 Red
<p>Despite this area of performance being post populated by Welsh Government, indications are that performance has decreased slightly when compared to 2017-18.</p> <p>23 children who were looked after in 2018-19 experienced 3 or more changes of placement. This is a slight increase from the previous year (from 20). The reasons for the placement changes include: bereavement / illness of a foster carer, change of plan or short term placements whilst a long term match is being identified. 3 of the children have experienced moves but have remained within the care of their families at the time. 1 child's move is a positive step down from residential to foster care. A small number of children have experienced placement moves as a result of the ability to identify a suitable match to meet their complex needs. This is being addressed by the review of the Looked After Strategy in 2019-20 which will include a review of support to foster carers to improve placement stability.</p> <p>All Wales data for 2017-18: 9.6%</p>					
CP/010 - PAM/027 - Measure 13 - Percentage of children satisfied with their care and support		82.11	80.30		
<p>The Service has recently appointed a lead Participation and Engagement officer who will be tasked with developing mechanisms to better capture and analyse the views of children & young people and their families.</p> <p>All Wales data is not available.</p>					
CP/011 - PAM/028 - Measure 24 - Percentage of child assessments completed on time	97.63	97.88	94.93	98.00	 Amber
<p>2,342 out of 2,467 for 2018-19 compared to 4,793 out of 4,897 for 2017-18.</p> <p>Although performance has decreased slightly when compared to 2017-18 (97.9%), overall there has been a steady increase in performance throughout the year and it still remains well above the All Wales Average. Work continues to be undertaken by the Service to ensure future performance remains in line with what is expected.</p> <p>All Wales data for 2017-18 is 88.0% (latest available data).</p>					
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
<p>The 120 can be broken down as:</p> <ul style="list-style-type: none"> 71 apprenticeships 16 traineeships 33 work placements 					

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
CP/013 - PAM/009 - Percentage of young people who are NEET - Year 11 leavers not in education, training or employment (NEET)	3.55	2.29	2.90	3.30	 Green
<p>The figure of 2.9% is the second lowest figure ever achieved by Neath Port Talbot and below the target. This ranks the Council 22nd in Wales. The 2.9% figure relates to 43 young people out of 1,485 who left school at the end of year 11 in 2018. During this time the efforts of Careers Wales and NPTCBC resulted in Neath Port Talbot being the only Council in Wales with no young people leaving school and having an unknown post 16 destination. If this is taken into consideration along with the number of young people known to be Not in Education, Employment or Training then Neath Port Talbot would be ranked 10th in Wales.</p> <p>All Wales data 2018-19 (academic year 2017-18) is 1.6%</p> <p>Careers Wales have advised that the 2018 (2018-19 reported figure) pupil destination data is not comparable with previous years.</p>					
CP/014 - Percentage of 11 - 19 year olds in contact with the Youth Service	36.70	44.12	35.03	40.00	 Red
<p>2018-19: 5,047 of 14,406 compared to same period last year of 6,132 of 13,897.</p> <p>There has been a reduction in the number of young people accessing the Youth Service due to the following:</p> <ol style="list-style-type: none"> 1. Change of remit for the Families First Youth Work Team resulted in stopping the Transition Programme, 41 young people in 2018-19 compared with 263 young people in 2017-18. 2. Youth Club Numbers reduced this year by 150 young people. Some clubs were closed due to staff shortages and no staff being found through the recruitment process. 3. The Lunch Club provision was suspended for a prolonged period this year due to the bus needing repairs. 4. The Relationship Advice Drop-in Service (RADs) provision has been reduced due to the end of funding. 5. The change of remit of some grant work has resulted in more one to one provision at the cost of group work. This has led to a reduction in numbers. <p>The figure achieved in 2017-18 was by far our best year and although performance is below the target of 40% we are still above the Welsh average of 27%.</p>					
CP/015 - Percentage of schools that have adopted suitable programmes to address violence against women, domestic abuse and sexual violence (VAWDASV)			12.12		
<p>New indicator - no comparable data or target. 8 of 66 schools.</p> <p>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.</p> <p>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.</p>					
CP/016 - Percentage of children and young people who have participated in a suitable programme that addresses VAWDASV			39.00		
<p>New Indicator - no comparable data or target.</p> <p>1,886 of 4,836 pupils (39%).</p> <p>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 April to June 2018. A further 2 events will be held during 2019.</p> <p>Year 6 pupils participated in a suitable programme through the Crucial Crew event, which took place in July 2018 and was attended by 1,586 pupils.</p>					




PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
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.					
CP/018 - Road Safety - Killed or seriously injured: Child casualties (0-15 years)	1.00	4.00			
Awaiting data from Welsh Government - we are currently reporting a 93% reduction against a Welsh Government target of 40% reduction on 2004 - 08 baseline data.					
CP/019 - Road Safety - Killed or seriously injured - Pedal cyclist casualties (All Ages)	5.00	3.00			
Awaiting data from Welsh Government - we are currently reporting a 85% reduction against a Welsh Government target of 25% reduction on 2004 - 08 baseline data.					
CP/020 - Road Safety - Killed or seriously injured - Young Drivers (16-24 years)	5.00	6.00			
Awaiting data from Welsh Government - we are currently reporting a 75% reduction against a Welsh Government target of 40% reduction on 2004 - 08 baseline data.					
2 Well-being Objective 2 - To improve the Well-being of all adults who live in the county borough					
CP/019 - Road Safety - Killed or seriously injured - Pedal cyclist casualties (All Ages)	5.00	3.00			
Awaiting data from Welsh Government - we are currently reporting a 85% reduction against a Welsh Government target of 25% reduction on 2004 - 08 baseline data.					
CP/021 - Number of new business start-up enquiries assisted	341.00	273.00	392.00	360.00	 Green
Throughout the year, the team have dealt with a high volume of requests for business start-up information, advice and support. Consequently, targets for this financial year have been exceeded.					
PI Title	Actual	Actual	Actual	Target	Perf. RAG

Total on 140



	16/17	17/18	18/19	18/19	
CP/022 - Number of enterprise events held	12.00	12.00	14.00	12.00	 Green
14 Enterprise Club events were held at Sandfields Business Centre, Neath College, Swansea University and Croeserw Enterprise Centre. These events provided local residents with free support and advice on setting up and running a small business. These events are proving to be so popular that targets set for the year were exceeded by the end of December 2018.					
CP/023 - Workways + - Number of local people in training, volunteering or employment	55.00	117.00	139.00	47.00	 Green
The EU funded Workways+ project which provides training, paid work experience opportunities and support to those who are economically inactive and long-term unemployed people. Support provided enables individuals take their first steps to re-engage or enter into the labour market. The project has exceeded its targets and outputs for the financial year 2018-19.					
CP/024 - Communities for work - Number of local people in training, volunteering or employment	199.00	276.00	260.00	336.00	 Red
<p>Throughout the year there has been periods of mentor sickness that has effected engagements.</p> <p>The figures for engagements do not take into account Re-Engagements back on to the programme or Transfers from DWP Advisors.</p> <p>It is harder to engage with participants who are 25 years or older and original targets set by Welsh Government (WG) are currently under review Wales wide. Engagements in the under 25 grouping over performed by over 27%.</p> <p>Communities for Work is one of several employability programmes and although the programme is not mandatory, it does have strict eligibility criteria that individuals must meet before receiving support especially the 25 years or older participants (P1).</p> <p>Overall performance of NPT Communities for work is identified as being in the upper quartile of Communities for Work programmes in Wales as at October 2018 (latest figures produced by Welsh Government).</p>					
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 paybill costs, whilst minimising compulsory redundancy – a number of measures are taken to achieve this, including redeployment activity.					
CP/026 - Number of local people helped to get back to work through regeneration projects	65.00	115.00	114.00	75.00	 Green
The inclusion of Community Benefit clauses into our corporate infrastructure projects, including the 21st Century Schools Programme, is helping to support local people to get back into work. Projects have progressed really well throughout 2018/19 which has resulted in us exceeding the set target for this performance indicator.					
PI Title	Actual	Actual	Actual	Target	Perf. RAG

	16/17	17/18	18/19	18/19	
CP/027 - Number of completed training weeks for apprenticeship, traineeships and work experience	3909.00	1352.00	1493.00	4100.00	 Red
Previous measurements were based on outputs (training weeks) achieved for apprentices, trainees and work experience placements of people living within the South West Wales region. To provide a more local perspective, we are now only counting outputs relating to local people (NPT residents). Hence the reason why the figure is much lower than anticipated.					
CP/028 - Percentage of long term problematic empty private properties being brought back into use by direct action			11.68	10.00	 Green
New indicator - no comparable data. The Environmental Health Department received 224 complaints about empty properties. All complaints are dealt with and the empty properties prioritised for proactive action to bring them back into use. As a result of direct action, 25 of these problematic empty properties were brought back into use.					
CP/029 - PAM/014 - Number of new homes created as a result of private properties being brought back into use by direct action	0.00	0.00	0.00		
None of the private properties brought back into use by direct action created additional dwellings (for example a house converted into three flats and brought back into use would count as two additional dwellings being created).					
CP/030 - Number of new homes delivered which are affordable			0.00	130.00	 Red
New Corporate Plan Indicator for 2018-19 (The target figures relate only to those affordable housing units delivered via the planning system and not those delivered by Registered Social Landlords using Social Housing Grants). The number of affordable housing delivered through the planning system (i.e. S106 Agreements), continues to be considerably lower than the annualised Local Development Plan (LDP) targets. Since the LDP base date (2011), a total of 50 affordable housing units have been delivered via the planning system. The main reason for this is that broader housing delivery has been slower than anticipated, with a number of sites within the Council's housing allocations not coming through the planning system as quickly as originally anticipated. Notwithstanding the current disappointing rates of housing delivery, it should be noted that the Council has continued to demonstrate a 5 year land supply and on this basis, delivery rates of both market and affordable housing could significantly increase over the next few years.					
CP/031 - PAM/012 - Percentage of households successfully prevented from becoming homeless	54.60	55.56	53.14	41.00	 Green
Housing Options continues to work with all Registered Social Landlord's and with third sector support providers to save tenancies and to provide support to break the cycle of issues such as poor budget management. This work is ongoing with all Supporting People funded services working towards preventing homelessness and assisting the Council to achieve this. All Wales data for 2018-19 is 67.8%. Neath Port Talbot Council ranked 20th across Wales.					
PI Title	Actual	Actual	Actual	Target	Perf. RAG





Indicator 142


	16/17	17/18	18/19	18/19	
CP/032 - PAM/015 - Average calendar days taken to deliver a Disabled Facilities Grant	232.70	241.62	232.43	230.00	 Amber
The average time taken to deliver a grant was 232 days compared to 242 the previous year. These variations can largely be attributed to fluctuations in demand. There were more low cost smaller adaptations completed during this year. All Wales data for 2018-19 is 207 days. Neath Port Talbot Council ranked 15th across Wales.					
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.					



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PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
CP/037 - Number of repeat anti-social behaviour victims	6.00	5.00	5.00	6.00	 Green
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. A full time Case Review Coordinator has been appointed and will be in post with effect from October 2019 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/040 - Road Safety - Killed or seriously injured: Older Drivers (75 years and over)	0.00				
Awaiting data from Welsh Government - we are currently reporting a 96% reduction against a Welsh Government target of 25% reduction on 2004 - 08 baseline data.					
CP/041 - Road Safety - Killed or seriously injured: Motorcyclists - all Ages	2.00	4.00			
Awaiting data from Welsh Government - we are currently reporting a 64% reduction against a Welsh Government target of 40% reduction on 2004 - 08 baseline data.					
CP/042 - PAM/023 - Percentage of food establishments that meet food hygiene standards	94.92	94.76	93.92	95.00	 Amber
This percentage is slightly down from last year, this is due to a further 9 businesses who have been subject to follow up action. All Wales data for 2018-19 is 95.7%. Neath Port Talbot Council ranked 18th across Wales.					
PI Title	Actual	Actual	Actual	Target	Perf. RAG






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	16/17	17/18	18/19	18/19	
CP/043 - The percentage of detected breaches in animal health, feed and food standards that have been rectified			68.75	80.00	 Red
New Indicator - no comparable data. 80 breaches, 55 rectified. Many of the breaches detected relate to the presence of allergens in food, these will be rectified with training. There were also breaches relating to animal movement. Finally, there is a significant investigation into a high street supermarket chain for breaches of selling food past its 'use by date'.					
CP/044 - Number of breaches in consumer fraud investigations successfully concluded			32.00		
New Indicator - no comparable data or target. 32 consumer fraud investigations have been concluded. The department has a number of long term, large scale investigations which are ongoing and will not be resolved before the end of the financial year, one specific business being investigated is subject of 36 complaints to the department. The report for this investigation is not likely to be submitted before August 2019.					
CP/045 - Average value of consumer fraud investigations concluded (£)			897.58		
New Indicator - no comparable data or target. The total value of consumer fraud investigations was £25,260 with 33 of those resolved.					
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.					
CP/048 - PAM/025 - Measure 19 - Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+	3.88	3.08	6.29	2.50	 Red
The increase in the number of people waiting in hospital for social care reasons is linked in part to the difficulties the department is experiencing sourcing domiciliary care packages for some people. The Commissioning Team are working closely with independent domiciliary care providers and the Council Homecare Service to find solutions to address the demand for domiciliary care in certain parts of the county. All Wales data for 2017-18 (full year) is 3.5 (latest available data).					

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
CP/049 - Number of carers assessments completed	355.00	282.00	287.00		
Carers assessments are undertaken by the social work teams and Neath Port Talbot Carers Service on behalf of the Council. All carers are offered an assessment and those who accept this offer receive an assessment. Carers which reject the offer of an assessment are still provided with access to information, advice and assistance as well as services provided by Neath Port Talbot Carers Service. (No target has been set for this PI).					
CP/050 - Measure 20a - Percentage of adults who completed a period of re-ablement and have a reduced package of care and support 6 months later		14.63	14.29	28.00	 Red
There has been a slight decrease on previous years performance. However, the number of re-ablement packages that have resulted in no need for a further package or support has significantly increased. (This data was reported from 2017-18).					
CP/051 - PAM/024 - Measure 13 - Percentage of adults satisfied with their care and support	84.92	82.54	83.02		
There has been a slight increase compared to last year and going forward we will continue to work with adults having care and support, to ensure the support is working to achieve their personal outcomes. No target has been set for this performance indicator.					
CP/052 - PAM/026 - Percentage of carers feeling supported	63.93	66.18	60.77		
There has been a reduction in the percentage of carers feeling supported when compared to last year. We continue to work on an individual basis with carers to meet their personal outcomes, as well as with partner organisations on how carers can be supported, but acknowledge that this is a performance indicator where we do need to improve. No target has been set for this performance indicator. All Wales data not available.					
CP/053 - PAM/041 - Percentage of National Exercise Referral Scheme clients who completed the exercise programme			70.15		
New indicator, no comparable data. Very good completion rate, it's a commitment for the client to complete the 16 weeks. All Wales data for 2018-19 is not available yet.					
CP/054 - PAM/042 - Percentage of clients participating in the National Exercise Referral Scheme whose health had improved following completion of the programme			100.00		
New indicator, no comparable data. 57% had lowered their blood pressure, 64% had lowered their BMI, 48% had increased fitness and 50% had increased their activity levels. 97.73% said they felt safe and comfortable now exercising. All Wales data for 2018-19 is not available yet.					





PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
CP/055 - Maintain a five year housing land supply as demonstrated through the TAN 1 Study	5.30	5.00	5.00	5.00	 Green
The 2018 TAN1 Study concluded that the housing land supply in Neath Port Talbot was 5 years. The Council has therefore been able to demonstrate a 5 year land supply each year since adoption of the LDP.					
CP/056 - Level of unmet need for gypsy and traveller pitches within the county borough			0.00	0.00	 Green
New Corporate Plan Indicator for 2018-19. Based on the most recent Gypsy and Traveller Accommodation Assessment (2016), the conclusion was that the 11 pitches recently provided at Cae Garw was sufficient to meet the needs of the community up to 2021. Therefore, there is currently no level of unmet need within the County Borough. 2018-2022 Corporate Plan shows this performance indicator as having a 5 year target. This is incorrect, the target for unmet need should be zero.					
CP/057 - Number of visitors to our town centres			5454974.00		
New indicator - no comparable data or target. This figure can't be quantified across all town centres due to lack of reliable data.					
CP/058 - Number of established and new events e.g. the Neath Food and Drink Festival			4.00		
New indicator. No comparable data or target. Officers are liaising with local Members and event's organisers to establish future events on the Port Talbot Transport Hub.					
3 Well-being Objective 3 - To develop the local economy and environment so that the well-being of people can be improved					
CP/059 - Develop quality manufacturing, R&D and office space - a) Vacancy Rates			0.00		
New indicator, no comparable data or target. Work progressing on the former Magistrates Court in Port Talbot, St Oswalds Chamber in Port Talbot, and the Crown Offices and 8 Wind Street in Neath.					
CP/060 - Develop quality manufacturing, R&D and office space - b) Square footage			0.00		
New indicator. - No comparable data or target. Work progressing on the former Magistrates Court in Port Talbot, St Oswalds Chamber in Port Talbot, and the Crown Offices and 8 Wind Street in Neath.					
PI Title	Actual	Actual	Actual	Target	Perf. RAG

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	16/17	17/18	18/19	18/19	
CP/061 - Develop quality manufacturing, R&D and office space - c) Back to use			0.00		
New indicator. - No comparable data or target. Work progressing on the former Magistrates Court in Port Talbot, St Oswalds Chamber in Port Talbot, and the Crown Offices and 8 Wind Street in Neath.					
CP/062 - Number of business enquires assisted resulting in advice, information or financial support being given to existing companies through Business Services	628.00	630.00	673.00	640.00	 Green
Throughout the year, the team have dealt with a variety of requests for support from local businesses, such as availability of property, funding, training support, etc. Consequently, targets set for 2018-19 have been achieved.					
CP/063 - The number of jobs created/safeguarded as a result of financial support by the local authority	131.00	207.00	456.00	290.00	 Green
Funding applications progressed well throughout the year. Many larger value applications were completed in the last quarter of the year which has resulted in the team well exceeding targets set target for the year.					
CP/064 - Number of investment enquiries			35.00	35.00	 Green
New indicator, no comparable data. There was a high volume of enquiries from new investors and business expansions throughout the year which has resulted in this target being achieved.					
CP/065 - Value (£million) of contracts awarded to local companies			12.50	16.50	 Red
New indicator, no comparable data. Achievements for this performance indicator are dependent on the number of projects we are working on at any given time and them being able to source local/regional contractors to deliver the work packages. Overall, the projects that we have worked on throughout the year have progressed really well, helping regional contractors secure £12.5 million worth of contracts, which will have a substantial positive effect on the South West Wales economy.					
CP/066 - Percentage of contracts awarded to local companies			60.00	30.00	 Green
New indicator, no comparable data. Projects have progressed really well throughout 2018-19 which has resulted in us exceeding the set target for this performance indicator.					

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
CP/067- PAM 030 - Percentage of waste, reused, recycled or composted	63.74	60.65	61.33	62.00	 Amber
<p>42590.26 of 69445.48 (figure yet to be verified by Natural Resources Wales). Whilst the figure falls slightly short of the target there is an increase from last year and is in excess of the Welsh Government target of 58%. Many of the measures from the Waste Strategy to improve this, do not come into effect until October to March 2019 so we are yet to see their full impact.</p> <p>All Wales data 2017-18 is 62.67%</p> <p>All Wales 2018-19 data is not available yet.</p>					
CP/068 - PAM 043 - Kilograms of residual waste generated per person			189.12		
<p>New indicator - no comparable data.</p> <p>26,855,220 kg's of residual waste. Population of 142,000. The updated Waste Strategy contains measures to reduce residual waste.</p> <p>All Wales data for 2018-19 is not available yet.</p>					
CP/069 - PAM/010 - Percentage of streets that are clean	93.20	93.20	93.57	95.00	 Amber
<p>This figure is based on snapshot surveys and a slight increase on the previous year. Our cleanliness index, 'Keep Wales Tidy' indicator is 68.45 similar to the previous years 68.44.</p> <p>Additional funding has been made available for 2019/20 which may improve this.</p> <p>All Wales data for 2018 - 19 is 94.0%. Neath Port Talbot Council ranked 15th across Wales, however just 0.4% below All Wales performance.</p>					
CP/070 - PAM/035 - Average number of days to clear fly-tipping			3.21		
<p>3,776/ 1,177. This is a new indicator for 2018-19.</p> <p>All Wales data for 2018-19 is 2.2 days. Neath Port Talbot Council ranked 14th across Wales.</p>					
CP/071 - Number of visitors to attractions (to be reported using visitor counters throughout the County Borough)			1574049.00		
<p>This figure represents visitors to attractions located across the county borough during the 2018 calendar year (Jan-Dec 2018). Visitor figures are measured via pedestrian / cycle counters at various sites across the county borough.</p>					
CP/072 - Number of visits to our theatres	214903.00	249661.00	239481.00		
<p>This is a new indicator for 2018-19</p> <p>Data for previous years has been obtained but due to a cut in the budget of 50% over the previous years no target has been set.</p>					





Data updated

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
CP/073 - PAM/040 - Percentage of quality standards met by the Library Service			65.00		
New indicator, no comparable data. The quality standards that the Council fails to achieve are those that are resource based, namely expenditure on books, staffing and total library opening hours. All Wales data for 2018-19 is not available yet.					
CP/074 - PAM/017 - Number of visits to leisure centres per 1,000 population	8005.45	7913.11		8300.00	
Errors have been found with our 2018/19 data and adjustments are being made to correct the data. All Wales data for 2018-19 is 9,259.					
CP/075 - Number of tourism operators supported by the Council	18.00	26.00	28.00	15.00	 Green
The tourism team generated additional enquiries from tourism operators this financial year. Enquiries included: 17 new or proposed businesses and 11 existing businesses. Proposals ranged from the expansion of accommodation provision to widening the activity offer. The majority of enquiries (21) originated from the valleys areas of the county borough.					
CP/076 - Number of Destination Management Plan actions delivered	9.00	10.00	24.00	12.00	 Green
Progress against the Destination Management Plan (DMP) was reported to Regeneration and Sustainable Development Board on 1st March 2019. Good progress was evidenced against the plan.					
CP/077 - Number of biodiversity rich areas protected and/or enhanced	37.00	46.00	43.00	48.00	 Red
The figure is based on the current list of nature conservation sites, which includes Local Nature Reserves, 'Working with Nature' sites and areas that have previously been managed as part of the conservation verge/area scheme. Following a review of the list of sites, a number of sites have been removed, hence there has been a reduction from the 2017-18 figure and the 2018-19 target missed.					
CP/078 - Number of PM10 breaches in the Air Quality Management Area (Port Talbot / Taibach)	8.00	17.00	19.00	35.00	 Green
This compares well against the short term air quality objective, which allows 35 exceedance days. The long-term air quality objective states that the average PM10 concentration should not exceed 40ug/m3, which has never been breached in Port Talbot and the average for the financial year was 24 ug/m3.					



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PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
CP/079 - Percentage of Private Water Supplies operating in accordance with drinking water standards			100.00	100.00	 Green
New Indicator - No comparable data. All known supplies defined by the appropriate regulations currently have risk assessments within five years of being undertaken.					
CP/080 - Number of improvement projects carried out in the Public Rights of way network			4.00	3.00	 Green
A total of 4 improvement projects have been completed on the Public Rights of Way (PRoW) Network in 2018-19. FP190 (Ystalyfera) – a previously blocked path has been opened up, with the installation of 3 gates, improved drainage pipes and vegetation clearance. FP20 (Coedffranc) – a very narrow 75 metre path that has been prone to fly-tipping and surface vegetation problems has been cleared and laid with a stone surface. FP21 (Cimla) – on this newly registered PRoW, a 7 metre pedestrian bridge and kissing gate has been installed in order to ease user access from ‘The Meadows’. FP2 (Port Talbot) – a landowner agreement has been established which has led to the creation of a more accessible path linking Broomhill to FP2. The works involved excavation, installation of a series of steps, a kissing gate and waymark posts.					
CP/081 - Number of accessible routes increases (by Kilometres) in accordance with the Existing Route Map and Integrated Network Map - Pedestrian routes			2.40	2.00	 Green
New performance indicator, no comparable data. The Council received £540k from the Welsh Government Active Travel Grant in 2018-19. The majority of the funding was allocated to improving the Neath Canal towpath (NCN47) between Crown Foods (Melin) and Giant’s Grave Road, Briton Ferry. This route has built on improvements previously undertaken between Neath and Crown Foods, and it is anticipated that this route will be added to the Existing Route Map when it is next reviewed. Although this funding was allocated specifically for cycling the Neath Canal route is a shared use path, therefore the improvements will also benefit pedestrians.					
CP/082 - Number of accessible routes increases (by Kilometres) in accordance with the Existing Route Map and Integrated Network Map - Cycle routes			2.40	2.00	 Green
New performance indicator, no comparable data. The Council received £540k from the Welsh Government Active Travel Grant in 2018-19. The majority of the funding was allocated to improving the Neath Canal towpath (NCN47) between Crown Foods (Melin) and Giant’s Grave Road, Briton Ferry. This route has built on improvements previously undertaken between Neath and Crown Foods, and it is anticipated that this route will be added to the Existing Route Map when it is next reviewed.					
PI Title	Actual	Actual	Actual	Target	Perf. RAG

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	16/17	17/18	18/19	18/19	
CP/083 - PAM/020 - Percentage of A roads in poor condition	4.07	4.52	5.22	4.00	 Red
<p>Neath Port Talbot County Borough Council is responsible for the maintenance of a road network approximately 850 kilometres in length. The network is subject to a comprehensive range of technical surveys and/or inspections each year and the resultant information is evaluated, including annual consultation with local members, to produce a prioritised list of schemes within available resources, a process designed to help ensure that limited finances are spent to best effect. Individual components of the highway should not be considered in isolation as the overall outcome may result in NPT being worse by comparison with the all Wales figure in one classification and better by comparison in another, as is the case. The higher classifications of roads, including all A and B roads, are generally subject to a higher level of survey including 'SCANNeR' technical surveys that are conducted in one direction each year (i.e. 50% of the road) with the results of these surveys being reported via the Performance Indicator returns. These technical surveys assess road condition considering 4 main factors: rut depth; longitudinal profile variance (a proxy for ride quality); cracking, and texture depth (required for skidding resistance) which leads to an overall condition value with those road subsections consider by the automated analysis system as in poor condition being flagged 'red'. These subsections are mainly located along two A roads, i.e. the A4107 Afan Valley Road north of Pen y cae, and A474 through Pontardawe to Lower Brynamman. The main roads are typically the most expensive to maintain and, in taking an overall risk based and value for money approach, it would not have been sensible to focus all the council's limited resources on these two roads. In particular, whilst the works programme development process ensures that safety issues are dealt with on all roads, i.e. deterioration leading to loss of skidding resistance or other irregularities that might lead to loss of control for example, we do not prioritise as a matter of course road sections which are safe and look fine but which SCANNeR surveys 'flag red' by virtue of longitudinal profile variance. Dealing with such issues over other areas on lower road classifications where there are higher priority skidding resistance or other safety issues would not be appropriate and would draw criticism. If the Council had sufficient funding however to deal with desirable issues in addition to essential matters it would gladly do so.</p> <p>All Wales data for 2018-19 is 3.9%. Neath Port Talbot Council ranked 20th across Wales.</p>					
CP/084 - PAM/021 - Percentage of B roads in poor condition	2.35	2.92	3.28	2.50	 Red
<p>Please refer to comment for CP/083 (above) - Percentage of A roads in overall poor condition</p> <p>All Wales data for 2018-19 is 4.5%. Neath Port Talbot Council ranked 3rd across Wales.</p>					
CP/085 - PAM/022 - Percentage of C roads in poor condition	5.36	5.32	4.90	6.00	 Green
<p>Please refer to comment for CP/083 (above) - Percentage of A roads in overall poor condition</p> <p>All Wales data for 2018-19 is 14.0%. Neath Port Talbot Council ranked 3rd across Wales.</p>					
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

Information
 19/01/2020






Managing sickness absence continues to be a key priority for Heads of Service and their Accountable Managers. All Wales data for 2018-19 is 10.5 days. Neath Port Talbot Council ranked 7th 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		
<p>Revised data set therefore no target or comparable data for this measure.</p> <p>This measure reports performance on the previous year's (2017-18) national set of Public Accountability Measures.</p> <p>7 of 18 of 2017-18 comparable measures have improved.</p> <p>For 2017-18, no measures achieved maximum performance.</p> <p>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.</p>					
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 via the NPT Citizens Panel when established during 2019-2020.					
CP/091 - Percentage of complaints at stage 1 that were upheld/partially upheld	24.06	21.05	33.82		
<p>Full Year data: 46 of 136 for 2018-19 and 24 of 114 for 2017-18.</p> <p>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 are taken into consideration to improve customer satisfaction going forward.</p> <p>The target set for the year was to decrease the percentage of stage 1 complaints upheld.</p> <p>More detail was reported to relevant Cabinet Boards during July 2019.</p>					

CP/092 - Percentage of complaints at stage 2 that were upheld/partially upheld	16.00	20.00	19.23		
<p>Full Year data: 5 of 26 for 2018 -19 and 5 of 25 for 2017-18.</p> <p>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 are taken into consideration to improve customer satisfaction going forward. The target set for the year was to maintain the percentage of stage 2 complaints upheld.</p>					
PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
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.</p> <p>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.</p> <p>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.</p> <p>Children and Young People Services had an increase of 11 compliments and the Environment Directorate had an increase of 20 compliments.</p> <p>All services should capture compliments information to ensure we are taking on board what our customers appreciate.</p> <p>The target set for the year was to increase the number of compliments received.</p> <p>More detail was reported to relevant Cabinet Boards during July 2019.</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
Not measured in 2017-18 or 2018-19. This will be measured via the NPT Citizens Panel when established during 2019-2020.					
CP/096 - Percentage of Adults who report that they can speak Welsh					
<p>No data for 2018-19.</p> <p>This information is only available via the Census. In the 2011 Census 12.62% of people aged 16 and over said they could speak Welsh.</p> <p>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	

Updated on 15/01/20

					 Red
<p>Overall there has been a decrease in the number of callers to the One Stop Shops (OSS), 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.</p> <p>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.</p>					
PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
CP/098 - CS/004 - Percentage of customers leaving before being seen	0.12	0.11	0.13	0.10	 Red
<p>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).</p>					
CP/099 - CS/003a - Percentage of telephone calls in Welsh abandoned after 5 seconds	10.86	15.12	16.33	3.00	 Red
<p>19 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.</p>					
CP/100 - CS/003b - Percentage of telephone calls in English abandoned after 5 seconds	3.65	2.64	3.90	3.00	 Red
<p>4,627 of 118,758 during 2018-19. There has been a slight increase in abandoned calls compared to the last year. We saw a general increase in abandoned calls percentage throughout the year.</p>					
CP/101 - CS/002a - Average time (seconds) to answer telephone calls in Welsh	17.00	23.00	20.00	20.00	 Green
<p>Average answer times for telephone calls for a Welsh service continue to be quicker than calls for an English service.</p>					
CP/102 - CS/002b - Average time (seconds) to answer telephone calls in English	20.80	18.00	22.00	20.00	 Red
<p>Capacity issues linked to staff vacancies resulted in a drop in performance the first 6 months. Additional staff have been recruited which resulted in improved answer times for the latter</p>					

Customer Services

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
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.					



2018-2019 Public Accountability Measures

Performance Comparison – NPT compared to All Wales

The information included in this document provides information on the performance of some of the key services that the Council provides. To do this we have used information collected for performance indicators that every council in Wales is required to report. This enables us to compare not just our own performance over time, but to also compare performance against other councils in Wales.

Performance Key		
☺	NPT has achieved maximum performance	
↑	Performance is better than All Wales data <u>or</u> has improved on 2017-2018	
↔	Performance maintained with All Wales data <u>or</u> NPT performance maintained	
∨	Performance is lower than All Wales data but within 5% <u>or</u> NPT 2018-2019 performance declined but within 5% of 2017-2018 data	
↓	Performance is 5% or more below All Wales data <u>or</u> NPT 2018-19 Performance declined by 5% or more compared to 2017-2018 data.	
—	No comparable data	
Quartile Position	GREEN 1 st - 6 th (1 st quartile)	AMBER 7 th – 16 th (2 nd & 3 rd quartiles)
		RED 17 th – 22 nd (4 th quartile)

No	PAM Reference	PI Description	NPT Actual 16-17	NPT Actual 17-18	NPT Actual 18-19	NPT Trend 2018-19 against 2017-18	All Wales 2018-19	2018-19 NPT Trend against All Wales	Quartile Position (RAG Colour) with Rank (position out of 22 LA's)		
									2016-17	2017-18	2018-19
1	PAM/021	Percentage of B roads in poor condition	2.4%	2.9%	3.3%	↓	4.5%	↑	2 nd	3 rd	3 rd
2	PAM/022	Percentage of C roads in poor condition	5.4%	5.3%	4.9%	↑	14.0%	↑	3 rd	4 th	3 rd
3	PAM/018	Percentage of all planning applications determined in time	N/a new	96.6%	96.7%	↑	88%	↑	N/a new	3 rd	4 th
4	PAM/001	Number of working (Full time Equivalent) days lost to sickness per employee	9.93	9.47	9.79	v	10.5	↑	10 th	5 th	7 th
5	PAM/032	Capped 9 score	N/a new	N/a new	341.3	—	349.5	v	N/a new	N/a new	14 th
6	PAM/035	Average number of working days taken to clear fly-tipping incidents	N/a new	N/a new	3.21	—	2.2	↓	N/a new	N/a new	14 th
7	PAM/019	Percentage of planning appeals dismissed	N/a new	61.5%	61.5%	↔	67.6%	↓	N/a new	11 th	15 th

No	PAM Reference	PI Description	NPT Actual 16-17	NPT Actual 17-18	NPT Actual 18-19	NPT Trend 2018-19 against 2017-18	All Wales 2018-19	2018-19 NPT Trend against All Wales	Quartile Position (RAG Colour) with Rank (position out of 22 LA's)		
									2016-17	2017-18	2018-19
8	PAM/015	Average number of calendar days taken to deliver a Disabled Facilities Grant (DFG)	233	242	232	↑	207	↓	11 th	17 th	15 th
9	PAM/010	Percentage of streets that are clean	93.2%	93.2%	93.6%	↑	94.0%	▼	15 th	17 th	15 th
10	PAM/008	Percentage of pupil attendance in Secondary Schools.	93.7%	93.6%	93.48%	▼	93.9%	▼	18 th	18 th	16 th
11	PAM/023	Percentage of food establishments that meet food hygiene standards	94.92%	94.76%	93.92%	▼	95.7%	▼	13 th	14 th	18 th
12	PAM/007	Percentage of pupil attendance in Primary Schools.	94.56%	94.69%	94.14%	▼	94.6%	▼	19 th	17 th	20 th
13	PAM/020	Percentage of principal A roads in poor condition	4.1%	4.5%	5.22%	↓	3.9%	↓	14 th	17 th	20 th
14	PAM/012	Percentage of households successfully prevented from becoming homeless	54.6%	55.6%	53.14%	▼	67.8%	↓	N/a new	18 th	20 th
15	PAM/013	Percentage of empty private properties brought back into use	N/a new	4.26%	0.57%	↓	4.6%	↓	N/a new	12 th	21 st

No	PAM Reference	PI Description	NPT Actual 16-17	NPT Actual 17-18	NPT Actual 18-19	NPT Trend 2018-19 against 2017-18	All Wales 2018-19	2018-19 NPT Trend against All Wales	Quartile Position (RAG Colour) with Rank (position out of 22 LA's)		
									2016-17	2017-18	2018-19
16	PAM/009	Percentage of Year 11 leavers not in education, training or employment (NEET)	3.6%	2.3%	2.9%	— Note: 2 on page 6	1.6%	↓	N/a new	19 th	22 nd
17	PAM/033	Percentage of pupils assessed in Welsh at the end of the Foundation Phase	16.65%	16.16%	15.78%	V	Not available Yet	—	N/a new	N/a new	Not available Yet
18	PAM/034	Percentage of year 11 pupils studying in Welsh (first language)	N/a new	N/a new	12.85%	—	Not available Yet	—	N/a new	N/a new	Not available Yet
19	PAM/024	Percentage of adults satisfied with the care and support	84.92%	82.54%	83.02%	↑	Not available Yet	—	N/a new	Not available	—
20	PAM/030	Percentage of waste, reused, recycled or composted	63.74%	60.65%	61.33% (subject to validation)	↑	Not available Yet	—	16 th	16 th	Not available Yet
21	PAM/027	Percentage of children satisfied with their care and support	N/a new	82.1%	80.3%	V	Not available	—	N/a new	Not available	—

No	PAM Reference	PI Description	NPT Actual 16-17	NPT Actual 17-18	NPT Actual 18-19	NPT Trend 2018-19 against 2017-18	All Wales 2018-19	2018-19 NPT Trend against All Wales	Quartile Position (RAG Colour) with Rank (position out of 22 LA's)		
									2016-17	2017-18	2018-19
22	PAM/028	Percentage of child assessments completed on time	97.65%	97.88%	94.93%	V	Not available Yet	—	N/a new	Note :1 on page 6 Upper quartile	Not available Yet
23	PAM/029	Percentage of children in care who had to move 3 or more times	4.43%	6.12%	7.44%	↓	Not available Yet	—	5 th	Note :1 on page 6 Upper quartile	Not available Yet
24	PAM/026	Percentage of carers that feel supported	63.93%	66.18%	60.77%	↓	Not available	—	N/a new	Not available	—
25	PAM/025	Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+	3.88	3.08	6.29	↓	Not available Yet	—	12 th	Note :1 on page 6 Mid quartiles	Not available Yet
26	PAM/036	Number of additional affordable housing units delivered per 10,000 households	N/a new	N/a new	Not available Yet	—	Not available Yet	—	N/a new	N/a new	Not available Yet
27	PAM/040	Percentage of Quality Indicators (with targets) achieved by the library service	N/a new	N/a new	65%	—	Not available Yet	—	N/a new	N/a new	Not available Yet

No	PAM Reference	PI Description	NPT Actual 16-17	NPT Actual 17-18	NPT Actual 18-19	NPT Trend 2018-19 against 2017-18	All Wales 2018-19	2018-19 NPT Trend against All Wales	Quartile Position (RAG Colour) with Rank (position out of 22 LA's)		
									2016-17	2017-18	2018-19
28	PAM/041	Percentage of National Exercise Referral Scheme (NERS) clients who completed the exercise programme	N/a new	N/a new	70.15%	—	Not available Yet	—	N/a new	N/a new	Not available Yet
29	PAM/042	Percentage of National Exercise Referral Scheme (NERS) clients whose health had improved on completion of the exercise programme	N/a new	N/a new	100%	😊	Not available Yet	—	N/a new	N/a new	Not available Yet
30	PAM/043	Kilograms of residual waste generated per person	N/a new	N/a new	189.12 (subject to validation)	—	Not available Yet	—	N/a new	N/a new	Not available Yet
31	PAM/017	Number of visits to leisure centres per 1,000 population	8,005	7,913	Note 3 below	—	9,258.6	—	15th	15th	—
32	PAM/014	Number of new homes created as a result of bringing empty properties back into use.	N/a new	0	0	—	N/a	—	—	—	—

Note 1: Welsh Government have not published individual authority 2017/18 rankings for Social Care Data.

Note 2: Careers Wales have advised that the 2018 pupil destination data is not comparable with previous years.

Note 3: Errors found with our 2018/19 data and adjustments are being made to correct the data.



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Cabinet

2 October 2019

DIRECTOR OF EDUCATION, LEISURE AND LIFELONG LEARNING

- A. Evans

Matter for: Information

Wards Affected: All Wards

Report Title:

1. Wales Audit Office (WAO) - Well-being of Future Generations: An examination of the step 'We will work with partners to ensure that we target support to those children at risk of adverse childhood experiences in the first 1,000 days of their lives' – Neath Port Talbot County Borough Council June 2019 (Appendix 1)

Purpose of the Report:

2. To present to Cabinet the WAO's review of the Council's approach to working with partners to support children in their early years, to assess the extent to which we have acted in accordance with the sustainable development principle of the Well-being of Future Generations Act 2015 and for Cabinet to note the proposed actions in response to the review findings.

Background:

3. During the period November 2018 to February 2019, the WAO undertook fieldwork to examine the extent to which the Council is acting in accordance with the sustainable development principle in its work with partners to ensure support is targeted to those children at risk of adverse childhood experience in the first 1,000 days of their lives. The review looked at evidence of planning over an appropriate

timescale, resources allocated and through interview assessed officers and elected members' understanding of current and long-term needs and the associated challenges and opportunities.

4. Actions in relation to supporting children in their early years, particularly those at risk of adverse childhood experiences in the first 1,000 days of their lives have been identified as a key objective under the Public Services Board's (PSB) Well-being Plan. Progress against this objective is reported to the PSB on a regular basis.

Main Findings:

5. The review found that the Council is acting in accordance with the sustainable development principle in developing the step but there are opportunities to further embed the five ways of working.
6. The report contains six actions that the Council has identified as responses to the opportunities identified through the fieldwork. These are as follows:

O1: Develop a more systematic approach to understanding communities and the vulnerabilities of families, including:

- introducing/embedding a new model of leadership that supports a more joined-up approach across services (including joint goals) and better shared understanding; and
- engaging with communities to develop a narrative of school readiness.

O2: The Council to help drive a fundamental change in working with partners and explore how to measure outcomes – to deliver sustainable change. This could include: trying different methodologies, including the possible use of case studies and learning from practice in a systematic way to facilitate ongoing learning and help professional practice to evolve.

O3: Develop an understanding of community assets across the Council and how these might be utilised/developed to support communities.

O4: Participate in the Early Action Together programme initiated by South Wales Police. Introduce a pilot in Sandfields West to focus on ACEs to consider how agencies work together more effectively to support communities.

O5: To look at adjusting service models to re-balance budgets and resources towards spending on the preventative agenda.

O6: Commit IT and corporate policy resource to develop data analytics and intelligence.

Next steps: Above actions will be incorporated into an action plan and presented to the PSB for approval. Latest work and progress on this objective is included in appendix 2 and has been reported to the PSB.

Financial Impact:

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

Integrated Impact Assessment:

8. There is no requirement to undertake an Integrated Impact Assessment.

Valleys Communities Impacts:

9. No implications.

Workforce Impacts:

10. No implications.

Legal Impacts:

11. Under the Local Government (Wales) Measure 2009 (the Measure) and Wellbeing of Future Generations (Wales) Act 2015, the Auditor General for Wales is required to carry out audit work of the Council's business throughout the year as agreed in the audit programme and to assess whether the Council has made proper arrangements for securing economy, efficiency and effectiveness in the use of its resources.

Risk Management Impacts:

12. The Audit has not identified any corporate governance issues.

Consultation:

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

Recommendations:

14. That members note the WAO findings, following their examination of the Council's approach to Well-being of Future Generations: An examination of the step 'We will work with partners to ensure that we target support to those children at risk of adverse childhood experiences in the first 1,000 days of their lives'.

Reason for Proposed Decision:

15. N/A

15. Implementation of Decision:

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

Appendices:

16. Appendix 1 – Wales Audit Office (WAO) - Well-being of Future Generations: An examination of the step 'We will work with partners to ensure that we target support to those children at risk of adverse childhood experiences in the first 1,000 days of their lives' – Neath Port Talbot County Borough Council June 2019

17. Appendix 2- Updated Action Plan as presented to the PSB.

List of Background Papers:

18. Wales Audit Office audit programme 2018-19.

Officer Contact:

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Mae'r dudalen hon yn fwriadol wag



WALES AUDIT OFFICE
SWYDDFA ARCHWILIO CYMRU

Archwilydd Cyffredinol Cymru
Auditor General for Wales

Well-being of Future Generations:
An examination of the step 'We will
work with partners to ensure that we
target support to those children at
risk of adverse childhood
experiences in the first 1,000 days of
their lives' – **Neath Port Talbot
County Borough Council**

Audit year: 2018-19

Date issued: July 2019

Document reference: 1383A2019-20

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This document is also available in Welsh.

The team who delivered the work comprised Colin Davies, Alison Lewis and Richard Hayward under the direction of Jane Holownia.

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Summary report

Summary

Why we undertook the Examination

1 In accordance with the Well-being of Future Generations (Wales) Act 2015 (the Act) the Auditor General for Wales (the Auditor General) is statutorily required to examine public bodies to assess the extent to which they have acted in accordance with the sustainable development principle when:

- a. setting their wellbeing objectives; and
- b. taking steps to meet them.

The Act defines the sustainable development principle as acting in a manner: ‘...which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs’.

2 The Auditor General must provide a report on his examinations to the National Assembly for Wales at least a year before each Assembly election. The first such report must be published by 2020, before the 2021 Assembly election.

3 During 2018-19 the Auditor General is undertaking examinations across the 44 bodies covered by the Act to inform his report to the National Assembly.

4 In May 2018, the Auditor General published his report, **Reflecting on Year One – How have public bodies responded to the Well-being of Future Generations Act (2015)**. He concluded that public bodies support the principles of the Act and are taking steps to change how they work.

5 In developing our approach to undertaking the examinations during 2018-19 we engaged with a range of stakeholders including through our pilot work during 2017-18. We also worked closely with the Future Generations Commissioner.

6 As the preliminary work in year one included a consideration of how public bodies had set their wellbeing objectives, the principal focus of this work is the way in which public bodies are taking steps to meet their wellbeing objectives.

7 The findings in this report are based on fieldwork that we undertook during the period November 2018 to February 2019.

8 This report sets out our findings from our examination of the step, ‘We will work with partners to ensure that we target support to those children at risk of adverse childhood experience in the first 1,000 days of their lives’. This step is supporting the Council’s wellbeing objective 1, ‘To improve the well-being of children and young people.’

9 It also sets out the Council’s initial response to our findings.

What we examined

- 10 We examined the extent to which the Council is acting in accordance with the sustainable development principle in its work with partners to ensure support is targeted to those children at risk of adverse childhood experience in the first 1,000 days of their lives.
- 11 In order to act in accordance with the sustainable development principle public bodies must take account of the following 'ways of working'.

Exhibit 1: the 'five ways of working'

The table below sets out the 'five ways of working' as defined in the Welsh Government's 'Well-being of Future Generations (Wales) Act 2015 The Essentials'¹ document.

The Five Ways of Working
Long term The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.
Prevention How acting to prevent problems occurring or getting worse may help public bodies meet their objectives.
Integration Considering how the public body's wellbeing objectives may impact upon each of the wellbeing goals, on their other objectives, or on the objectives of other public bodies.
Collaboration Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its wellbeing objectives.
Involvement The importance of involving people with an interest in achieving the wellbeing goals, and ensuring that those people reflect the diversity of the area which the body serves.

- 12 Our examination found that: **The Council is acting in accordance with the sustainable development principle in developing the step but there are opportunities to further embed the five ways of working.**

¹ Welsh Government, **Well-being of Future Generations (Wales) Act 2015 The Essentials**, 2015

Detailed report

Part One: Examination Findings

The Council is acting in accordance with the sustainable development principle in developing the step but there are opportunities to further embed the five ways of working

The Council has considered the long-term benefits in setting this step and recognises the need to develop outcome measures

What we looked for

- 13 We looked for evidence of:
- a thorough understanding of current and long-term needs and the associated challenges and opportunities;
 - planning over an appropriate timescale;
 - resources allocated to ensure long-term benefits; and
 - appropriate monitoring and review.
- 14 Our examination was also informed by the positive indicators for the 'long term' that we have identified and used as part of this examination.²

What we found

- 15 We identified the following strengths:
- the Council has a clear understanding of the potential long-term benefits this step can make to an individual's life;
 - there is a strong evidence base for the need to undertake this step, including national research which shows more adverse childhood experiences (ACEs) correlate to worse health and economic outcomes for individuals;
 - the Council has significant concerns regarding the school readiness of some children and understands how the step will help address this; and
 - the Council recognises the need to develop outcome-focused measures to evidence impact.

² See Appendix 1

- 16 We identified the following areas for improvement:
- the Council needs to collect data so it can:
 - understand the issues in sufficient detail;
 - establish what success looks like (based on outcomes); and
 - know how it is going to measure outcomes.
 - the Council to consider how it will evaluate the impact of working with families in a more collaborative way in the short, medium and long term to inform the re-modelling of services and any potential shift in patterns of investment.

Prevention is fundamental to the approach the Council is taking in developing the step

What we looked for

- 17 We looked for evidence of:
- a thorough understanding of the nature and type of problem the step could help prevent from occurring or getting worse;
 - resources allocated to ensure preventative benefits will be delivered; and
 - monitoring and review of how effectively the step is preventing problems from occurring or getting worse.
- 18 Our examination was also informed by the positive indicators for 'prevention' that we have identified and used as part of this examination.³

What we found

- 19 We identified the following strengths:
- the step is heavily focused on prevention, as the actions will help mitigate the likelihood of children being exposed to ACEs;
 - there is a clear understanding that the step is aiming to break the negative cycle of dysfunctional family behavioural patterns and its consequent impacts;
 - the step has the potential to deliver cost efficiencies through the early prevention of problems, before they become more complex and long term; and
 - resources have been allocated to progress the Children's Community Pilot in Sandfields West and this work will support delivery of the step.

³ See Appendix 1

20 We identified the following areas for improvement:

- consider how improving data and holistic understanding about communities could:
 - improve knowledge of root causes;
 - provide better understanding of the outcomes of different interventions to help the Council build on successful practice;
 - enable more targeted and tailored approaches to addressing the issues; and
 - improve understanding of community assets and how these can be developed and drawn upon to support people, families and communities;
- explore the use of data analytics in supporting this work, for example establishing profiles for families where ACEs are more likely to occur.

The Council recognises the need for an integrated approach to maximise benefits from the step and is supporting this through the Public Services Board

What we looked for

21 We looked for evidence of consideration of:

- how this step could contribute to the seven national wellbeing goals;
- how delivery of this step will impact on the Council's wellbeing objectives and wider priorities; and
- how delivery of this step will impact on other public bodies' wellbeing objectives.

22 Our examination was also informed by the positive indicators for 'integration' that we have identified and used as part of this examination.⁴

What we found

23 We identified the following strengths:

- there is clear alignment between the Council's wellbeing plan and that of the Public Services Board (PSB);
- this step is directly aligned to the early years objective and the safe resilient communities objective in the PSB's wellbeing plan;

⁴ See Appendix 1

- the Council has considered how this step integrates with other existing initiatives in the Council, for example the Children’s Community Pilot in Sandfields West; and
- ACEs is a national initiative, initiated by Public Health Wales, and this shared agenda is helping ensure more effective integration between partners.

24 We identified the following areas for improvement:

- for the Council to consider how it further embeds an integrated approach across services to ensure that all staff are thinking about how benefits from their service can be maximised and any potential conflicts identified and managed.

The Council is collaborating with partners in designing and developing the step

What we looked for

25 We looked for evidence that the Council:

- has considered how it could work with others to deliver the step (to meet its wellbeing objectives, or assist another body to meet its wellbeing objectives);
- is collaborating effectively to deliver the step; and
- is monitoring and reviewing whether the collaboration is helping it or its stakeholders meet wellbeing objectives.

26 Our examination was also informed by the positive indicators for ‘collaboration’ that we have identified and used as part of this examination.⁵

What we found

27 We identified the following strengths:

- the Council is actively promoting collaboration in developing its approach to this complex step;
- there was excellent attendance from partners at the first engagement workshop and a very strong will in the room to change the current system to improve partnership working to better support communities; and
- the PSB has recently been invited to become a pathfinder for the Welsh Government’s partnership project for Early Years Transformation, which will help support this step.

⁵ See Appendix 1

28 We identified the following areas for improvement:

- with limited and time bound additional resources currently identified to deliver this step, the Council, with its partners, will need to think about how the delivery of the action plan will be resourced. Consideration will need to be given to changing the way things are currently delivered including potentially re-prioritising spend to preventative initiatives.
- establish ways to help monitor and review whether collaborations with partners on ACEs are being effective.

The Council is involving key partners in developing the step and going forward needs to ensure it effectively involves the full diversity of its communities

What we looked for

29 We looked for evidence that the Council has:

- identified who it needs to involve in designing and delivering the step;
- effectively involved key stakeholders in designing and delivering the step;
- used the results of involvement to shape the development and delivery of the step; and
- sought to learn lessons and improve its approach to involvement.

30 Our examination was also informed by the positive indicators for 'involvement' that we have identified and used as part of this examination.⁶

What we found

31 We identified the following strengths:

- in the first engagement workshop, in November 2018, key partners helped develop key themes for the step. A follow-up session will be arranged in April/May 2019 to share the action plan.
- a key principle underpinning the step is to understand what individual communities need and how universal support, as well as tailored support, is continually evaluated and adapted; to be able to 'step up' and 'step down' support services as necessary.
- the Council is planning to hold an engagement session with parents and carers to share the action plan and get their views on it.
- results from engagement with parents and children, as part of establishing the Children's Community Pilot, helped identify the two main themes of the

⁶ See Appendix 1

programme: education readiness and mental health and emotional wellbeing.

32 We identified the following areas for improvement:

- to meaningfully engage with communities in the development of the action plan, the Council needs to look at different ways in which it can facilitate community involvement and build trust to enable the work to be effective. An example is the Council’s proposal to work with individual communities to develop a narrative of ‘what does good look like?’ for school readiness.
- in involving communities on the action plan, be sure to include the full diversity of the community.

Part Two: Council’s response

33 Following the conclusion of our fieldwork we presented our findings to senior officers of the Council and from Health at a workshop in February 2019. At this workshop the Council began to consider its response to our findings. The following actions represent the Council’s thoughts on the actions it might take in response to the opportunities identified through the review work. The Council will further consider these alongside the actions that it is developing with partners to take forward the work on ACEs and will aim to integrate the two emerging action plans into one action plan.

Exhibit 2: council actions

Council actions identified at the feedback workshop held on 26 February 2019 and reviewed and amended by the Council in June 2019	
1.	Develop a more systematic approach to understanding communities and the vulnerabilities of families, including: <ul style="list-style-type: none"> • introducing/embedding a new model of leadership that supports a more joined-up approach across services (including joint goals) and better shared understanding; and • engaging with communities to develop a narrative of school readiness.
2.	The Council to help drive a fundamental change in working with partners and explore how to measure outcomes – to deliver sustainable change. This could include: trying different methodologies, including the possible use of case studies and learning from practice in a systematic way to facilitate ongoing learning and help professional practice to evolve.
3.	Develop an understanding of community assets across the Council and how these might be utilised/developed to support communities.
4.	Participate in the Early Action Together programme initiated by South Wales Police. Introduce a pilot in Sandfields West to focus on ACEs to consider how agencies work together more effectively to support communities.

Council actions identified at the feedback workshop held on 26 February 2019 and reviewed and amended by the Council in June 2019

- | | |
|----|--|
| 5. | To look at adjusting service models to re-balance budgets and resources towards spending on the preventative agenda. |
| 6. | Commit IT and corporate policy resource to develop data analytics and intelligence. |

- 34 We will continue to monitor the Council's progress in implementing these actions, and the extent to which they address the issues we have identified in our findings.

Appendix 1

Positive Indicators of the Five Ways of Working

The table below sets out 'positive indicators' for each of the five ways of working that we have identified and will use to help inform our assessments of the extent to which bodies may be applying the Sustainable Development Principle (SDP). We do not intend to use the indicators as a 'checklist'. They should be viewed as 'indicators' that will help us to form conclusions, rather than 'determinants' of the extent to which a body is acting in accordance with the SDP in taking steps to meet its wellbeing objectives.

Exhibit 3: Positive Indicators of the Five Ways of Working

What would show a body is fully applying the long-term way of working?
<ul style="list-style-type: none">• There is a clear understanding of what 'long term' means in the context of the Act.• They have designed the step to deliver the wellbeing objective/s and contribute to their long-term vision.• They have designed the step to deliver short or medium-term benefits, which are balanced with the impact over the long term (within the project context).• They have designed the step based on a sophisticated understanding of current and future need and pressures, including analysis of future trends.• Consequently, there is a comprehensive understanding of current and future risks and opportunities.• Resources have been allocated to ensure long-term as well as short-term benefits are delivered.• There is a focus on delivering outcomes, with milestones/progression steps identified where outcomes will be delivered over the long term.• They are open to new ways of doing things which could help deliver benefits over the longer term.• They value intelligence and pursue evidence-based approaches.
What would show a body is fully applying the preventative way of working?
<ul style="list-style-type: none">• The body seeks to understand the root causes of problems so that negative cycles and intergenerational challenges can be tackled.• The body sees challenges from a system-wide perspective, recognising and valuing the long-term benefits that they can deliver for people and places.• The body allocates resources to preventative action that is likely to contribute to better outcomes and use of resources over the longer term, even where this may limit the ability to meet some short-term needs.• There are decision-making and accountability arrangements that recognise the value of preventative action and accept short-term reductions in performance and resources in the pursuit of anticipated improvements in outcomes and use of resources.

What would show a body is taking an 'integrated' approach?

- Individuals at all levels understand their contribution to the delivery of the vision and wellbeing objectives.
- Individuals at all levels understand what different parts of the organisation do and proactively seek opportunities to work across organisational boundaries. This is replicated in their work with other public bodies.
- Individuals at all levels recognise the cross-organisation dependencies of achieving the ambition and objectives.
- There is an open culture where information is shared.
- There is a well-developed understanding of how the wellbeing objectives and steps to meet them impact on other public sector bodies.
- Individuals proactively work across organisational boundaries to maximise their contribution across the wellbeing goals and minimise negative impacts.
- Governance, structures and processes support this, as do behaviours.

What would show a body is collaborating effectively?

- The body is focused on place, community and outcomes rather than organisational boundaries.
- The body has a good understanding of partners' objectives and their responsibilities, which helps to drive collaborative activity.
- The body has positive and mature relationships with stakeholders, where information is shared in an open and transparent way.
- The body recognises and values the contributions that all partners can make.
- The body seeks to establish shared processes and ways of working, where appropriate.

What would show a body is involving people effectively?

- Having an understanding of who needs to be involved and why.
- Reflecting on how well the needs and challenges facing those people are currently understood.
- Working co-productively, working with stakeholders to design and deliver.
- Seeing the views of stakeholders as a vital source of information that will help deliver better outcomes.
- Ensuring that the full diversity of stakeholders is represented and they are able to take part.
- Having mature and trusting relationships with its stakeholders where there is ongoing dialogue, and information is shared in an open and transparent way.
- Ensure stakeholders understand the impact of their contribution.
- Seek feedback from key stakeholders, which is used to help learn and improve.

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Public Services Board Well-being Plan Annual Report

Well-being Objective 1: Support children in their early years, especially those at risk of adverse childhood experiences

How does this well-being objective contribute to each of the national Well-being goals?

The Seven National Well-being Goals	What contribution has this objective made to each goal?
A prosperous Wales	<p>Whilst the main focus of the objective has been on early years' provision and preparedness for learning, we are also seeking to support pupils exiting statutory education to engage with further education, training or employment. NEET figures in NPT are reducing and we are setting a goal of achieving a zero NEET population over the next 5 years and beyond.</p> <p>Securing targeted and high quality early years' provision is crucial to ensure that we provide children with the best possible start in life and facilitate their engagement in learning. All evidence shows that investment in effective early years' provision will reward communities in the long term.</p>
A resilient Wales	<p>Officers have engaged well with the community and focused activities at interventions to grow families' ability to support and nurture their own children. Interventions such as Welcome to The World Programme, Parenting Coffee Morning Sessions, Caring for Children with Autism and School Readiness have been delivered locally with the aim of increasing community resilience.</p>
A healthier Wales	<p>Similarly, officers have delivered support and interventions aimed at promoting positive emotional health and wellbeing, such as Mental</p>

	<p>Health Awareness, Storytelling using yoga movement, Sleep Clinic, Attachment and Bonding support.</p> <p>We have secured significant support from the Health Visiting service, seeking to develop a more holistic package of support for families.</p>
A more equal Wales	<p>We are seeking to positively and strategically compensate for disadvantage and deprivation experienced in many of our communities by providing bespoke early intervention support.</p>
A Wales of cohesive communities	<p>The objective is seeking to ensure that there is strong engagement with the community of Sandfields West in the first phase, with the aim that it should be scaled up as soon as possible, and that the programme of support is informed by community voices and views. This should lead to greater ownership of the interventions and provision.</p>
A Wales of vibrant culture and thriving Welsh language	<p>The objective is seeking to promote children and young people's understanding of learning in its widest context, including a focus on promoting local culture and sense of belonging leading to greater pride and sense of citizenship. This will include a greater understanding of their history and heritage through the medium of Welsh.</p>
A globally responsible Wales	<p>The objective will seek to ensure that all children and young people are supported to become ethical, informed citizens of Wales and the world.</p>

Progress against the steps identified in the Well-being Plan

Objective 1: Support Children in their early years, especially children at risk of adverse childhood experiences		
Steps	Steps Progress	Steps RAG Status
Map all early years and primary school provision in Sandfields West Map all secondary school and transition to adulthood provision in the area Map all support for parents in the area	Action completed. A multi-agency asset mapping group met to progress this step in 2018. Consultant provided a report after meeting with parents and organisations working and living in the ward.	Green
Identify any gaps in provision	Action ongoing. This has been underpinned by work undertaken in conjunction with the First 1000 days workshop that has allowed us to benefit from a range of views and insights from service providers. Officers have been employed to work in the area and have identified gaps and considering solutions.	Amber
Map all community assets	Action ongoing. Initial work has been completed, however this now needs to be tested, verified and further enhanced. A monitoring tool is currently being developed with IT in order to progress the monitoring work.	Amber
Agree co-ordination and communication protocols (include data sharing)	Action partly progressed. Two officers currently employed to coordinate and manage activities aimed at addressing community needs in relation to Early Years provision and pre-school preparedness. There is a need to address data sharing protocols in accordance with GDPR. There is now one officer funded for this financial year who will be progressing the communication element.	Amber
Use data to identify need and target support, develop data analytics and intelligence	Policy in Practice has been commissioned to develop a dedicated data platform that will allow us to identify families most at risk through the impact of poverty. We will develop this facility to account for wider relevant data sources relating to education and other services.	Amber
Agree criteria to identify 'vulnerable' families	Action ongoing. Currently criteria is not sufficiently developed to target intervention at early stages of need.	Amber
Agree key threats and presenting issues	See above	Amber

Objective 1: Support Children in their early years, especially children at risk of adverse childhood experiences		
Steps	Steps Progress	Steps RAG Status
Liaise with community leaders/key stakeholders to discuss and develop pilot	This has been progressed well, but remains an area for further development. Meetings have been held with local elected members and they have also been involved in workshops. School leaders are now beginning to lead areas of work linked to the Children's Community principles.	Green
Identify and agree which vulnerable families to support	Action ongoing. Currently criteria is not sufficiently developed to target intervention at early stages of need.	Amber
Agree key principles of the Children's Community Agree a shared vision based on early intervention and prevention	Key principles for Children's Community have been developed in partnership and in agreement with the steering group. This has been tested and further developed through engagement with the community and community leaders.	Green
Develop a joined-up strategy based on an understanding of barriers, assets and opportunities to improve life chances	Further to current activity there is a need to ensure a joined-up strategy between the First 1000 Days programme and other associated work streams. This should be a priority. The development of the Early Years Pathfinder Programme, supported by Welsh Government, will be a means of securing this greater cohesion and clarity of purpose and action. The Early Years Integration Project has been established with a Lead and is currently considering all the different early years' elements that need be collated and how work is progressed in a co-ordinated fashion. This will continue to move forward during this financial year.	Amber
Agree and establish a governance and management model	It has been agreed at PSB that this objective should be implemented under the management of the Think Family Partnership and reported to the PSB.	Green
Establish a local reference group (include children and young people)	To be developed. Strategic and Operational groups have now been established to progress work. Children and young people will be part of this process moving forward.	Amber
Road test current analysis and strategy	Although current activity is being monitored and evaluated, it is acknowledged that more 'in the field' work is needed to test the integrity of the model and its potential impact. This needs to be further developed.	Amber
Identify and agree an appropriate range of outcomes that will be improved by collaborative working	A number of recommendations have been identified following the First 1000 Days event which include advice on potential outcomes and collaborative working. These recommendations need to be	Amber

Objective 1: Support Children in their early years, especially children at risk of adverse childhood experiences		
Steps	Steps Progress	Steps RAG Status
	incorporated in the strategy mentioned above. A draft outcomes framework is currently being developed.	
Agree monitoring arrangements to assess and evaluate progress	Currently considering monitoring and evaluation measures for the programme.	Amber
Agree actions to further develop provision and support	This model can only be sustained with dedicated resource. Even though a number of actions have been completed, as previously indicated, the model is at risk if resource can't be identified to secure its sustainability. We remain optimistic that funding can be secured for next financial year to build on the project's current success. Funding has been acquired for this financial year (2019/20) in order to have a lead for the project. The Lead is part of the Early Years section of education and will therefore have the link with the other services providing the link for the delivery and working with Partners. A delivery plan is in place and is updated on a regular basis.	Amber
Senior representatives from all key agencies commit to regular (fortnightly) meetings to discuss the project and agree interventions	Regular meetings occurred in 2018 which resulted in the objective being progressed accordingly. Future meetings of the steering group will occur when required in 2019. Strategic and Operational meetings are now in place in order to move the project forward over the next financial year.	Green

The Sustainable development principle

Ways of working	How did we apply the sustainable development principle?
Integration: how does this well-being objective impact on each of the well-being goals, on the other 5 objectives and on the objectives of other public bodies?	There has been good interaction from the Lead Officers responsible for the other objectives identified by the PSB and very good collaboration from services across sector, eg. health and Children Services in progressing actions.
Collaboration: have we acted in collaboration with any other person (or other partners) to help meet this well-being objective?	There has been very good collaboration between partners on the ground and at PSB level including the third sector.

<p>Involvement: who has been involved in achieving this well-being goal, how have we ensured that these people reflect the diversity of Neath Port Talbot?</p>	<p>There has been involvement at various levels. Firstly via the steering group and partners involved at that level. Secondly, engagement work with focus groups and workshops (community and partners). More recently with officers meeting partners, third sector, community groups, schools, counsellors, existing internal services and engagement work in the community itself.</p>
<p>Prevention: how has preventing these problems from occurring or getting worse helped us meet our objectives?</p>	<p>By supporting families to become more resilient through a range of relevant activities this has contributed towards meeting our objectives.</p>
<p>Long-term: how have we balanced short-term needs with our ability to also meet long-term needs?</p>	<p>We have focused on building capacity and capability at organisational level including collaboration between services to ensure that there is a long term gain. We have also responded to immediate needs of families by providing dedicated interventions. We are continuing to engage with the community to ensure that we identify the needs as articulated by partners.</p>



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Cabinet

2 October 2019

Report of the Head of Legal Services

Matter for Decision

Wards Affected:

All Wards

Report Title

1. Introduction of chargeable fees for legal work in respect of applications for Road Traffic Orders

Purpose of the Report:

2. To obtain the approval of Members for the introduction and recovery of chargeable fees attributable to work undertaken by the legal services section in the preparation of Road Traffic Orders on behalf of external bodies.

Executive Summary:

3. This report is intended to explain the work currently undertaken by the Legal Services Section in the preparation of Road Traffic Orders and related notices, the nature of those Orders, and capacity for charging for that work, and recovering income for the Council.

Background:

4. Members will be aware that this Council has the power to make, amongst other things, Road Traffic Orders on behalf of external bodies. A Road Traffic Order is an Order which a local authority is empowered to make pursuant to statutory power. Such an order would operate either to prevent something happening along a highway or to facilitate an event or activity to take place. Examples of these might be; a Temporary Road Traffic Order to enable road works to be carried out, a Permanent Road Traffic Order to enable yellow lines to be placed on a road, a Special Events Order to enable the Remembrance Day Parade to take place or a Notice to enable speed humps/cushions to be placed on the road.
5. The making of these Orders is governed by a variety of legislation, and that legislation prescribes the procedure for making those Orders.
6. Amongst other things, Legal Services reviews the proposed orders to ensure they accord with the law, prepare notices in respect of them, lodge advertisements where appropriate, and draft the requisite order. This work can be quite time consuming and is often required as a matter of urgency.
7. Until the present time, Legal Services has not levied a charge for the work it undertakes in the preparation of these Orders, although the instructing department, namely Engineering and Transport and Streetcare (Environment Directorate) have charged for their work and have been doing so for some considerable time. In addition, the instructing department collect the charges from the third parties prior to instructing Legal Services

8. Neighbouring authorities have for a number of years been charging the costs incurred by their Legal Section in drafting the appropriate orders.

What are the Orders contemplated by this report?

9. There are **5** types of Order which would be suitable for levying charges. These are Permanent Orders, Temporary Orders, Special Events Orders, Emergency Orders and Footpath Orders.
10. Certain steps are prescribed by legislation and statutory instrument to be taken by the Council, and the Legal Section undertake these. Taking as an example Permanent Orders, the steps required are as follows; advertising the notice of intention to make the Order, placing on deposit the notice, plans, draft Order and Statement of Reason, notifying affected parties and placing the proposals on site. If no objections are received, then the Order would be sealed, and copies sent to relevant bodies.
11. The external bodies on whose behalf these orders and procedures are undertaken consist of Welsh Water, BT/Openreach, Centurion Site Services, Network Rail, Amberon, Wales and West Utilities amongst others.

Proposal

12. Currently the Environment Directorate charge their own fees in respect of road traffic orders.
13. It should be noted that these fees will only be charged where the Council undertakes work on the part of external bodies and not for internal clients.

14. It is proposed that Members approve the introduction and levying of the fees shown in Appendix 1 to this report to the external bodies named above with effect from 1st January 2020.

Financial Impacts:

15. As the work is presently undertaken without payment, no further demands would be placed upon existing resources.
16. If the proposed charging rate had been applied on the basis of the 2018/2019 work undertaken, the approximate income that would have been received was around £15,000. The Council is of course dependant on the number of orders it is asked to undertake.

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, for the reasons identified in Appendix 2.

Valleys Communities Impacts:

19. No Implications

Workforce Impacts:

20. No implications. At present the work will be undertaken regardless of whether or not these proposed charges would be applied.

Legal Impacts:

21. No implications. The Council is permitted to charge for work undertaken in respect of these orders.

Risk Management Impacts:

22. As indicated previously, the proposal is simply building upon work currently undertaken by the legal services section. Whilst it may be possible that the introduction of fees could lead to a decrease in incoming instructions this is not anticipated. Many, if not all of the activities regulated by the proposed Orders are necessary to the external bodies to carry out their functions and roles. Whilst there is potential for risk therefore, it is considered to be either low level or negligible to extent that the proposal is quite sustainable and any risk quite manageable

Consultation:

23. There is no requirement for external consultation on this item. Discussions have been had with internal officers who undertake this area of the work for the Council and they are supportive of the changes being implemented.

Recommendations:

24. It is recommended that Members to approve the introduction and recovery of chargeable fees attributable to work undertaken by the legal services section in the preparation of Road Traffic

Orders on behalf of external bodies as outlined in Appendix 1 of this report to commence from September 2019

Reasons for Proposed Decision:

25. To enable the legal services section to recover its costs in respect of work undertaken on behalf of external bodies in the production of Road Traffic Orders for or on behalf of those organisations

Implementation of Decision:

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

Appendices:

Appendix 1 – Proposed Legal Services Charging Structure

Appendix 2 - Integrated Impact Screening Assessment

List of Background Papers:

27. None

Officer Contact:

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Mike Shaw
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Appendix 1

Type of Order	Cost by Environment Directorate	Proposed Cost for Legal Services
Footpath Orders	£258	£200
Emergency Orders	£616	£100
Special Events Orders	-	-
Temporary Orders	£616	£250
Permanent Order (Notice A)	Variable	£300
Permanent Order (Order)	Variable	£300
Permanent Order (Notice B)	Variable	£300

Impact Assessment - First Stage

1. Details of the initiative

Initiative description and summary:

Description:

The proposed introduction of chargeable fees for legal work in respect of applications for Road Traffic Orders

Summary

To seek the approval of Cabinet (Finance Sub Committee) for the introduction and recovery of chargeable fees attributable to work undertaken by the legal services section in the preparation of Road Traffic Orders and notices on behalf of external bodies

Service Area: Legal Services

Directorate: Finance and Corporate Services

Tudalen198

2. Does the initiative affect:

	Yes	No
Service users		x

Staff		x
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				The proposal relates to the payment of legal fees for the purposes of road traffic orders and has no impact on any protected characteristic.
Disability		x				The proposal relates to the payment of legal fees for the purposes of road traffic orders and has no impact on any protected characteristic.
Gender Reassignment		x				The proposal relates to the payment of legal fees for the purposes of road traffic orders and has no impact on any protected characteristic.
Marriage/Civil Partnership		x				The proposal relates to the payment of legal fees for the purposes of road traffic orders and has no impact on any protected characteristic.
Pregnancy/Maternity		x				The proposal relates to the payment of legal fees for the purposes of road traffic orders and has no impact on any protected characteristic.
Race		x				The proposal relates to the payment of legal fees for the purposes of road traffic orders and has no impact on any protected characteristic.

Religion/Belief		x				The proposal relates to the payment of legal fees for the purposes of road traffic orders and has no impact on any protected characteristic.
Sex		x				The proposal relates to the payment of legal fees for the purposes of road traffic orders and has no impact on any protected characteristic.
Sexual orientation		x				The proposal relates to the payment of legal fees for the purposes of road traffic orders and has no impact on any protected characteristic.

4. Does the initiative impact on:

	Ye s	N o	None/ Negligibl e	Don' t kno w	Impa ct H/M/L	Reasons for your decision (including evidence used) / How might it impact?
People's opportunities to use the Welsh language		x				<u>The proposal does not affect the ability for using the Welsh Language as it relates to payment for legal costs alone.</u>
Treating the Welsh language no less favourably than English		x				<u>The proposal does not affect the ability for using the Welsh Language as it relates to payment for legal costs alone.</u>

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				The proposal does not affect the maintenance of enhancement of biodiversity as it relates to the payment of legal costs alone
To promote the resilience of ecosystems, i.e. supporting protection of the wider environment, such as air quality, flood alleviation, etc.		x				There is no impact on the ability to promote the resilience of ecosystems.

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 supports the long term wellbeing of people by ensuring that road traffic orders are correctly introduced and implemented and that resources are appropriately used in the provision of legal services to the Council and therefore the wider

			community.
Integration - how the initiative impacts upon our wellbeing objectives	x		This initiative will further allow the focussing of existing human and financial resources upon the 3 wellbeing objectives by ensuring cost recovery for the work undertaken.
Involvement - how people have been involved in developing the initiative	x		The initiative builds upon the consultation and charges already undertaken by the Environment directorate. This authority has liaised with other neighbouring authorities in preparing and coming forward with this initiative (who presently adopt such charges) and had discussions with Council service areas on this initiative to which the response has been one of support.
Collaboration - how we have worked with other services/organisations to find shared sustainable solutions	x		This authority has liaised with other neighbouring authorities in preparing and coming forward with this initiative (who presently adopt such charges) and had discussions with Council service areas on this initiative to which the response has been one of support.
Prevention - how the initiative will prevent problems occurring or getting worse	x		This initiative will further allow the focussing of existing human and financial resources upon the 3 wellbeing objectives by ensuring cost recovery for the work undertaken.

7. Declaration - based on above assessment (tick as appropriate):

A full impact assessment (second stage) is not required	<input checked="" type="checkbox"/>
Reasons for this conclusion	
Based upon the above assessment a second stage impact assessment is not required as the initiative does not negatively impact any protected characteristics, or the Welsh language, or biodiversity, and embraces the sustainable development principle	

A full impact assessment (second stage) is required	<input type="checkbox"/>
Reasons for this conclusion	

	Name	Position	Signature	Date
Completed by	Mike Shaw	Principal Solicitor Litigation	Mike Shaw	13 th September 2019
Signed off by	Craig Griffiths	Head of Service		13 th September 2019

Tudalen204



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Cabinet

October 2 2019

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

Matter for Decision

Wards Affected:

All Wards

Report Title: Digital Declaration

Purpose of the Report

1. To seek authority from the Cabinet to sign the Local Digital Declaration.

Executive Summary

2. The Council refreshed its own digital strategy in 2018

3. The digital agenda is also having an increased focus in Welsh Government - there are proposals to develop a more collaborative approach across the public sector in Wales.
4. Within the Council's own strategy there is a clear commitment to collaborative working – this is essential within the digital arena.
5. To support effective collaborative working, a Local Digital Declaration was published in 2018 and organisations encouraged to sign up to the principles set out within it. Whilst the early work was concentrated in England, there is now encouragement for Welsh organisations to also sign the declaration.
6. The principles set out do not conflict with the Council's own strategy and would provide a clear demonstration of our commitment to work collaboratively in moving this important element of our work forward.

Background

7. The background to the UK Digital Declaration is set out clearly in the document attached at Appendix 1 so there is no need to repeat that content here.
8. More recently (July 19th), the WLGA Executive Board has considered how collaboration in Wales amongst the local government community and more broadly might be encouraged. Whilst the progress made at national and local level is recognised, given the significance of digital transformation to the wider reform of public services, WLGA agree that leadership and co-ordination of digital developments needs to be strengthened. Officers support that conclusion.
9. Lee Waters AM recently led an expert panel to examine the state of digital developments in Wales. The report of the expert panel "System Reboot" also recognised the progress being made but set out a number of challenges to ensure more rapid progress:

- Designing services around the needs of the service user;
 - Establishing clear digital leadership across Wales;
 - Develop and introduce digital standards;
 - Identify skills and capability gaps and develop a plan to close them;
 - Create an approach to incentivisation and cost controls; and
 - Agree a clear and ambitious timetable to demonstrate pace and scale.
10. The emerging findings of the Panel were taken into account when developing the Council's refreshed digital strategy.
 11. Since the report was produced, responsibility for digital leadership has been vested in three members of the Welsh Government Cabinet and work is underway to establish the feasibility of creating a national digital innovation hub to support digital developments which could, amongst other things, scale up learning and new service models. WLGA have also been working with the Society of ICT Managers (SOCITM) to develop a proposal for a chief digital officer function that would support greater collaboration and co-ordination of digital developments across the local government community and are in dialogue with Welsh Government to fund such a development. To support these developments it is also proposed to set up a digital developments advisory group as part of the WLGA set up.
 12. These developments when taken together have the potential to significantly strengthen support for identifying, deploying and scaling up digital developments at much greater pace across Wales and to share the attendant risks and costs.

13. In the short term, as an indicator of this Council's commitment to collaborating with others it is proposed that we sign the Digital Declaration and formally indicate our support for the developments referred to in paragraph 11.

Financial Impacts

14. There are no additional financial impacts associated with signing the Local Digital Declaration.

Integrated Impact Assessment

15. An Integrated impact Assessment was completed when developing the Strategy "Smart and Connected". This proposal has no further impacts to incorporate within that Assessment.

Valleys Communities Impacts

16. There are no specific impacts on valleys communities that arise from signing the Declaration.

Workforce Impacts

17. The Declaration reinforces the commitment already set out in the Council's Strategy "Smart and Connected" to upskill its workforce so that people can fully participate in the changes being facilitated by digital developments.

Legal Impacts

18. The Declaration is not a legally binding document but provides a public statement of the Council's commitment to work collaboratively on its digital strategy.

Risk Management Impacts

19. There are no new risks associated with the proposals contained within this report.

Consultation

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

Recommendations

21. That the Cabinet agrees to sign the Digital Declaration as a further indicator of its commitment to work collaboratively in developing and implementing its own digital strategy.
22. That the Cabinet authorises the Assistant Chief Executive and Chief Digital Officer to indicate this Council's willingness to participate in and/or support the proposed Local Government Advisory Group and associated developments.

Reasons for Proposed Decision

23. To reinforce with stakeholders the Council's commitment to collaborative working and to ensure the Council is playing an active role in shaping the use of digital innovations in the transformation of public services in Wales.

Implementation of Decision

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

Appendices

25. Appendix 1 – The Local Digital Declaration

List of Background Papers:

26. None

Officer Contact:

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The Local Digital Declaration

A common aspiration for the future of
local public services

July 2018

Introduction

This declaration affirms our collective ambition for local public services in the internet age, and our commitments to realising it. It commits us working on a new scale to:

- design services that best meet the needs of citizens
- challenge the technology market to offer the flexible tools and services we need
- protect citizens' privacy and security
- deliver better value for money

This joint endeavour was initiated by the UK Ministry for Housing, Communities and Local Government (MHCLG), the Government Digital Service (GDS), and a collection of local authorities and sector bodies from across the UK. We invite all local authorities and the organisations we collaborate with to join us by [signing the Declaration](#) and committing to deliver a first action from which we can all benefit.

The opportunity

Never before has it been possible to collaborate so effectively, to deliver services across so many boundaries, to interrogate our data so insightfully, to realise such great efficiencies, and to reshape public services for the benefit of all while retaining local sovereignty. Great work has already been done to transform our services using digital tools and technology. But we have an opportunity to do more.

Our ambition

We want to co-create the conditions for the next generation of local public services, where technology is an enabler rather than a barrier to service improvements, and services are a delight for citizens and officials to use. We know that one size doesn't fit all, but by developing common building blocks local authorities will be able to build services more quickly, flexibly and effectively. Only in this more open and flexible market will we unlock our full potential for innovation.

Our ambition requires both a culture shift and a technology shift, and we've agreed 5 principles to help us do it:

1. We will go even further to redesign our services around the needs of the people using them. This means continuing to prioritise citizen and user needs above professional, organisational and technological silos.
2. We will 'fix our plumbing' to break our dependence on inflexible and expensive technology that doesn't join up effectively. This means insisting on modular building blocks for the IT we rely on, and open standards to give a common structure to the data we create.
3. We will design safe, secure and useful ways of sharing information to build trust among our partners and citizens, to better support the most vulnerable members of our communities, and to target our resources more effectively.
4. We will demonstrate digital leadership, creating the conditions for genuine organisational transformation to happen, and challenging all those we work with to embrace this Local Digital Declaration.
5. We will embed an open culture that values, incentivises and expects digital ways of working from every member of our workforce. This means working in the open wherever we can, sharing our plans and experience, working collaboratively with other organisations, and reusing good practice.

Our commitments

MHCLG will establish a delivery team to support all Declaration co-signatories in realising this ambition. It will play a leadership role within central government, advocating for the approach set out in this declaration. It will work with councils as equal partners to create the tools and conditions for reform, delivering common technical patterns and routes to procurement for core services. And, as part of a collective effort alongside local government networks, it will help local authorities find out about priority projects that support this mission and support the continued growth of the local digital community.

In addition, each co-signatory will commit to the following activities:

Our leaders, service managers, board members and politicians will:

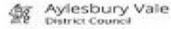
- Make sure that digital expertise is central to our decision-making and that all technology decisions are approved by the appropriate person or committee. This will ensure that we are using our collective purchasing power to stimulate a speedy move towards change.
- Have visible, accessible leaders throughout the organisation (publishing blogs, tweeting and actively participating in communities of practice), and support those who champion this Declaration to try new things and work in the open.
- Support our workforce to share ideas and engage in communities of practice by providing the space and time for this to happen.
- Publish our plans and lessons learnt (for example on blogs, Localgov Digital slack; at sector meetups), and talk publicly about things that have could have gone better (like the GOV.UK incident reports blog).
- Try new things, from new digital tools to experiments in collaboration with other organisations.
- Champion the continuous improvement of cyber security practice to support the security, resilience and integrity of our digital services and systems.

Our transformation, information technology and digital teams will:

- Research how to reuse existing user research, service design, common components, and data and technology standards before starting to design or procure something new.
- Build capacity in service-design, so that each service we transform is informally tested by our peers against our national [service standard](#) where appropriate.
- Where appropriate every new IT solution procured must operate according to the [technology code of practice](#), putting us in control of our service data, using open standards where they exist and contributing to their creation where they don't.
- Share knowledge about digital projects where there is an opportunity for potential reuse or collaboration with others.

- Work together to establish the trust frameworks we need to safely analyse and share personal data. This will allow us to better serve our shared customers and reduce the need to ask citizens for the same information multiple times.
- Work together to create common solutions that allow us to check people's eligibility for services with central government and others in real time with their consent.
- Take inspiration and ideas from a wide range of sources, and participate individually in communities of practice and interest outside the organisation (for example, [LocalGovCamp](#), [OneTeamGov](#), and related networks and events).

Co-publishers



NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Cabinet

2 October 2019

Report - Head of Transformation - A.Thomas

Matter for Decision

Wards Affected:

Crynant

Project Proposal made to the Members Community Fund

Purpose of the Report

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

Executive Summary

2. The Members Community Fund 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. Purchase of essential items of capital equipment for the 8th Neath Crynant Scout Group

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

The funding will be used to purchase items that will facilitate camping trips and jamborees, and assist the Scouts, Cubs and Beavers when working towards their achievement badges. Equipment to be purchased includes water carriers, camping stoves, folding picnic tables, head torches and an events shelter.

The need for the proposal has been brought to the attention of the Ward Member for Crynant. The Cubs, Scouts and Beavers currently possess a limited inventory of equipment and this places restrictions on the scope of activities they can undertake. The provision of this new apparatus will enable them to participate in additional activities such as away days, orienteering and camping further afield than the area adjacent to the Scout Hut.

The long term community benefits associated with the project include more individuals becoming involved in the Scouting movement, additional opportunities for children to take part in outdoor activities and helping to instil in the young people the Scouts core values of teamwork, leadership and resilience.

The request for grant aid from the Members Community Fund is for £1,060.91 from Councillor Sian Harris' allocation, which is the total value of the project. If this application prevails Cllr Harris will have £8,939.09 remaining in her Members Fund portfolio to invest in community 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 equipment will be the responsibility of the 8th Neath Crynant Scout Group, who have made an ongoing commitment to ensuring that it is appropriately cared for and maintained for the foreseeable future. The equipment will be stored within a secure area at the Scout Hut in Crynant. The children and young people will be shown how to use the apparatus safely and pack it away securely in order to avoid accidental damage.

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 the purchase of essential items of capital equipment for the 8th Neath Crynant Scout Group be approved, and that £1,060.91 of Cllr Harris' allocation 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. Full Funding Applications can be made to the Members Community Fund until the end of the Financial year. The Fund will then close. Funds left unallocated will be returned to Reserves.

Implementation of Decision

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

List of Background Papers

14. This Crynant initiative has been developed from the Members Community Fund Application Form submitted by Councillor Sian Harris. The Constitution, Audited Accounts, Insurance documentation, quotations and bank account details for the 8th Neath Crynant Scout Group has been retained for future reference. The first stage Impact Assessment documentation associated with this project proposal has also been retained.

15. Officer Contact

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

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Cabinet

2 October 2019

Report of the Head of Transformation - A.Thomas

Matter for Decision

Wards Affected:

Port Talbot/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 the six Councillors representing the Wards of Port Talbot and Aberavon.

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 provide festive lighting features to Station Road/Forge Road and an artificial 3D cone walkthrough Christmas tree to the Town Centre Transport Hub. The tree to benefit from decoration of previously purchased Christmas lights.

This bid has been developed to 'Enhance Existing Council Services'.

The Town Centre Manager has worked with the three Port Talbot Ward Councillors and the three Aberavon Ward Councillors to arrive at this initiative. The intention is to build upon the success of the monthly market, (which has also been sponsored by the Members Fund), and use the Christmas Event as an anchor to give the Port Talbot a sense of 'Place'.

This Application is to firstly acquire, then install and safely store the LED garlands and a 7.85m x 2.50m Christmas tree so that they remain a resource to be used year on year (hence avoiding the negative Press we attracted with the Christmas decorations and tree that were gifted to NPTCBC last year).

The aim is for this project to improve the perception of Port Talbot as a place to stage events and to help towards making the town centre

more vibrant and a better place to live, work, do business and enjoy. This project can be a contributing factor in enticing new business and visitors. Positioning the garlands on Station Road and the tree within the Transport Hub develops the Gateway principle for those travelling to or through Port Talbot, be it by train or bus.

The Councillors who are supporting this project see the worth and the positive effect this investment could have in terms of bringing the community together, promoting the town centre and creating a 'feel good factor'.

In the absence of a Town Council or a Chamber of Trade & Commerce in Port Talbot there has been extensive involvement of the Council's Regeneration and Economic Development Dept. including the Port Talbot Town BID Steering Group. Should the BID succeed it will add significantly to economic prosperity, job creativity and sustainable long term investment.

The request for grant aid from the Members Community Fund is for £10,000 to be contributed equally from the six folios held by the individual Port Talbot and Aberavon Councillors. The total project cost stands at £15,000 of which £5,000 is being raised from Crowd Funding.

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 ongoing annual installation of the cross road garlands, LED lighting features and tree, their dressing and removal to storage will be met from Crowd Funding and Business Sponsorship.

There are 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 this project proposal to provide a key anchor Christmas Event in the Port Talbot town centre is approved and that Councillors Ap Dafydd, Bamsey, Hunt, Freeguard, Keogh and Rahaman contribute £1,666.66 from their Councillor's Members Fund portfolios.

Reasons for Proposed Decision

12. To approve the Application for funding that has been received under the Members Community Fund. Full Funding Applications can be made to the Members Community Fund until the end of the Financial year. The Fund will then close. Funds left unallocated will be returned to Reserves.

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 the Town Centre Manager working closely with the local Councillors. The Quotes for supply and installation of the lighting features and tree, and the written permissions granted by the Highways & Drainage Services have been entered on File for reference .The first stage Impact Assessment documentation associated with this project proposal has also been retained.

Officer Contact

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

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