



CABINET

***IMMEDIATELY FOLLOWING CABINET SCRUTINY COMMITTEE
WEDNESDAY, 30 SEPTEMBER 2020***

REMOTELY VIA TEAMS

**ALL MOBILE TELEPHONES TO BE SWITCHED TO SILENT FOR THE
DURATION OF THE MEETING**

Part 1

1. Appointment of Chairperson
2. Declarations of Interest
3. Minutes of Previous Meeting *(Pages 3 - 64)*
 - 5 February 2020
 - 12 February 2020
 - 19 February 2020
 - 5 March 2020
 - 21 May 2020
 - 25 June 2020
 - 30 July 2020
 - 2 September 2020
4. Corporate Plan 2019/2020 - Annual Report *(Pages 65 - 216)*
5. Corporate Comments, Compliments and Complaints Policy *(Pages 217 - 250)*
6. Changes to Member Representation *(Pages 251 - 252)*
7. Ombudsman's Annual Report 2020 *(Pages 253 - 274)*
8. Kerbside Textile Collections *(Pages 275 - 286)*

9. Urgent Items

Any urgent items (whether public or exempt) at the discretion of the Chairperson pursuant to Section 100b (4)(B) of the Local Government Act 1972

S.Phillips
Chief Executive

Civic Centre
Port Talbot

Thursday, 24 September 2020

Cabinet Members:

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

EXECUTIVE DECISION RECORD

CABINET

5 FEBRUARY 2020

Cabinet Members:

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

Officers in Attendance:

S.Phillips, A.Evans, A.Jarrett, H.Jenkins, C.Griffiths, K.Jones, D.Griffiths, S.Curran and T.Davies

Scrutiny Invitee: Councillor S.Rahaman (Scrutiny Chair)

1. **APPOINTMENT OF CHAIRPERSON**

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

2. **DECLARATIONS OF INTEREST**

The following Members made declarations of interest at the commencement of the meeting:

Councillor L.C.Jones Re: Member's Community Fund, Tonna - as it refers to her Community Fund. As her interest was prejudicial she withdrew from the room during discussion and voting thereon.

Councillor E.V.Latham Re: Member's Community Fund items, Sandfields East - as they refer to his ward and Community Fund. As his interest was

prejudicial he withdrew from the room during discussion and voting thereon.

Councillor A.Lockyer

Re: Member's Community Fund items, Neath North - as they refer to his Community Fund. As his interest was prejudicial he withdrew from the room during discussion and voting thereon.

Councillor A.Wingrave

Re minute No. 26: Member's Community Fund, Coedffranc Central - as it refers to a Community Fund in a neighbouring ward, which she has had involvement with. As her interest was prejudicial she withdrew from the room during discussion and voting thereon.

The Chief Executive of Neath Port Talbot County Borough Council made a declaration of interest at the commencement of the meeting:

Steven Phillips

Re Future Arrangements in Respect of Neath Port Talbot Council Shareholding in Baglan Bay Company Limited and Coed Darcy Limited, as he is a Director of the companies concerned. As his interest was prejudicial he withdrew from the room during discussion and voting thereon.

3. **FORWARD WORK PROGRAMME 2019/2020**

Noted by the committee.

4. **WELSH LANGUAGE PROMOTION STRATEGY - PROGRESS REPORT FOR THE PERIOD OCTOBER 2018 - SEPTEMBER 2019**

Decision:

That the monitoring report be noted.

5. **VALLEYS ACTION PLAN - PROGRESS REPORT**

Decision:

That the report be noted.

6. **RISK REGISTER MONITORING 2019-2020**

Decision:

That the monitoring report be noted.

7. **TREASURY MANAGEMENT MONITORING 2019/2020**

Decision:

That the monitoring report be noted.

8. **CAPITAL BUDGET MONITORING 2019/2020**

Decisions:

1. That the approval of the proposed 2019/20 budget totalling £39.078m, be commended to Council.
2. That the position in relation to expenditure as at 31 December 2019 be noted.

Reason for Decisions:

To update the Capital Programme for 2019/20 and inform Members of the current year spend to date.

Implementation of Decisions:

The decisions will be implemented after consideration and approval by Council.

9. **REVENUE BUDGET MONITORING 2019/2020**

Decisions:

1. That management arrangements be put in place to minimise overspends and any adverse impact on reserves.
2. That the additional grants received be noted.
3. That the proposed reserve movements and budget virements be approved.

Reason for Decisions:

To update the Council's budget for additional grants received, budget virements and reserve movements, in accordance with the Council's constitution.

Implementation of Decisions:

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

10. **UK STEEL CHARTER**

Decision:

That the Neath Port Talbot County Borough Council UK Steel Charter Policy, as detailed at Appendix 1 to the circulated report, be implemented.

Reason for Decision:

To confirm the Council's commitments to the Charter and to the UK steel industry and to acknowledge and implement the Welsh Government's recommendations in its Procurement Advice Note.

Implementation of Decision:

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

11. **FUTURE ARRANGEMENTS IN RESPECT OF NEATH PORT TALBOT COUNCIL SHAREHOLDING IN BAGLAN BAY COMPANY LIMITED AND COED DARCY LIMITED**

(At this point in the meeting, the Chief Executive, Steven Phillips, reaffirmed his interest and withdrew from the meeting during the discussion and voting thereon.)

Decisions:

1. That the provisions set out in the Shareholders Agreement for Baglan Bay Company Limited be implemented, and St Modwen be offered back its shares in Baglan Bay Company Limited, with the Chief Executive resigning from the Company once the legal documentation was in place.
2. That the Council decline the offer of shares from the Prince's Foundation in respect of Coed Darcy Limited, and that the Council implement the provisions set out in the Shareholding Agreement for Coed Darcy Limited, which requires St Modwen to acquire the Council's share for £1. In addition, the Chief Executive to resign from the Company once the legal documentation was in place.
3. That the Head of Legal Services, in consultation with the Leader or appropriate Cabinet Member finalise the legal documentation in respect of the above transactions.

Reason for Decisions:

To implement the requirements of the Shareholder Agreement for Baglan Bay Company Limited and Coed Darcy Limited and to remove the Council as shareholders of these organisations.

Implementation of Decisions:

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

(The Chief Executive re-joined the meeting.)

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

Decision:

That flood prevention, redecoration and repair of the gym and sports hall situated in the lower ground floor of the Gwynfi Miners Welfare Hall, Jersey Road, Blaengwynfi be invested in, to safeguard the continued use of the lower ground floor of the Hall, and that Councillor Jane Jones contributes £5,322 under the Member's Community Fund.

Reason for Decision:

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

Implementation of Decision:

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

13. **MEMBER'S COMMUNITY FUND - GWYNFI**

Decision:

That the Margaret Terrace Play Area, Blaengwynfi, be re-equipped and refurbished, and that Councillor Jane Jones contributes £4,654.48 under the Member's Community Fund.

Reason for Decision:

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

Implementation of Decision:

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

14. **MEMBER'S COMMUNITY FUND - NEATH NORTH**

(At this point in the meeting, Councillor Alan Lockyer reaffirmed his interest and withdrew from the meeting during the discussion and voting thereon.)

Decision:

That a new Bistro/sitting out area be created at the Gnoll Country Park, Neath, and that Councillor Alan Lockyer and Councillor Mark Protheroe contribute £9,310 each under the Member's Community Fund.

Reason for Decision:

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

Implementation of Decision:

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

15. **MEMBER'S COMMUNITY FUND - NEATH NORTH**

Decision:

That Neath Community Tennis Club, Dyfed Road, Neath, be equipped with essential training equipment, nets, posts and ancillary items, and that Councillor John Warman contributes £2,412.84 under the Member's Community Fund.

Reason for Decision:

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

Implementation of Decision:

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

16. **MEMBER'S COMMUNITY FUND - NEATH NORTH**

Decision:

That the supply and installation of 3 Automated External Defibrillators (AED's), to be located within Windsor Road, The Parade and Lennard Street Post Office, Neath, be approved, and that Councillor Mark Protheroe's allocation of £2,025.00, and Councillor Alan Lockyer's

allocation of £2,025.00, be awarded under the Member's Community Fund.

Reason for Decision:

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

Implementation of Decision:

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

(Councillor Alan Lockyer re-joined the meeting.)

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

Decision:

That essential items of training equipment be purchased for Aberavon Quins Rugby Football Club Mini and Junior sections, and that Councillor Steffan apDafydd's allocation of £833.94, under the Member's Community Fund, be awarded.

Reason for Decision:

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

Implementation of Decision:

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

18. **MEMBER'S COMMUNITY FUND - PORT TALBOT**

Decision:

That the converted bowls pavilion in Port Talbot Memorial Park be equipped with ancillary furniture, heating and fittings, as a means of completing its conversion to a Tea Room or Community Hub, and that Councillor Sharon Freeguard contributes £4,106.75 under the Member's Community Fund.

Reason for Decision:

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

Implementation of Decision:

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

19. **MEMBER'S COMMUNITY FUND - PORT TALBOT**

Decision:

That ancillary equipment be provided to the 'Thrive Women's Aid' refuge in Port Talbot, and that Councillor Saifur Rahaman contributes £1,597.14 under the Member's Community Fund.

Reason for Decision:

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

Implementation of Decision:

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

20. **MEMBER'S COMMUNITY FUND - PORT TALBOT**

Decision:

That ancillary equipment be provided to the 'Age Cymru' Centre in Port Talbot, and that Councillor Dennis Keogh contributes £4,517.93 under the Member's Community Fund.

Reason for Decision:

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

Implementation of Decision:

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

21. **MEMBER'S COMMUNITY FUND - PORT TALBOT**

Decision:

That the outdoor environment at the Girl Guiding Headquarters, Bridge Street, Port Talbot be enhanced, and that Councillors Sharon Freeguard, Dennis Keogh and Saifur Rahaman contribute £2,400 each under the Member's Community Fund.

Reason for Decision:

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

Implementation of Decision:

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

22. **MEMBER'S COMMUNITY FUND - PORT TALBOT**

Decision:

That the internet and Wi-Fi connectivity at the YMCA, Talbot Road, Port Talbot be strengthened and supported, and that Councillor Saifur Rahaman contributes £1,906.22 under the Member's Community Fund.

Reason for Decision:

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

Implementation of Decision:

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

23. **MEMBER'S COMMUNITY FUND - SANDFIELDS EAST**

(At this point in the meeting, Councillor Edward Latham reaffirmed his interest and withdrew from the meeting during the discussion and voting thereon.)

Decision:

That the changing facilities at Aberavon Green Stars Rugby Football Club, Darwin Road, Port Talbot, be refurbished, and that Councillor Matthew Crowley's allocation of £800 under the Member's Community Fund be awarded.

Reason for Decision:

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

Implementation of Decision:

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

24. **MEMBER'S COMMUNITY FUND - SANDFIELDS EAST**

Decision:

That an Automated External Defibrillator, be supplied and installed at Vivian Park, Port Talbot, and that Councillor Edward Latham's allocation of £1,300, be awarded under the Member's Community Fund.

Reason for Decision:

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

Implementation of Decision:

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

(Councillor Edward Latham re-joined the meeting.)

25. **MEMBER'S COMMUNITY FUND - COEDFFRANC CENTRAL**

Decision:

That semi mature trees be supplied and planted to enhance the grass verges at Parc Wern, Caewathan, Neath, and that Councillor Angharad Aubrey's allocation of £925.73 under the Member's Community Fund, be awarded.

Reason for Decision:

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

Implementation of Decision:

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

26. **MEMBER'S COMMUNITY FUND - COEDFFRANC CENTRAL**

(At this point in the meeting, Councillor Annette Wingrave reaffirmed her interest and withdrew from the meeting during the discussion and voting thereon.)

Decision:

That a weatherproof shelter be installed at Skewen Park, and that Councillor Arthur Davies contributes £7,500 under the Member's Community Fund.

Reason for Decision:

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

Implementation of Decision:

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

(Councillor Annette Wingrave re-joined the meeting.)

27. **MEMBER'S COMMUNITY FUND - GLYNCORRWG**

Decision:

That additional play equipment be provided at Ynyscorrwg Park Play Area, Glyncorrwg, Port Talbot, and that Councillor Nicola-Jayne Elsie Davies' allocation of £6,772.02 under the Member's Community Fund, be awarded.

Reason for Decision:

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

Implementation of Decision:

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

28. **MEMBER'S COMMUNITY FUND - TONNA**

(At this point in the meeting, Councillor Leanne Jones reaffirmed her interest and withdrew from the meeting during the discussion and voting thereon.)

Decision:

That Tonna AFC, Mount Pleasant, Tonna, Neath, be provided with essential items of training equipment, and that Councillor Leanne Jones' allocation of £951.25 under the Member's Community Fund be awarded.

Reason for Decision:

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

Implementation of Decision:

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

(Councillor Leanne Jones re-joined the meeting.)

29. **MEMBER'S COMMUNITY FUND - PONTARDAWE**

Decision:

That two Automated External Defibrillators be relocated and housed at Pontardawe Arts Centre and Herbert Street, Pontardawe, and that Councillor Anthony Richard's allocation of £942 be awarded under the Member's Community Fund.

Reason for Decision:

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

Implementation of Decision:

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

CHAIRPERSON

EXECUTIVE DECISION RECORD

CABINET

12 FEBRUARY 2020

Cabinet Members:

Councillors: R.G.Jones (Chairperson), C.Clement-Williams, D.Jones, E.V.Latham, A.R.Lockyer, P.A.Rees, P.D.Richards, A.Wingrave and L.Jones

Officers in Attendance:

S.Phillips, A.Jarrett, H.Jenkins, N.Pearce, C.Griffiths, H.Jones, S.Rees, A.Thomas, S.Morris, E.Wellington, C.Davies and T.Davies

Scrutiny Invitee: Councillor A.N.Woolcock (Scrutiny Chair)

1. **APPOINTMENT OF CHAIRPERSON**

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

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

Noted by the committee.

3. **COURT DEPUTY - INVESTMENTS STRATEGY FOR CLIENT FUNDS**

Decisions:

1. That the Court Deputy Investment Strategy for Client Funds detailed at Appendix 1 of the circulated report, be approved.

2. That a procurement exercise be undertaken to appoint financial advisors to provide investment advice for clients with capital of more than £50,000, in accordance with the Strategy.

Reason for Decisions:

To provide a framework for the investment of Court Deputy client funds, to ensure compliance with relevant standards and statutes.

Implementation of Decisions:

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

4. **COURT DEPUTY – POLICY FOR THE DISPOSAL OF ASSETS OF DECEASED CLIENTS**

Decision:

That the Disposal of Assets of Deceased Clients Policy, as detailed at Appendix 1 to the circulated report, be approved.

Reason for Decision:

To formalise an operational framework for the disposal of assets, of deceased Court Deputy clients.

Implementation of Decision:

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

5. **NON-DOMESTIC RATES - HIGH STREET AND RETAIL RATES RELIEF WALES 2020/21**

Decision:

That the grant funding be accepted, and the High Street and Retail Rates Relief Scheme for 2020/21, as detailed in the circulated report, be adopted.

Reason for Decision:

To enable the Business Rates Team to administer the High Street and Retail Rates Relief Scheme 2020/21.

Implementation of Decision:

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

6. **JOINT RESPONSE TO THE VIOLENCE AGAINST WOMEN,
DOMESTIC ABUSE AND SEXUAL VIOLENCE (WALES) ACT 2015**

Decision:

That the Assistant Chief Executive and Chief Digital Officer be authorised to commence a four week public consultation exercise on the draft Healthy Relationships for Stronger Communities Strategy, as detailed at Appendix 1 to the circulated report, and the outcome of that consultation be reported back to Cabinet in March 2020.

Reason for Decision:

To provide the formal authority to the relevant officer to take the actions necessary to secure compliance by the Council with the duties under Section 5 (1) of the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015.

Implementation of Decision:

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

7. **ACCESS TO MEETINGS**

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

8. **LEGAL CASE MANAGEMENT SYSTEM**

Decision:

That delegated authority be granted to the Head of Legal Services to enter into a contract, as detailed within the private circulated report, for Legal Case Management Software commencing on a date to be determined by the Head of Legal Services.

Reason for Decision:

To enable the purchase of case management system for legal services to enable the suitable conduct of legal proceedings and legal matters.

Implementation of Decision:

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

9. **REPLACEMENT HR AND PAYROLL SYSTEM**

Decision:

That the Director of Finance and Corporate Services be authorised to enter into a contract for a new HR/Payroll system, as detailed in the private circulated report.

Reason for Decision:

To allow Officers to develop and implement a fit for purpose and cost effective HR/Payroll solution.

Implementation of Decision:

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

CHAIRPERSON

EXECUTIVE DECISION RECORD

CABINET

19 FEBRUARY 2020

Cabinet Members:

Councillors: R.G.Jones (Chairperson), C.Clement-Williams, D.Jones, E.V.Latham, P.A.Rees, P.D.Richards and L.Jones

Officers in Attendance:

A.Evans, K.Jones, C.Griffiths, A.Thomas, C.Furlow-Harris, C.Davies and T.Davies

Invitee: Councillor A.N.Woolcock (Scrutiny Chair)

1. **APPOINTMENT OF CHAIRPERSON**

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

2. **DECLARATIONS OF INTEREST**

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

Councillor E.V.Latham Re: Member's Community Fund, Sandfields East - as it refers to his ward.

3. **MINUTES OF PREVIOUS MEETINGS**

Decision:

That the Minutes of the previous meetings held on 30 October, 20 November, 9 December 2019 and 10 January 2020, be approved.

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

Noted by the committee.

5. **ESTABLISHING MAYOR'S CADETS**

Decision:

That the establishment of three Mayor's Cadets for each civic year from May 2020 onwards, be approved.

Reason for Decision:

To raise the profile of our uniformed youth services and to provide opportunities for our young cadets to be involved in some high profile events.

Implementation of Decision:

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

6. **ADVERTISING AND SPONSORSHIP POLICY**

Due to the recent cabinet member portfolio changes, members noted that the references to Deputy Leader contained within the Policy, as detailed at page 53 of the circulated report, would be changed from 'Deputy Leader' to 'Cabinet Member for Finance'.

Decision:

That the Advertising and Sponsorship Policy, as detailed at Appendix 1 of the circulated report, be approved, subject to the change of responsibility being amended from 'Deputy Leader' to 'Cabinet Member for Finance'.

Reason for Decision:

To allow the council to take a corporate and consistent approach to undertaking these income generation activities and to provide a clear framework and control measures to ensure compliance with legislation, industry codes and council policies, and secures best value for money.

Implementation of Decision:

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

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

Decision:

That a Computer Numerically Controlled (CNC) Laser Cutter be purchased for 'Bspoked Enterprises', Neath Abbey Business Park, Neath, and that £3,921.45 of Councillor Charlotte Galsworthy's allocation under the Member's Community Fund, be awarded.

Reason for Decision:

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

Implementation of Decision:

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

8. **MEMBER'S COMMUNITY FUND - BRYNCOCH NORTH AND BRYNCOCH SOUTH**

Decision:

That Bryncoch North and South be equipped with two new benches, refurbish a third, plant trees and a volunteer litter picking group be set up, and that Councillors Wyndham Fryer Griffiths, Jo Hale and Chris Williams contribute £868.10 each from their Member's Funds.

Reason for Decision:

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

Implementation of Decision:

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

9. **MEMBER'S COMMUNITY FUND - COEDFFRANC WEST**

Decision:

That training equipment be purchased, and willing volunteers be trained as Level 1 and Level 2 Coaches, for the Mini and Junior Section of Skewen Rugby Football Club, The Clubhouse, Tennant Park, Skewen, Neath, and that Councillor Helen Ceri Clarke's allocation of £2,026.63, under the Member's Community Fund, be awarded.

Reason for Decision:

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

Implementation of Decision:

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

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

Decision:

That an underutilised room at Creunant Primary School, School Road, Crynant, Neath, be converted and adapted into a multi-functional venue for wider community use, and that Councillor Sian Harris' allocation of £7,281.09 under the Member's Community Fund, be awarded.

Reason for Decision:

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

Implementation of Decision:

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

11. **MEMBER'S COMMUNITY FUND - CRYNANT**

Decision:

That two grit bins be purchased and installed at Mary Street and The Crescent, Crynant, and that Councillor Sian Harris' contribution of £654 be awarded, under the Member's Community Fund.

Reason for Decision:

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

Implementation of Decision:

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

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

Decision:

That essential items of training equipment be purchased for the Mini and Junior Sections of Pontrhydyfen Rugby Football Club, Cwmafan, Port Talbot, and that Councillor Jeremy Hurley's allocation of £791.66, under the Member's Community Fund, be awarded.

Reason for Decision:

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

Implementation of Decision:

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

13. **MEMBER'S COMMUNITY FUND - PORT TALBOT**

Decision:

That the street scene in Trefelin Crescent, Velindre, Port Talbot be enhanced with an additional 6 metre street lighting column, complete

with a 27 Watt LED lamp, and that Councillor Saifur Rahaman contributes £1,584 under the Member's Community Fund.

Reason for Decision:

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

Implementation of Decision:

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

14. **MEMBER'S COMMUNITY FUND - RESOLVEN**

Decision:

That a public notice board and improved lighting be provided to Clyne and Melincourt Community Centre at Ynys-yr-Afon, Clyne, and that Councillor Dean Lewis contributes his remaining Member's Fund of £1,005.00.

Reason for Decision:

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

Implementation of Decision:

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

15. **MEMBER'S COMMUNITY FUND - SANDFIELDS EAST**

Decision:

That a publicly accessible Automated External Defibrillator (AED) be purchased and installed at the RNLi Port Talbot Lifeboat Station, Aberavon Beach Front, Aberavon, and that Councillor Mathew Crowley's allocation of £1,300.00 under the Member's Community Fund, be awarded.

Reason for Decision:

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

Implementation of Decision:

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

16. **MEMBER'S COMMUNITY FUND - TREBANOS**

Decision:

That a publicly accessible Automated External Defibrillator (AED), as well as directional signage to its location at the Western Garage, Trebanos, be purchased and installed, and that Councillor Rebeca Phillips' allocation of £2,246.60 under the Member's Community Fund, be awarded.

Reason for Decision:

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

Implementation of Decision:

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

17. **MEMBER'S COMMUNITY FUND - TREBANOS**

Decision:

That the environmentalist group 'My Green Valley' be equipped with litter picking equipment and zero waste boxes, to create litter free zones in Trebanos and outlying areas, and that Councillor Rebeca Phillips contributes £2,637.51 under the Member's Community Fund.

Reason for Decision:

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

Implementation of Decision:

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

CHAIRPERSON

EXECUTIVE DECISION RECORD

CABINET

5 MARCH 2020

Cabinet Members:

Councillors: R.G.Jones (Chairperson), C.Clement-Williams, D.Jones, E.V.Latham, A.R.Lockyer, P.A.Rees, P.D.Richards and L.Jones

Officers in Attendance:

S.Phillips, H.Jenkins, N.Pearce, K.Jones, C.Griffiths, H.Jones, A.Thomas, D.Giles, C.Cole, C.Davies and T.Davies

Invitees: Councillors M.Harvey and S.Rahaman (Scrutiny Chair and Vice Chair)

1. **APPOINTMENT OF CHAIRPERSON**

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

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

Noted by the committee.

3. **CAPITAL STRATEGY AND CAPITAL PROGRAMME 2020/21 TO 2022/23**

Decisions:

1. That the Capital Programme be kept under review and updated over the coming year.

2. That the Capital Strategy be commended to Council for approval.
3. The Capital Programme for 2020/21 to 2022/23 as detailed in Appendix 1 to the circulated report, be commended to Council for approval.

Reasons for Decisions:

To approve the Authority's Capital Programme in line with the Constitution.

Implementation of Decisions:

The decisions will be implemented after consideration and approval by Council.

4. **REVENUE BUDGET 2020/21**

Decisions:

1. That the following matters be delegated to the appropriate Corporate Director following consultation with the Council Leader, relevant Cabinet Member and Chair of the relevant Overview and Scrutiny committee:
 - Fees and charges for executive functions, applicable for the financial year 2020/21
 - Fees and charges which are applicable in any subsequent financial year and which, in the opinion of the relevant Corporate Director, need to be set in advance of the financial year for operational reasons.
2. That the following be commended to Council:
 - i) Latest budget position 2019/20 – to approve the revised budget position and arrangements for 2019/20
 - ii) The Council's Revenue Budget 2020/21
 - Take account of the Equality Impact Assessment and Crime and Disorder impacts in setting the budget for 2020/21
 - Approve the Net Revenue Budget requirement for 2020/21, and the service plans for the delivery of the budgets

- Approve the budget/forward financial plan savings (outlined in Appendix 4)

- Instruct Corporate Directors to progress the savings and improvement programme for the Authority

iii) Fees and charges for non-executive functions – that the determination of the following matters be delegated to the appropriate Corporate Director following consultation with the Council Leader, Deputy Leader and Chair of the relevant Non Executive committee

- Fees and charges for non-executive functions applicable in 2020/21

- Fees and charges applicable in any subsequent financial year and which, in the opinion of the Corporate Director, need to be set in advance of that financial year for operational reasons

iv) Council Tax 2020/21 – the 2020/21 Band D equivalent for Neath Port Talbot County Borough Council will be £1,615.59.

Reason for Decisions:

To fulfil the statutory requirement to determine the budget for 2020/21, to seek support for the Council's Forward Financial Plan, and to agree arrangements for setting Fees and Charges.

Implementation of Decisions:

The decisions will be implemented after consideration and approval by Council.

5. **TREASURY MANAGEMENT STRATEGY, ANNUAL INVESTMENT STRATEGY, AND MINIMUM REVENUE PROVISION POLICY 2020/21**

Decision:

That the following strategies and policies, as set out in the circulated report, be commended to Council for approval:

- Treasury Management Strategy
- Annual Investment Strategy
- Minimum Revenue Provision Policy
- Prudential Indicators

Reason for Decision:

To approve the Authority's Treasury Management Strategy; Annual Investment Strategy; Capital Strategy and Minimum Revenue Provision Policy as required by the Local Government Act 2003 and the CIPFA Prudential Code for Capital Finance in Local Authorities (2017).

Implementation of Decision:

The decision will be implemented after consideration and approval by Council.

CHAIRPERSON

EXECUTIVE DECISION RECORD

CABINET

21 MAY 2020

Cabinet Members:

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

Officers in Attendance:

S.Phillips, A.Evans, A.Jarrett, H.Jenkins, N.Pearce, C.Griffiths, C.Morris,
C.Furlow-Harris, J.Burge, M.Shaw, S.Blewett, S.Curran, A.Manchipp,
C.Davies and T.Davies

Invitees: Councillors S.ap Dafydd, S.Freeguard, M.Harvey, S.K.Hunt,
S.A.Knoyle, S.Miller, R.Mizen, J.D.Morgan, S.Paddison,
S.Penry, S.Pursey, L.M.Purcell, S.Reynolds,

1. **APPOINTMENT OF CHAIRPERSON**

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

2. **DECLARATIONS OF INTEREST**

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

Councillor D.Jones Re: Item 5, Appointment of Local Authority
Governors, as she is a governor of Cilfrew
Primary and Llangatwg Community School.

Councillor A.Lockyer Re: Item 5, Appointment of Local Authority
Governors, as he is a Governor at Ysgol

Gyfun Castell Nedd and his son is a teacher at Dwr Y Felin Comprehensive.

Councillor P.A.Rees

Re: Item 5, Appointment of Local Authority Governors, as he is a governor at Cefn Saeson Comprehensive School.

Councillor P.D.Richards

Re: Item 5, Appointment of Local Authority Governors, as he is vice chair of governors at Blaenbaglan and Baglan Primary School.

3. WELSH GOVERNMENT FUNDING AND POLICY ANNOUNCEMENTS

Members received a verbal update on the current position regarding Welsh Government funding and policy announcements, including grants to small businesses, Economic Resilience Fund and NNDR business rates relief, from the Director of Finance and Corporate Services.

It was noted that Welsh Government were looking at making further grant awards to different bodies and organisations in the coming weeks, in addition to the £24.4 million already paid out to 2221 organisations.

An update was given on the funding to the Council and the services it provides (local government finance funding):

- £30 million was made available initially (£7 million for free school meals, £10 million for homeless and £13 million for general services),
- £40 million further was made available for the social care hardship fund to end of May,
- £33 million further for free school meals until end of August,
- £3 million for IT for vulnerable children who have no access to technology.

Further Welsh Government funding announcements were expected shortly.

Members noted that £500 would be paid to care workers by the Welsh Government – it was anticipated this money would go directly to the residential care providers for distribution, as the service was no longer provided in house within the Council. Eligibility for the payment was as yet unclear, but further updates would be provided to Members when available.

£63,000 had been reimbursed to the Council from the Welsh Government for the month of March for increased expenditure due to the Covid 19 pandemic, and a claim for £814,000 had been submitted for April.

Information had been submitted via the Welsh Local Government Association to the Welsh Government regarding loss of income and the impact on Council Tax support and collection – the Director was awaiting clarification re any possible funding to come out of this.

A budget monitoring review would take place before the end of May to identify the consequences of these issues on Council budgets. The Director advised Members that an early budget monitoring report would be presented at the next meeting of Cabinet for discussion.

Decision:

That the verbal update be noted.

4. **ANNUAL GOVERNANCE STATEMENT 2019-2020**

Decisions:

Following the recommendations made by the earlier Scrutiny Committee, Cabinet agreed to include the additional wording at decision 3, ***as written in italics and bold.***

1. That the progress made on the Corporate Governance improvement work undertaken during 2019-2020 be noted,
2. That the Annual Governance Statement 2019-2020 attached at Appendix 1 to the circulated report, be approved,
3. That the proposed Corporate Governance improvement work be undertaken during 2020-2021, as detailed in the circulated report, be approved, ***subject to early and urgent review of the objectives, due to the impact of the coronavirus pandemic.***

Reason for Decisions:

To ensure the Annual Governance Statement meets the requirements of Regulation 5(2) of the Accounts and Audit (Wales) Regulations 2014 in relation to an annual review of the effectiveness of the Council's systems of internal control and the preparation and approval of an Annual Governance Statement.

Implementation of Decisions:

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

5. **APPOINTMENT OF LOCAL AUTHORITY GOVERNORS**

Members discussed the appointment of Alyson Jones to Crymlyn Primary School (detailed below) at the meeting. This appointment was not contained within the circulated report, as she was the second applicant to apply for the position at Awel Y Mor Primary.

Decisions:

That, in line with approved policy, the following Local Authority governor representatives be appointed to the following existing and forthcoming vacancies:

Awel Y Mor Primary School

Appoint Phillip O'Leary

Baglan Primary School

Reappoint Cllrs Carol Clement-Williams and Peter Richards

Blaenbaglan Primary School

Reappoint Cllr Peter Richards

Catwg Primary School

Reappoint Reanne Lee

Cefn Saeson Comprehensive School

Reappoint Cllrs John Warman, Peter Rees and Sheila Penry

Cilfrew Primary School

Reappoint Arlene Harvey and Cllr Doreen Jones

Crymlyn Primary School

Appoint Alyson Jones

Cwmnedd Primary School

Reappoint Eddie Exley Jones

Cwmtawe Comprehensive School

Reappoint Cllr Linet Purcell and Julie Mallinson

Dwr Y Felin Comprehensive School

Reappoint Campbell T Coram, D. Keith Davies and Paul Winstone

Gnoll Primary School

Reappoint Cllr Alan Lockyer

Godre'rgraig Primary School

Reappoint Cllr Rosalyn Davies

Llangatwg Community School

Reappoint Cllr Doreen Jones and Aylwin Jones

Appoint Christopher Coles

Rhyd Y Fro

Reappoint John Williams

Tonnau Primary School

Appoint Jeanette Francis

Wauanceirch Primary School

Reappoint Bethan Healey

Ynysfach Primary School

Reappoint Aylwin Jones

YGG Blaendulais

Reappoint Cllr Stephen Karl Hunt and Emyr Lewis

YGG Castell Nedd

Reappoint Cllr John Miller

YGG Cwmnedd

Reappoint Cllr Del Morgan

YGG Pontardawe

Reappoint David Howell Lloyd Williams

YGG Trebannws

Reappoint Cllr Rebeca Phillips

Reason for Decisions:

To enable the Authority to contribute to effective school governance through representation on school governing bodies.

Implementation of Decisions:

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

6. **CAPITAL OUTTURN 2019-20**

Decision:

That the 2019/20 Capital Programme outturn position be approved.

Reason for Decision:

To agree the capital outturn position for 2019/20.

Implementation of Decision:

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

7. **REVENUE OUTTURN 2019-20**

Decisions:

1. That the 2019/20 financial outturn position as detailed in the circulated report, be noted,
2. That the additional reserve transfers of £1.161m as summarised in paragraph 3.2 of the circulated report and detailed at Appendix 4, be approved.

Reason for Decisions:

To finalise the Council's General Fund Revenue Outturn and Reserves position for the 2019/20 financial year.

Implementation of Decisions:

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

8. **DECARBONISATION AND RENEWABLE ENERGY STRATEGY**

Decision:

That the responses to the representations received, as detailed at Appendix 1 to the circulated report be agreed, and the revised Decarbonisation and Renewable Energy Strategy, as detailed at Appendix 2 to the circulated report, be published.

Reason for Decision:

To ensure that a clear Strategy/Action Plan is issued by the Council in respect of the Climate Change/Decarbonisation agenda.

Implementation of Decision:

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

Consultation:

This item has been subject to external consultation.

9. **TRAFFIC REGULATION ORDERS - LEIROS PARK AND RAVENSWOOD CLOSE, BRYNCOCH**

Decision:

That the Prohibition of Waiting at Anytime Order 2020 at Leiros Parc Drive and Ravenswood Close, Bryncoch, Neath, (as detailed at Appendix A to the circulated report) be implemented as advertised, and the objector informed accordingly.

Reason for Decision:

To prevent indiscriminate parking in the interest of highway safety.

Implementation of Decision:

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

Consultation:

This item has been subject to external consultation.

10. **TRAFFIC REGULATION ORDERS - SWANSEA ROAD, TREBANNOS**

Decision:

That the (Revocation) (Prohibition of Waiting, Loading or Unloading at Any Time) and (Speed Cushions) Order 2020 at Swansea Road, Trebannos (as detailed in Appendix A to the circulated report) be implemented as advertised, and the objector informed accordingly.

Reason for Decision:

To reduce traffic speed adjacent to the school, and to allow the safe passage for emergency service vehicles and public transport to align themselves in order to straddle the cushions in the interest of road safety.

Implementation of Decision:

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

Consultation:

This item has been subject to external consultation.

CHAIRPERSON

EXECUTIVE DECISION RECORD

CABINET

25 JUNE 2020

Cabinet Members:

Councillors: R.G.Jones (Chairperson), C.Clement-Williams, D.Jones, E.V.Latham, A.R.Lockyer, P.A.Rees, P.D.Richards and L.Jones

Officers in Attendance:

S.Phillips, A.Evans, A.Jarrett, H.Jenkins, N.Pearce, K.Jones, C.Griffiths, D.Griffiths, H.Jones, C.Morris, M.Roberts, C.Jones, C.Furlow-Harris, S.Blewett, A.Manchipp, C.Davies and T.Davies

Invitee: Councillor M.Harvey (Scrutiny Committee Chair)

1. **APPOINTMENT OF CHAIRPERSON**

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

2. **MATERIALS RECOVERY AND ENERGY CENTRE, CRYMLYN BURROWS**

With the agreement of the Chair, this item was moved from private to public session (apart from appendices B and C which remained exempt under Paragraphs 13, 14 and 15).

Decisions:

1. That further to the completed consultations, the previous in principle decision to convert the Materials Recovery and Energy

Centre (MREC) to a transfer station with enhanced recycling capability, be confirmed;

2. That a revised structure in respect of staff to implement a transfer station, with enhanced recycling capability, be presented to Personnel Committee for decision, and that appropriate notices of change and/or redundancy be provided as deemed appropriate by the Personnel Committee (with any new roles being subject to Local Government Terms and Conditions);
3. That the capital requirements and approval of the allocation of £5.55M including contingency in the council's capital programme, be noted;
4. That delegated authority be granted to the Head of Streetcare to vary the environmental permit in line with the service change;
5. That delegated authority be granted to the Head of Streetcare and the Head of Legal Services to undertake a procurement exercise for an up to five year residual waste treatment contract, and to enter into any arrangements as may be appropriate to facilitate this procurement exercise and award a contract to the highest scoring tenderer;
6. That the Head of Streetcare investigate the feasibility and benefit of relocating the Council's refuse and recycling collection fleets to the Transfer Station, and reports the findings to Members accordingly for further decision.

Reason for Decisions:

To determine the future of the MREC further to changes previously agreed in principle and subject to consultation. The direction of travel for residual waste will continue on a downward trend whilst reuse and recycling etc. will continue to increase. Existing service arrangements will therefore become increasingly misaligned with the developing waste management context should changes not be made.

Implementation of Decisions:

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

Consultation:

This item has been subject to consultation with staff.

3. **BUDGET UPDATE AND MONITORING 2020-21**

It was hoped that further funding would be made available from Welsh Government throughout the year, as a result of the increased costs sustained during the Covid 19 pandemic. Members noted that further additional costs would continue to be incurred as the country moves out of lockdown.

Decisions:

1. That the proposed reserve movements and budget virements, as detailed within the circulated report, be approved.
2. That the operational and financial issues, set out in the circulated report, be noted.
3. That the Council continue to work with Welsh Government and in line with legislation, regulations and directions, to deliver services during these challenging times.
4. That the additional grants received be noted.
5. That the Council continue to seek additional funding from Welsh Government to cover COVID19 consequences of increased expenditure, loss of income, increased cost of Council Tax Support and council tax collection shortfalls that adversely impact on Council funding and activity.

Reason for Decisions:

To update the Council's Budget for 2020/21 and inform Members of the financial risks arising from Covid19.

Implementation of Decisions:

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

4. **HEALTHY RELATIONSHIPS FOR STRONGER COMMUNITIES STRATEGY**

Following additional comments from the Health Board, an extra recommendation was added by officers during the meeting, and agreed by Members (decision 2 below):

Decisions:

1. That the 'Healthy Relationships for Stronger Communities Strategy' - the council and health board joint response to the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015, be approved.
2. That delegated authority be granted to the Cabinet Member for Community Safety and Public Protection to agree any final minor changes to the Strategy before its publication.

Reason for Decisions:

To provide the formal approval to the strategy and ensure compliance by the Council with the duties under section 5 (1) of the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015.

Implementation of Decisions:

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

Consultation:

This item has been subject to external consultation.

5. **PUBLIC SPACE PROTECTION ORDER - ABERAVON BEACH**

Decisions:

1. That the Council undertakes a public consultation exercise on a proposal to extend the existing Public Space Protection Orders at Aberavon Beach.
2. That on completion of the consultation, a further report detailing a summary of responses and recommendations, be presented for decision.

Reason for Decisions:

To ensure that the Public Space Protection Orders currently operating seasonally at Aberavon Beach are subject to timely review so they can be extended if required.

Implementation of Decisions:

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

Consultation:

This item will be subject to external consultation.

6. **MEMBER'S COMMUNITY FUND - EVALUATION AND PROTOCOL FOR RE LAUNCH**

Decision:

That the refreshed criteria of the Member's Community Fund, as detailed within the circulated report, be agreed.

Reason for Decision:

To facilitate the governance and delivery of the Member's Fund in its second term.

Implementation of Decision:

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

7. **NEATH PORT TALBOT LOCAL DEVELOPMENT PLAN (LDP) 2011-2026**

Decisions:

That the following recommendations be commended to Council for approval:

1. That the responses and recommendations to the representations received as set out in Appendix 1 to the circulated report be agreed.
2. That the final Review Report as set out within Appendix 2 to the circulated report be agreed.

Reason for Decisions:

To ensure compliance with Section 69 of the Planning and Compulsory Purchase Act 2004; The Town and Country Planning (Local Development Plan) (Wales) (Amendment) Regulations 2015; and the Development Plans Manual (Edition 3) 2020, and to ensure that the adoption and publication procedures as set out in the report are implemented.

Implementation of Decisions:

The decisions will be implemented following approval at Council.

Consultation:

This item has been subject to external consultation.

8. **TRAFFIC ORDERS - BRITON FERRY**

Decision:

That the objections to the Ormond street, Ynysymaerdy Road and Old Road, Briton Ferry, Neath (Prohibition of waiting, loading or unloading at any time) (Limited waiting) and (Resident permit holders) Order 2020 (as detailed in Appendix A to the circulated report) be over ruled, and the traffic regulation order be implemented as advertised.

Reason for Decision:

To prevent indiscriminate parking in the interest of highway safety and to provide a residents only parking scheme as per the Council's current residents' parking policy.

Implementation of Decision:

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

Consultation:

This item has been subject to external consultation.

9. **TRAFFIC ORDERS - PORT TALBOT**

Decision:

That approval be granted to advertise Evelyn Terrace and Manor Street, Port Talbot, Prohibition of Waiting 8am to 6pm, Order 2020 (as detailed in Appendix A to the circulated report) and if no objections are received, the proposals be implemented on site as advertised.

Reason for Decision:

To prevent indiscriminate parking in the interest of highway safety.

Implementation of Decision:

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

Consultation:

This item will be subject to external consultation.

10. **TRAFFIC ORDERS - CYNCOED ROAD AND BERTHA ROAD, MARGAM**

Decision:

That approval be granted to advertise the Cyncoed Road and Bertha Road, Margam, Prohibition of Waiting, Monday to Friday, 8.00am to 5.00pm, Order 2020 (as detailed in Appendix A to the circulated report) and should no objections be received, the proposals be implemented on site as advertised.

Reason for Decision:

To prevent indiscriminate parking in the interest of highway safety.

Implementation of Decision:

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

Consultation:

This item will be subject to external consultation.

11. **TRAFFIC ORDERS - ROAD ADJACENT TO BEECHWOOD ROAD, MARGAM**

Decision:

That the objection to the road adjacent to 63 and 65 Beechwood Road, Margam, Port Talbot (Experimental Prohibition of Driving) Order 2019 be overruled and the Experimental Order be made permanent as advertised, and the objector be informed accordingly.

Reason for Decision:

To prohibit access to vehicular traffic in order to protect school children in the interest of road safety.

Implementation of Decision:

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

Consultation:

This item has been subject to external consultation.

12. **ACCESS TO MEETINGS**

RESOLVED: that pursuant to Regulation 4(3) and (5) of Statutory Instrument 2001 No 2290, the public be excluded for the following items of business which involved the likely disclosure of exempt information as defined in Paragraphs 13, 14 and 15 of Part 4 of Schedule 12A of the Local Government Act 1972.

13. **MATERIALS RECOVERY AND ENERGY CENTRE, CRYMLYN BURROWS (EXEMPT UNDER PARAGRAPHS 13, 14 AND 15)**

With the agreement of the Chair, this item was moved from private to public session (apart from Appendices B and C which remained exempt under Paragraphs 13, 14 and 15). See Minute No. 2 above.

14. **PERFORMANCE MANAGEMENT AND RISK MANAGEMENT SOFTWARE SYSTEM (EXEMPT UNDER PARAGRAPH 14)**

Decision:

That Rule 2 of the Contract Procedure Rules be excluded, and that delegated authority be granted for the Assistant Chief Executive and Chief Digital Officer to enter into a two year contract with the supplier detailed in the private, circulated report and on the terms also set out in the private report.

Reason for Decision:

To ensure business continuity, to uphold the momentum of good progress already made and to further develop the Council's performance and risk management arrangements.

Implementation of Decision:

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

CHAIRPERSON

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EXECUTIVE DECISION RECORD

CABINET

30 JULY 2020

Cabinet Members:

Councillors: R.G.Jones (Chairperson), C.Clement-Williams, D.Jones, E.V.Latham, A.R.Lockyer, P.A.Rees, A.Wingrave and L.Jones

Officers in Attendance:

A.Evans, A.Jarrett, H.Jenkins, K.Jones, C.Griffiths, D.Griffiths, C.Furlow-Harris, J.Griffiths, A.James, R.Headon, S.Blewett, C.Davies, C.Plowman and T.Davies

1. **APPOINTMENT OF CHAIRPERSON**

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

2. **OVERVIEW OF THE REGIONAL RESPONSE TO COVID FOCUSSED ON CARE HOMES**

Cabinet Members praised the work of all Council staff in relation to the Covid 19 crisis.

Decision:

That the report be noted.

3. **ANNUAL GOVERNANCE STATEMENT 2019-2020**

Decisions:

1. That the work undertaken by the Corporate Governance Group to develop the draft Addendum, be noted.
2. That the draft Addendum attached at Appendix 1 to the circulated report, containing the revised improvement work table for 2020/2021, be agreed.
3. That the replacement of the improvement work table for 2020/2021 contained in the Annual Governance Statement 2019/2020 (approved by Cabinet on 21 May 2020) with the improvement actions set out in the Addendum herewith, be approved.

Reasons for Decisions:

1. To ensure the Annual Governance Statement meets the requirements of Regulation 5(2) of the Accounts and Audit (Wales) Regulations 2014 in relation to an annual review of the effectiveness of the Council's systems of internal control and the preparation and approval of an Annual Governance Statement.
2. To meet the request made by Cabinet on 21 May 2020 to review the improvement work outlined for action during 2020/2021.
3. To ensure consideration of the matters set out in the CIPFA Better Governance Forum briefing paper.

Implementation of Decisions:

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

4. **WELSH LANGUAGE STANDARDS ANNUAL REPORT 2019/2020**

Decision:

That the report be noted.

5. **NPT SAFE AND WELL – HUMANITARIAN ASSISTANCE PROVIDED BY THE COUNCIL IN RESPONSE TO THE COVID-19 PANDEMIC**

Decisions:

1. That the way in which the Council provided humanitarian assistance during the response phase of the Covid-19 crisis, in line with UK and Welsh governments' guidance, be noted.
2. That the steps being taken to transition people still receiving a service to more suitable and sustainable arrangements in respect of food and medication collection by the end of July and in anticipation that the shielding scheme will be paused on 16 August 2020, be noted.
3. That the lessons learned from the work to the Member Panel established by Council to inform recovery planning, seeking views as to the way these lessons learned can be used to inform stabilisation and recovery planning, be noted.

Reasons for Decisions:

1. To formally note and endorse the transition planning being undertaken to exit residents requiring humanitarian assistance from the Council in line with the timetables announced by the Welsh Government – ie that the national food delivery service will be paused on 16 August 2020, community pharmacy deliveries services are to be reviewed at the end of September 2020.
2. To ensure there is formal reflection on the lessons learned from the emergency response mobilised and that the lessons learned are used to inform stabilisation, longer term recovery planning and the wider work of the Council.

Implementation of Decisions:

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

6. **RECOVERY STRATEGY**

Decision:

That the draft Covid-19: Moving Forward Stabilisation – The Period between Response and Recovery Strategy, as detailed in the circulated report, be approved.

Reason for Decision:

To enable the Council to undertake a consistent and co-ordinated approach as we move towards recovery.

Implementation of Decision:

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

7. **TREASURY MANAGEMENT OUTTURN REPORT 2019-20**

Decision:

That the report be noted.

8. **TREASURY MANAGEMENT MONITORING Q1 2020-21**

Decision:

That the report be noted.

9. **SECTION 38 POLICY ADOPTION OF NEW HIGHWAYS**

Decision:

That the Policy for Section 38 Highway Adoption Agreements as set out in Appendix 1 to the circulated report, be adopted for implementation.

Reason for Decision:

To ensure that the Highway Authority has in place a clear policy and criteria in assessing and evaluating any formal requests to adopt any

highways in the locality of Neath Port Talbot and to safeguard the Council from unwarranted financial strain.

Implementation of Decision:

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

CHAIRPERSON

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EXECUTIVE DECISION RECORD

CABINET

2 SEPTEMBER 2020

Cabinet Members:

Councillors: R.G.Jones (Chairperson), C.Clement-Williams, D.Jones, E.V.Latham, A.R.Lockyer, P.A.Rees, P.D.Richards, A.Wingrave and L.Jones

Officers in Attendance:

S.Phillips, A.Evans, A.Jarrett, H.Jenkins, N.Pearce, K.Jones, C.Griffiths, S.Brennan, S.Blewett, S.Curran, A.Manchipp, C.Davies, N.Headon, J.Woodman-Ralph and T.Davies

Invitee: Councillor M.Harvey (Scrutiny Chairperson)

1. **APPOINTMENT OF CHAIRPERSON**

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

2. **BUDGET UPDATE AND MONITORING**

Decisions:

1. That the proposed reserve movements and budget virements, as contained within the circulated report, be approved.
2. That the operational and financial issues as set out in the circulated report, be noted.

3. That the Council continue to work with Welsh Government, in line with legislation, regulations and directions, to deliver services during these challenging times.
4. That the additional grants received, as contained within the circulated report, be noted.
5. That the Council continue to seek additional funding from Welsh Government to cover the COVID 19 consequences of increased expenditure, loss of income, increased cost of Council Tax Support and council tax collection shortfalls that adversely impact on Council funding and activity.

Reason for Decisions:

To update the Council's Budget for 2020/21 and inform Members of the financial risks arising from COVID 19.

Implementation of Decisions:

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

3. **LIST OF APPROVED CONTRACTORS**

That the Approved List be amended as follows:

Firms to be **added** to List of Approved Contractors

<u>Firm</u>	<u>Category</u>
Omega Environmental Services Ltd.	31
Xeiad Ltd.	71, 72, 73, 74, 76, 88, 90, 111 Structure Insp for Assessments & Structure Assessment 111 Confined Space Inspection 111 Unmanned Aerial Vehicle Survey /Inspections

Firm to be added to additional category on List of Approved Contractors

<u>Firm</u>	<u>Category</u>
C G L Services Ltd.	13, 15

Reason for Decisions:

To keep the List of Approved Contractors up to date and as far as possible, ensure a competitive procurement process, and for the purpose of supplying a List of Approved Contractors for invitation to tender within the relevant category.

Implementation of Decisions:

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

4. **URGENT ITEM**

Because of the need to deal now with the matter contained in Minute No. 5 below, the Chairperson agreed this could be raised at today's meeting as an urgent item pursuant to Section 100B (4)(b) of the Local Government Act 1972.

Reason:

Due to the time element.

5. **EXTENSION OF PUBLIC SPACE PROTECTION ORDERS AT ABERAVON BEACH**

Decision:

That the Public Space Protection Orders set out in Appendices 2 and 3 to the circulated report, be implemented from 19 October 2020.

Reason for Decision:

To ensure that the 2017 Orders, currently operating seasonally at Aberavon Beach and Promenade, can be extended within the specified time and that enforcement action can continue.

Implementation of Decision:

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

Consultation:

This item has been subject to external consultation.

6. **ACCESS TO MEETINGS**

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

7. **FORMER AFAN LIDO SITE**

Decision:

That delegated authority be granted to the Head of Property and Regeneration, in consultation with the Leader and relevant Cabinet member, to dispose of the former Afan Lido and Overflow Car Park for a minimum sale price as detailed within the private, circulated report, or any other figure that is higher, subject to the Head of Property and Regeneration determining that such a sum was of best value to the Council.

Reason for Decision:

To enable the disposal of the former Afan Lido and Overflow Car Park site.

Implementation of Decision:

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

Consultation:

This item has been subject to consultation with the local ward members.

8. **LAND AT BURROWS YARD**

Decisions:

1. That the recommended offer to as set out in paragraph 7 of the private, circulated report, be approved.
2. That the Head of Property and Regeneration be given delegated authority as set out in paragraph 20 of the private, circulated report.

Reason for Decisions:

To enable the sale of a surplus property and attain a capital receipt.

Implementation of Decisions:

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

Consultation:

This item has been subject to consultation with the local ward members.

9. **BLAENBAGLAN SITE**

Decision:

That the private report be noted.

CHAIRPERSON

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Cabinet

30 September 2020

Report of

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

Matter for Decision

Wards Affected: All Wards

**Corporate Plan 2019-22 Annual Report
Period: 1st April 2019 to 31st March 2020**

Purpose of Report

1. To present the Corporate Plan 2019-2022 Annual Report, for the period: 1st April 2019 to 31st March 2020 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 2019 to 31st March 2020 against the three well-being objectives as set out in the Corporate Plan 2019-2022.
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 2019-2022. Overall, we achieved most of what we set out to do in relation to our three well-being objectives and associated improvement priorities and the overall position is broadly the same as 2018-19. Some planned work was disrupted during March 2020 due to the COVID-19 pandemic.
5. In preparing this Annual Report for the 2019-2020 financial year, 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 2020, it was not considered necessary to make any changes.

6. The Council's updated Corporate Plan 2020-2023 was due to be presented to Council for approval in April 2020. However, due to the COVID-19 pandemic, this did not happen. Our [COVID-19: Moving Forward Strategy](#) sets out the work we did during the immediate response phase and what we are going to do to bring services back safely into operation. Whilst we have our Wellbeing Objectives as our focus, our attention needs to be focused in the short term on managing this crisis.

Background

7. 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.
8. 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

9. Overall 68 (82%) of our 83 'steps', i.e. the actions we set to deliver on our improvement priorities are on track, 13 (16%) of the steps are just of track and 2 are off track. Last year we reported 78 (83%) out of 94 'steps' were on track, 15 (16%) were just of track and one was off track.
10. Our current suite of 55 Corporate Plan Key Performance Indicators (KPIs) was revised down from a larger set in 2018-19 and as a result of this revision a 'like for like' comparison with the previous year's overall KPI performance is not appropriate, however 2018-19 summary figures have been provided below.
 - Of those 2019-20 KPIs where previous years information is available, 63% (32 of 51) improved or maintained performance (44% improved

in 2018-19), 14% (7 of 51) marginally declined and 23% (12 of 51) declined by 5% or more.

- Of the Corporate Plan KPIs that had targets, just over half (54%), 26 of 48 achieved target, which is the same as 2018-19 (54% achieved target). 12 of the 2019-20 KPIs were 5% or more below the target set.

11. Each year the Council compares performance against other local authorities in Wales against the national set of Public Accountability Measures (PAMs). Due to the COVID-19 pandemic the 2019-20 data set was not collected by Data Cymru therefore no such comparison can be made for 2019-20. However 2019-20 performance (where available) for our PAMs is included within our suite of Corporate Plan KPI report which is attached as appendix 3.
12. During the year we also continued to make good progress on delivering on our corporate change programme in the following key work streams: Smart and Connected Digital Strategy, Income Generation and Building Safe and Resilient Communities.

Financial Appraisal

13. The performance described in the Annual Report was delivered against a challenging financial backdrop which has been further impacted by the Covid-19 pandemic. Since 2010, spending reductions to c£95 million have been delivered to enable the Council to achieve a balanced budget. In 2019-20, we achieved our target budget savings of £5.803 million against a total net revenue expenditure of £287.999 million.

Integrated Impact Assessment

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

Valleys Communities Impact:

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

Workforce Impact

16. 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 during 2018-19 to support the workforce to adapt to the changes required to deliver the Corporate Plan objectives and priorities. A key element of workforce planning, the Council launched a Succession Planning Toolkit in September 2019, to help managers identify actions to develop the future workforce.

Legal Impact

17. 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

18. 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 Audit Wales 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 2020.

Consultation

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

Recommendations

20. 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 2019-22 Annual Report (full progress report)
- Draft Corporate Plan 2019-22 Annual Report (summary report)
- Corporate Plan Key Performance Indicators 2019-20

21. 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 given that the objectives were agreed in September 2017 and reviewed in March 2020. Consequently, it is recommended that Cabinet proposes to Council that no changes be made to the Council's well-being objectives at this time.

22. 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

23. 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

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

Appendices

25. Appendix 1 – Draft Corporate Plan 2019-22 Annual Report (full progress report)
26. Appendix 2 – Draft Corporate Plan 2019-22 Annual Report (summary report)
27. Appendix 3 – Corporate Plan Key Performance Indicators 2019-20

List of Background Papers

28. Neath Port Talbot Corporate Plan, Shaping NPT 2019–2022
29. Local Government (Wales) Measure 2009
30. Well-being of Future Generations (Wales) Act 2015

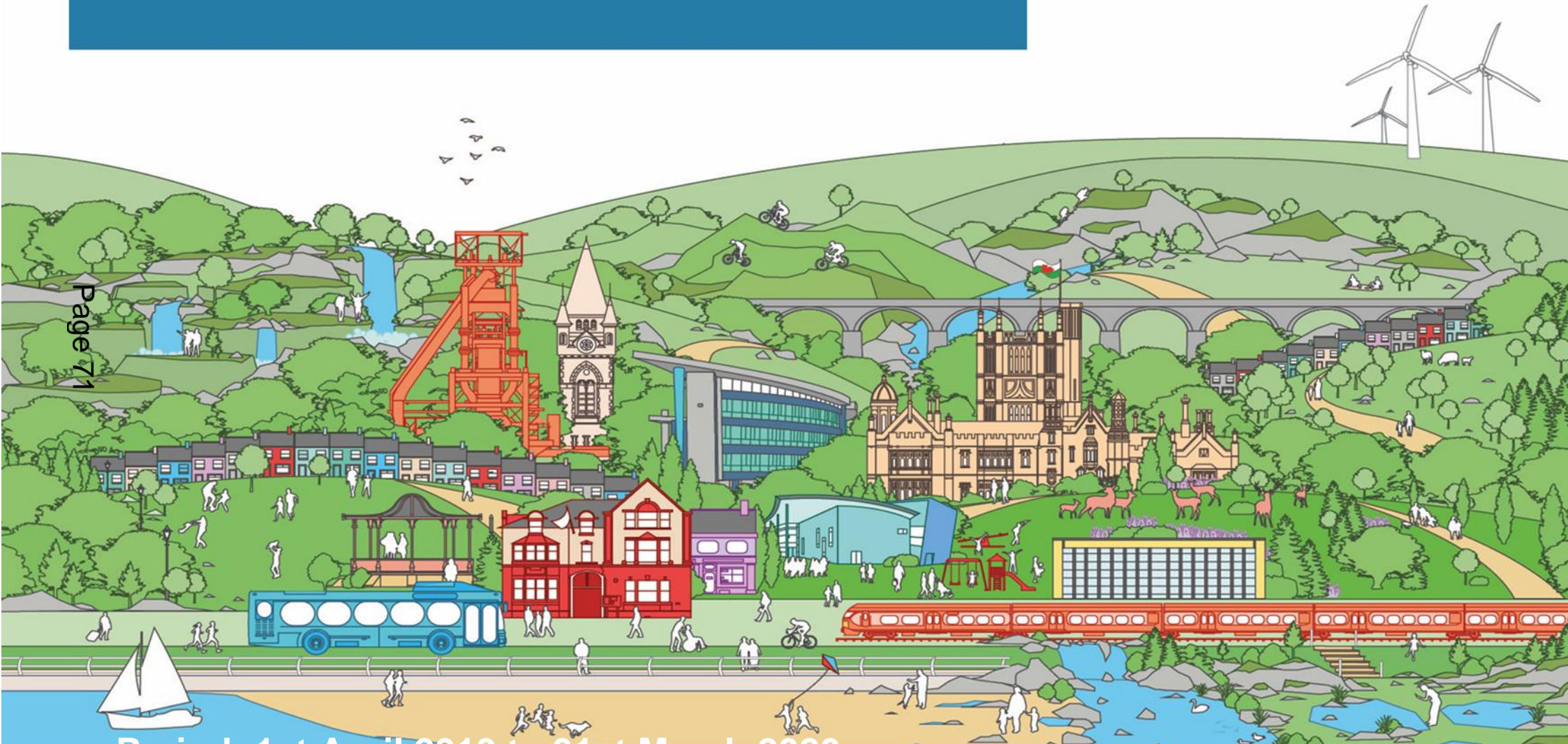
Officer Contact

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

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DRAFT Corporate Plan 2019-22 Annual Report

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Period: 1st April 2019 to 31st March 2020



FOREWORD

I am pleased to present a progress report (covering the period 1st April 2019 to 31st March 2020) based on our performance against our three well-being objectives contained in our Corporate Plan 2019-2022.

Overall, during the year, we made good progress on our journey to improve the well-being in the area. For example, in September 2019, the young people of Neath Port Talbot elected their first ever Youth Mayor and Deputy Youth Mayor, who will be the voice for all children and young people across the county borough. In May 2019, we held our first ever Mayor of Neath Port Talbot Citizen Awards. The awards were an opportunity to recognise the unsung heroes from across Neath Port Talbot who make a real difference to our communities. Phase two of the 'Neath Canal Towpath Active Travel Route' was finished (from Bridge Street, Neath, to Briton Ferry) and the Safer Neath Port Talbot Partnership launched a campaign to help people recognise and avoid the pitfalls of illegal money lending. Much more progress is outlined later in this report.

However, in the middle of March 2020, the Council mobilised an emergency response to the developing COVID-19 national emergency. This had a massive impact on the delivery of our services. Some of our services closed down to assist in reducing the spread of the disease whilst other services changed so that critical services could operate safely. In addition, new services were established to support our communities through the crisis. This would not have been achieved but for the exceptional commitment from the Council's workforce and the strong partnership between the Council and trade unions.

I am immensely proud of the way in which the Council's workforce and our communities have adapted to the severe restrictions that have been placed on us all. The efforts across the county borough to sustain critical services and to support those most at risk have been extraordinary. I would like to thank not just the employees

of the Council who rallied to support during this pandemic but also the volunteers in our communities who gave up their time to support the vulnerable residents of the borough. Thank you again.

Cllr Rob Jones, Leader of Council

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

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Introduction

This Annual Report provides an account of progress made against the three well-being objectives and associated improvement priorities as set out in the Corporate Plan 2019-2022 (for the period 1st April 2019 to 31st March 2020).

In preparing this Annual Report for the 2019-2020 financial year, 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 2020, it was not considered necessary to make any changes.

The Council's updated Corporate Plan 2020-2023 was due to be presented to Council for approval in April 2020. However, due to the COVID-19 pandemic, this did not happen. Our [COVID-19: Moving Forward Strategy](#) sets out the work we did during the immediate response phase and what we are going to do to bring services back safely into operation. Whilst we have our Wellbeing Objectives as our focus, our attention needs to be focused in the short term on managing this crisis.

Summary of our performance during 2019-2020:

- **Well-being objectives** – the Council is continuing to make good progress on implementing the priorities set out in the Corporate Plan 2019-2022. Overall, we achieved most of what we set out to do in relation to our three well-being objectives and associated improvement priorities. However, some planned work was disrupted during March 2020 due to the COVID-19 pandemic.
- **Improvement priorities** – overall 68 (82%) of our 83 'steps', i.e. the actions we set to deliver on our improvement priorities are on track, 13 (16%) of the steps are just of track and 2 are off track. Last year we reported 78 (83%) out of 94 'steps' were on track, 15 (16%) were just of track and one was off track.
- **How we compare** – the Council has a duty under the Local Government (Wales) Measure 2009 to compare performance with previous financial years and with other Councils. Our current suite of 55

Corporate Plan Key Performance Indicators (KPIs) was revised down from a larger set in 2018-19 and as a result of this revision a 'like for like' comparison with the previous year's overall KPI performance is not appropriate, however 2018-19 summary figures have been provided below.

Of those 2019-20 KPIs where previous years information is available, 63% (32 of 51) improved or maintained performance (44% improved/maintained in 2018-19), 14% (7 of 51) marginally declined and 23% (12 of 51) declined by 5% or more.

Of the Corporate Plan KPIs that had targets, just over half (54%), 26 of 48 achieved target, which is the same as 2018-19 (54% achieved target). 12 of the 2019-20 KPIs were 5% or more below the target set.

Each year the Council compares performance against other local authorities in Wales against the national set of Public Accountability Measures (PAMs). Due to the COVID-19 pandemic the 2019-20 data set was not collected by Data Cymru therefore no such comparison can be made for 2019-20. However, our performance during 2019-20 for the PAMs is included within our Corporate Plan KPI report [\(link\)](#).

A more detailed assessment of our progress towards achieving our well-being objectives and improvement priorities and our performance can be found later in this report.

Corporate change programme – during 2019-20 we made good progress on our corporate change programme in the following key work streams:

- **Digital** – we continued to deliver the Council's "Digital Strategy" (Smart and Connected). This means embracing the benefits of digital technologies to improve the way the council works to better meet the needs of our residents and to make the county borough attractive to potential business investors.

On 4th March 2020, we held our Smart and Connected 2020 digital event. The event was attended by approximately 150 NPT Council employees.

Speakers included the Leader of NPT Council, the Assistant Chief Executive and Chief Digital Officer, the Programme Director at Centre for Digital Public Services for Wales, Digital Transformation Principal Technologist at QA Ltd & Co-founder and former Managing Director at Fortysix Lewie Allen, and Kathleen Greenan from Microsoft.

During the event a market place brought together a number of council service areas who are already embracing smart & connected by taking a digital first approach. The purpose of this was to give delegates ideas about how a digital approach could benefit their own service areas. We were also recognised for our work on digital inclusion by Digital Communities Wales at our event and received a formal certificate to confirm our support for the Digital Inclusion Charter.

The work done in recent years to develop the Council's digital capability has been a key asset during the COVID-19 pandemic. The Council's ICT Service within a matter of weeks increased the number of staff using remote technology from an average of 50 per day to over 1,500 per day and we provided over 1,350 devices for pupils who have no suitable device or Wi-Fi connection at home to continue with their studies.

We are proud to be one of more than 150 local authorities who have signed (5th March 2020) the Local Digital Declaration. Find out more at - <https://localdigital.gov.uk/what-is-the-declaration/>

- **Income Generation** – in October 2019, the Council recruited a Commercial Co-ordinator, who has started to identify a number of commercial and savings opportunities which will be progressed further in 2020-2021. We want to be a Council that makes the most of all available opportunities to increase its income in a balanced way to ensure our services can be sustained. This includes harnessing a combination of traditional income like taxation and non-traditional like sponsorship and advertising.

- **Building Safe and Resilient Communities** – Our Building Safe and Resilient Communities (BSRC) programme focuses on developing the strengths of a community. It aims to make the most of the skills and knowledge of individual residents, the support offered by community groups and the use of key community assets. The programme is a pilot for delivering an alternative approach to solving problems in the community instead of relying on traditional services provided by organisations such as the council and health services. It is considered that using key resources in the community will help to reduce the demand and costs placed on public sector organisations. More detailed information on progress made during 2019-20 has been reported in the Public Services Board 2019-20 Annual Report which is available in both [English](#) or [Welsh](#).

DRAFT

Securing good governance and continuous improvement of the Council

Corporate planning – 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.

During 2019-20, Audit Wales undertook 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 taken from Well-being Objective three as contained in the 2019-2022 Corporate Plan: ‘We will deliver strategic regeneration programmes’. The Auditor General found: “The Council is designing its regeneration projects to improve well-being but there are opportunities to strengthen its application of the sustainable development principle”. Audit Wales proposed 10 proposals for improvement which the Council has responded to in the form of an action plan. The Audit Wales report (including the action plan) can be found [here](#)

Annual Governance Statement 2019-2020 – On 21st May 2020, the Cabinet approved the Council’s Annual Governance Statement 2019-2020. However, as the assessment of the Council’s governance arrangements during 2019-2020 was undertaken prior to the COVID-19 pandemic, the Cabinet requested an urgent review of the improvement work outlined for action during 2020-2021. To meet this request, the Council’s Corporate Governance Group developed an Addendum which also took into consideration the matters for consideration set out in the CIPFA Better Governance Forum briefing paper. The Addendum sets out:

- a. The changes to the Council’s system of internal controls (between 16th March and 31st March 2020) which were required to ensure the Council was able to mobilise its emergency response;
- b. A lessons learned review on the adequacy and effectiveness of the above changes;
- c. A reassessment of the Council’s governance arrangements as part of stabilisation which will, in due course, inform recovery planning to ensure they remain effective; and
- d. A revised improvement work table for 2020-2021. The original improvement work for 2020-2021, identified as part of the preparation of the Annual Governance Statement 2019-2020, has been re-prioritised, with some improvement work deferred to enable the priorities for action identified following the above reassessment to be addressed.

The [Addendum](#) was approved by Cabinet on 30th July 2020 along with the approval to replace the improvement work table for 2020-2021 contained in the Annual Governance Statement 2019-2020 with the improvement actions set out in the Addendum.

Financial Planning – In 2019-20, we achieved our target budget savings of £5.803 million, bringing the cumulative spending reductions to c£95 million since 2010. The total net revenue expenditure was £287.999 million. The budget was prepared in the context of the Corporate Plan 2019-2022, based on the three well-being objectives, and included:

- 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.

In 2019-20 the Council received around £10 million from Welsh Government to fund its Capital Funding requirements for the year. In recent years the Council has been successful in generating additional resources from grant funding bids, proceeds from sale of assets and borrowing carefully.

During 2019-20 the Council invested £38 million from its capital programme in projects such as:

- progression of the Council's Band B 21st century schools programme for a new school at Cefn Saeson and Abbey Primary;
- investment of £1.996 million in a flood and coastal risk prevention project at Aberavon Seafront; and
- progression of regeneration projects including Neath Town centre redevelopment, development of the former Crown Building, redevelopment works of the former Plaza cinema and completion of works at the former Port Talbot Magistrates Court.

The Council recognises the importance of capital investment as a means of regenerating our communities and providing modern and safe buildings and infrastructure like roads and bridges. The Capital Programme also involves money going into several major tourism projects in our towns and valleys.

The Council updated its [Forward Financial Plan](#) in March 2020 to deliver financial savings and has produced a [supplementary budget for 2020-21](#) as a result of the COVID-19 pandemic.

Workforce – In June 2018, the Council approved a Corporate Workforce Plan. The purpose of the Workforce Plan is to enable us to keep pace with the workforce implications of our Corporate Plan and it 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 sets out the key challenges for our employees over the next five years, articulated in the Corporate Plan objectives and priorities, the Forward Financial Plan, asset management plans and the Corporate Risk Register. The Plan and the actions to achieve the plan were reviewed by Members in December 2019, to ensure that it remains fit for purpose and aligned to the priorities of the Council.

A key element of workforce planning, the Council launched a Succession Planning Toolkit in September 2019, to help managers identify actions to develop the future workforce. This is key to achieving the ambitious objectives set out in the Council's Digital Strategy, Smart and Connected, ensuring that the Council's workforce is able to adapt to new and emerging technologies. In partnership with SOCITM the Council developed a Digital Leadership Programme (a first in Wales), and during 2019-2020 approximately 100 managers and leaders completed this two day course, aimed at helping them lead the transformational change that underpins Smart and Connected.

In September 2018, the Council published its first gender pay gap report, which set out the difference between the average pay of the men and women who work in the Council, 4.21% as at March 2018. This reduced to 3.93% in March 2019. Whilst this is encouraging, the Council is committed to continuing the work to reduce this gap further. To this end, the Council joined Chwarae Teg's Fair Play Employer Scheme in February 2019, to support us in delivering gender equality in our workplaces and achieve all the benefits of a truly balanced workforce. This year, Chwarae Teg assessed the Council's gender equality policies and practices, including a survey of the Council's workforce, and awarded us the Silver Award for Gender Diversity. This award recognises that the Council has a clear commitment to making a difference to the recruitment, retention and progression of women in the workplace.

Chwarae Teg have helped us to develop a Gender Equality Action Plan, which includes specific actions to reduce the Council's Gender Pay Gap. There is specific consideration within the action plan to the lowest paid

female employees, particularly important, as whilst the Council's overall gender profile is 70% female, 97% of those employed in Grade 1, the Council's lowest pay band, are female employees.

The Council signed up to the Time to Change Wales Campaign's Employer Pledge in September 2019, which provides a framework for employers to work within to support employees with their mental health. This is a workforce priority, as mental health related absence accounts for the highest number of days lost to sickness absence. A number of events have already taken place to raise awareness of mental health and signposting to advice, guidance and support, and in 2020 the Council will be recruiting a network of Champions from its workforce, to help in the mission to reduce the stigma associated with mental health and encourage our employees to talk about their mental wellbeing.

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 this in turn informs the allocation of revenue and capital resources.

Risk Management – The Council continues to monitor its risks over the short, medium and long term in line with the Councils' Corporate Risk Management Policy which promotes an open, consistent and proactive risk management attitude. During 2019-2020, monitoring reports were presented to both senior management and the Council's Cabinet on a regular basis. In order to strengthen the underpinning risk management process, a new integrated corporate performance and risk management system (CPMS) was implemented in 2018. CPMS enables a consistent approach to the recording and reporting of risks (both strategic and operational) across the Council.

Procurement – The role of procurement plays an important part in how the Council allocates resources under the Well-being of Future Generations (Wales) Act 2015. During 2019-2020, we developed new Contract

Procedure Rules which were approved by Council in November 2019 and was implemented from 1st September 2020. The Contract Procedure Rules incorporates the obligations of the Wales Procurement Policy Statement. The Policy adopts the following definition of sustainable procurement “the process whereby organisations meet their needs for goods, services, works and utilities in a way that achieves value for money on a whole life basis in terms of generation benefits to the organisation, but also to society and the economy, while minimising damage to the environment”.

The revised Contracts Procedure Rules also place more emphasis on the consideration of the five ways of working and include signposting to the relevant technical officers for advice. The following elements have been included: community benefits; environmental and sustainability benefits; market testing provisions to emphasis pre-engagement with local suppliers so as to make local suppliers aware of upcoming opportunities; and the ability to divide contracts into smaller lots when tendering so as to encourage the involvement of small and local suppliers.

In addition, the Council’s Tender Strategy Documents have been further developed to include provision to ensure ‘Service Users’ give due consideration to the five ways of working under the Well-being of Future Generations (Wales) Act 2015 at the procurement planning stage (e.g. market research/supplier days; community benefits; environmental and sustainability benefits; reserved contracts; ‘letting’ structure; and the Council’s Integrated Impact Assessment which directly requires officers to consider the five ways of working).

The Council has also drafted a Procurement Guidance Document setting out the seven well-being goals and the five ways of working and placing them in the context of procurement. The aim of the guidance is to highlight awareness of the goals and the ways of working and to present them in the context of procurement with the view that such considerations can be taken on board at the procurement planning stage so that appropriate provisions may be included in the procurement exercise.

Monitoring and Review – Throughout the year, we examine the progress made in achieving our well-being objectives set out in the Corporate Plan. This includes the monitoring of key performance measures included in

the Corporate Plan and service level performance measures by the Cabinet and relevant Cabinet Boards (on a quarterly basis).

The full year performance is included in this Annual Report where available as there are a small number of indicators where full year data is unavailable due to the COVID-19 pandemic. In such cases the narrative for each key performance measure will outline this.

Public Engagement and Reporting – In February 2018, the Corporate Communications and Community Relations Strategy (2018-2020) ‘Talking NPT’ 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. The Strategy is currently being updated in light of the learning following the communications response to the COVID-19 pandemic and will be presented to Cabinet during 2020-2021.

Since the initial strategy was produced, progress has been made in a number of areas, including:

Consultation and engagement – In addition to a dedicated consultations area on the Council’s website, a Community of Practice for Engagement and Involvement has been launched which is made up of those officers who are the key contacts for groups that the Council and partners regularly engage with. The key focus of the Community’s work is to look at how we can work more smartly and in a more collaborative way to ensure that everyone in our communities can have the opportunity to have their say on the decisions that affect them.

We also launched the NPT Citizens’ Panel in January 2020. The Panel is open to residents of Neath Port Talbot aged 16 years and over. The panel membership is compared with census information for the county borough, to ensure the Panel represents the diverse population of Neath Port Talbot. The purpose of the Panel is to:

- make it easier for Neath Port Talbot residents to give feedback to the Council on its work and to contribute to policy and service change;

- actively involve residents in decision making at a very early stage, so they help shape proposals before these go out to wider public consultation;
- develop a mechanism for obtaining quick and reliable feedback from residents about proposals and new ideas; and
- help the Council understand residents' perspectives to help make decisions.

The Citizens' Panel will not replace formal consultations, but will complement them and provide another way for the people of Neath Port Talbot to have their voices heard and to get involved in decision making in Neath Port Talbot. If you would like to join up please visit: <https://www.npt.gov.uk/citizenspanel>

Collaboration – This Council has a strong tradition of working in partnership and we can point to many partnerships and collaborations at local, regional, national and international levels. We believe in collaboration but it is important that citizens in Neath Port Talbot and the local economy benefit from the outcomes being delivered via these working arrangements and which contribute to the achievement of our well-being objectives.

In early 2020, the Council's scrutiny committees were going to review existing collaborations to make sure they are all on strong footing and are productive to enable the Council's Cabinet to be confident that those arrangements are working in the best interest of citizens and also, that there is clear and effective democratic oversight of those arrangements. This work has been delayed due to the COVID-19 pandemic.

Public Services Board – The Neath Port Talbot Public Services Board (PSB), has published its 2019-20 Annual Report which gives an overview of progress over the last 12 months and shows how member organisations across the public, voluntary and community sectors are working together to improve wellbeing in the county borough. The full report is available in [English](#) or [Welsh](#), or at <http://www.nptpsb.org.uk> where you can also find out more about the PSB and its work.

As well as progressing the work streams identified in the Well-being plan, the Public Services Board has been able to respond swiftly to emerging local issues using a partnership approach to achieve maximum impact. For example, as a result of emerging data showing high numbers of drug related deaths across Neath Port Talbot and Swansea, partners formed a Critical Incident Group to examine the situation in further detail and agree immediate actions for improvement, which are now being taken forward by the Area Planning Board. This work continues to be monitored by the Joint NPT and Swansea PSB. The Boards have also responded to an above average rate of suicide in the area and are leading on a multi-agency response by developing a Suicide and Self – Harm Prevention Strategy for the region.

In February 2020, NPT Public Services Board received a visit from Future Generations Commissioner, Sophie Howe. Partners had the opportunity to share the good work taking place in Neath Port Talbot and also to raise any issues or challenges they were facing. The Commissioner gave feedback on the previous year's annual report and areas for improvement, and was able to share examples of good practice from elsewhere in Wales.

Equality – During 2019-2020 we undertook a review of our equality objectives and drafted a revised Strategic Equality Plan. In drafting the equality objectives we considered various national and local publications/ research findings; latest data available to the Council and issues raised by local equality groups during meetings of the Equality and Community Cohesion Group. The revised Plan was due to be published in April 2020 but has been delayed due to the COVID-19 pandemic. The revised Plan, including the revised equality objectives, will now be published by 1st October 2020. In light of recent events, the killing of George Floyd, the disproportionate affect COVID-19 has had on people from Black, Asian and minority ethnic backgrounds and other events in our recent history, we are working with our various communities on the production of a detailed action plan to accompany the revised equality objectives to better achieve equality, equity and social cohesion in Neath Port Talbot. The action plan will be published by the end of 2020.

Further details of the review of the equality objectives will be included in in the Strategic Equality Plan Annual Report 2019-2020 and will be published on our [website](#) towards the end of the year.

Welsh Language – Working to meet the requirements of the Welsh language standards is key to our work and while we do not always get it right we are committed to the principle of the Welsh Language Measure 2011. Our [Welsh Language Standard Annual Report 2019-2020](#) provides additional information on how we are meeting the standards and progress on our Welsh Language Promotion Strategy can also be found [here](#).

Providing a Welsh language service with a limited number of Welsh speakers is challenging. However, we are continually looking at ways to overcome this in order to provide a more effective and responsive service.

In mid-March a decision was made for all communications in relation to the COVID-19 pandemic to be in English only. This decision was made on the basis of health and safety as well as on the more practical issue of limited (even more than normal) resources in such challenging times and having to refocus priorities. With the level and frequency of communications during the early period of the outbreak it was considered vital for the health and safety of our communities to provide information as quickly as possible. Delays in producing Welsh language communications were inevitable and so would have been detrimental to the aim of reaching everyone as quickly as possible with appropriate information to help our residents to keep safe and well. We have reintroduced bilingual communications as we are moving through the stabilisation phase.

The next section provides a detailed assessment of how we have performed against each of the steps set out in the Corporate Plan 2019-2022 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 2019-20
- Amber: Just off track, we have not delivered some of what was planned during 2019-20
- Red: Generally off track in delivering what was planned during 2019-20 in terms of timescales or we may not deliver

DRAFT

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



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 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. A focus in this Plan is to place greater emphasis on emotional well-being to equip children and young people with the skills, behaviours and support they need. Additionally, parenting programmes will target 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.
A Wales of cohesive communities	There is a strong emphasis on ensuring equality and celebrating diversity across the range of activities proposed in this Plan. 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.

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:	
	Programmes to educate children and young people about personal and community safety are well-established but this Plan acknowledges that there is a need to continuously review 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	Children and young people are introduced to the importance of the eco systems and our environment at an early stage. The pilot project planned for Sandfields West will explore in more detail how we can take advantage of the green and blue space in our county borough to develop the well-being of our children and young people.
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. This Plan also makes a commitment to 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. There are plans to strengthen Welsh and bi-lingual education in both pre-school and full time education settings. The Council has recently published its Welsh Language Promotional Strategy which will support the Council's objectives to increase the number of people who can speak Welsh and who do so on a daily basis.
A globally responsible Wales	There are many ways in which the work set out in this Plan contributes to the wider world. For example, the technological investment through our 21 st Century Schools programme will transform the way in which children and young people access learning, bringing experiences from across the world into NPT classrooms, whilst also building skills fit for the future labour markets.

Overall progress: We set out 27 steps, i.e. the actions to help us deliver the improvement priorities for **well-being objective one**, of which 23 are on track, 2 just off track and 2 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 actions identified from our Childcare Sufficiency Assessment action plan, including implementation of Welsh Government programmes and making use of relevant funding to increase</p>	<ul style="list-style-type: none"> • A national promotion campaign was delivered by Welsh Government from October 2019. Since the launch, we have held regular provider events to encourage provider registration and awareness of the process and policy changes. • We saw more than 1,000 working parents across Neath Port Talbot successfully applying for the 'Childcare Offer for Wales' (press release). The Childcare Offer helps to support working parents by reducing the strain on family income and helping to ensure childcare is not a barrier to taking up employment. During 2019-20, 648 applications for the childcare offer were approved and there are 140 childcare providers throughout NPT (including some in neighbouring authorities) that are registered to provide the childcare offer for the children of Neath Port Talbot. On average 585 children access a childcare place each month. • A total of £1.934 million has been paid to childcare providers for 429,834 hours of childcare • We supported 23 Childminders and 2 Parent and Toddler Sessions through use of grant funding. 	<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
availability and quality of childcare	<ul style="list-style-type: none"> We supported 43 settings to achieve the Healthy & Sustainable Pre-School Scheme (HSPSS) and we rolled out the scheme to an additional 6 childcare settings. We increased the use of Welsh Language at settings. We complete the use of Welsh evaluations in each childcare setting, offer Welsh story sessions and story resource packs to all providers. CAMAU learn Welsh scheme for early year's education and childcare continues to be promoted. We have expanded our training programme for our employees, and Safeguarding and Child Protection training remains high of the agenda. <p>Key Performance Indicator (KPI): As at 31st March 2020 there were 2,335 full day childcare places provided across the borough. Whilst this is lower than our target of 2,400 for 2019-20, it is an increase of 107 places since March 2019.</p>	
1.1.2 We will review links between early years childcare providers and schools to ensure they are developed to	<p>To support young children's transition to school, Flying Start transition meetings between childcare providers and schools are being held termly in most areas. Transition meetings are well established in Flying Start areas.</p> <p>A transition sub group meets regularly to review arrangements. This group includes representatives from Flying Start, the Early Years and Childcare Unit and Education as well as childcare umbrella organisations.</p> <p>A new Progress Tracker to enable staff to monitor children's development has been introduced which can be shared with schools where appropriate.</p>	Green

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
support children's transition to school		
1.1.3 We will deliver a national programme and targeted intervention through the Bookstart programme to introduce literacy and numeracy for babies and young children	<p>The Library Service has delivered a range of targeted literacy intervention work in partnership with 9 schools providing 206 sessions across both primary and secondary sectors in Neath Port Talbot in the Autumn Term 2019.</p> <p>Since the appointment of our new Bookstart Co-ordinator in September 2019 we have added 143 sessions at Libraries / Community Libraries and 7 at playgroups.</p>	Green
1.1.4 We will work with partners to ensure that we target support to those children at	<ul style="list-style-type: none"> A First 1,000 days workshop event was held for key service managers and partners in June 2019. Ahead of the scheduled event, online engagement with parents was conducted in order to understand parent experience during their child's first 1,000 days. Over 230 parents responded to the online questionnaire and their feedback informed the workshop. Following the workshop and feedback a delivery plan was produced to 	Green

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
risk of adverse childhood experience in the first 1,000 days of their lives Page 95	take forward identified actions. These will form part of the Early Years Integration Pathfinder programme. <ul style="list-style-type: none"> • Mapping events were held in NPT and Swansea during December 2019 to identify the support services available and to understand the process that link services and tiers of needs. A regional follow up event was held in March 2020 to review the mapping and to identify opportunities for regional work. • Focus groups with parents were planned for end of March but these have had to be pushed back into 2020-21 due to the COVID-19 pandemic. • A regional funding application for Early Years Integration funding has been submitted to Welsh Government in order for pilot models to be tested. • A Children and Young Peoples Plan has been developed during the year and amended following consultation feedback. The plan has been reviewed by the Public Services Board and will be taken forward for Member approval during 2020-21 	

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 To target early intervention and prevention support to those families who need it, ensuring better local alignment and a co-ordinated approach to providing support to address child adverse experiences</p>	<ul style="list-style-type: none"> • Due to the Families First Performance & Monitoring Officer leaving her post to take up a secondment, no monitoring visits were undertaken in quarter 1. However, monitoring information was collected and collated from across the programme. Monitoring visits took place with all projects during quarter 2 and quarter 4. • A video recording user experiences of some of the services, has been made in order that we are better able to understand the impact of the Families First on families and individuals. This has been shared with service providers and our Monitoring and Delivery Group. • Throughout 2019-20, 1,067 referrals were received for Families First services with over 1,200 individuals accessing support. • Of the 1,112 participants that have closed during the year, 680 closed with a successful outcome (60%). 26% of participants did not engage with the service offered or opted out. • 88% of participants felt that the service they accessed was of benefit to them with 91% feeling that they had achieved their identified outcome. Outcomes are varied and are agreed with families or individuals at the start of the service. These can include improving confidence, building family relationships, developing parenting strategies, or feeling better able to cope with family pressures • Discussions have begun with partners to develop a more co-ordinated approach to delivery of early years services, particularly between health and local authority services. Models of delivery will be piloted through the Early Years Integration 	Green

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
	Pathfinder work. An application for funding to take these forward has been submitted to Welsh Government.	

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
1.3.1 We will ensure communities are empowered to strengthen their own capacity to improve health and wellbeing and all children and young people can	<ul style="list-style-type: none"> We continued to support 12 community based Youth Clubs which provides young people aged 11-18 with access to a range of educational, social and recreational activities some of which included annual trips to a theme park and ice skating. We have also supported voluntary sector youth clubs. Youth club provision was disrupted in March 2020 due to COVID-19 (such clubs are a positive contribution to making a difference to the young people's social, cultural, economic and environmental wellbeing). We continue to provide inclusive sporting opportunities across the borough. 4 fully inclusive week long sports camps have been delivered and 1 disability week long camp to this year. We have designed and delivered a community sport program of 	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
fully participate in a range of activities that promote their social, cultural, economic and environmental well-being	activities for children with disabilities to access. The officers ensure that children have access to opportunities in school and that sessions and clubs are fully inclusive.	
1.3.2. We will continue with our Strategic School Improvement Programme of school reorganisation to provide 21st Century teaching and learning facilities and meet 'secure by design' standards	<ul style="list-style-type: none"> The Construction projects under Band A are now complete. Work has commenced on Band B projects. Construction work for Cefn Saeson (press release) is progressing well. Work also started on a £1.6m refurbishment project at Ysgol Gynradd Gymraeg Pontardawe – press release Go ahead has been given for a new Abbey Primary school – press release. However, due to unforeseen groundwork complications, project costs are higher than budget. Work is progressing on value engineering options. This will result in slippage in planned timescales. A contract agreement has been awarded for YGG Ystalyfera and the formal planning application has been submitted. It is planned to start work on the demolition of the existing teaching block in August 2020. 	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
Page 99	<ul style="list-style-type: none"> Proposals have been developed as part of an options appraisal for a new primary school building to be constructed in the Swansea Valley area and an outline business case has recently been submitted to Welsh Government (in August 2020). Work is progressing on identifying areas in the borough for Welsh Medium education development, however, this work has been affected in the last quarter of 2019-20 due to COVID-19. Both schemes to reduce class sizes at YGG castell Nedd and Gnoll Primary were completed, on time and within budget. <p>KPI: The capped 9 score per pupil for Neath Port Talbot for the 2018-19 academic year was 342, just below our target of 343, but slightly above the previous academic year score of 341.</p> <p>KPI: the percentage of pupil attendance in primary schools was 94.02% for academic year 2018-19, a slight decrease on 2017-18 (94.14%) and just below our target of 95%.</p> <p>KPI: the percentage of pupil attendance in secondary schools was 93.46% for academic year 2018-19, slight decrease on 2017-18 (93.48%) and just below our target of 94.5%.</p>	
1.3.3 We will further develop our Welsh in Education Strategic Plan	<ul style="list-style-type: none"> Initial meetings have been held to plan for the new WESP regulations that came into effect from 1st January 2020. The new regulations requires a local authority to develop a 10 year plan and submit to the Welsh Government by 31st January 2021. The COVID-19 pandemic could have an impact on our planned timescales in 2020-21. 	

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>(WESP), so that we increase opportunities for more of our children and young people to be educated through the medium of Welsh and for pupils to become more proficient in speaking Welsh</p>	<ul style="list-style-type: none"> Ysgol Ystalyfera Bro-Dur and the feeder schools continue to work together on a range of activities in their plan to promote Welsh medium education. A marketing sub-group has been formed to develop the NPT website which will help promote Welsh medium education. The sub-group last met on 16th January 2020. Whilst the website has been updated, further work is planned to enhance the website. The COVID-19 lockdown will delay progress to enhance the website. During the COVID-19 lockdown in conjunction with other key partners, we have set up a support network on a digital platform for parents in non-Welsh speaking homes. We have also provided resources to support pupils e.g. oral skills via flip-grid, webinars, etc. <p>KPIs: 16.63% of pupils assessed in Welsh at the end of Foundation phase for academic year 2018-19. This is just below target of 16.7% but is higher than the previous academic year figure of 15.78%.</p> <p>11.4% of pupils studied Welsh first language at year 11 for academic year 2018-19, which is just below target of 11.5% and just below the previous academic year figure of 12.85%.</p>	Green
1.3.4 We will pilot a Children's Community model in the Sandfields West ward	<ul style="list-style-type: none"> The project is now part of the Welsh Governments Pioneer Group sharing best practice with other Local Authorities with meetings to commence late September 2020. As at March 2020, 208 people have engaged with the process and 98 partners have engaged in the project, with numbers doubled for regular attendees. 48% of families 	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
Page 101	<p>attending are from Sandfields West and 52% are from outside the Sandfields West area. During the COVID-19 pandemic we have regular messages and calls from some families.</p> <ul style="list-style-type: none"> • The Dad's Group started January 2020 and with numbers flourishing an extra group was being discussed prior to COVID-19. This is run by our Dad's worker in Flying Start. • Rolling Support Hubs were set up in February 2020. They were based at schools in Sandfields West. Services within NPT internal and external services hold a 'cuppa and a chat' on a rolling rota. The aim is to improve and increase community engagement whilst raising the profile of the children's community. This is achieved by raising family's awareness of what support they can access. • Workshops were arranged for March 2020 for Operational and Strategic Groups to show the Vision of the Children's' Community Implementation alongside the Public Service Board and the Well-being Plan. Due to COVID-19 these were postponed and aim to be rescheduled in the autumn. • Plans to work with Port Talbot Women's Aid, Swansea Bay Perinatal Group are currently on hold and we are looking to resume in the autumn • Neath Port Talbot Autistic Spectrum Disorder (ASD) Service started running their programme with this pilot and incorporated some families from the schools in the area for the parents/carers of children who have been diagnosed with Autism. 	

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
1.3.5 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. • We reviewed the staffing structure to ensure the service is fully equipped to meet the demands of ALN (Additional Learning Needs) reform. As at end March 2020, 95% of the posts were filled but due to COVID-19 the recruitment process has been put on hold and will resume during the autumn term. • Nearly all ALNCOs and Head Teachers have received training in Person Centred Practices (PCP). • All officers have completed their accreditation as PCP trainers. This increased capacity has enabled a wider number of schools to access training and support, and a greater number of teaching and support staff have now received training. • Quality assurance mechanisms have been developed and put in place and will resume in the autumn term, having been put on hold due to school closures for COVID-19. Quality assurance of annual reviews have been undertaken, feedback to schools and further training to be provided during the autumn term. We are also working with regional partners, as part of the ALN Transformation Programme, to ensure consistency of approach and increased collaboration with School Improvement colleagues. • Quality assurance exercises have shown improvement in the content of both Annual Reviews and One Page Profiles, and it is clear that both pupil and parent involvement is becoming more common place. 	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
1.3.6 We will work with schools to ensure all learners are engaged with their learning and all schools move towards self-improvement	<ul style="list-style-type: none"> • We have a well-established leadership strategy that links with the regional leadership programme. Newly qualified teachers and experienced headteachers benefit from regional programmes of support and development. All new headteachers now access the national program for new headteachers. • 11 schools from NPT have formed partnerships with schools within the ERW region with a focus on strengthening self-evaluation processes. As a result of the COVID-19 pandemic other planned actions in the Leadership Strategy are currently on hold. • Through a well-established strategy of support, nearly all schools now effectively evaluate pupil progress. Self-evaluation activities now more accurately identify improvement priorities. School development planning is more precise and nearly all schools are able to demonstrate a clear impact. This work was put on hold as a result of the COVID-19 lockdown. • A great deal of work has been carried out by the Inclusion service with regards to supporting wellbeing of pupils. Since COVID-19 lockdown, regular phone calls and online learning have helped to keep in touch with pupils. • The Vulnerable Learners Service (VLS) has been established and was fully staffed by September 2019. The VLS has responsibility for overseeing and supporting groups of vulnerable learners such as Refugees, Gypsy Traveller, Ethnic Minority, EAL (English as an Additional Language) and Young Carers as well as learners whose family belong to the armed forces. • VLS has supported 11 learners and 2 parents during 2019-20 to achieve thirteen first language qualifications during 2019-20 (Thai IGCE, Mandarin GCSE, Arabic GCSE, 	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
	Arabic Advanced Level).The VLS staff have maintained contact with all supported families via e-mail, social media and by telephone.	

Page 184	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
	1.4.1 We will develop greater integration of working arrangements between Children & Young People and Adult Services	<p>A 'Single Referral' form has now been finalised for use by both Children and Young People Services and Adult Services. This Referral form emanated from collaboration between cross-sections of Social Services and Health staff. The form facilitates the opportunity to capture adult safeguarding concerns (these were previously recorded separately). The single referral form was launched on the 4th of February 2020 and began to be implemented across partner agencies.</p> <p>The formal launch of the Adults and Children's 'Single Point of Contact' due to take place on 1st April 2020 has been delayed due to COVID-19. However, work has continued to take place in order to integrate the front door service as much as practicably possible. The service has moved to a single integrated phone number to respond to all referrals into</p>	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>Social Services. Once working from home arrangements have settled, we will also progress to a single email address to represent the integration of the front door service. One of the outcomes of more integrated working has been the completion of timely, comprehensive assessments.</p> <p>KPI: 98.76% of child assessments were completed on time during 2019-20 compared to 94.93% for 2018-19. We have exceeded our target of 94% for 2019-20. We remain well above the All Wales average of 88.9% (latest data 2018-19).</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>	<p>We had planned to undertake a scrutiny exercise of the caseload to ensure the Children and Young People Service is working with the right cohort of children deemed to be 'Edge of Care', so that a more focused approach to service delivery can be targeted to this specific cohort. However, whilst managers met and established a methodology to take this work forward, due to other priority work in the service this action has been deferred to 2020-21.</p>	Red

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 wellbeing/mental health	We further developed a multi-agency approach within the "Front Door" provision to support children and young people who present with emotional well-being/mental health issues. There are now two part time CAMHS (Children and Adults Mental Health Service) workers in Single Point of contact (SPOC) working across SPOC and Team Around the Family.	Green
1.4.4 We will further develop our in-house fostering service to ensure the sufficiency and stability of placements, including the development of arrangements for Special	<p>We celebrated the outstanding contribution of foster carers in Neath Port Talbot by holding an event to recognise the important role foster carers have in helping vulnerable children and young people. In total, 23 awards were presented to single foster carers and couples for their length of service, ranging from 1 year of service through to 30 years of service.</p> <p>We have developed the Children and Young Peoples Service in line with the new National Fostering Framework. Training on the new framework has been delivered to the fostering team and to the fostering panel. All necessary changes have now been implemented. National Fostering Framework launch took place in November 2019.</p> <p>It was planned for the review of the Special Guardianship Orders (SGO) arrangements to be completed by the 31st March 2020 with recommendations to be implemented in Quarter 1</p>	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
Guardianship Carers	<p>of 2020-21. However during the review of the SGO arrangements, further work streams were identified that needed to be undertaken to feed into the overall review. Unfortunately, due to the impact of COVID 19, this work had to be deferred and will recommence in Summer 2020. It is anticipated that the outcome of this review will be completed later in the year.</p> <p>KPI: Marginal increase in the percentage of children in care that moved 3 or more times from 7.44% in 2018-19 to 7.77% in 2019-20. The number of children that moved 3 or more times remained at 23, the overall percentage is higher for 2019/20 is due to a lower number of children overall being looked after in 2019-20. The target for 2019-20 was set at 7.5%.</p>	

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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
1.5.1 The Council will provide work placement, apprenticeships	<p>During the 2019-20 the Council provided the following opportunities:</p> <p>48 work placements; 33 Apprenticeships; 1 Traineeship and</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
and trainee opportunities for young people within its own workforce, in particular providing opportunities for Looked After Children	<p>3 opportunities for Route- 16 young people.</p> <p>A total of 85 placements opportunities were provided by the Council for 2019-20 compared to 120 placements the previous year.</p> <p>We will continue to promote the requirement of work placements in particular providing opportunities for our Looked After Children as Corporate Parents by working with managers to assist with this work e.g. observational placements, one day placements and long term placements.</p> <p>KPI: In relation to our KPI the number of apprenticeships on formal recognised apprenticeships schemes per 1,000 employees, which is also a national performance indicator, our performance figure for 2019-20 is 5.44 apprenticeships per 1,000 employees. This is below our target figure of 10 per 1,000 employees. 71 apprenticeships were provided in 2018-19 compared to 33 in 2019-20. This is due to the large number of employees who were in the last year of their occupational route and completed their apprenticeship in 2018-19.</p>	Amber
1.5.2 Youth Workers in Schools will support young	<ul style="list-style-type: none"> Legacy Youth Workers continued to be based in all secondary schools supporting young people who have been identified as being at risk of disengagement. By working closely with schools, Careers Wales, colleges and work based learning providers, the 	

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>people identified as being most at risk of becoming not in employment, education or training (NEET) to help them achieve a positive destination</p>	<p>youth workers can ensure their case load of young people are aware of all the options available to them.</p> <ul style="list-style-type: none"> • Keeping in Touch, Cam Nesa and Communities for Work Teams continued to work with young people aged 16-24 who are NEET and have offered a range of support and interventions which have helped young people move closer to and into education, employment and training. The Cam Nesa Project supported 150 young people into employment, which is higher than their target of 90. • Youth Workers also continued to support young people back in schools after finishing the transition support, which ended on 31st October. • During the COVID-19 lockdown period the young people have been supported remotely with all the above work. • We secured extra funding (£35 million) to run the Cynnudd project until December 2022 and estimate to work with 7,500 young people across South West Wales. The aim of the project is to work with those aged between 11 and 24 years old who are at risk of becoming NEET. <p>KPI: Percentage of Year 11 leavers not in education, training or employment (NEET) is 2.15% which is lower than our target of 3.2% for the year.</p>	<p>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
1.5.3 we will build on our work as Corporate Parents to ensure that all young people have suitable accommodation and support when they leave the care of the council	<ul style="list-style-type: none"> • New contracts are in place for the delivery of supported accommodation services and crisis services for care leavers to ensure that there is suitable provision and emergency accommodation for care leavers. • A commissioning review of children's respite and crisis services is in progress to determine future commissioning requirements. • A contract audit has taken place and new contracts have been drafted for all existing contractual arrangements, where appropriate. • Commissioning has worked with Hillside to put in place new contractual arrangements with services that they purchase. • Regular contract monitoring takes place for children residential and independent foster agencies that we have placements in. • Neath Port Talbot Plan for Children and Young People Services 2019 – 2022 was approved by Social Care, Health and Wellbeing Cabinet Board on 2nd May 2019. 	Green
1.5.4 We will review our Youth Engagement Strategy	<ul style="list-style-type: none"> • The Youth Engagement Strategy Group (YES) and NEETS Multi Agency Group meet regularly to review the offer to young people both strategically and operationally with the aim of reducing the number of young people who are NEET. Work continues on identifying the young people most at risk of becoming NEET when they leave school with a multi-agency approach to early identification and prevention. A new NEET Vulnerability Assessment Profile is being piloted 	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
Page 111	<ul style="list-style-type: none"> • Meetings took place with schools to help identify the young people most at risk of disengagement and becoming NEET. Young people identified most at risk are being supported remotely during the COVID-19 pandemic. • The Engagement Progression Coordinator continues to track and monitor the support for post 16 young people. • The Youth Service continued delivering various accredited courses and measuring outcomes for young people who engage with the Youth Service. <p>KPI: Percentage of 11 - 19 year olds in contact with the Youth Service – 45.75% (6,754) of young people engaged with the youth service this year compared to 35% (5,047) the previous year. We exceeded our target of 42% for the year. The increase is due to the work in schools of raising awareness of young carers.</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	<p>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. As at 31st March 2020, 46 schools have signed up for the Rights Respecting Schools Award with UNICEF of which 29 schools have successfully achieved the bronze award and 9 schools have achieved the silver award. Blaendulais Primary School were due to have their gold assessment but the Covid -19 pandemic has delayed this. Future work with UNICEF will be re-evaluated given the current climate and also the change in the UNICEF staff structure.</p> <p>A rights based approach to working with children and young people has been embedded in all training delivered to schools by the Wellbeing & Behaviour Team. Along with it being embedded in plans and strategies within education, this includes the Participation Strategy.</p>	Green
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	<p>We completed an audit on how we undertake children and Young Peoples surveys and questionnaires. In addition to collating themes and feedback from the existing surveys to inform and update the focus of future surveys, we will provide a clear purpose of individual surveys and will promote to relevant client groups prior to the survey being undertaken in order to maximise response rates. Bespoke questions are being devised, to support specific thematic audits and will be incorporated as part of the process where relevant. For example, the views of children and young people were sought as part of the Looked After Children's Assessment and Family Contact Audit. The findings from this audit were disseminated through to all teams and managers including the Looked After Children Team and Fostering Team. A further survey to gain the views from Adult Service Users on the</p>	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>support they receive from their allocated worker was also underway at the start of the COVID-19 pandemic, which unfortunately had to be deferred. However, extensive links are now in place between Quality Assurance and Engagement and Participation Teams with the Audit Programme 2020-2021 having a number of audits scheduled that involves feedback from service users, such as the COVID-19 response in Children and Adult Services and Exploitation/Youth Justice Service Audit.</p> <p>We will continue to review and make improvements to the way we collect service user feedback to ensure all children and young people have a say in decisions that affect them.</p>	
<p>1.6.3 We will work with our Think Family partners to ensure children and young people can shape and develop services</p>	<ul style="list-style-type: none"> • Our Youth Service and The Think Family Partnership were the first in Wales to sign up to the National Participation Charter and have received the coveted National Participation Kitemark for the way they encourage children and young people to have their say in the design and planning of the services they deliver. In order to achieve the Kitemark, the service had to undergo an inspection to show what they do to meet the seven national standards set out in the Children in Wales charter. The First Minister of Wales, Mark Drakeford, presented the Kitemark certificate at a ceremony to mark the 30 years of the United Nations Convention on the Rights of the Child. • We engaged with families first service users and asked them about the support they were receiving and continued to access. A total of 47 engagements took place with 78 service users. Service users accessing these services (on average) scored the support they received between 21 to 25 out of 25 (Content covers: service goals, 	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
Page 114	<p>understanding of the service, needs of the service user, the professionalism of staff and service convenience).</p> <ul style="list-style-type: none"> • A Families First service user awareness video was produced and can be found on the Families First section of the Family Information Service website. • We consulted with children and young people and asked their views on the priorities in the Children & Young People's Plan 2019-2022 and how the plan can be integrated with other services. 12 engagement sessions were delivered with a total of 164 children and young people aged 5 - 25 years. This included young people from youth clubs, the youth council, LGBT group, young carers group, college students and school children (some of which had a disability or were from ethnic minority backgrounds where English was not their first language). • The young people of Neath Port Talbot elected their first ever Youth Mayor and Deputy Youth Mayor, who will be the voice for all children and young people across the county borough and will also shadow the Mayor of Neath Port Talbot at a number of pre-determined Civic duties. 	
	1.6.4 We will encourage young people to exercise their right to vote and participate in local democracy	Plans to hold a series of events to promote democracy (in particular to encourage young people to exercise their right to vote and participate in local democracy) have been delayed due to the unscheduled UK Parliamentary election in December 2019. This work will progress as soon as possible.

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 (Healthy Relationships For Stronger Communities Strategy)	<ul style="list-style-type: none"> The Relationship & Sexuality Education Group (RSE) have developed a Healthy Relationship lesson in partnership with Calan DVS. The lesson will be rolled out to all schools across Neath Port Talbot over time. The RSE Group is monitoring take up and will measure progress. Cwm Tawe is the first school to receive the lesson, having been delivered to 162 pupils to date Safer Neath Port Talbot, in partnership with the Youth Service and South Wales Police Schools Liaison, have piloted two Wellbeing Workshops with Year 8 pupils in Ysgol Bae Baglan and Dwr Y Felin. The aim is to extend this to other comprehensive schools. These workshops cover Healthy Relationships. Hafan Cymru's Spectrum project currently deliver Healthy Relationship lessons within 8 NPT schools. 1600 Year 6 pupils participated in this year's Crucial Crew event in June 2019. One of the topics at this event focused on Healthy Relationships. 500 Year 8 Pupils attended the 'It's Your World' Wellbeing Workshops that were held at Ysgol Bae Baglan and Dwr Y Felin. One of these workshops is centred on Healthy Relationships. 	Amber

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
Page 1	<ul style="list-style-type: none"> We have also been approached by Welsh Womens Aid to pilot their Whole School Approach to VAWDASV. This is in its early stages at present, but will involve 4 comprehensive schools and will be overseen by the RSE Group <p>KPI: Percentage of schools that have adopted suitable programmes to address violence against women, domestic abuse and sexual violence (VAWDASV) – latest data as at 31st December 2019 reports that 13.64% of schools have adopted suitable programmes. Whilst we worked towards our annual target of 25% for 2019-20, roll out was slightly delayed due to funding arrangements.</p>	
1.7.2 We will ensure all children and young people know how to stay safe when on-line	<ul style="list-style-type: none"> We completed a Cyber Crime presentation which was reported to the Community Safety Partnership on 25th July 2019 and was approved. The presentation was circulated to all Headteachers to roll out to all schools in the September term of 2019. 1600 Year 6 pupils participated in this year's Crucial Crew event in June 2019 which included a session on internet safety and a session on cyber crime. 	Green
1.7.3 We will ensure all Council services follow rigorous and consistent safeguarding practices	The New All Wales procedures documents were received in October 2019. New procedures were launched in NPT in December 2019 and issued to all managers. The review and revision to implement these procedures remain ongoing. Training material is currently being developed for roll out by Social Care. This piece of work will roll over and continue through 2020-21.	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
1.7.4 We will work with our partners to implement our Road Safety Strategy	<ul style="list-style-type: none"> We provided a series of progressive education & training initiatives to 21,287 road users within the children's Young People age profile, all education and training initiatives within this age profile is on target and continues to grow. Our radio advertising campaign focused on hard to reach in car occupants and raised the importance of seat belt wearing. A full primary school campaign was launched in the autumn 2019. <p>KPI: In relation to road safety key performance indicators, there are significant reductions across most of these measures against WG targets. More detail can be found in our Corporate Plan 2019-20 KPIs (link), which will be published alongside this report.</p>	Green

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

Well-being Objective 2: To improve the well-being of all adults who live in the county borough: *“Everyone participates fully in community life – socially and economically”*



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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	A key priority is to create/facilitate 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 is a key aspiration of this Plan.
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 plans for supporting people with more significant health and care needs, but refocusing practice to place emphasis on promoting independence.

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 cohesive communities	The importance of “community” whilst a cross-cutting feature of the Plan is particularly emphasised in relation to the way the Council plans to meet the care and support needs of more vulnerable 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.
Page 119 A more equal Wales	There is a clear focus on work to address inequality across people of all different types of backgrounds in the Plan 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.
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 respected, including work to extend daily use of the Welsh language and the preservation of the county borough’s rich heritage.
A globally responsible Wales	Procurement and regulatory activity will take proper account of the Council’s duty to act in a sustainable and responsible manner. In 2018-19, the Council enhanced its procurement arrangements by signing up to the Ethical Supply Chains Programme. This makes a commitment to ensuring that the Council actively examines where it sources its goods and services from to ensure those arrangements are ethical.

Overall progress: we set out 31 steps, i.e. actions to help us deliver the improvement priorities for **well-being objective two**, of which 26 are on track and 5 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		
Step	Progress	RAG Status
<p>P 2.1.1 Support existing and new businesses to help create and sustain local employment opportunities for local people</p>	<ul style="list-style-type: none"> • We worked with partners to develop a Business Improvement District (BID) in Port Talbot following successful ballot on 7th November 2019. • We have designed a Business Improvement District (BID) website. • We have approved 74 applications for funding from existing local businesses and new business investors. All grant allocations were drawn down before the end of the financial year, despite the COVID-19 lockdown and the team having to work from home. • 728 business enquires assisted resulting in advice, information or financial support being given to existing companies. • 168 people have received advice on starting up a new business via the Council's Enterprise Clubs during 2019/20. In total, 7 events were held at Sandfields Business Centre and one at Crynant Business Centre. Due to COVID-19, the event planned for Ystalyfera was cancelled and a decision has now been taken to progress with virtual meetings until the situation allows face-to-face meetings again. • We supported 34 business start-ups through the Council's Innov8 programme. 	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		
Step	Progress	RAG Status
Page 121	<ul style="list-style-type: none"> Work continues incorporating the new branding into the new Economic Development website as well as key promotional materials. Written content for the website is nearing completion but high-quality business photography and video content still needs to be sourced. COVID-19 has delayed this piece of work, so we now plan to launch the new website in September/October 2020. Social media channels remains really active updating local businesses on COVID-19 relating issues. In addition, the team have been issuing regular e-shots to local businesses, organisations and members keeping them up-to-date with the latest news. <p>KPI: 273 new business start-up enquires were assisted during 2019-20, which was lower than the target for the year of 350 due to a staff vacancy in quarter 2 and the onset of COVID-19 pandemic.</p>	
2.1.2 Maximise strategic funding available to deliver employability programmes such as Workways+ and Communities for Work to assist economically	<ul style="list-style-type: none"> Wales European Funding Office (WEFO) have approved funding of £3.8m (£3m grant funding) to deliver Workways+ Short Term Unemployed (STU). Delivery of the project will begin 1st February 2020 across Neath Port Talbot, Carmarthenshire, Pembrokeshire and Ceredigion until August 2023. Port Talbot's first employability hub has allowed co-location of employability projects such as Workways+, Communities for work, Communities for work+, PaCE, Cam Nesa and Careers Wales/Working Wales. Since opening the hub in January 2019, 143 referrals have been passed to the various employment projects as a result of 'walk-ins' to the Work Station. The training room is being utilised for on-site 	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		
Step	Progress	RAG Status
inactive and unemployed to obtain and sustain employment Page 122	<p>participant training in addition to internal and external bookings, as a means of income generation.</p> <p>KPIs:</p> <ul style="list-style-type: none"> • For 2019-20, 434 people participating in the Communities for work scheme were helped back to work, training or volunteering, which is considerably higher than original target of 286 for the year. This target has since been revised by Welsh Government. • For 2019-20, 844 people participating in the Communities for work plus scheme were helped back to work, training or volunteering, which is considerably higher than target of 370 for the year. A fantastic year of outcomes, exceeding all targets. • For 2019-20, 127 people participating in the Workways + scheme were helped to progress back to work, training or volunteering, which exceeded the target of 64 for the year. 	
2.1.3 The Council will seek to avoid compulsory redundancies to the maximum extent possible	The Head of Service Workforce Planning Group, which includes trade union representation, continued to meet 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.	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		
Step	Progress	RAG Status
	<p>We will continue our commitment to minimising compulsory redundancies and ensuring employment continuity for our employees by focusing on redeployment activities, utilising the Voluntary Redundancy Scheme, which is now an open-ended scheme since 17th September 2019, and limiting the number of posts which are advertised externally</p> <p>KPI: There were 9 compulsory redundancies during 2019-20 which is the same as 2018-19.</p>	
2.1.4 Maximise employment and training opportunities for local people through community benefits and supporting new investments in the county borough	<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 and continue to meet with contractors monthly to discuss employment and training opportunities. The inclusion of 'Community Benefit' clauses in all tender documents for construction and regeneration projects that go through the South West Wales Regional Contractors Framework agreement is helping to deliver employment, training and work experience opportunities for local people and we continue to monitor community benefits on these projects. Community benefit tender documents also have the Well Being of Future Generations Act key objectives embedded within. 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 for example the Employer Support Group has worked together to provide a five week employability programme 	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		
Step	Progress	RAG Status
	<p>titled 'A Whole New World'. The programme is for Armed Forces Veterans and began in September 2019 with the aim of finding participants employment at the end of the programme.</p> <ul style="list-style-type: none"> • Due to the COVID-19 pandemic, the team are preparing to use Microsoft Teams to ensure continued collaboration through the Employer Support Group and contact with contractors. 	
<p>Page 124 2.1.5 We will promote social enterprise</p>	<p>We continue to support the 3rd sector voluntary organisations to assist, advice and inform the promotion of social enterprises.</p> <p>This work is pivotal to the success of the various on-going Community initiatives such as Building Safe & Resilient Communities.</p>	Green

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
2.2.1 We will work with developers and partners to	<ul style="list-style-type: none"> • We continually monitor the delivery of housing across the county borough within the LDP Annual Monitoring Report (AMR). The housing figures (as of 31.03.20) identifies a total of 2,338 new homes which have been delivered since 2011, of which 68 units 	

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
provide an adequate supply, mix, type and tenure of housing to meet the needs of the local population including the gypsy and traveler community in the right locations	<p>were affordable and delivered through the planning system. Whilst there is sufficient land allocated in the LDP to meet the identified housing requirement, for a variety of reasons sites are not coming forward and progressing as anticipated, with the total number of homes built within NPT since the 2011 LDP base-date equating to just 55% of the cumulative annual target to-date. This can mainly be attributed to the economic downturn.</p> <ul style="list-style-type: none"> • The LDP also makes provision for 11 pitches for the gypsy and traveller community at Cae Garw, Margam. • A full review of the current Local Development Plan (LDP) commenced in January 2020, with the Review Report scheduled for Council approval (following a 6 week public consultation) in July 2020. It is anticipated that the LDP review will take up to four years to complete and will include a consultation process. It is proposed that the Replacement LDP (RLDP) will cover a plan period of 2020-2035, with a base date of 1st April 2020. However, due to the impact of the COVID-19 pandemic there may be a slight delay (which may affect the base date and plan period). Discussions are currently underway with the Welsh Government and it is anticipated that we will consult on the RLDP's Delivery Agreement (which sets out the review timetable, the Community Involvement Scheme (CIS) and the resources the Council will commit to developing the RLDP) early in 2021. • We risk assessed 354 long term empty properties as being problematic properties via complaints, notifications received and by using council tax records. As at 31st 	Amber

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>December 2019, 37 properties were identified as high priority of which 12 have gone/are going through the process of enforced sale.</p> <p>KPI: The percentage of empty private properties brought back into use is collected and reported annually. Due to the current COVID-19 situation, data has not been collected for this KPI for 2019-20.</p>	
2.2.2 Working with strategic housing partners we will continue to prevent homelessness	<p>Housing Options continues to work with all Registered Social Landlord's (RSL's) and with third sector support providers to save tenancies and to provide support to prevent homelessness. Initial discussions have been held with RSL's to increase the number of interim accommodation units.</p> <p>Due to urgent changes in legislation at the end of March 2020 as a result of COVID-19, temporary accommodation demand has increased by 120% in comparison with the usual average and new accommodation sites had to be sourced. Part of this is an additional 18 RSL (Registered Social Landlords) units that are being used for up to 6 months and ongoing use will be reviewed at that point.</p> <p>KPI: 51.5% of households were successfully prevented from becoming homeless (target: 58%), compared to 54.4% for the same period of 2018-19, our target for the year was 58%. The COVID-19 pandemic had an impact on performance during March 2020</p>	Amber
2.2.3 We will target available funding to provide	<ul style="list-style-type: none"> We have secured Intermediate Care and Innovation Fund (ICF) funding to develop 14 units of accommodation for people with complex needs. 	Green

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
effective housing support for people identified as in need of additional help and support Page 127	<ul style="list-style-type: none"> • 4 people have been progressed into specialist flats and 3 people have been progressed into supported living. • Social Housing Grant (SHG) has been secured to develop an extra care facility for people with complex needs for 8 people, which is planned to be developed in 2020-21. • An ICF bid to work with an RSL to develop a specialist supported living scheme for people with a learning disability and sensory impairment has been submitted to Welsh Government for approval. This will be the first scheme of this type in NPT. • A framework has been established for the provision of support in learning disability supported living schemes and a procurement exercise has been completed to commission a provider to deliver care in a new supported living scheme for people with a learning disability. • We have worked with RSL's to obtain commitment to building new schemes over the next 3 years using private finance in line with identified demands. • We have completed a mapping exercise to identify those people that are anticipated to require support and accommodation services. • We have entered into an agreement with SB UHB (Swansea Bay University Health Board) with regards to processes for developing and commissioning new schemes for people with complex needs. 	

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
2.2.4 We will continue to provide Disabled Facilities Grants within the limits of the funding available to the Council	212 disabled facility grants were completed during the year compared to 300 the previous year The average time taken to deliver a grant significantly reduced to 196 days compared to 232 days the previous year for this KPI (Key Performance Indicator). The variation in turnaround times can partly be attributed to a reduction in time to complete a COT (Community Occupational Therapy) assessment. Data for 2019-20 is incomplete due to the disruption of COVID-19 as the surveyors were unable to inspect and sign off the work which was completed during March 2020.	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 make early intervention and prevention a priority to reduce the number of repeat victims and reduce the number	The VAWDASV Strategy 'Healthy Relationships for Stronger Communities' was reviewed but the launch was delayed due to the COVID-19 pandemic. The strategy has been developed in partnership with local service providers and survivors of VAWDASV. We became the first local authority in Wales to implement a 'Safe Leave' policy for staff who are affected by any form of Domestic Abuse, allowing them the opportunity to access support services, legal advice, alternative housing or medical help in a safe, planned way.	Amber

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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 (Healthy Relationships For Stronger Communities Strategy)	<p>KPI: During 2019-20, 40% of incidents of the highest risk domestic abuse were repeat victims, which is above our target of 33% and above the previous year figure of 38.6%. A detailed explanation relating to the increase is provided within our 2019-20 suite of Corporate Plan KPIs report (link).</p>	
2.3.2 We will support and protect people who are vulnerable to being drawn into terrorism and extremism	<p>The Channel panel continues to monitor the number of new referrals and reviews all cases after 6 months.</p> <p>The Channel panel is now on a much stronger footing, with additional partners attending to share information and develop robust action plans for the individual discussed, ensuring the risks are appropriately managed and the right support is offered.</p> <p>Referrals are increasing as more people are trained on Prevent (WRAP) and become aware of the referral process. However, the number of referrals overall is still low, but this is allowing the panel more time to consider each case and keep them open for discussion until they are satisfied that all appropriate actions have been met.</p> <p>The Channel Panel continues to be overseen by the NPT Prevent Action Group and the Regional CONTEST Board.</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
2.3.3 We will continue to monitor anti-social behaviour across the county borough in collaboration with our community safety partners and ensure effective response when required	<p>The Community safety Partnership continues to have oversight of Anti-Social Behaviour in NPT. Quarterly progress reports are presented to the Community Safety Scrutiny Committee.</p> <p>Going forward, the role of Anti-Social Behaviour Coordinator will take more of a strategic approach, working with partners to identify concerns and risks and develop appropriate action plans.</p> <p>The service continues to be reactive to Anti-Social Behaviour issues as they arise, and relies heavily on partner agency involvement, and this approach is very successful in overcoming pockets of ASB with very targeted action plans and monitoring.</p> <p>The Street Vulnerable MARAC (Multi Agency Risk Assessment Conference) continues to run, coordinated by Community Safety, but with a strong presence from South Wales Police, Housing Options, substance misuse outreach workers and various others, to develop person centred action plans and monitoring which has several success stories. This work fits in well with the overarching work on Anti-Social Behaviour within the borough and ensures a coordinated and person centred approach.</p>	Green
2.3.4 We will work within the Area Planning Board (APB) Partnership to implement the	The number of people who have died in Wales due to drug misuse has increased by 84% over the last ten years. The figures, released by the Office for National Statistics, show that Swansea had the highest rate in Wales for deaths related to drug misuse between 2016 and 2018. This was the second highest across England and Wales and Neath Port Talbot had the third highest. In response to this, partners formed a Critical Incident Group to examine the	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
Commissioning Strategy for Substance Misuse Services, prioritising the reduction of drug-deaths, improving service responses for people who have co-occurring mental health and substance misuse issues; and supporting the introduction of new minimum unit price legislation	<p>situation in further detail and agreed immediate actions for improvement, which are now being taken forward by the Area Planning Board. This work will continue in 2020-2021.</p> <p>Work began on the development of a dual diagnosis strategy which is being led by the Swansea Bay Health Board.</p> <p>Guidance on how to implement the minimum unit pricing legislation was released by the Welsh Government on 15th January 2020. This work will be taken forward with partners to implement a local communication strategy.</p>	
2.3.5 We will work with our partners to implement our Road Safety Strategy	<ul style="list-style-type: none"> We delivered a series of progressive education & training initiatives to road users and further promote our Internal/External driver training and licence acquisition whilst increasing promotional activities throughout the county borough, e.g. Anti-Drink Drive, speed awareness etc. 	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
Page 138	<ul style="list-style-type: none"> We continue to address emerging trends through a variety of medium e.g. radio campaigns, social media platforms, fetes, in house initiatives. Dragon Rider motorcycle training continues to remain popular among the motorcycle community, the acceptance as a training certificate recognised by Blood Bikers has further raised its profile. <p>KPI: In relation to road safety key performance indicators, there are significant reductions across most of these measures against WG targets. More detail can be found our 2019-20 suite of Corporate Plan KPIs (link), which will be published alongside this report.</p>	
2.3.6 We will work with our partners to ensure those with the most complex needs are safeguarded, strengthening our vulnerable adults safeguarding arrangements	<ul style="list-style-type: none"> The New All Wales procedures documents were received in October 2019, following which, new procedures were launched in NPT in December 2019. All service managers have been provided with the new procedures and some work has already started on revising the Adult Safeguarding pathway (i.e. Integrated Referral, Referrals from Health (adult Safeguarding), Allegations against professionals etc.) The review and revision to implement these procedures remain ongoing specifically in respect of embedding across Adult Services as it's central to the remodelling of Adult Services. Training material is currently being developed for roll out by Social Care. This piece of work will roll over and continue through 2020-21. A programme of work to audit safeguarding pathways to benchmark against the new procedures has been delayed as a result of COVID-19 but this this will now be picked 	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
	up between July/August 2020 to ensure procedures are fully embedded across the service.	
2.3.7 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>All high risk businesses that were liable to a programmed inspection during the year have been inspected.</p> <p>KPI: for 2019-20, 95.15% (981 of 1,031) food premises meet food hygiene standards in the county borough. A slight increase in performance, as more food businesses now have Hygiene Ratings of 3, 4 or 5. Our target for 2019-20 was 95% which is broadly the same as the latest figure available for All Wales performance.</p>	Green
2.3.8 We will investigate breaches in the integrity of the food chain, from farm to fork (feed, animal health and food standards)	<ul style="list-style-type: none"> All proactive high risk inspections of animal health have been completed. The trading standards department is involved in a complex feed investigation with the Animal and Plant Health Agency and the Food Standards Agency, this has resulted in the issuing of an improvement notice and a criminal investigation into the production of pet feed due to multiple samples failing microbiological testing. Feed inspections are carried out on a regional basis and the feed inspection target was met by the end of March 2020. The department has been investigating cannabis and cannaboid foods that are in breach of food standards legislation, have seized stocks from traders and have had examples analysed. These products are an emerging issue and we are working with 	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
Page 134	<p>the relevant partner agencies, such as the Medicines and Health Care Products Regulatory Agency, the Food Standards Agency and the Police to address the breaches the products present.</p> <ul style="list-style-type: none"> • The department has an ongoing investigation into a large retailer for selling food past its use by date which is scheduled to be heard in court in October 2020. • The department successfully prosecuted a business for selling a miss described takeaway meal, sold as lamb when it contained mainly beef. The high risk food standards inspection programme was on schedule to be met by the end of the year, despite the loss of a trading standards officer through retirement. • The department is the only food standards service in Wales that is participating in a national pilot of a new food standards risk assessment scheme which should lead to resources being focussed more effectively on areas of concern and problematic businesses and business sectors. The implementation of the pilot has been delayed due to the pandemic, but should commence towards the end of the 2020 calendar year. 	
2.3.9 Working with partners and protecting the public, we will investigate significant breaches of	<ul style="list-style-type: none"> • We continue to investigate reports of consumer fraud, based on risk, strength of intelligence and potential consumer detriment, and working with partners where appropriate to help prevent occurrences of consumer fraud and to protect the vulnerable. • 19 of 39 (48.7%) breaches in consumer fraud investigations were successfully concluded during 2019-20. The Fraud team's largest case, relating to a conservatory company is scheduled for trial in October 2020. Complaints relating to this company 	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
consumer fraud, product safety and age restricted sales detected proactively or reactively Page 135	<p>make up most of the breaches that are to be rectified. There are also a number of investigations that were ongoing and were not likely to be resolved before the end of March, even without the imposition of the COVID-19 lockdown and subsequent disruption.</p> <ul style="list-style-type: none"> • A joint operation into Rogue Trader activity with our waste enforcement team was successful. It is the intention that this joint operation will be repeated next year. Plans to repeat the exercise have been suspended due to the COVID-19 pandemic. • The trading standards successfully prosecuted a car dealer for selling miss described and dangerous vehicles and a builder for poor and miss described work on a vulnerable resident's home. • The Safer Neath Port Talbot Partnership launched a campaign to help people recognise and avoid the pitfalls of illegal money lending. The aim of the campaign, was to empower members of the public to take a stand against illegal money lenders, also known as loan sharks, by raising awareness of how to identify and report these unscrupulous individuals. 	
2.3.10 We will work with all stakeholders to deliver a safe and sustainable built environment	<ul style="list-style-type: none"> • We ensured that all controlled building work meets the requirements of the Building Regulations to safeguard the health and safety of people in and around buildings. Officers instigate pre contravention interventions on a daily basis. No complaints of non-compliance were received in 2019-20. • All reports of dangerous Structures were assessed within two hours of receipt, and inspected within one working day. 	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
	<ul style="list-style-type: none"> We work with sports clubs to issue safety certificates under Safety at Sports Grounds legislation and carry out both annual and periodic inspections check on compliance thereby ensuring public safety within certified grounds. 97.4% of building control 'full plan' applications are checked within 15 days. 	

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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
2.4.1 People will be supported to receive the UK Government benefits they are entitled to	<p>We continue to update our website to ensure we give relevant advice in relation to Housing Benefit, Council Tax Support and Discretionary Housing Payments. Use of digital channels is continually encouraged in contact with residents. More online forms are being developed and a new online DHP (Discretionary Housing Payment) form is now live.</p> <p>The availability of support is also promoted on all relevant documentation and signposting to support agencies is also provided.</p>	Green

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
	99.96% of benefit grants are correctly granted and on average throughout the year it takes 2.3 days to assess new claims and changes of circumstances, which is well below our target of 6 days.	
2.4.2 We will implement the Welsh Government's Scheme to relieve the Council Tax burden on those with the lowest income	<p>The Council agreed to continue a council tax support scheme (press release) to help its most vulnerable residents (known as the Council Tax Reduction Scheme). The financial support provided through the Scheme to those who are unable to work is key to maximising household income and helping people avoid poverty.</p> <p>The Council Tax scheme has been updated as in line with Welsh Government policy from April 2019 and awards made accordingly. The availability of support is promoted on all relevant documentation and the scheme and explanatory information is available online. A new online Council Tax Reduction Scheme claim form is planned to be available in the summer of 2020. It is likely that the number of residents requiring this scheme will rise significantly as a result of the COVID-19 pandemic.</p>	Green
2.4.3 We will implement the new pay and grading structure for staff which will help to raise the net income of those who are the lowest paid	<p>The National Joint Council for Local Government Services (the NJC) confirmed in April 2018 that agreement had been reached between the National Employers and the NJC Trade Unions Side on rates of pay applicable from 1st April 2018 and 1st April 2019. The agreement provided for a percentage increase pay award to apply from 1st April 2018 and a new pay spine to apply from 1st April 2019.</p> <p>In order to implement a new pay spine by 1st April 2019, this Council established a Pay Modelling Group jointly with the trade unions in September 2018 in order to give the</p>	Green

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>authority as much time as possible to implement the new LGS pay spine.</p> <p>A full equality impact assessment was carried out on the preferred pay model (agreed by the Trade Unions locally) and this was sent to the Trade Union regional officers, with no adverse comments being received. This enabled us to implement the new LGS pay spine, fully equality proofed by 1st April 2019.</p>	
<p>Page 33</p> <p>2.4.4 We will work with Chwarae Teg to understand why we have a gender pay gap and what we could do to close that gap</p>	<p>The Council joined Chwarae Teg's Fair Play Employer Scheme in February 2019, to support us in delivering gender equality in our workplaces and achieve all the benefits of a truly balanced workforce. This year, Chwarae Teg assessed the Council's gender equality policies and practices, including a survey of the Council's workforce, and awarded us the Silver Award for Gender Diversity. This award recognises that the Council has a clear commitment to making a difference to the recruitment, retention and progression of women in the workplace.</p> <p>Chwarae Teg have helped us to develop a Gender Equality Action Plan, which includes specific actions to reduce the Council's Gender Pay Gap. There is specific consideration within the action plan to the lowest paid female employees, particularly important, as whilst the Council's overall gender profile is 70% female, 97% of those employed in Grade 1, the Council's lowest pay band, are female employees</p> <p>We are also reviewing the Flexible Working Policy and the Flexible Retirement Policy.</p>	Green

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
2.4.5 We will commission research to identify the impact of the welfare benefit reforms being introduced by UK government on local people and work with partners to identify how we can alleviate financial hardship	<p>We said we would commission research to generate a clearer insight into the impact of welfare benefit reforms on local people. On 17th April Cabinet gave approval for Corporate Policy to commission Policy in Practice to develop a Low Income Family Tracker (LIFT) for Neath Port Talbot. Using household level data and advanced analytics the tracker will enable us to identify the scale of the impact changes to welfare reform will have on residents. On 10th July 2019 the tracker was demonstrated to partners at the Welfare Reform High Level Strategic Forum. The knowledge that we have learned from this work will also enable us to better understand the impacts on our residents affected by financial hardship due to COVID-19.</p> <p>A multi-agency Poverty Symposium was held in the Princess Royal Theatre on 20th September 2019 to facilitate discussion about what more we can do to protect those at greatest risk of financial crisis. Approximately 120 people attended from a number of organisations. Feedback on the event has been positive.</p> <p>A follow up, multi-agency poverty workshop took place on 30th January 2020. Following the workshop representatives from the Bevan Foundation produced a report of recommendations. It was intended that the consultant Naomi Eisenstadt and the Bevan Foundation would attend a Cabinet Members Briefing (CMB) on 27th April 2020 to approve the next steps. Unfortunately, due to the COVID-19 situation the meeting was postponed and the work on poverty will progress as soon as possible.</p>	Green

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
	Going forward we are also working with Public Health Wales and Swansea Council to secure funding to commission research across Swansea Bay to look at health inequalities.	

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	<p>A 'Single Referral' form has now been finalised for use by both Children and Young People Services and Adult Services, this Referral form emanated from collaboration between cross-sections of Social Services and Health staff. The form facilitates the opportunity to capture Adult safeguarding concerns (these were previously recorded separately). The single referral form was launched on the 4th of February 2020 and began to be implemented across partner agencies.</p> <p>The formal launch of the Adults and Children’s ‘Single Point of Contact’ due to take place on 1st April 2020 has been delayed due to COVID-19. However, work has continued to take place in order to integrate the front door service as much as practicably possible. The service has moved to a single integrated phone number to respond to all referrals into Social</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
	Services. Once working from home arrangements have settled, we will also progress to a single email address to represent the integration of the front door service. One of the outcomes of more integrated working has been the completion of timely, comprehensive assessments.	
2.5.2 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	<p>We developed a regional West Glamorgan Section 33 pooled fund arrangement with City and County of Swansea and Swansea Bay Health Board for Older Persons care homes which was presented to Social Care, Health and Wellbeing Cabinet in July 2019 who approved for the Director of Social Services and Housing to have delegated authority to enter into a section 33 agreement.</p> <p>Local Authorities are required to enter into regional S33 agreements under the Partnership Arrangements (Wales) Regulations 2015, issued under Part 9 of the Act. Welsh Government views closer working through the establishment of pooled funds as a way to support better quality and more efficient services by encouraging partners to collaborate in ways that maximises their capacity to shape the market. Intended benefits of pooled fund arrangements include:</p> <ul style="list-style-type: none"> • Less duplication by eliminating or reducing similar processes undertaken and funded by different commissioners; 	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
Page 142	<ul style="list-style-type: none"> • Fewer gaps as more integrated commissioning maximises the opportunity to target resources where they are needed. For example by creating combined integrated services to meet complex needs; • Reduced silo working where separate budget pressures and processes can lead to different priorities or unilateral decision making, which can have destabilising impacts; • More efficient processes with fewer coordination problems which can occur when separate organisations have differing roles and functions; • Reduced delays, which can occur when decision-making involved more than one commissioner, requiring multiple agreements <p>Quarterly provider forums for the different market areas (Older people care homes, domiciliary care, learning disability services, mental health services) took place during 2019/20 and regular contract liaison meetings with providers take place.</p> <p>Work has begun to develop a new regional contract for care homes. The final draft was completed in January, with the intention for the agreement to be circulated to providers in February/March for their comment, however, this work has been delayed due to COVID-19. As a result, we have not been able to undertake a consultation exercise but will resume as soon as possible.</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
2.5.3 We will further develop our intermediate care services to enable more people to retain and regain their independence by implementing the hospital to home recovery model	<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>The Hospital to Home (H2H) Model was launched on 10th December 2019. Staff recruitment has been completed. There were some early teething issues which were resolved. The model was further enhanced to support people from hospital quickly. Since COVID-19, the model has developed further into a Rapid discharge model.</p> <p>KPI: The rate of people kept in hospital whilst waiting for social care has increased in 2019-20 to 10.05 people per 1,000 population over 75. The target for the year was 3.5. The rate for 2018-19 was 6.29. During this year the local authority has experienced challenges in securing appropriate services for some people to facilitate discharges from hospital.</p>	Amber
2.5.4 We will further develop our progression-based model of care for people with mental health needs, learning disabilities and	<p>There is now an identified Autistic Spectrum Disorder (ASD) lead in place to implement the ASD strategic plan within the county. The lead attends the monthly meetings and is meeting with relevant professionals, parent, carers and people with ASD to ensure that the plan is implemented by all members of the steering group to improve the lives of people with Autism, their families and carers.</p> <p>Please also refer to step 2.2.3 above.</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
physical disabilities		
5.5 We will review the services we provide for people with the most complex needs to ensure that they remain fit for purpose	<ul style="list-style-type: none"> • We increased the number of service user reviews undertaken from 1,439 in 2018-19 to 1,518 in 2019-20. • We continue to measure outcomes for people with the most complex needs on a case by case basis. • Social Work Teams have a planned approach when undertaking reviews and have made progress in undertaking outstanding reviews and anticipate making further progress. 	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	<p>A draft Carers Strategy was presented to Social Care Health and Well Being Cabinet Board on 12th March 2020 and approved for 90 day consultation. The consultation has been put on hold due to the COVID-19 pandemic and will commence as soon as possible.</p> <p>All carers are being offered an assessment and carers who do not take up the offer are provided with access to information, advice and assistance as well as services provided by Neath Port Talbot Carers service.</p>	Green
2.6.2 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	We Increased the provision of independent professional advocate. A new contract has been developed with the current provider of independent professional advocacy to increase the availability of provision from 21 hours per week in 2018-19 to 35 hours per week in 2019-20.	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: *“The whole of Neath Port Talbot county borough will be a vibrant, healthy and safe place to live, work and enjoy recreational time”*



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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

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

A prosperous Wales	The Plan sets out 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.

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 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, 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 shows 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. This includes: the opportunity to obtain quality employment, safe and clean places where people can live and bring up their families and a wide range of choices to take part in cultural events
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.
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 (e.g. "Active Buildings" solar power concept) are also incorporated into the work proposed.

Overall progress: we set out 25 steps, i.e. actions to help us deliver the improvement priorities for well-being objective three, of which 19 are on track and 6 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 improved

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

Step	Progress	RAG Status
3.1.1 We will deliver strategic regeneration programmes Page 148	<ul style="list-style-type: none"> The Vibrant & Viable Places programme has been completed and we received an APSE (Association for Public Service Excellence) award for Best Housing and Regeneration project. Infrastructure is in progress for Harbourside. Redevelopment of the former Crown building for new business space is well underway and Neath Integrated Transport Hub design and feasibility work progressing as part of the Targeted Regeneration Programme (TRI). Harbourcourt, is completed and occupied. A London based Tech Company, Keytree, opened its new Managed Services Centre of Excellence in the historic former Port Talbot Magistrates' Court building at the end of last year. The Centre currently employs around 40 staff but there are plans to increase the head count to 120 over the next 18 months with recruitment already under way. Keytree specialises in the design and building of apps to solve complex integration challenges and provide cloud infrastructure to enable companies to become leaner, faster and more agile in a fast-changing technological business world. The company is now creating highly skilled technology jobs in the town with the aim of developing a centre for innovation in South Wales. 	Green

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be improved		
Improvement Priority 3.1 We will provide an environment where new businesses can establish themselves and existing businesses can grow		
Step	Progress	RAG Status
Page 149	<ul style="list-style-type: none"> • Works to develop the Plaza cinema as a community hub are underway and will include a café, offices, a multi-purpose hall, multi-purpose rooms, a gym, two retail units and car and cycle parking. • Works are also underway for the redevelopment of 8 Wind Street, Neath for new business space. • Work starts on development of the multi-million pound regeneration of Neath town centre - press release. Welsh Government TRI grant of £5.5m has been approved in principle to help fund the scheme. • We continued to support our town centres to make them more viable, this included: supporting events such as the Neath Food & Drink Festival, which had footfall of approximately 50K over the three days and holding markets in Port Talbot, Pontardawe and Glynneath, with discussions to hold a market in Ystalyfera. 	
3.1.2 We will maximise funding opportunities to support the delivery of the Council's strategic regeneration programmes	<p>We continue to liaise with Welsh Government and the Welsh European Funding office to apply for secure funding for regeneration programmes, which include:</p> <ul style="list-style-type: none"> • TRI (Targeted Regeneration Investment) funding for Neath Town Centre for a £5.5 million grant has been approved in principle. • The start of 2 Foundational Economy bids approved for local procurement project and open access project have been delayed due to the COVID-19 pandemic. 	

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be improved		
Improvement Priority 3.1 We will provide an environment where new businesses can establish themselves and existing businesses can grow		
Step	Progress	RAG Status
Page 150	<p>Negotiations are on-going with Welsh Government to deliver internally, shorter versions (6 months) of the projects.</p> <ul style="list-style-type: none"> • Full approval awarded to the Plaza through the Welsh Government Building for the Future project (part funded by European Regional Development Fund) - £5,457,950 funding • Full approval awarded to 8 wind street (part funded by European Regional Development Fund) - £492,050 funding. <p>We continue to monitor alternative strategic funding to replace European Structural and Investment (ESI) funds post Brexit to support the Council's prioritised regeneration proposals.</p> <p>We continue the development of the business cases and governance arrangements to secure Swansea Bay City Deal funding for: Homes as Power Stations and Supporting Innovation and Low Carbon Growth.</p>	Green
3.1.3 We will support existing and new businesses to grow the local economy	<ul style="list-style-type: none"> • Work continues with potential inward investors and business expansions with the potential to create and/or safeguard significant employment. A number of innovation events have been completed and delivered for the Enterprise Zone areas 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. 	Green

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be improved		
Improvement Priority 3.1 We will provide an environment where new businesses can establish themselves and existing businesses can grow		
Step	Progress	RAG Status
and attract new investment	<ul style="list-style-type: none"> We have met with the Welsh Government Regional and International teams to profile and showcase Neath Port Talbot's focus on innovation, diversification, assets and developments. Plans are underway to deliver a series of workshops aimed at supporting new graduate start-ups, university spinouts. The Port Talbot Enterprise Zone Board, Welsh Government and the private sector will work together on delivering this programme with the aim of encouraging high-end business start-ups and create jobs, growth and opportunities for the local area. <p>KPI: For 2019-20, 610 jobs had been created or safeguarded as a result of financial support by the local authority. This has exceeded the 2019-20 target of 285 and the full year 2018-19 outturn figure for 456.</p>	
3.1.4 We will identify supply chain opportunities for local companies within major developments in the county borough	<p>The Economic Development Team:</p> <ul style="list-style-type: none"> Hold monthly meetings with our main contractors for current and future projects to discuss upcoming opportunities. This information is shared via social media, email and website with the local supply chain. Provide main contractors on current projects (which include Cefn Saeson School, Crown Buildings and Aberavon Seafront Coastal Protection) with details of local businesses to approach to tender for opportunities. Work with local business to help them achieve approved status so that they can be considered for the main contractors supply chain. 	Green

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be improved		
Improvement Priority 3.1 We will provide an environment where new businesses can establish themselves and existing businesses can grow		
Step	Progress	RAG Status
	<ul style="list-style-type: none"> Held 'Meet the Buyer' events for projects such as The Plaza Cinema and Neath Abbey Primary School where all local businesses were invited to attend. Worked with regional partner local authorities to score community benefits tender applications for the new South West Wales Regional Contractors Framework and develop a standard approach across the region. Due to COVID-19, going forward, the team are preparing to use Microsoft Teams to deliver "Meet the Buyer" events and to ensure continued collaboration with main contractors and regional partner local authorities. 	

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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 3.2 We will work with communities to increase reuse, recycling and composting		
Step	Progress	RAG Status
3.2.1 We will review and refine our Waste Management Strategy in the context of delivering	<p>Provisional outturn 'recycling' performance for 2019-20 is 61.74% (subject to Natural Resources Wales validation). The Welsh Government statutory target for local authorities for 2019-20 is 64%.</p> <p>The changes introduced last year to the Council's waste strategy produced performance gains, in particular, we had success with increasing food waste collection (up 600 tonnes)</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 3.2 We will work with communities to increase reuse, recycling and composting		
Step	Progress	RAG Status
against statutory targets Page 153	<p>and also in reducing 'black bag' waste at the kerbside (down 4000 tonnes). These gains were however in large part unfortunately offset by the untimely impact of external factors. For example, the national rules on wood waste changed and we lost some recycling as a result in the early part of the year (which should not be repeated in 2020-21). Also, uncertainties around the insourcing of the MREC (Materials Recovery Energy Centre) and general market conditions had an impact on 'black bag' waste being sent for energy recovery, and we lost some more recycling as a result. Now that the future of the MREC has been determined by Members longer term arrangements can be established, this should not be repeated in 2020-21. If these two things alone had not happened the Council would have exceeded the statutory target of 64% with an estimated outturn of 64.6%.</p> <p>Whilst we collected more food waste the gain was offset by less garden waste. There was an initial dip in the amount of garden waste collected in the first quarter of 2019-20 on change to the reusable sacks, but quantities had rebounded by the second quarter as the changed bedded in.</p> <p>The recovery of metals at the MREC from 'black bag' waste ended when we stopped processing the material on site, but alternatively we should get more recycling from Energy from Waste processes elsewhere. However, as above, the amount of waste sent to Energy from Waste was temporarily affected by issues associated with insourcing of the</p>	

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be Improved		
Improvement Priority 3.2 We will work with communities to increase reuse, recycling and composting		
Step	Progress	RAG Status
Page 154	<p>MREC. We also had less rubble for recycling deposited at our Household Waste Recycling Centres in 2019-20.</p> <p>Finally, waste and recycling collections in March 2020 were demonstrably affected by the COVID-19 emergency. For example, whilst following the introduction of the council's side waste restriction the amount of rubbish collected at the kerbside was down for each of the previous 11 months compared to the year before, the waste collected was higher in March 2020 compared to March 2019.</p> <p>KPIs: Percentage of waste, reused, recycled or composted for 2019-20 is 61.74% (provisional figure) against a statutory Welsh Government target of 64%.</p> <p>Kilograms of residual waste generated per person for 2019-20 is 182 kilograms. This provisional figure is likely to change once validated by National Resources Wales. 2018-19 validated outturn was 216 kilograms.</p> <p>93.86% of our streets are clean which is just above our target for the year of 93.6% and slightly above 2018-19 outturn of 93.57%.</p>	

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be Improved		
Improvement Priority 3.2 We will work with communities to increase reuse, recycling and composting		
Step	Progress	RAG Status
	On average in 2019-20 it took the Council 2.97 days to clear fly tipping, slightly quicker than the previous year of 3.21 days and the number of incidents of fly tipping has reduced by 23% on the previous year.	

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		
Step	Progress	RAG Status
3.3.1 We will identify tourism investment opportunities for both the private and public sector	<ul style="list-style-type: none"> We provided advice and assistance to 6 individuals seeking to establish a new tourism enterprise within the borough and advice to 56 existing tourism operators. Advice provided can range from specific funding enquiries to advice on marketing and developing tourism businesses. We held a tourism stakeholder event on 15th October 2019 to inform stakeholders of the new place brand and progress made by the new Tourism Team. A workshop was held on 20th January 2020 with tourism businesses who had bid to become members of the product 'clusters' through the new NPT Discovery Clusters Marketing Campaign. Six clusters of tourism operators will deliver the set 	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		
Step	Progress	RAG Status
	<p>'experiences' in the campaign. The campaign secured £80,910 funding via Visit Wales' Regional Tourism.</p> <ul style="list-style-type: none"> • During March 2020, COVID-19 advice was delivered to the tourism sector via email updates and telephone calls. 	
3.3.2 We will work with partners to refurbish, repair and maintain locally important buildings and structures	<ul style="list-style-type: none"> • A successful application was made for LEADER funding by the Friends of Neath Abbey Iron Works. • We worked with Friends of Margam to complete the internal refurbishment of the Turbine House for them to occupy. • We repaired a listed milestone at the request of the Skewen Historical Society. • We assisted the Friends of Talbot Memorial Park to prepare a National Lottery Heritage Fund bid for the bandstand repair. • We assisted TATA to design and install a memorial at Talbot Park for those who lost their lives at work. 	Green
3.3.3 We will develop and promote the local tourism sector	<ul style="list-style-type: none"> • 29 destination management plan actions have been delivered compared to 24 the previous year. • We prepared for the launch of the new tourism place brand and build the new destination website, which was planned for March 2020 but delayed due to COVID-19. This will now take place in September 2020. We have also completed the design of the new paper based destination guide of which 30,000 copies will be 	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		
Step	Progress	RAG Status
Page 157	<p>distributed throughout South Wales and the M4 corridor in the autumn 2020 with the aim of attracting visitors who are staying in neighbouring areas.</p> <ul style="list-style-type: none"> • We completed the delivery of the Rural Development Plan (RDP) funded 'Tourism Development in Neath Port Talbot Project' and supported 80 participants and engaged with 55 stakeholders. • We commenced work to plan for the further development of visitor infrastructure at Gnoll Estate Country Park and Afan Forest Park. • Due to the impact of COVID-19 we were unable to begin the process of devising the new overarching 2020-2025 Destination Management Plan. • Please also refer to step 3.3.1 above. 	
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	<p>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. This is a difficult market and Celtic Leisure are projecting a large trading deficit for 2019-20.</p> <p>Members decided in March 2020 that delegated authority was to be granted to the Head of Transformation in consultation with the Director of Finance and Corporate Services, Head of Property and Regeneration, Head of Legal Services, Leader and Cabinet</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 3.3 Local people and visitors can access good quality leisure and community facilities, country parks and countryside		
Step	Progress	RAG Status
<p>they are less dependent on subsidy from the Council</p> <p>Page 158</p>	<p>Member for Education, Skills and Culture to finalise an invitation to tender for the provision of leisure services in Neath Port Talbot in line with the current specification of service (subject to any minor updates necessary) and to embark on a tender process as detailed in the report.</p> <p>A draft contract and service specification together with the required contract surrender documentation are being prepared. It is proposed to go to the market in September/October 2020 with the aim of entering into a new contract in January 2021.</p> <p>KPIs:</p> <p>In relation to the number of visitors to our leisure centres per 1,000 population, due to COVID-19 pandemic visitor figures in community hired school facilities were unable to be collated in the last quarter of 2019-20, therefore data is incomplete for the year. It is estimated that data would be circa. 8,000 visitors with all data included which is still below the target for the year of 8,500.</p> <p>Data relating to the percentage of quality indicators achieved by the library service will be available in November 2020. The target for 2019-20 is 65%.</p>	

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be improved		
Improvement Priority 3.3 Local people and visitors can access good quality leisure and community facilities, country parks and countryside		
Step	Progress	RAG Status
3.3.5 We will develop the offer of our theatres to attract a wide range of acts and performances	<p>Both our theatres offer suitable programmes to engage with local communities. Our theatres continue to grow their audiences with a 17% rise in visitor numbers. The Princess Royal Theatre continues to build on its reputation as a venue for both TV Comedians and also as a music venue.</p> <p>Pontardawe Arts Centre has reviewed its programming policy, to ensure their offer is more commercial and secures increased footfall. Pontardawe Arts Centre has again received a £63k revenue support grant from Arts Centre Wales. NPT funding has been agreed for the Pontardawe Arts Centre Cinema and the tender process is underway.</p> <p>KPIs: The number of visits to our theatres between April to December 2019 was 217,161 (latest available data due to Covi-19 pandemic), which is significantly higher than our target of 180,000 for the same period and significantly higher than the visitor number for the same 9 month period of 2018-19.</p>	Green
3.3.6 Work and engage with local communities and wider partners to deliver a programme of activities that will support the	<p>The grant funded 'Working with Nature Project' delivers a programme of well-being and community based conservation activities at publicly accessible sites, raising the profile of the natural environment and its wider benefits. The project is continuing to gain momentum and has just celebrated, and promoted, three years of project delivery.</p> <p>Over the three years, the project has engaged with 776 people through participation in well-being and conservation activities in the natural environment. Over 30 people have signed up for volunteering, with a regular group actively involved in managing sites</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		
Step	Progress	RAG Status
<p>participation of local people in our natural environment</p> <p>Page 160</p>	<p>throughout Neath Port Talbot, supporting nature conservation management of 21 sites to date.</p> <p>Increased support for the NPT Local Nature Partnership (LNP) has been achieved through the partnership LNP Cymru project, funded by the Welsh Government Enabling Natural Resources and Well-being fund. The project has put in place a LNP Coordinator to support the partnership in taking forward biodiversity research and action to further the conservation of biodiversity in NPT.</p> <p>Funding has been secured from Heritage Lottery Funding to deliver the Lost Peatlands project in the upper Afan and Rhondda Valleys. The project will deliver landscape scale peatland restoration, supporting natural carbon sequestration and biodiversity enhancement, alongside community engagement, training and well-being activities. The development phase of the project started in June, 2019, working towards a funding submission for a 4 year delivery phase to start in early 2021.</p> <p>Working alongside the Friends of Craig Gwladus, a programme of volunteer support, community engagement and well-being activities have been delivered at Craig Gwladus Country Park. Grant funding has been secured to employ a Project Manager to oversee grant funding requirements, support the group and take forward ideas for more term funding opportunities for the park.</p>	

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be improved		
Improvement Priority 3.4 To identify and develop opportunities for sustainable economic growth in our valley communities		
Step	Progress	RAG Status
3.4.1 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	<ul style="list-style-type: none"> Coed Darcy Urban Village is to be developed in accord with an agreed masterplan, the importance of which is paramount given that the development of Coed Darcy will be phased over the LDP period and beyond. The Council and the developer/St Modwen Developments Ltd have continued to work together and the S106 Legal Agreement has been renegotiated to enable further residential development in the north of the site, where the initial phase of residential development has commenced, and allow for the commencement of a second front of development in the southern area together with the employment element of the mixed use regeneration scheme. The rate of delivery on site in terms of housing and key strategic infrastructure will continue to be closely monitored going forward The redevelopment of Baglan Bay is a long term aspiration that is likely to take several years to deliver, with areas within the allocation potentially suitable to facilitate the growth in the knowledge based economy. The increase in research and development facilities in smaller units at the Swansea University Science and Innovation Campus and at Harbourside will potentially need larger units, as these sites continue to develop, and therefore Baglan Bay provides adequate space and infrastructure to allow for their expansion. The site has also received enterprise zone status which should encourage investment to the area. The Baglan Energy Park Development Framework SPG was completed and published in October 2016. 	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 To identify and develop opportunities for sustainable economic growth in our valley communities		
Step	Progress	RAG Status
Page 162	<ul style="list-style-type: none"> • The SPG for Fabian Way, which includes the land associated with the Swansea Bay University Campus, is currently being progressed in collaboration with colleagues in the City & County of Swansea. A previous draft version is now being updated for the purposes of a further focused public consultation to take account of the updated position in regard to the Tidal Lagoon and whether Swansea University has any further aspirations to expand the Bay Campus. The two Authorities will seek to progress the SPG through to adoption in 2020-21. • Work on the SPG relating to 'Port Talbot Harbourside Development Framework' is being progressed. Additional work has been undertaken to give a more complete understanding of the flooding mechanisms and factors that will influence the pattern of development at Harbourside. Furthermore, the development of the SPG will take account of the work occurring in parallel in respect of the Port Talbot Waterfront Enterprise Zone. • Infrastructure Masterplan being developed for the Port Talbot Waterfront Enterprise Zone • We are further developing the Supporting Innovation and Low Carbon Growth programme business case. • Please also refer to steps 3.1.1. and 3.1.2 above. <p>KPI: For 2019-20, 97.44% of all planning applications were determined on time (within 8 weeks). This is higher than our target for the year of 95% and a slight improvement of the previous year.</p>	

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be improved		
Improvement Priority 3.4 To identify and develop opportunities for sustainable economic growth in our valley communities		
Step	Progress	RAG Status
3.4.2 Promote and protect a diverse portfolio of employment land and employment opportunities in the right places	<p>An 'Economic Assessment and Employment Land Provision Study' was jointly commissioned previously by NPT and Swansea to inform the Local Development Plans (LDPs) for both authorities. This identified employment need and the link to housing demand.</p> <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 LDPs 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 LDPs. Notably, 'Regional Officer' posts have recently been created within the Welsh Government and as such, it is the intention that the RES be re-visited in the future. 2. Regional Viability Study (RVS) – The RVS is making good progress following the appointment of 'Burrows-Hutchinson' to assist the process. Information has been collected from local authorities to inform the 'Site Specific Viability Model'. A series of officer meetings and stakeholder events have already taken place (to discuss the project / assumptions used) and the final model / report is expected by the summer of 2020. 	Amber

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be improved		
Improvement Priority 3.4 To identify and develop opportunities for sustainable economic growth in our valley communities		
Step	Progress	RAG Status
Page 164	<p>3. Joint Local Housing Market Assessment (LHMA) – The Joint LHMA study is nearing completion. ORS (the consultants commissioned to undertake the study) have produced a draft overarching regional Housing Report (Main Report) and several draft Sub Area Reports for each of the Local Authorities (LA) that make up the Mid & South West Wales (M&SWW) regional group. The draft reports are being reviewed and amended and will be signed off by each LA and circulated to key stakeholders for comment. Following this process it was expected that all reports would be finalised by the end of March 2020 but due to a variety of issues (including COVID-19), it is anticipated that all reports will be signed off by the end of the year (2020).</p>	
	<p>3.4.3 Develop a prioritised programme of initiatives to deliver economic growth in our valley communities</p> <ul style="list-style-type: none"> • Development work is progressing on potential Valleys projects. A Workshop was held to identify a programme of regeneration projects within valley communities. Welsh Government funding was approved to deliver 2 Foundational economy local procurement focused projects. Progress has now been delayed due to COVID-19 restrictions, but negotiations are on-going with Welsh Government for approval to deliver shorter (6 month) versions of both projects. • The Economic Development team continue to deliver a programme of Business Bootcamps” within our valley communities to support potential new business start-ups and to provide advice, guidance and funding to existing valley located businesses continues. Two events have been held in the Afan Valley and Neath Valley to which 32 local people have attended. Unfortunately, due to the COVID-19 crisis, the event planned for Ystalyfera was cancelled. 	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 To identify and develop opportunities for sustainable economic growth in our valley communities		
Step	Progress	RAG Status
	<ul style="list-style-type: none"> Funding applications are continuing and the Economic Development team have approved 14 applications for existing businesses and 4 for new start-ups within our valley communities. These applications have the potential to create and/or safeguard 78 full time equivalent jobs. 	
3.4.4 Identify and secure funding to deliver the prioritised programme of initiatives in our valley communities	We continue searches to match Council valley community priorities with potential funding opportunities. The Regeneration Team are working to develop a number of property development schemes in valley communities to support the sustainability and improvement of town and village centres and numerous projects are in the development stage.	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 protect, conserve and enhance our natural environment (including important landscapes, countryside, habitats and species) and increasing awareness of its value and encouraging wider participation		
Step	Progress	RAG Status
3.5.1 All services work together to deliver the Biodiversity Duty Plan and green infrastructure across the county borough	<ul style="list-style-type: none"> • Implementation of the 'Biodiversity Duty Plan' is continuing. • Reporting against the Duty Plan was delayed due to COVID-19, and is now scheduled to be reported in the autumn of 2020. • 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). • The new consultancy service within the Countryside and Wildlife Team has created a more efficient and cost effective method for addressing wildlife mitigation requirements within development works and essential council activities. • Through collaborative working between the Countryside and Wildlife Team and Streetcare, habitat management, access improvement and volunteer engagement has been undertaken on a number of key sites throughout the County Borough, including our Local Nature Reserves and Country Parks. Wildflower management has been undertaken on conservation verges, providing benefits for pollinating species. • A programme of tree planting was delivered as part of the 'Trees for Schools' project in February and March, 2020, through Welsh Government's Enabling Natural Resources and Wellbeing grant. Designs for 11 schools were devised and delivered, offering educational-hand-on planting events for each school resulting in approximately 5,000 saplings and 115 large standards planted. A partnership project was also delivered with Tai Tarian Housing, for further planting of 1,500 saplings and 45 large standard trees in residential areas with community involvement. 	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 protect, conserve and enhance our natural environment (including important landscapes, countryside, habitats and species) and increasing awareness of its value and encouraging wider participation		
Step	Progress	RAG Status
Page 167	<ul style="list-style-type: none"> • Through the support of the Council's Coed Cymru Officer, plans are in place for the creation of 68ha of woodland over 7 schemes (private and public land). Each of these activities will support the Council's ambitions to address climate change through the natural sequestration of carbon, whilst also providing wider benefits to flood alleviation, biodiversity and well-being through improved urban landscape. • The Biodiversity Team are worked in partnership with consultants (Environment Systems) to create an inventory of accessible greenspaces within NPT. Once completed the research / data will feed into the Green Infrastructure Assessment (GIA) that will be undertaken to establish the evidence for the Replacement LDP. The assessment will be used as a tool which enables the Authority to develop a clear approach to improving well-being through increased access to GI whilst enhancing biodiversity and increasing ecological resilience. It will provide the Council with baseline information with which it can develop a greenspace strategy and policies for the LDP. • A number of green spaces across the county borough have been awarded a prestigious Green Flag. These include the Gnoll Estate Country Park, Margam Country Park, Talbot Memorial Park and Neath Victoria Gardens. The Green Flag award for Parks is the benchmark for the best green spaces in England and Wales and provides a sign to visitors that the parks are managed and maintained to a high standard, with excellent facilities. 	

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 protect, conserve and enhance our natural environment (including important landscapes, countryside, habitats and species) and increasing awareness of its value and encouraging wider participation		
Step	Progress	RAG Status
	KPI: The Number of biodiversity rich areas protected and/or enhanced currently stands at 43. Our target is 49, however following a review of the list of sites, a number of sites have been removed.	
15.2 We will use our statutory powers to challenge unacceptable levels of pollution	<p>Air monitoring continues to be carried out throughout NPT and the progress report was presented to Regeneration and Sustainable Development Cabinet Board on the 18th October 2019.</p> <p>The Port Talbot/Taibach area has been declared an AQMA (Air Quality Management Area). One of our Corporate Plan KPIs measures the number of PM10 breaches in the Air Quality Management Area (Port Talbot / Taibach). Our annual target for the number of days that we exceed the PM10 pollution limit has been set at 35 days. As at 31st December 2019 (latest available data), we had 4 exceedances of this limit, which is significantly below the target for this KPI.</p> <p>We also have a planned programme of works each year to check that premises air quality emissions are in line with Welsh Governments' air quality objectives. We currently have 40 environmental permits issued to various types of businesses. The permits are primarily issued to control emissions of air pollutants. Examples include petrol stations, mineral activities (e.g. coal, quarries, road stone coating, and production of slag cement), high tech metals products production etc. Emission levels are determined by guidance set by Welsh</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 protect, conserve and enhance our natural environment (including important landscapes, countryside, habitats and species) and increasing awareness of its value and encouraging wider participation		
Step	Progress	RAG Status
	Government. Please note that this is different from ambient air quality targets such as that for nickel.	
3.5.3 We will 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 accessibility of our natural environment	<p>A public consultation on the Council's updated Rights of Way Improvement Plan (ROWIP) has been undertaken. A post consultation report was approved by the Council on 20th March 2020 and published on the Council's website.</p> <p>Progress as per Step 3.3.6 above.</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 3.6 To deliver a positive contribution to the regional planning agenda		
Step	Progress	RAG Status
3.6.1 We will work collaboratively with neighbouring authorities to scope and deliver Strategic Development Plan Page 170	<p>In light of the draft National Development Framework and new legislation (The Local Government and Elections Bill, scheduled to become law in early 2021). The Bill will provide a legal framework for regional collaboration through the creation of Corporate Joint Committees (CJCs) and require the preparation of SDPs. Discussions between the constituent local planning authorities across the region will need to gather pace to determine how the preparation of a SDP should progress, including agreeing the governance arrangements, the resources available (staff/finance), and the timing of plan preparation.</p> <p>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 authorities, the scope of work required in any future SDP and the potential for future collaboration initiatives and studies.</p> <p>Since 2017/18, NPT officers have taken on the lead/secretariat role for the South West Wales Strategic Officers Planning Group, however, with the commencement of the LDP review and the intensity of the work programme, this role will be either taken up by another Authority within the regional group or via a rotating chair.</p> <p>Please also refer to step 3.4.2 above.</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 3.7 To promote and deliver sustainable accessibility and improve connectivity and communication links		
Step	Progress	RAG Status
3.7.1 We will 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>Phase two of the 'Neath Canal Towpath Active Travel Route' was finished (from Bridge Street, Neath, to Briton Ferry) with improvements to the surface, appearance and accessibility of the National Cycle Network (NCN 47) alongside Neath Canal.</p> <p>Construction work has also been completed on the cycle route alongside Fabian Way (near Earlswood Golf Course). The Fabian Way scheme has seen resurfacing, improved signage and road markings and also improvements to drainage in an underpass along the route.</p> <p>Neath Port Talbot was awarded £334k active travel core funding for 2019-20 for further design work, minor improvement works, land negotiations and promotion of schemes. The following are in progress:</p> <ul style="list-style-type: none"> • Pontardawe Active Travel Route (Phase 1) – resurfacing works, provision of signage, road markings, removal of barriers and vegetation. We will also undertake community engagement for Phase 2. • Angel Street to Dwr Y Felin Comprehensive School – defining and improving the footway between the existing footbridge and Neath town centre, including resurfacing and the installation of dropped crossings/tactile pavings. • Pre-Work Feasibility Activities (Various Routes) – design, land negotiation and consultation and engagement. 	Green

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be improved		
Improvement Priority 3.7 To promote and deliver sustainable accessibility and improve connectivity and communication links		
Step	Progress	RAG Status
Page 172	<ul style="list-style-type: none"> • Active Travel Route Sign Audit and Design – an audit to establish the number, type and suitability of signs in place across the Active Travel network and the design of new signage in accordance with national guidance has been completed in collaboration with Sustrans. • Audit of Access Control Measures – an audit (in collaboration with Sustrans) has been conducted to establish the number, type and suitability of barriers in place across the network. • Removal/ Replacement of Access Control Measures (Phase 1) – informed by the audit, access control measures have been prioritised and as a result six barriers will be removed. • Route promotion and engagement, comprising public and stakeholder events and publicity, social media advertising and survey work. • Cycle Hire Feasibility - consultants have been appointed to look at the feasibility of a cycle hire scheme in Neath Port Talbot. 	

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 promote and deliver sustainable accessibility and improve connectivity and communication links		
Step	Progress	RAG Status
3.7.2 We will endeavour to maintain and expand the current transport network and explore alternative transport solutions where conventional transport services are no longer sustainable	<ul style="list-style-type: none"> • The bulk reissue of the Concessionary cards commenced in September 2019, following changes in the Guidance for Community Transport published by the Department for Transport in September 2019. To date over 14,000 have been successfully processed. We continue to work closely with bus operators and third sector partners organisations to maintain bus services and assist in the roll out of concessionary card replacement and move forward within requirements of the guidance. • We worked with Welsh Government to enhance a community car scheme in the Amman Valley, however due to COVID-19 pandemic this work has been put on hold. • A 100-year-old bridge which forms a vital link between two Neath Port Talbot communities has been successfully repaired. Pontwalby Bridge in the shadow of the A465, connecting the communities of Glynneath and Pontwalby by road, needed repair work to keep it operational. The underside of the bridge underwent extensive concrete repairs to ensure it would be operational for generations to come. Without the bridge, people in the two communities would be separated by a long diversionary route. • We achieved our targets for the year relating to the condition of our A, B and C roads. Outturn data for the year is provided below and more information can be found in our 2019-20 suite of Corporate Plan KPIs (link) 	Green

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be improved		
Improvement Priority 3.7 To promote and deliver sustainable accessibility and improve connectivity and communication links		
Step	Progress	RAG Status
Page 174	<p>KPIs:</p> <p>Percentage of A roads in poor condition – 4.99% of A roads are in overall poor condition. This is within our target of 5% for 2019-20 and an improvement on 2018-19 figure of 5.22%.</p> <p>Percentage of B roads in poor condition – 2.84% of B roads are in overall poor condition. This is within our target of 5% for 2019-20 and an improvement on 2018-19 figure of 3.28%</p> <p>Percentage of C roads in poor condition – 5.68% of C roads are in overall poor condition which is within our target of 10% for 2019-20. It increased slightly above the 2018-19 outrun figure of 4.9%</p>	

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be improved		
Improvement Priority 3.8 We will work with partners to improve connectivity and infrastructure across the county borough		
Step	Progress	RAG Status
3.8.1 We will work with partners to improve digital infrastructure and connectivity throughout the county borough page 175	<p>We have agreed an action plan with Welsh Government Superfast to deliver events and workshops in the NPT area. A workshop event to support business to be able to maximise the exploitation of ICT was planned of the last quarter of 2019-20. A series of virtual workshops have now been held since the onset of the COVID-19 pandemic.</p> <p>We are working with partners to scope opportunities for new technology infrastructures and ICT skills development, this work includes:</p> <ul style="list-style-type: none"> • Lorawan (Long Range Wide Area Network) – an infrastructure network that enables Internet of Things technology development. A meeting was held with Tata, however, the Enterprise Zone Board felt unable to support this development. Further scoping to be progressed. This development has been put on hold due to the COVID-19 pandemic. • AWS (Amazon Web Services) cloud – Initial meeting with a key anchor business has taken place. The envisioning meeting did not happen as this required further confirmation from private sector to AWS. Other opportunities were discussed with AWS in relation to their activity around SMEs, academia and start-ups, to which they showed interest. Potential to deliver free cloud workshops of activity for SMEs on cloud. Further discussions to be progressed. Other private sector businesses have been approached for their interest. This work has been put on hold due to the COVID-19 pandemic. • ICT skills development – this work links schools to industry to enable the creation of an industry designed and focused formal qualification. The project was progressing with a 	Amber

Well-being Objective 3 To develop the local economy and environment so that the well-being of people can be improved		
Improvement Priority 3.8 We will work with partners to improve connectivity and infrastructure across the county borough		
Step	Progress	RAG Status
	<p>local school and an inward investment tech start up. However, the investor has gone into administration so work is underway to identify a potential new partner. This work has been put on hold due to the COVID-19 pandemic.</p> <ul style="list-style-type: none"> • ICT skills shortage and development for current tech companies – Discussions have held with the Regional Learning Partnership. Further scoping is required to progress the project and link with AWS project. This work has been put on hold due to the COVID-19 pandemic. 	
<p>3.8.2 We will help promote the Welsh Government's Superfast Broadband Cymru Programme</p>	<p>We continue to liaise with Welsh Government Superfast to keep up to date with any developments.</p> <p>We met with Net Support UK (NSUK) to discuss the trunk fibre infrastructure concession. Key issues and actions will be taken forward to a Regional Director level.</p> <p>Work continues to establish where service has been taken up and where it has not. Low take up communities will be targeted to promote access to Superfast Services. Superfast is available in over 90% of the county, however take up in some instances is affected by ability to pay for the service or personal choice not to have the service.</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 3.8 We will work with partners to improve connectivity and infrastructure across the county borough		
Step	Progress	RAG Status
3.8.3 We will support the third sector to enable more people to access on-line services	The Digital Inclusion Ambassador, funded from the Rural Development Programme Grant, has continued to promote the importance of digital inclusion to third sector organisations. He has also worked with many community groups through the year, building interest and confidence particularly amongst the elderly to use the Internet with some groups subsequently securing funding for digital infrastructure to take their work forward. A presentation on the benefits of accessing digital services has been delivered to a total of 352 individuals from 10 different community groups.	Green
3.8.4 We will promote the importance of having effective digital strategies, including measures to address digital exclusion, to Public Services Board partners	<p>A Digital Inclusion Steering Group was formed by the Public Services Board (PSB) to develop a collaborative approach to increasing the rates of digital inclusion across the county borough. PSB agencies have made a commitment to designing online services with an understanding of the digital profile of the customers who need to access services. A number of PSB organisations have now signed up to the Digital Inclusion Charter and on the 4th March 2020 the Digital Inclusion Steering Group were awarded full Digital Inclusion Charter accreditation.</p> <p>The Strategic and cross-cutting nature of the digital inclusion work being undertaken by Neath Port Talbot PSB is identified by Digital Communities Wales as an example of good practice.</p>	Green

Have your say on what matters to you

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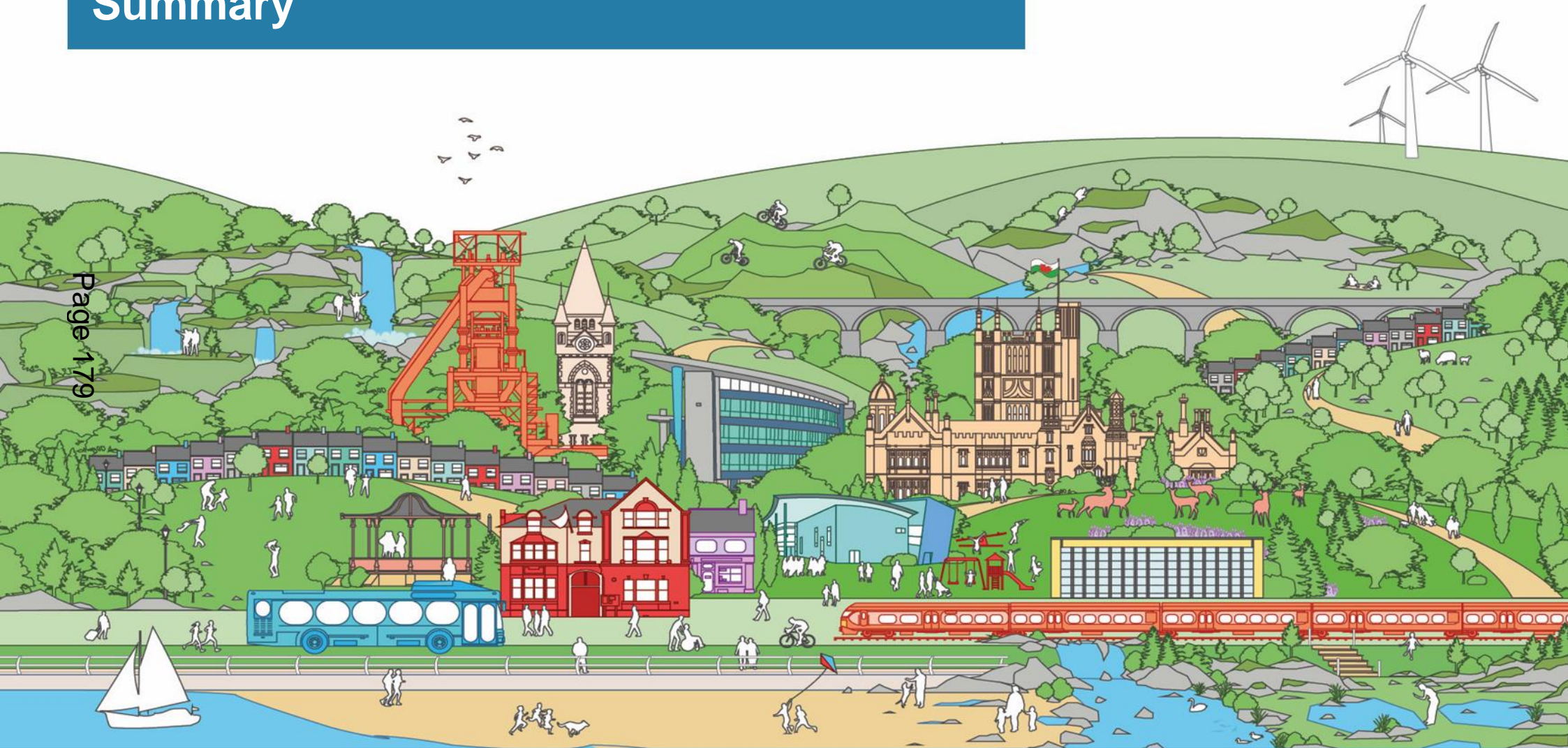


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Corporate Plan 2019-22 Annual Report Summary

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Period: 1st April 2019 to 31st March 2020



FOREWORD

I am pleased to present a progress report (covering the period 1st April 2019 to 31st March 2020) based on our performance against our three well-being objectives contained in our Corporate Plan 2019-2022.

Overall, during the year, we made good progress on our journey to improve the well-being in the area. For example, in September 2019, the young people of Neath Port Talbot elected their first ever Youth Mayor and Deputy Youth Mayor, who will be the voice for all children and young people across the county borough. In May 2019, we held our first ever Mayor of Neath Port Talbot Citizen Awards. The awards were an opportunity to recognise the unsung heroes from across Neath Port Talbot who make a real difference to our communities. Phase two of the 'Neath Canal Towpath Active Travel Route' was finished (from Bridge Street, Neath, to Briton Ferry) and the Safer Neath Port Talbot Partnership launched a campaign to help people recognise and avoid the pitfalls of illegal money lending.

However, in the middle of March 2020, the Council mobilised an emergency response to the developing COVID-19 national emergency. This had a massive impact on the delivery of our services. Some of our services closed down to assist in reducing the spread of the disease whilst other services changed so that critical services could operate safely. In addition, new services were established to support our communities through the crisis. This would not have been achieved but for the exceptional commitment from the Council's workforce and the strong partnership between the Council and trade unions.

I am immensely proud of the way in which the Council's workforce and our communities have adapted to the severe restrictions that have been placed on us all. The efforts across the county borough to sustain critical services and to support those most at risk have been extraordinary. I would like to thank not just the employees of the Council who rallied to support during this pandemic but also the volunteers in our communities who gave up their time to support the vulnerable residents of the borough. Thank you again.

Cllr Rob Jones, Leader of Council

This Report is available in [Welsh](#). More detailed progress is reported within our 2019-20 Annual Report [\(link\)](#)

Summary of achievements 2019/2020

1,000+
NPT working parents benefited from funded childcare

1200 people received support from our Families First Team

NPT Council provided **85** apprenticeship & work placement opportunities

21,287 children & young people took part in road safety education and training initiatives

Our youth service engaged with **6,754** young people

up **34%** from last year

The number of youngsters at risk of becoming NEET (not in education, employment or training) has reduced to **2.15%** — the lowest ever —

1600+ Year 6 pupils took part in internet safety sessions

21 NPT Foster Carers celebrated a combined **151** years of service

Our Workways+ & Communities for Work teams helped **1400+** people back into work, training or volunteering

610 jobs have been created or safeguarded as a result of financial support from the council

34% up from the previous year

34 business start-ups supported through the council's Innov8 programme

95.15% of NPT food establishments meet hygiene standards rating 3 and above

NPT Council brought **15** successful prosecutions for fly tipping

11 NPT Schools took part in planting over **5,000** trees as part of the 'Trees for Schools' Project

Funding secured to develop **22** housing units for people with complex needs

97.4% of all planning applications were determined on time

Number of fly tipping incidents down **23%** from previous year

1157 adults took part in road safety training

98.8% child assessments were completed on time

2626 adults received social care incl. home care day care respite care

728 business enquiries assisted with advice, information or financial support

Overall Summary of Performance

The Council is continuing to make good progress on implementing the programme set out in the Corporate Plan 2019-2022. Overall 68 (82%) of our 83 'steps', i.e. the actions we set to deliver on our improvement priorities are on track, 13 (16%) of the steps are just of track and 2 are off track. Last year we reported 78 (83%) out of 94 'steps' were on track, 15 (16%) were just of track and one was off track.

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 current suite of 55 Corporate Plan Key Performance Indicators (KPIs) was revised down from a larger set in 2018-19 and as a result of this revision a 'like for like' comparison with the previous year's overall KPI performance is not appropriate, however 2018-19 summary figures have been provided below.

Of those 2019-20 KPIs where previous years information is available, 63% (32 of 51) improved or maintained performance (44% improved in 2018-19), 14% (7 of 51) marginally declined and 23% (12 of 51) declined by 5% or more. Of the Corporate Plan KPIs that had targets, just over half (54%), 26 of 48 achieved target, which is the same as 2018-19 (54% achieved target). 12 of the 2019-20 KPIs were 5% or more below the target set.

Each year the Council compares performance against other local authorities in Wales against the national set of Public Accountability Measures (PAMs). Due to the COVID-19 pandemic the 2019-20 data set was not collected by Data Cymru therefore no such comparison can be made for 2019-20. However, our performance during 2019-20 for the PAMs is included within our Corporate Plan KPI report [\(link\)](#).

In 2019-20, we achieved our target budget savings of £5.803 million, bringing the cumulative spending reductions to c£95 million since 2010. The total net revenue expenditure was £287.999 million.

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 27 ‘steps’ to help us deliver the above improvement priorities for this well-being objective, of which 23 (85%) are on track, 2 just off track and 2 are off track. Last year (2018-19) 28 of 31 (90%) ‘Steps’ were on track for Well-being Objective 1.

What's going well?

- We saw more than 1,000 working parents across Neath Port Talbot successfully applying for the 'Childcare Offer for Wales' ([press release](#)) and we undertook a number of activities to promote the use of Welsh Language in our childcare settings. A total of £1.934 million has been paid to childcare providers for 429,834 hours of childcare.
- Added 143 Bookstart sessions at libraries and community libraries and 7 at playgroups.
- A first 1,000 days workshop event was held for key service managers and partners. Ahead of the scheduled event, 230 parents responded to the online questionnaire and their feedback informed the workshop. Following the workshop and feedback a delivery plan was produced to take forward identified actions.
- 1,200 individuals accessed Families First support. 88% of participants felt that the service they accessed was of benefit to them with 91% feeling that they had achieved their identified outcome.
- Work has commenced on Band B projects which include construction work for Cefn Saeson ([press release](#)), refurbishment at Ysgol Gynradd Gymraeg Pontardawe ([press release](#)) and go ahead for a new Abbey Primary school ([press release](#)).
- 208 people and 98 partners have engaged with the Children's Community model in the Sandfields West ward.
- We further developed a multi-agency approach within the "Front Door" provision to support children and young people who present with emotional well-being/mental health issues.
- 98.8% of children services child assessments are completed on time.
- We have developed our Children and Young People Service in line with the new National Fostering Framework and celebrated the outstanding contribution of foster carers, 23 awards were presented to single foster carers and couples for their length of service.
- We secured extra funding (£35 million) to run the Cynnudd project until December 2022 and estimate to work with 7,500 young people across South West Wales. The aim of the project is to work with those aged between

11 and 24 years old who are at risk of becoming NEET(not in education, training or employment) and our NEET figure has reduced to 2.15%.

- The youth service engaged with 6,754 young people during 2019-20 compared to 5,047 during 2018-19.
- Our Youth Service and The Think Family Partnership were the first in Wales to sign up to the National Participation Charter and have received the coveted National Participation Kitemark for the way they encourage children and young people to have their say in the design and planning of the services they deliver.
- 1,600 Year 6 pupils participated in this year's Crucial Crew event in June 2019 which included a session on internet safety and a session on cyber-crime. A Cyber Crime presentation was circulated to all schools for roll out.
- The Road Safety Team delivered a comprehensive programme of education and training for road users and a full primary school campaign was launched in the autumn 2019. 2019 calendar year shows we are currently reporting a 91% reduction against a Welsh Government target for the number of child casualties (0-15) killed or seriously injured and 93% reduction against target for young drivers (16-24 years old). There were no pedal cyclist casualties killed or seriously injured (All Ages) on our roads in the calendar year 2019.

Areas that need more work:

- A more targeted approach to service delivery for those children deemed to be 'Edge of Care'.
- Continue to provide work placement, apprenticeships and trainee opportunities for young people within our workforce.
- Roll out, Healthy Relationship age appropriate lesson packs across schools over time.
- Some of our planned work to promote the active involvement of young people in the democratic process did not progress due to the unscheduled UK Parliamentary election.

Well-being Objective 2: To improve the well-being of all adults who live in the county borough: *“Everyone participates fully in community life – socially and economically”*



Improvement Priorities

- 2.1 Local people can access sustainable, local, quality employment
- 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

Overall progress:

We set out 31 ‘steps’ to help us deliver the above improvement priorities for this well-being objective, of which 26 (84%) are on track and 5 just off track. Last year (2018-19) 28 of 35 (80%) ‘Steps’ were on track for Well-being Objective 2.

What’s going well?

- The Workways+ project exceeded its target for providing support to those individuals taking their first steps to employability and regionally we have had £3.8m (£3m grant funding) approved by the Wales European Funding Office (WEFO) to deliver Workways+ Short Term Unemployed (STU) until August 2023.

- 728 business enquires assisted resulting in advice, information or financial support being given to existing companies.
- 273 new business start-up enquiries were assisted, 168 people received advice on starting their own business via the Enterprise Clubs and we supported 34 business start-ups through the Council's Innov8 programme.
- Communities for Work and Communities for Work plus schemes in total helped 1,278 people helped back to work, training or volunteering. Both schemes significantly exceeded targets.
- Continued to provide effective housing support for people identified as in need of additional help and support.
- Reduced the average time to complete a disabled facilities grant to 196 days (232 days the previous year).
- 95.15% of food establishments meeting food hygiene standards of a rating of 3 or above.
- The Council agreed to continue a council tax support scheme ([press release](#)) to help its most vulnerable residents.
- 99.96% of benefit grants are correctly granted and on average throughout the year it takes 2.3 days to assess new claims and changes of circumstances, which is well below our target of 6 days.
- We commissioned research to generate a clearer insight into the impact of welfare benefit reforms on local people.
- Chwarae Teg assessed the Council's gender equality policies and practices, including a survey of the Council's workforce, and awarded us the Silver Award for Gender Diversity. This award recognises that the Council has a clear commitment to making a difference to the recruitment, retention and progression of women in the workplace.
- Work has continued throughout the year to bring into line processes between Adults and Children's front-door services. A 'Single Referral' form has now been finalised for use by both Children and Young People Services and Adult Services.
- There is now an identified Autistic Spectrum Disorder (ASD) lead in place to implement the ASD strategic plan within the county in order to improve the lives of people with autism, their families and carers.

- A draft Carers Strategy was presented to Social Care Health and Well Being Cabinet Board on 12th March 2020 and approved for 90 day consultation. The consultation has been put on hold due to the COVID-19 pandemic and will commence as soon as possible.
- We continue to measure outcomes for people with the most complex needs on a case by case basis and increased the number of service user reviews to 1,518 in 2019-20.

Areas that need more work:

- The number new housing units delivered through the planning system, continues to be considerably lower than the Local Development Plan targets, this is mainly due to the economic downturn. A full review of the current Local Development Plan (LDP) commenced in January 2020. It is proposed that the Replacement LDP will cover a plan period of 2020-2035.
- Continue to work with all Registered Social Landlord's (RSL's) and with third sector support providers to save tenancies and to provide support to prevent homelessness.
- We became the first local authority in Wales to implement a 'Safe Leave' policy for staff who are affected by any form of Domestic Abuse, allowing them the opportunity to access support services, legal advice, alternative housing or medical help in a safe, planned way. However, more work is required to reduce the number of high risk repeat referrals coming into the service.
- Work continues to more fully understand the root causes of the high rate of drug related deaths in the area.
- The rate of people kept in hospital while waiting for social care per 1,000 population aged 75 has increased. The Hospital to Home (H2H) Model launched on 10th December 2019 was further enhanced to support people from hospital quickly. Since COVID-19, the model has developed further into a Rapid discharge model.

Well-being Objective 3: To develop the local economy and environment so that the well-being of people can be improved: *“The whole of Neath Port Talbot county borough will be a vibrant, healthy and safe place to live, work and enjoy recreational time”*



Improvement Priorities

- 3.1 We will provide 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 To identify and develop opportunities for sustainable economic growth in our valley communities
- 3.5 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
- 3.6 To deliver a positive contribution to the regional planning agenda
- 3.7 To promote and deliver sustainable accessibility and improve connectivity and communication links
- 3.8 We will work with partners to improve connectivity and infrastructure across the county borough

Overall progress:

We set out 25 ‘steps’ to help us deliver the above improvement priorities for this well-being objective, of which 19 (76%) are on track and 6 just off track. Last year (2018-19) 22 of 28 (78.6%) ‘Steps’ were on track for Well-being Objective 3.

What's going well?

- Regeneration work includes, redevelopment of Neath town centre, completion of Harbourside project (former magistrates court), plans underway to develop the Plaza Cinema and redevelopment work has commenced on the former Crown buildings site. We continue to liaise with Welsh Government and the Welsh European Funding office to apply for secure funding for regeneration programmes.
- 610 jobs were created/safeguarded as a result of financial support from the Council which is a 34% increase on the previous year and more than double the target for the year.
- We provided advice and assistance to 6 individuals seeking to establish a new tourism enterprise and advice to 56 existing tourism operators.
- Less than 3 days on average to clear fly tipping and reported incidents down by 23%. This improvement is due to active waste enforcement and the team working closely with the area cleansing teams to ensure all unidentifiable fly tipping is cleared as soon as possible; and pursuing the highest level of enforcement action in Wales with regards to fly tipping.
- In our valleys we approved 18 funding applications for existing businesses and new business start-ups with the potential to create 78 jobs.
- A programme of tree planting was delivered as part of the 'Trees for Schools' project through Welsh Government's Enabling Natural Resources and Wellbeing grant. Designs for 11 schools were devised and delivered, offering educational-hand-on planting events for each school resulting in approximately 5,000 saplings and 115 large standards planted.
- Over the last 3 years, 776 people engaged with the grant funded 'Working with Nature Project' and have over 30 signed up volunteers.
- We worked in partnership with a number of local historical groups in developing projects and assisting them with funding applications, we also helped TATA to design and install a Memorial at Talbot Park for those who lost their lives at work.

- The number of visits to our theatres has increased significantly, by 17%.
- 97.4% of all planning applications were determined on time (within 8 weeks).
- Air quality exceedances (PM10) significantly below target of 35 per year.
- Phase two of the 'Neath Canal Towpath Active Travel Route' was finished (from Bridge Street, Neath, to Briton Ferry) and Neath Port Talbot was awarded £334k active travel core funding for 2019-20.
- We achieved our targets for the year relating to the condition of our A, B and C roads.
- The Strategic and cross-cutting nature of the digital inclusion work being undertaken by Neath Port Talbot PSB is identified by Digital Communities Wales as an example of good practice.

Areas that need more work:

- Changes introduced last year to the Council's waste strategy produced performance gains, in particular, increasing food waste collection by 600 tonnes and reducing 'black bag' waste at the kerbside by 4000 tonnes. These gains were however in large part offset by external factors. Our provisional outturn recycling performance is 61.74% for 2019-20 against a Welsh Government statutory target of 64%.
- We continue to work with and monitor the performance of Celtic Leisure, to ensure that the leisure trust model is delivering a quality provision and value for money.
- Continue to work with regional local authorities on work streams such as the Regional Employment Study which will identify the need and supply of employment land.
- Continue to work collaboratively with neighbouring authorities to scope and deliver a Strategic Development Plan.
- Continue to work with partners to improve digital infrastructure and connectivity throughout the county borough.
- Continue to promote the Welsh Government's Superfast Broadband Cymru Programme.

Have your say on what matters to you

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Key Performance Indicators

Neath Port Talbot Council

Appendix 3 - Annual Report - Corporate Plan Key Performance Indicators - Full Year- 2019/20

How will we know we are making a difference (01/04/2019 to 31/03/2020)?


Key Performance Indicators that have a PAM reference and are highlighted in bold red are Public Accountability Measures – please refer to the last two pages of this report for more information.

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/002 - Number of full day childcare places provided	2262	2228	2335	2400	 Amber
We have seen an increase since 2018/19, however 2019/20 data is lower than the target. The number of registered providers always fluctuates as a result of new registrations and de-registrations. There were less registered settings at the end of the year.					
CP/003 - Percentage of children hooked on sport (based on number of occasions of participation per week = 3)		50			 NA
No survey was due in 2019/20. 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% from three years ago, but is above the Wales average of 48%. 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%.					
CP/005 - PAM/007 - Percentage of pupil attendance in primary schools	94.69	94.14	94.02 (2018/19 academic year)	95.00	 Amber
211,339 missed half day sessions of 3,534,525 in Academic Year 2018/19 compared to 204,413 missed half day sessions of 3,490,918 in Academic Year 2017/18.					
Comment for 2018/19 Academic Year:					

There were a number of factors that affected attendance during the year including: a higher than average amount of recorded illness amongst pupils in a number of schools.

There was also a notable rise in the number of unauthorised holidays 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 (EWO) was appointed last 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.

All Wales data for 2018/19 (2017/18 academic year) is 94.6%. Neath Port Talbot Council ranked 20th across Wales.

CP/006 - PAM/008 - Percentage of pupil attendance in secondary schools	93.64	93.48	93.46 (2018/19 academic year)	94.50	 Amber
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156,205 missed half day sessions of 2,390,235 in Academic Year 2018/19 compared to 151,041 missed half day sessions of 2,316,937 in Academic Year 2017/18.

Comment for 2018/19 Academic Year:

There were a number of factors that affected attendance during the year including: a higher than average amount of recorded illness amongst pupils in a number of schools.

There was also a notable rise in the number of unauthorised holidays 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 (EWO) was appointed last 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.




All Wales data for 2018/19 (2017/18 academic year) is 93.9%. Neath Port Talbot Council ranked 16th across Wales.




CP/007 - PAM/033 - Percentage of pupils assessed in Welsh at the end of Foundation phase	16.16	15.78	16.63 (2018/19 academic year)	16.70	 Amber
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Comment for 2018/19 Academic Year:

The percentage of pupils assessed in Welsh at the end of Foundation phase has risen from 15.78% (254 of 1610 pupils) for 2017/18 academic year to 16.63% (258 of 1551 pupils) for 2018/19 academic year.

This is slightly lower than the target of 16.7%. 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.

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/008 - PAM/034 - Percentage of year 11 pupils studying Welsh first language		12.85	11.40 (2018/19 academic year)	11.50	 Amber
<p>Comment for 2018/19 Academic Year: For Academic Year 2018/19, there were 166 pupils studying Welsh first language from a cohort of 1,456 pupils compared to 191 from a cohort of 1,486 for 2017/18. This fall can be attributed to an unusually small cohort studying Welsh for 2018/19. This figure is set to rise continuously for the next 4 years. Data reported from 2018/19.</p>					
CP/009 - PAM/029 - Measure 33 - Percentage of children in care who had to move 3 or more times	6.12	7.44	7.77	7.50	 Amber
<p>Performance has increased slightly when compared to the same period of 2018/19.</p> <p>23 children out of 296 who were looked after in 2019/20 experienced 3 or more changes of placement. This is the same number as last year however the overall number of looked after children has decreased during this time. The reasons for the placement changes include: 3 children experienced placement moves but have remained within the care of their families. 3 children moved from foster care into a residential provision given their complex needs. A number of children experienced placement moves as a result of the ability to identify a suitable match to meet their complex needs. The Local Authority continues to consider what support is available to foster carers including the development of a therapeutic team to continue to improve placement stability.</p>					
CP/011 - PAM/028 - Measure 24 - Percentage of child assessments completed on time	97.88	94.93	98.76	94.00	 Green
<p>2,621 out of 2,654 in 2019/20 compared to 2,342 out of 2,467 in 2018/19. This continues to be a priority for Children's Services and this figure reflects the progress made, given the significant increase in the number of assessments completed compared to last year. All Wales Average is 88.9%.</p>					

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/013 - PAM/046 - Percentage of young people who are NEET - Year 11 leavers not in education, training or employment (NEET)	2.29	2.90	2.15	3.20	 Green
<ul style="list-style-type: none"> • The Legacy Youth Workers supported year 11 leavers throughout the summer and right up until the transition snapshot. This made a difference in helping those young people whose original destination didn't work out for them. • There has been excellent partnership working between the Engagement Progression Co-ordinator and Education Data Unit in helping identify the young people that need support. • There was better partnership working between the Engagement Progression Co-ordinator, the Legacy Team and Careers Wales. • There has been a continuation of the good partnerships between the Schools, The Legacy Youth Workers and the Engagement Progression Co-ordinator. • Improved result is also down to the relationships that the youth workers build with these young people that enables them to support and help them into positive destinations but also with other issues that they are experiencing as well. 					
CP/014 - Percentage of 11 - 19 year olds in contact with the Youth Service (measured cumulatively over the financial year - quarterly)	44.12	35.03	45.75	42.00	 Green
<p>6,754 of 14,762 in 2019/20 compared to 5,047 of 14,406 in 2018/19. The full year figure has improved for 2019/20 as the service has been working with the schools on raising awareness of young carers.</p>					
CP/015 - Percentage of schools that have adopted suitable programmes to address violence against women, domestic abuse and sexual violence (VAWDASV)		12.12 (full year data)	13.64 (9 months data)	21.00 (9 months target)	 Red
<p>Due to the Covid-19 pandemic, the latest available data for 2019/20 relates to information gathered for the first 9 months of 2019/20 up to 31st December 2019. Full year target for 2019/20 is 25%.</p> <p>Currently, 9 (of 66) schools have adopted a suitable programme to address VAWDASV. For 8 of these schools, Hafan Cymru's Spectrum Project has been delivered and this is funded by Welsh Government. However, with the recent</p>					

development of the Healthy Relationship lesson through the local authorities 'Relationship and Sexuality Education' Group, age appropriate lessons will now be rolled out across all schools. This new lesson was delivered in 1 school during Quarter 3 2019/20 and will be rolled out to additional schools over time.

Whilst we worked towards our annual target of 25% for 2019/20, roll out was slightly delayed due to funding arrangements, we did not to meet the target on this occasion.

Data for this KPI is reported from 2018/19.

CP/018 - Road Safety - Killed or seriously injured: Child casualties (0 -15 years)	4	1	3	N/a
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We are currently reporting a 91.4% reduction (based on 2019 calendar year data) against the Welsh Government 2020 target of 40% reduction on 2004 - 08 baseline data. We provided a series of progressive education & training initiatives to 21,287 road users within the children's Young People age profile, all education and training initiatives within this age profile is on target and continues to grow.

CP/019 - Road Safety - Killed or seriously injured - Pedal cyclist casualties (All Ages)	3	3	0	N/a
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There were no Pedal cyclist casualties killed or seriously injured (All Ages) in the calendar year 2019. Full school programme for On Road training and in yard balance bike, cycle maintenance and familiarisation training delivered to 829 pupils.



CP/020 - Road Safety - Killed or seriously injured - Young Drivers (16 -24 years)	6	3	1	N/a
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We are currently reporting a 92.9% reduction (based on 2019 calendar year data) against a Welsh Government 2020 target of 40% reduction on 2004 - 08 baseline data. We delivered a series of progressive education & training initiatives to road users and further promoted our Internal/External driver training and licence acquisition whilst increasing promotional activities throughout the county borough, e.g. Anti-Drink Drive, speed awareness etc. We continue to address emerging trends through a variety of medium e.g. radio campaigns, social media platforms, fetes, in house initiatives.



CP/108- PAM/032 - Capped 9 score		341	342.1 (2018/19 academic year)	343	 Amber
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Comment for 2018/19 Academic Year:




The indicator calculations changed in 2019 with performance falling slightly short of target due in part to first entry (only first sitting of exam counts) being used for the first time in 2019 and changes to some discounting rules resulting in points not being included. All Wales data for 2018/19 (2017/18 academic year) is 349. Neath Port Talbot Council ranked 14th across Wales. Data reported from 2018/19.

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/109 - PAM/044 - Number of apprenticeships on formal recognised apprenticeships schemes per 1,000 employees			5.44	10.00	 Red
<p>New indicator for 2019/20. No comparable data.</p> <p>There were 33 apprenticeships provided by the council during 2019/20 compared to 71 in 2018/19.</p> <p>The Council employee headcount as at 31st March 2020 is 6064.</p> <p>In relation to our KPI 'the number of apprenticeships on formal recognised apprenticeships schemes per 1,000 employees', which is also a national performance indicator, our performance figure for 2019/20 is 5.44 apprenticeships per 1,000 employees. This is below our target figure of 10 per 1,000. This is due to the large number of employees who were in the last year of their occupational route and completed their apprenticeship in 2018/19.</p>					
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)	3	3	0	N/a	
<p>There were no Pedal cyclist casualties killed or seriously injured (All Ages) in the calendar year 2019. Full school programme for On Road training and in yard balance bike, cycle maintenance and familiarisation training delivered to 829 pupils.</p>					
CP/021 - Number of new business start-up enquiries assisted	273	392	273	350	 Red
<p>There was high demand for information on self-employment and support for starting up a new business throughout 2019/20. However, due to a staff vacancy in quarter 2, and the onset of COVID-19, the target set for the year has not been met.</p>					
PI Title	Actual	Actual	Actual	Target	Perf. RAG

	17/18	18/19	19/20	19/20	
2 Well-being Objective 2 - To improve the Well-being of all adults who live in the county borough					
CP/024 - Communities for work - Number of people helped back to work, training or volunteering	276	260	434	286	 Green
Data relates only to the Lead Delivery Body (LDB) NPT and that targets were changed due to the re-profile from Welsh Government. The target shown is the original Corporate Plan 2019-2022 target.					
CP/025 - Number of compulsory redundancies made by the Council	4	9	9		
<p>The 9 redundancies (between 1st April 2019 and 31st March 2020) were employed by School Governing Bodies and have left the Council's employment under compulsory redundancy as part of the annual school's budget setting process and the Strategic Schools Improvement Programme.</p> <p>We continue to minimise compulsory redundancies as far as is possible.</p>					
CP/031 - PAM/012 - Percentage of households successfully prevented from becoming homeless	55.56	53.14	51.50	58.00	 Red
<p>326 of 633 for 2019/20.</p> <p>Housing Options has secured one year funding for a dedicated prevention officer who will work with RSL's (Registered Social Landlords) and privately rented homes landlords to try and assist households at a much earlier stage than currently. If the prevention is successful then the number of applicants presenting to the service at the point of receiving notices, having substantial arrears should decrease. Due to covid-19 situation it is anticipated that this prevention officer will be in post by October 2020 (originally by 1st April 2020).</p> <p>Performance for this indicator was affected in March 2020 due to Covid-19.</p> <p>(2018-19 All Wales full year data was 67.9%).</p>					
PI Title	Actual	Actual	Actual	Target	Perf. RAG

	17/18	18/19	19/20	19/20	
2 Well-being Objective 2 - To improve the Well-being of all adults who live in the county borough					
CP/032 - PAM/015 - Average calendar days taken to deliver a Disabled Facilities Grant (DFG)	241.62	232.43	196.00	230.00	 Green
<p>41,552 days/212 DFG's for 2019/20 compared to 69,728 days/300 DFG's for 2018/19.</p> <p>There has been an improvement in the average time taken to deliver a DFG during this period. This can be attributed in part to the reduction in time taken for a COT (Community Occupational Therapy) assessment. Data is incomplete due to the disruption of Covid-19 as the surveyors were unable to inspect and sign off the work which was completed during March 2020.</p> <p>2018/19 (latest available data) All Wales full year data is 207. Neath Port Talbot Council ranked 15th across Wales.</p>					
CP/034 - Percentage of incidents of domestic abuse where people are repeat victims - Independent Domestic Violence Advisor (IDVA) Service - highest risk victims	35.00	38.56	40.05	33.00	 Red
<p>173 of 432 for 2019/20 compared to 155 of 402 for 2018/19.</p> <p>The 'Healthy Relationships for Stronger Communities' Strategy, implementing the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015, 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. At present, the IDVA team continue to work on an analysis of repeat victims and are using a mapping tool to gather this data and present findings.</p>					

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
2 Well-being Objective 2 - To improve the Well-being of all adults who live in the county borough					
CP/040 - Road Safety - Killed or seriously injured: Older Drivers (75 years and over)	1	2	0	N/a	
There were no older people aged 75 years and over killed or seriously injured on our roads in the calendar year 2019. Our Drive for Life training attendee numbers continue to grow year on year.					
CP/041 - Road Safety - Killed or seriously injured: Motorcyclists - all Ages	4	8	6	N/a	
We are currently achieving the Welsh Government 2020 target. Our Dragon Rider motorcycle training continues to remain popular among the motorcycle community, the acceptance as a training certificate recognised by Blood Bikers has further raised its profile. We also carry out Bikes Safe, in conjunction with South Wales Police and our First Bike on Scene (FBoS) emergency first aid for bikers. During 2019-20 over 233 motorcyclists attended.					
CP/042 - PAM/023 - Percentage of food establishments that meet food hygiene standards	94.76	93.92	95.15	95.00	 Green
Full year 2019/20 data 981 of 1,031 (95.15%) compared to 988 of 1,052 (93.92%) for 2018/19.					
Slight increase in performance, as more food businesses now have Hygiene Ratings of 3, 4 or 5.					
All Wales data for 2018/19 (latest available) is 95.7%. Neath Port Talbot ranked 18th across Wales.					
CP/048 - PAM/025 - Measure 19 - Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+	3.08	6.29	10.05	3.50	 Red
130 people of 12,929 population over 75 for 2019/20 compared to 80 of 12,712 for 2018/19.					
During this year the local authority has experienced challenges in securing appropriate services for some people to facilitate discharges from hospital. This has resulted in an increase of people kept in hospital whilst awaiting social care.					
All Wales 2018/19 (latest available) full year data is 4.9.					

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
2 Well-being Objective 2 - To improve the Well-being of all adults who live in the county borough					
CP/110 - Workways + - Number of people helped back to work , training or volunteering	117	139	127	64	 Green
Workways+ have successfully exceeded the target for 2019/20, progressing into employment, training or volunteering. A number of individuals have achieved more than one outcome, this ensures they have the necessary training or experience required for work.					
CP/111 - Communities for Work Plus - Number of people helped back to work, training or volunteering			844	370	 Green
A fantastic year of outcomes, exceeding all targets. New indicator for 2019/20.					
CP/112- PAM/013 - Percentage of empty private properties brought back into use	4.26	0.57		4.30	 NA
Data for this performance indicator is collected and reported annually, due to the current Covid-19 situation data is not currently available for 2019/20. 9 of 1,586 (0.57%) 2018/19 is the latest available data. All Wales data for 2018/19 is 4.6%. Neath Port Talbot Council ranked 21st across Wales.					
PI Title	Actual	Actual	Actual	Target	Perf. RAG

	17/18	18/19	19/20	19/20	
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3 Well-being Objective 3 - To develop the local economy and environment so that the well-being of people can be improved

CP/063 - The number of jobs created/safeguarded as a result of financial support by the local authority	207	456	610	285	 Green
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There was a high demand for funding throughout 2019/20. In particular, 2 projects reported higher than average levels of jobs created/safeguarded which has resulted in a significant over-achievement in this target.

CP/067- PAM/030 - Percentage of waste, reused, recycled or composted	60.65	60.81	61.74	64.00	 Amber
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Outturn 'recycling' performance for 2019/20 is 61.74% (provisional data subject to Natural Resources Wales validation) 59,094 tonnes of 63,322 tonnes.

The Welsh Government statutory target for local authorities for 2019/20 is 64%.

The changes introduced last year to the Council's waste strategy produced performance gains, in particular, we had success with increasing food waste collection (up 600 tonnes) and also in reducing 'black bag' waste at the kerbside (down 4000 tonnes). These gains were however in large part unfortunately offset by the untimely impact of external factors. For example, the national rules on wood waste changed and we lost some recycling as a result in the early part of the year (which should not be repeated in 2020/21). Also, uncertainties around the insourcing of the MREC (Materials Recovery Energy Centre) and general market conditions had an impact on 'black bag' waste being sent for energy recovery, and we lost some more recycling as a result (again, now the future of the MREC has been determined by Members and longer term arrangements can be established this should not be repeated in 2020/21). If these two things alone had not happened the Council would have exceeded the target of 64% with an estimated outturn of 64.6%.

Whilst we collected more food waste the gain was offset by less garden waste. There was an initial dip in the amount of garden waste collected in the first quarter of 2019/20 on change to the reusable sacks, but quantities had rebounded by the second quarter as the changed bedded in.

The recovery of metals at the MREC from 'black bag' waste ended when we stopped processing the material on site, but alternatively we should get more recycling from Energy from Waste processes elsewhere. However, as above, the amount of waste sent to Energy from Waste was temporarily affected by issues associated with insourcing of the MREC.

Another factor was we had less rubble for recycling deposited at our Household Waste Recycling Centres in 2019/20.

Finally, waste and recycling collections in March 2020 were demonstrably affected by the Covid-19 emergency. For example, whilst following the introduction of the council's side waste restriction the amount of rubbish collected at the kerbside was down for each of the previous 11 months compared to the year before, the waste collected was higher in March 2020 compared to March 2019.

All Wales 2018/19 full year data (latest available) is 62.79%.

CP/068 - PAM/043 - Kilograms of residual waste generated per person		216.46	182.02		
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Full year 2019/20 is provisional data (subject to Natural Resources Wales validation): 26,085,550 kilograms/143,315 population.

The updated Waste Strategy contains measures to reduce residual waste.

Data for this KPI reported from 2018/19. All Wales 2018/19 (latest available) full year data is 180.

CP/069 - PAM/010 - Percentage of streets that are clean	93.20	93.57	93.86	93.60	 Green
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The figure is taken from snapshot surveys over the year and is an improvement on last year's performance due to additional funding made available for 2019/20.

All Wales data for 2018/19 (latest available) is 94.0%. Neath Port Talbot Council ranked 15th across Wales.




CP/070 - PAM/035 - Average number of days to clear fly-tipping		3.21	2.97		
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Full year data 2019/20 is 2,680/901 (2.97 days) compared to 3,776/1,177 (3.21 days) 2018/19 full year data.



No target has been set for this indicator. Data is reported from 2018/19 financial year.

Performance has improved due to active waste enforcement with NPTCBC Waste Enforcement Team, working closely with the area cleansing teams to ensure all unidentifiable fly tipping is cleared as soon as possible; and pursuing the highest level of enforcement action in Wales with regards to fly tipping. The number of incidents of fly tipping has reduced by 23% on the previous year.

All Wales data for 2018/19 (latest available data) is 2.2 days. Neath Port Talbot Council ranked 14th across Wales.

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
3 Well-being Objective 3 - To develop the local economy and environment so that the well-being of people can be improved					
CP/072 - Number of visits to our theatres	249661 (full year data)	239481 (full year data)	217161 (9 months data)	180000 (9 months target)	 Green
<p>Due to the Covid-19 pandemic, quarter 4 (full year data) was unable to be collected.</p> <p>Latest available data for 2019/20 is quarter 3 cumulative data - Both of the Theatres continue to grow their audiences with a 17% rise in visitor numbers compared to quarter 3 in 2018/19. The Princess Royal Theatre continues to build on its reputation as a venue for both TV Comedians and also as a music venue. Pontardawe Arts Centre has reviewed its programming policy, to ensure their offer is more commercial and secures increased footfall.</p> <p>Full year target for 2019/20 is 240,000.</p>					
CP/073 - PAM/040 - Percentage of quality Indicators achieved by the Library Service	65	75		65	 NA
<p>Data available November 2020.</p> <p>All Wales data for 2018/19 is 80.31%</p>					
CP/074 - PAM/017 - Number of visits to leisure centres per 1,000 population	7913.11	8063.71	7758.12	8500.00	 Red
<p>Due to Covid-19 pandemic visitor figures in community hired school facilities was unable to be collated in the last quarter, therefore data is incomplete for the year. It is estimated that data would be circa. 8,000 visitors with all data included which is still below the target for the year.</p> <p>All Wales data for 2018/19 (latest available) is 9,116</p>					

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
3 Well-being Objective 3 - To develop the local economy and environment so that the well-being of people can be improved					
CP/077 - Number of biodiversity rich areas protected and/or enhanced	46	43	43	49	 Red
<p>43 is the latest available data up to the 31st December 2019.</p> <p>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 2019/20 target missed.</p>					
CP/078 - Number of PM10 breaches in the Air Quality Management Area (Port Talbot / Taibach)	12 (full year data)	19 (full year data)	4 (9 months data)	35 (full year target)	 Green
<p>43 is the latest available data up to 31st December 2019 (9 months data) which is below the exceedance full year target of 35. The Quality Assurance checks on the air quality data have not been carried out due to the impact of COVID19 and other work pressures.</p>					
CP/083 - PAM/020 - Percentage of A roads in poor condition	4.52	5.22	4.99	5.00	 Green
<p>Percentage of A roads in poor condition – 4.99% of A roads are in poor overall condition. This is within our target of 5% for 2019/20 and is an improvement on the 2018/19 figure of 5.22%.</p> <p>The Authority is responsible for the maintenance of a road network approximately 855 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 to produce a prioritised list of schemes in line with the resources available. This process helps to ensure that limited finances are spent to best effect. Consequently, some sections of road identified by the performance indicators as being ‘in poor overall condition’ (based on SCANNeR data) have been included in recent works programmes. In addition, investment has also been directed towards other sections of the A class network that display different defect characteristics to those reported by SCANNeR. It is anticipated that improvements on the Authority’s A class roads will be reflected in the KPI figures over the next 2 years, as the SCANNeR survey recognises the benefits of the recent surfacing works undertaken along the A class road network.</p> <p>All Wales data for 2018/19 (latest available) is 3.9%. Neath Port Talbot Council ranked 20th across Wales.</p>					

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
3 Well-being Objective 3 - To develop the local economy and environment so that the well-being of people can be improved					
CP/084 - PAM/021 - Percentage of B roads in poor condition	2.92	3.28	2.84	5.00	 Green
<p>2.84% of B roads are in poor overall condition. This is within our target of 5% and is an improvement on the 2018/19 figure of 3.28%.</p> <p>The Authority is responsible for the maintenance of a road network approximately 855 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 to produce a prioritised list of schemes in line with the resources available. This process helps to ensure that limited finances are spent to best effect. Consequently, some sections of road identified by the performance indicators as being ‘in poor overall condition’ (based on SCANNeR data) have been included in recent works programmes. In addition, investment has also been directed towards other sections of the B class network that display different defect characteristics to those reported by SCANNeR. It is anticipated that improvements on the Authority’s B class roads will be reflected in the KPI figures over the next 2 years, as the SCANNeR survey recognises the benefits of the recent surfacing works undertaken along the B class road network.</p> <p>All Wales data for 2018/19 (latest available) is 4.5%. Neath Port Talbot Council ranked 3rd across Wales.</p>					
CP/085 - PAM/022 - Percentage of C roads in poor condition	5.32	4.90	5.68	10.00	 Green
<p>5.68% of C roads are in overall poor condition which is within our target of 10% for 2019/20. It increased slightly above the 2018/19 outturn figure of 4.9%.</p> <p>The Authority is responsible for the maintenance of a road network approximately 855 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 to produce a prioritised list of schemes in line with the resources available. This process helps to ensure that limited finances are spent to best effect. Consequently, some sections of road identified by the performance indicators as being ‘in poor overall condition’ (based on SCANNeR data) have been included in recent works programmes. In addition, investment has also been directed towards other sections of the C class network that display different defect characteristics to those reported by SCANNeR. It is anticipated that improvements on the Authority’s C class roads will be reflected in the KPI figures over the next 4 years, as the SCANNeR survey recognises the benefits of the recent surfacing works undertaken along the C class road network.”</p> <p>All Wales data for 2018/19 (latest available) is 14%. Neath Port Talbot Council ranked 3rd across Wales.</p>					

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
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3 Well-being Objective 3 - To develop the local economy and environment so that the well-being of people can be improved


CP/113- PAM/018 - Percentage of all planning applications determined in time	96.64	96.71	97.44	95.00	 Green
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Full year 2019/20 data 723 of 742 (97.44%) compared to 2018/19 data 734 of 759 (96.71%).

Applications determined 'in time' remains at a very high level, with Officers continuing to work with applicants to agree extensions of time where it has not been possible to determine within 8 weeks.

All Wales data for 2018/19 (latest available) is 88%.

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 OTE days lost	9.47	9.79	12.13	9.20	 Red
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The breakdown of this sickness absence figure at service level shows an increase in sickness in the majority of services in 2019/20:


Division	Average Sickness Days 2018/19	Average Sickness Days 2019/20
ASST CHIEF EXECUTIVE & DIGITAL SERVICES	7.4	8.3
ICT	9.1	8.7
HUMAN RESOURCES	5.7	14.2
FINANCIAL SERVICES	6.9	8.1
LEGAL SERVICES	9.1	9.0
PARTICIPATION	13.6	11.5
TRANSFORMATION	8.5	8.9
SCHOOLS - Non Teaching	10.6	11.8

SCHOOLS - Teachers	5.8	8.2
Social Services - All Services	13.4	17.5
ENGINEERING AND TRANSPORT	12.6	13.0
PLANNING & PUBLIC PROTECTION	5.1	7.7
PROPERTY AND REGENERATION	12.1	13.3
STREETCARE SERVICES	14.4	16.8
SOUTH WALES TRUNK ROAD AGENCY	10.4	11.2
NPT Council	9.8	12.1


This is disappointing and work is underway to understand the factors that contributed to this increase. A report will be prepared to be circulated to Members of Personnel Committee in October 2020 setting out key trends identified and plan of action to address sickness absence moving forward.

All Wales performance for 2018/19 (latest available data) is 10.5 days.

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CP/087 - Percentage of eligible people registered to vote	94.40	94.29	96.13	94.30	 Green
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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 achieve slightly above target for this year.

CP/088 - Number of statutory recommendations made by the Council's external auditors on strategic and operational planning arrangements	0	0	0	0	 Green
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In September 2019, we 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 was presented to Council on 27 November 2019.

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
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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/097 - CS/001 - Customer Services - Average customer waiting times (face to face)	5.20 (full year data)	6.50 (full year data)	8.00 (9 months data)	8.00	 Green
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Full year data for 2019/20 is not available due to the Covid-19 situation. This information is the latest available data for the year 2019/20 up to 31st December 2019.

Cumulative Quarter 3 2019/20 progress comment:

Cumulative average wait times for the period in both One Stop Shops (OSS) is 8 minutes. This is 0.2 minutes up on the same nine month period last year of 7.8 minutes.


Although the number of enquiries has reduced which is linked to a shift to different channels, the visitors to OSS tend to be for more complex and challenging issues which need increased time to complete.

In addition:

The OSS suffered from a prolonged period of staff sickness which affected performance. The option to back fill with Contact Centre staff was not possible due to an increased demand for Contact Centre Services.

The change to the on-line Blue Badge application process increased the time it took to handle the query.

We also saw a substantial increase in the number of bus pass queries due to Welsh Government changes on applying for bus passes on-line.

CP/098 - CS/004 - Customer Services - Percentage of customers leaving before being seen	0.11 (full year data)	0.13 (full year data)	0.34 (9 months data)	0.25	 Red
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Full year data for 2019/20 is not available due to the Covid-19 situation. This information is the latest available data for the year 2019/20 up to 31st December 2019.

Cumulative Quarter 3 2019/20 progress comment:

Cumulative number of walk offs for the period in both One Stop Shops (OSS) was 146 compared to 64 to same nine month period last year.

Whilst this is an increase in walk offs of 128%, it represents only 0.34% of total callers (42,508).

In addition:


The OSS suffered from a prolonged period of staff sickness which affected performance. The option to back fill with Contact Centre staff was not possible due to an increased demand for Contact Centre Services.

The change to the on-line Blue Badge application process increased the time it took to handle the query.

We also saw a substantial increase in the number of bus pass queries due to Welsh Government changes on applying for bus passes on-line.


PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
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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/101 - CS/002a - Customer Services - Average time (seconds) to answer telephone calls in Welsh	23	20	45	25	 Red
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We have noted that calls to the Contact Centre Welsh line have remained fairly static compared to previous years. This has not been adversely affected by the changes to call types to the Contact Centre since the start of the Lockdown period.

During 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 improved with the recruitment of a new full time Welsh speaking member of staff in November and additionally Welsh Speaking modern apprentice. We anticipated that the recruitment would impact favourably on performance over the remainder of the year. Quarter 2 cumulative six month performance for 2019/20 was 61 seconds which reduced to 52 seconds for the quarter 3 (nine month cumulative) period and further reduced to 45 seconds for the full year period, which shows a downward trend.


CP/102 - CS/002b - Average time (seconds) to answer telephone calls in English	18	22	52	25	 Red
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A number of service changes have affected performance within the Contact Centre from the beginning of Quarter 1.

- 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 transaction times whilst they familiarise themselves with the role. This also resulted in demands being placed on existing staff in providing support and assistance when the Modern Apprentices are dealing with calls. With changes to the staffing structure put in place in Quarter 2, a dedicated member of the team now exists to manage/train the Modern apprentices and performance has improved accordingly. Many of these issues have now been resolved and we have noted that during Quarter 3 performance improved and this trend continued into Quarter 4.

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
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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/103 - DBC/001 - Percentage of transactions completed on-line (new on-line services)	71.12 (full year data)	76.42 (full year data)	78.67 (9 months data)	80.00	 Amber
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Full year 2019/20 data is not available due to the Covid-19 situation. Latest available data below is for the year 2019/20 up to 31st December 2019.

Cumulative Quarter 3 2019/20 progress comment:

Quarter 3 2019/20 data: 47,911 of 60,902.

The percentage of transactions completed on-line for those services listed below has increased. Performance data is still marginally below target. This measure relates to the following services: Bulk Collections, Van Permits, Refuse and Recycling Equipment and Missed Waste Collections. 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.

CP/105 - CFH/008 - Percentage of non-domestic rates due for the financial year which were received by the local authority	98.66	98.08	98.71	98.00	 Green
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Full year 2019/20 data is £42.64m of £43.20m compared to 2018/19 full year data of £41.939M of £42.761M. We have achieved our collection rate target for 2019/20.

CP/106 - PAY/001 - Percentage of invoices paid within 30 days	92.02	93.22	94.25	95.00	 Amber
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The total number of invoices paid during the year April 2019 to March 2020 was 108,431 of which 102,192 were paid within 30 days. Percentage of invoices paid within 30 days is marginally below the target, but is within the expected level of performance.

During 2019/20, the amount of interest paid to suppliers was nil. The amount of interest the Council was liable to pay was £73,642.43.

In 2018/19 financial year 108,287 of 116,166 invoices were paid within 30 days.

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
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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/107 - CFH/007 - Percentage of council tax due for the financial year which was received by the authority	98.14	98.05	98.07	98.00	 Green
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Full year 2019/20 data is: £71.17m of £72.57m compared to full year 2018/19 data of £67.342M of £68.684M.

We have achieved our collection rate target for 2019/20.

CP/114 - Percentage of people aged 3 and over who can speak Welsh		25.26	20.62		
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2019/20 data: 28,100 Welsh speakers and population of people aged 3 and over in the borough was 136,300.

Data is taken from the Annual datasets from the Annual Population Survey (APS) which is carried out by the Office for National Statistics (ONS). This data for Wales is based on an enhanced sample (around 350 per cent larger) compared to earlier years. As the data come from a survey, the results are sample-based estimates and therefore subject to differing degrees of sampling variability.

The Council's Welsh Language Promotion Strategy (WLPS) 2018-2023 sets out how we propose to promote the Welsh language and to facilitate the use of the Welsh language in NPT. Progress on the first year, September 2018 – October 2019 was reported to Cabinet on 5 February 2020. Progress for the period September 2019 - October 2020 will be reported to Cabinet in due course.

The rate of progress during this first year was mixed however there were areas where significant progress was identified for example, promoting the Welsh language to parents and childcare providers has realised an increase in the number of children accessing Welsh Flying Start child care during 2018-2019 (135 in 2018-2019 compared to 104 in 2017-2018); a wide range of courses available to those who wish to learn Welsh; using section 106 monies Menter Iaith Castell-nedd Port Talbot has initiated a project in Rhos to promote, encourage and enhance the use of the Welsh language in the local community.

The WLPS was approved in October 2018 therefore the first annual report runs from October –September (for reporting purposes). However going forward we are looking to bring it in line with other reporting timelines e.g. The Corporate Plan Annual Report.

PI Title	Actual	Actual	Actual	Target	Perf. RAG
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	17/18	18/19	19/20	19/20	
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Public Accountability Measures 2019-20
 (remaining measures not included in the above Corporate Plan KPIs are listed below)

Due to the Covid-19 pandemic the Public Accountability Measures have not been collected and compared nationally for 2019/20. Some of the performance indicators are collected by Welsh Government so comparable data for 2019/20 may still be available.

Whilst national comparison will not be available for this suite of measures this year, where possible we have provided our own performance for these measures for 2019-20 within this document. 25 of the 30 PAMs are included above within our suite of Corporate Plan KPIs. These KPIs have a PAM reference within the performance indicator title (coloured in bold red).

The remaining 5 PAMs are listed below.

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.

PI/278 - PAM/036 - Number of additional affordable housing units delivered per 10,000 households		25			
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This information is not usually available until the end of the calendar year. This timescale may be affected by the current Covid-19 pandemic. No target has been set for this indicator. Data is reported from 2018/19 financial year.



All Wales figure per 10,000 households for 2018/19 (latest data) is 19.

PI/280 - PAM/019 - Percentage of planning appeals dismissed	61.54	61.54	50.00	63.00	 Red
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3 of 6 for 2019/20.

A 50% success rate is regrettable and below the National 'standard' of around 67%, however the low number of appeals determined in 2019/20 means that for every loss the annual performance expressed as a percentage is disproportionately affected by each appeal (i.e. had we won 4 out of 6 the performance would have increased to 67%).

All Wales data for 2018/19 (latest available) is 67.6%.

PI/412 - PAM/045 - Number of new homes created as a result of bringing empty properties back into use	0	0			
<p>Data for this performance indicator is collected and reported annually, due to the current Covid-19 situation data is not currently available for 2019/20.</p> <p>No target has been set for this measure. No comparable data is available for this measure.</p>					
PI/415 - PAM/041 - Percentage of National Exercise Referral Scheme clients who completed the exercise programme		70.15	79.18	70.00	 Green
<p>445 of 556 (NERS).</p> <p>The target has been achieved due to the ongoing work that effectively links Health professionals throughout Neath Port Talbot. NPTCBC also link to Rehabilitation units such as Pulmonary/Cardiac/Stroke and work closely with these teams to ensure a flow of NERS clients. NPTCBC analyse the referrals and speak with those GP practices that have low referral rates.</p> <p>New indicator for 2018/19, no data for 2017/18.</p>					
PI/416 - PAM/042 - Percentage of clients participating in the National Exercise Referral Scheme whose health had improved on completion of the exercise programme		100	63.82	100	 Red
<p>286 of 445 (NERS). The figure of 63.82% is below the desired target of 100%.</p> <p>This indicator measures the number of National Exercise Referral Scheme (NERS) clients who reported (via an activity questionnaire) an increase in leisure minutes at 16-weeks. Leisure minutes are the length of time spent being active when not at work. An increase in leisure minutes indicates an improvement in health outcomes. Information is based on how the individuals perceive their own improvement and health (improvement, stayed the same or decreased).</p> <p>There are many factors taken into consideration and on the whole the clients state an improvement in both their physical and mental health/wellbeing.</p> <p>New indicator for 2018/19, no data for 2017/18.</p>					



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

CABINET

30th September 2020

Report of

Assistant Chief Executive and Chief Digital Officer - K Jones

Matter for Decision

Wards Affected: All Wards

Corporate Comments, Compliments and Complaints Policy

Purpose of the Report

1. The purpose of this report is to ask Members to consider and approve a revised Corporate Comments, Compliments and Complaints Policy which has been amended to reflect a number of changes and improvement issues identified over the last year.

Background

2. The purpose of the Corporate Comments, Compliments and Complaints Policy is to ensure a consistent approach for the handling of comments, compliments and complaints across the council.

3. The Policy has been amended to reflect the following changes and improvement issues identified over the last year:
 - The implementation of the Complaints Standards Authority (CSA) for Wales powers.
 - Relevant recommendations from Internal Audit Report 31 – Complaints & Compliments Processes (November 2019).
 - General Data Protection Regulations (GDPR) - clarifies how allegations of criminal activity, financial impropriety and serious employee misconduct are dealt with if these arise as part of the corporate complaints process.
 - The Equality Act 2010 requires reasonable adjustments to be considered for disabled people if they have a physical or mental impairment that has a substantial and long term negative effect on their ability to do normal daily activities. The policy has been amended to enable reasonable adjustments to be considered to overcome a possible disadvantage within the corporate complaints procedure and determine whether such an adjustment is reasonable. These changes align with the Equality Act 2010 requirement for public bodies to anticipate the needs of people with various protected characteristics and to plan and deliver accessible services accordingly. A programme of refresher staff training with the assistance of MIND and UNISON has been delivered to support this requirement.
 - Provides information on how Welsh language complaints are dealt with.
4. In addition to the above amendments to the Policy the following work has also been undertaken to ensure a consistent approach for the handling of comments, compliments and complaints across the council:

- Staff guidance has been updated to include disability related reasonable adjustments needs within complaints processes, complimented by refresher staff training.
- The Unreasonable/Persistent Behaviour Policy in relation to complaint dealings and particularly covert recording staff guidance has also been amended, complimented by refresher staff training.

Financial Impacts

5. There is no financial impact associated with this report

Integrated Impact Assessment:

6. 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 (No1) 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.

Valleys Communities Impacts

7. There are no impacts associated with this report

Workforce Impacts

8. The proposed amendments /recommendations contained in the amended policy in relation to staffing matters complies with employment legislation and the Council's own employment policies.

Legal Impacts

9. There are no legal implications associated with this report

Risk Management Impacts

10. No impact

Consultation:

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

Recommendations

12. For Members to approve the amended Corporate Comments, Compliments and Complaints Policy attached at Appendix 1.

Reasons for Proposed Decision:

13. To ensure the Council has a consistent approach for the handling of comments, compliments and complaints across the Council.

Implementation of Decision:

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

Appendices:

15. Appendix 1 - Corporate Comments, Compliments and Complaints Policy

List of Background Papers:

16. None

Officer Contact:

Mrs Karen Jones, Assistant Chief Executive and Chief Digital Officer

k.jones3@npt.gov.uk

01639 763284

Mrs. Jayne Banfield, Principal Officer Policy and Democratic Services

j.banfield@npt.gov.uk

01639 686165

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Corporate Comments, Compliments and Complaints Policy

Introduction

This document details the Authority's policy and procedure for dealing with, comments, compliments and complaints. It applies to members of the public receiving or seeking a service from Neath Port Talbot Council.

The complaints process should be complainant focussed, simple, fair and objective, timely and effective, accountable and committed to continuous improvement. In most cases, this policy may be used to determine whether or not correct advice has been given, or that a service to which a person is entitled has not been provided, or not provided properly.

Circumstances where this policy may not apply include complaints relating to issues that would either be dealt with by another forum or have their own separate appeal mechanism. Areas where this policy does not usually apply are set out below (although the list is not exhaustive):

Allegations of criminal activity

Allegations of professional negligence

Compensation claims

Complaints about Councillors

Council tax, council tax benefits/housing benefit matters

Court matters

Data protection matters

Freedom of Information/Environmental Information Regulations

Employment matters

Homelessness matters

Insurance matters

Parking contravention notices

School complaints

Most Social Services complaints (as they have a separate complaints policy)

Objectives of the Policy and Procedure

Comments, compliments and complaints should be viewed positively as an invaluable source of information about the services that we provide.

Objectives of this policy and procedure:-

- the public will find it easy to complain when the service they receive is not good enough;
- to settle complaints to the satisfaction of the public wherever reasonably possible;
- where this is not possible, to fully explain the reasons for the situation complained about;
- empower employees, managers and complaints officers to deal with complaints promptly and close to the point of service delivery;
- to learn from comments, compliments and complaints to help identify improvements and provide better practice in service delivery; and
- to use comments, compliments and complaints information to monitor the effectiveness of the Authority's equalities policies.

Key Principles underpinning the Policy

Corporate Commitment

Dealing with complaints and queries from the public is part of the day to day responsibility of all employees and managers and should be dealt with as close to the problem as possible. Rather than feeling threatened by complaints, all staff are expected to listen carefully to them and consider whether they present an opportunity to improve service delivery.

Equality and Monitoring

Complaints and complainants will be dealt with equally and fairly in accordance with this Comments, Compliments and Complaints Policy and with other relevant policies and schemes of the Authority such as the Welsh Language Standards and equalities policies.

The Authority must ensure that members of the public know how to comment or complain to ensure no-one is excluded from the complaints process. This includes making reasonable adjustments under the Equality Act 2010 to consider what adjustments may be made to overcome a disadvantage and whether such adjustments are reasonable (Appendix 1).

Complaints about services and employees that fall within the definition of “equalities related” arise when complainants believe they have been the subject of unlawful dealings because they are from a group with “protected characteristics”. These include race, age, disability, sex, religion or belief, marriage and civil partnership, pregnancy and maternity, gender reassignment and sexual orientation.

An equality monitoring form (Appendix 2 English/Appendix 3 Welsh) will be provided with the outcome of a stage 2 complaint by the designated complaints officers for completion and return.

An “equalities related” complaint will also include complainants who have not received a service which complies with the Welsh Language Standards.

Complaints -Welsh language/Welsh language standards

Any such complaints received by the Council will be dealt with as part of the Council’s complaints policy.

Complaints received via the Welsh Language Commissioner will be dealt in accordance with the Commissioner’s own complaints process.

Details of all complaints will be included in the Welsh Language Standards Annual Report. In addition details of all investigations and enforcement actions are available on the Welsh Language Commissioner’s website www.comisiynyddygyraeg.cymru

Openness

Complaints should be dealt with in a positive fashion and in a spirit of dialogue with the public. The complaints process give the Authority an opportunity to resolve matters to the mutual satisfaction of itself and the complainant and, at the very least, provide an opportunity for the Authority to thoroughly explain its position.

Comments and Compliments

Comments and compliments are welcome and appreciated as they provide an indication of how we are performing. Additionally, suggestions and ideas from the public are important in terms of improving customer care service quality and staff morale. Comments may be suggestions as to how services could be improved and these should be considered by the service concerned. They may be views or representations, perhaps adverse, about the Authority's policy and provision. The employee/service receiving the comment should thank the member of the public for taking the trouble to express their views, describe how it will be dealt with if further action is required and then refer the comment on, if appropriate. Compliments are particularly appreciated as they provide confirmation that the Authority and its employees provide services which meet or exceed expectations.

Complaints where there is more than one body involved

If a complaint covers more than one body (e.g. a housing association and the Authority regarding a noise nuisance) the Authority will usually work with the other body to decide who should take a lead in dealing with the complaint.

Complaints Concerning Services That Have Been Contracted Out

If the complaint is about a body working on behalf of the Authority (e.g. a specialist company contract) the complainant should raise the matter informally with them first. However, if they want to express their concern or complain formally, the Authority will look into the matter and provide a response.

Defining a complaint

Complaints do not include first time requests for services e.g. initial reporting of a missed bin collection or broken street lamp. Such matters only become complaints when they have been reported and the Authority failed to action that request. A complaint is not a means to seek change to legislation or appeal against a ‘properly made’ decision.

Time Limits

Normally, the Authority is only able to look in to concerns within 6 months of the matter arising. This is because it’s better to review matters while concerns are still fresh in everyone’s mind.

Repeated Complaints and Those Already Dealt With

Sometimes, a complaint cannot be resolved to the satisfaction of the complainant and he or she continues to re-refer the complaint to the Authority. The complainant should have been advised that they may refer their complaint to the Public Services Ombudsman Wales (PSOW). Care should be taken to ensure that a new point in an old complaint is not ignored but, where the substantive issue has been dealt with, this procedure is not designed to go over old ground again.

Equally, the system is not appropriate where issues have already been determined by a third party e.g. the PSOW.

The Authority has a separate policy regarding persistent and unreasonable behaviour in respect of the Corporate Complaints procedures.

Complaints Procedure

Complaints will be recorded and progress tracked to ensure compliance with the Authority’s policy and timescales. The Authority’s complaint procedure involves two stages. Stage One where the initial complaint is recorded and dealt with by the relevant service manager. Stage Two is investigated by the designated Complaints Officer in the relevant department. If a complainant firstly directly contacts the PSOW it would expect that the complaint had already been raised with the body concerned for a reasonable opportunity to have been provided to the Authority to investigate and respond appropriately.

Who May Submit a Complaint?

A complaint may be made by a member of the public or his or her representative such as a relative or friend, a Councillor or an organisation.

Where the complaint is not made directly by the individual concerned that individual must authorise the Authority to disclose information to the person or body acting on their behalf by completing a form of authority (Appendix 4 English/ Appendix 5 Welsh).

Complainants can make a complaint as follows:

- Completing a Comments, Compliments and Complaints Form and returning it to the manager of the service involved (Appendix 6 English/ Appendix 7 Welsh).
- Ringing the Authority switchboard on 01639 686868 and requesting to be transferred to the relevant department that the complaint relates to.
- Completing the general contact information on www.npt.gov.uk

Complainants can make a complaint in whatever format (large print, Braille, on tape or disc) or language they choose to use.

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

Employees dealing with complaints must clarify the complainants' preferred language for dealing with their complaint, whether it is Welsh, English or another language.

Stage One - Initial Complaint

Complaints that fall into this category include requests for a service that have not been previously actioned or properly dealt with. These complaints are handled by the staff and/or manager (supported by the Council's Welsh Language Officer Group and/or Corporate Policy Officer – Equalities and Welsh language where appropriate) directly responsible for delivering the service with a response to be provided within 10 working days. Where this is not possible before the response deadline, the complainant should be informed in writing of the reason for the delay, together with the date expected to receive a full response. Depending on the nature of the complaint, the matter may be resolved over the telephone or in writing including email. Where an issue is resolved by way of a telephone call, a confirmatory letter to advise the complaint outcome should also be sent.

If a complainant is dissatisfied with the outcome of a Stage 1 complaint, the complaint is then formally investigated by the designated complaints officer (supported by the Council's Welsh Language Officer Group and/or Corporate Policy Officer –Equalities and Welsh language where appropriate) within the relevant directorate and a response provided within 20 working days. This includes a review of all relevant correspondence and often incorporates discussions with both the complainant and relevant officers from the service department concerned to enable a fuller response to be provided.

There may be occasions where officers of the Authority feel that it would be more advantageous to go straight to a Stage 2 Complaint Investigation, should this arise, the discretion will rest with the Authority alone and the complainant will be advised of the same at the earliest opportunity.

Stage 2 - Complaint

The complainant will receive a written response on the findings of the investigation within 20 working days. If this is not possible, the complainant will be kept informed in writing of the progress of the investigation and provided with a revised date for the completion of the investigation. When the outcome is sent to the complainant the equalities monitoring form (Appendix 2) should also be sent with a request to complete and return to the designated Complaints Officer.

Complaints relating to the Welsh language or to compliance with the Welsh language service delivery and policy standards, as applied to the Council, will be dealt with in the same way as any other complaints received.

Records of all such complaints will be kept and reported on in accordance with the monitoring requirements of the policy as well as included in the Welsh Language Standards Annual Report.

In all instances complaints will be responded to in accordance with the requirements of the Welsh language standards.

This policy does not apply to complaints in relation to compliance with the Welsh language operational standards. Complaints in relation to these standards are to be dealt with by the Council's Human Resources policies and recorded and monitored according to those policies.

The complainant should be informed that if they remain dissatisfied they have the right to seek an independent external consideration of the complaint by the Public Services Ombudsman for Wales (PSOW).

Complaints relating to the receipt of an unsatisfactory service, where it is considered the Council has treated the Welsh language less favourably than the English language or where there is a claim of interference with your freedom to use Welsh can also be directed to the Welsh Language Commissioner:

Welsh Language Commissioner
Market Chambers
5-7 St Mary Street
Cardiff CF10 1AT

Phone: 0345 6033 221

E-mail: post@welshlanguagecommissioner.wales

General

All documentation/forms must be compiled and stored in accordance with the procedure. In the event that the complaint is referred to the PSOW or the Welsh Language Commissioner the documentation and procedure followed will be of prime importance as will form part of any subsequent investigation.

Where a complaint arises which crosses service boundaries, the lead investigating officer will be the officer from the service where the initial complaint was received.

Any queries regarding the operation of the Comments, Compliments and Complaints Policy should be directed to the designated Complaints Officer for that service area.

Complaints about Employees

This policy does not apply to employees but if the complaint is of a very serious nature, such as an allegation of criminal activity, financial impropriety or of serious officer misconduct, the complaint should be referred to the audit team for investigation and possible referral to the police. All documentation relating to the complaint will be completed and retained by the relevant senior manager/ and or audit. Where the complaint concerns allegations about the behaviour of an individual employee, the complaint should be passed immediately to the line manager for consideration under the appropriate Human Resources policy. The line manager should ensure that the complaint is dealt with fairly and that an opportunity is given to the employee to answer any allegations made against him or her. Senior management will be kept informed of the investigation and outcome.

Freedom of Information Act 2000, Environmental Information Regulations 2004 and Data Protection Act 2018 Complaints

This policy does not apply to complaints concerning Freedom of Information Act 2000 requests, Environmental Information Regulation 2004 requests or Data Protection Act 2018 requests.

For Freedom of Information/Environmental Information requests - if a person is dissatisfied with the response to request, under the Authority's FOI Policy, they may appeal in writing setting out the reasons why they think the decision is erroneous, to the Authority's Monitoring Officer at the following address:-

Head of Legal Services & Monitoring Officer
Civic Centre
Port Talbot
SA13 1PJ
FOI Team
foi@npt.gov.uk

In the event that they appeal and are dissatisfied with that response, they may then appeal direct to the Information Commissioner (via their website www.ico.org.uk), and whose address is:

Wycliffe House,
Water Lane,
Wilmslow,
SK9 5AF

In the event that a person wishes to make a complaint concerning compliance with the Data Protection Act 2018 they should first discuss the same with the officer of the

Authority to whom which they are liaising with, who will seek advice from the Authority's Data Protection Officer. In the event though they remain dissatisfied with any response, they may appeal direct to the Information Commissioner (via their website www.ico.org.uk), and whose address is:

Wycliffe House,
Water Lane,
Wilmslow,
SK9 5AF

Reporting and Monitoring

Monitoring and analysis of complaints should be undertaken in order that where possible, action may be taken to remedy situations, which attract regular or systemic complaints. Complaints information will be reported quarterly to Cabinet and Cabinet Boards.

Comments and compliments for specific service areas are reported by service managers on a quarterly basis to Cabinet and Cabinet Boards.

The designated Complaints Officers update the Corporate Performance Management System (CPMS) with their quarterly data which then contributes to the provision of an annual report. The Corporate Comments, Compliments and Complaints Annual Report is presented to Cabinet.

Details of complaints received in relation to the Welsh language and compliance with the Welsh language standards will also be reported in the Welsh language standards annual report.

Regular, reliable and comparable data on complaints requires public bodies to collect and analyse data on complaints by ensuring they use standardised language and data when collecting information. Comparisons across sectors are part of the new requirements of the PSOW Act. Information is provided quarterly to the Complaints Standards Authority for Wales i.e. the (CSA) team in the PSOW service to enable the compilation of statistics and identification of complaints handling trends across all Welsh councils.

Confidentiality

Any information provided by the complainant in the course of making a complaint shall be treated as having been given to the Authority "in confidence".

Accordingly, such information shall be treated as confidential and shall not be used for any purpose(s) other than the investigation of the complaint made unless:

- The complainant gives his/her consent to disclosure of the information (or any part thereof), or
- There is sufficiently robust public interest justification in the disclosure of the information (or any part thereof) and such disclosure is made in compliance with the principles of the General Data Protection Regulations 2016 and Data Protection Act 2018, or
- Disclosure of that information is required by Law.

In conducting an investigation of a complaint the Authority will consult, for the purposes of comparison of information, all relevant files and information, including information which is held by sections of the Authority other than the section complained about.

Where it is necessary to disclose the identity of the complainant to another officer in order to investigate the complaint then consideration should be given to seeking the complainant's specific consent. This should always be done where the complaint is about the conduct of a particular officer and it is necessary to disclose the complainant's identity to conduct the investigation.

Depending on the nature of the complaint it may be necessary to obtain the complainant's permission to access their personal records. If the complainant refuses to give permission, then it should be explained to them that this will have an effect on the ability to conduct a thorough investigation.

There are also rights available to individuals under the General Data Protection Regulations 2016 and the Data Protection Act 2018 to have access to personal data relating to them held by public authorities and other persons and/or organisations.

Reasonable adjustment staff guidance

The Equality Act 2010 requires public bodies to make reasonable adjustments for disabled people.

A person is considered disabled under the Equality Act 2010 if they have a physical or mental impairment that has a “substantial” and “long term” negative effect on their ability to do normal daily activities. If the way we carry out a function places a disabled person at a substantial disadvantage to someone who is not disabled, we should make reasonable adjustments to the way that we carry out that function. The duty requires us to consider what adjustments can be made to overcome a disadvantage and whether such an adjustment is reasonable.

A complainant should let us know if they have a disability which may make it difficult for them to communicate with us and invite them to make suggestions about what we could do to overcome any barriers they may face.

We need to act in accordance with our duty under the Act. Each request for a reasonable adjustment needs to be considered on a case by case basis, but staff should consider the following four steps:

- a) Does the complainant have a disability that appears to meet the definition under the Act?
 - Has the complainant told you they have a disability or is it evident?
 - Does a disability feature as part of the complaint?

We would normally accept at face value what a complainant tells us about their disability and their needs, unless we have particular reason to question this (e.g. they contradict information they have previously given us).

- b) How does the disability affect the complainant’s ability to access and use our service?
 - What disadvantage is created for them?
 - Does it impact on their ability to access the service?
 - Could our procedures result in issues which potentially exacerbate their disability e.g. a mental health condition which is affected by discussing complaint information by telephone?

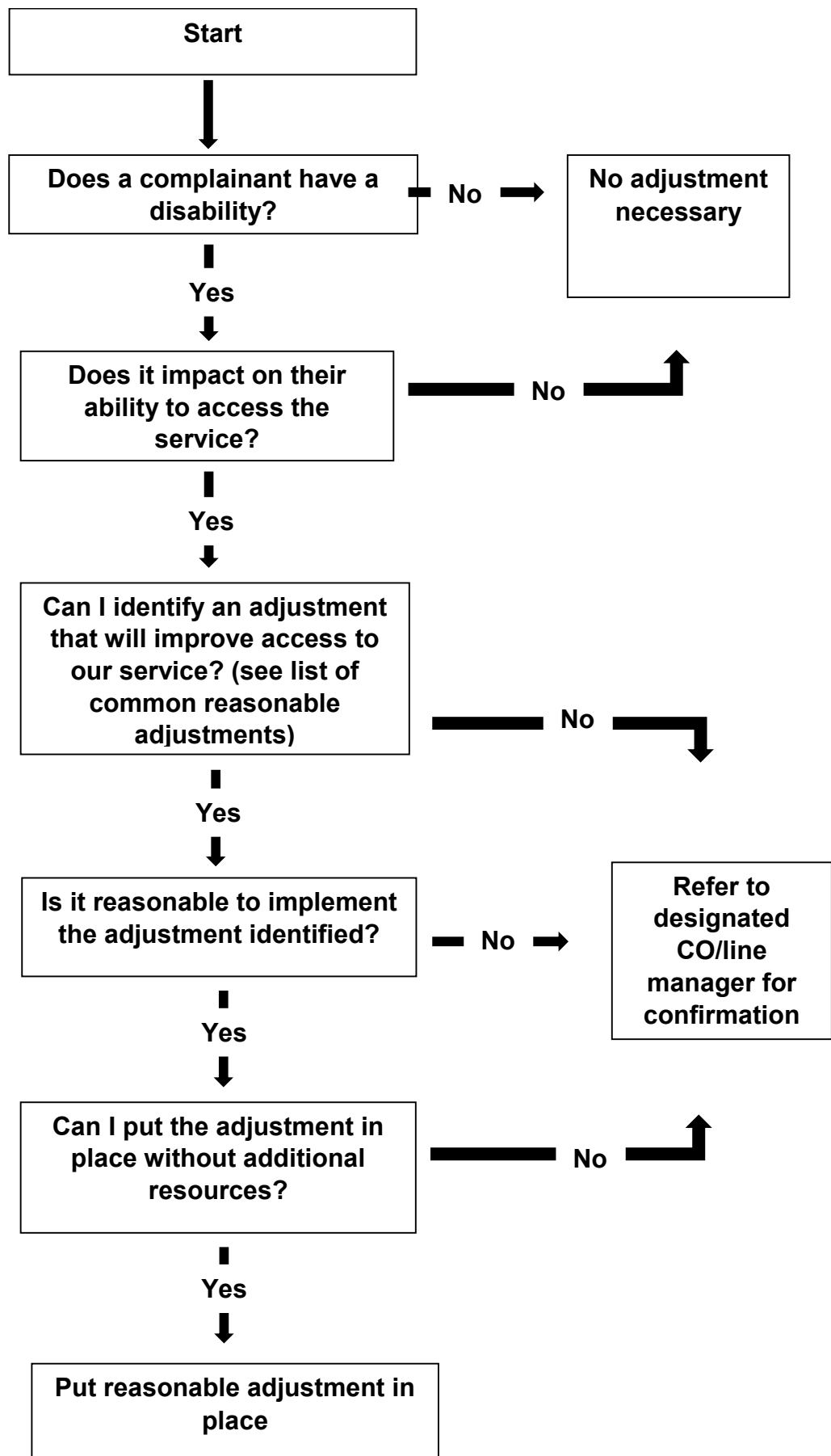
c) What adjustment could be made to improve this for them?

- Have they made a suggestion?
- Are you aware of previous adjustments that have helped someone in a similar situation?
- Can you think of anything that would help?

Common Reasonable Adjustments:

- Large font
- Email only contact
- More time to respond
- Easy Read documents
- Telephone only contact
- Different coloured paper
- Recommending Advocacy services
- Provide information via audio recording
- Reading the decision over the phone before sending it out
- Skype meeting
- Sign language interpreter

Flow Chart:



Appendix 2 – Equality Monitoring Form English

Equality Monitoring Information About You

The Council operates equality policies that aim to ensure that everyone is treated fairly and equally. To make sure that people are not discriminated against when accessing our services we carry out monitoring and therefore would be grateful if you could answer the following questions. The information you provide is strictly confidential.

Age: (please ✓ one answer)

- | | | | |
|-----------------------------------|--------------------------------|--------------------------------|--|
| <input type="checkbox"/> Under 16 | <input type="checkbox"/> 30-39 | <input type="checkbox"/> 60-74 | <input type="checkbox"/> 86+ |
| <input type="checkbox"/> 16-24 | <input type="checkbox"/> 40-49 | <input type="checkbox"/> 75-85 | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 25-29 | <input type="checkbox"/> 50-59 | | |

Welsh Language – are you: (please ✓ one answer)

- | | | |
|---|--|---|
| <input type="checkbox"/> Fluent speaker & writer | <input type="checkbox"/> Fluent speaker | <input type="checkbox"/> Learner |
| <input type="checkbox"/> Fairly fluent speaker & writer | <input type="checkbox"/> Fairly fluent speaker | <input type="checkbox"/> Little or no knowledge |

The Equality Act 2010 defines a person as disabled if they have a physical or mental impairment, which has a substantial and long term (i.e. has lasted or is expected to last at least 12 months) adverse effect on the person's ability to carry out normal day-to-day activities.

Do you consider yourself to have a disability? (please ✓ one answer)

- | | | |
|------------------------------|-----------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Prefer not to say |
|------------------------------|-----------------------------|--|

Ethnic origin: (please ✓ one answer)

- | | | |
|---|---|--|
| <input type="checkbox"/> White British | <input type="checkbox"/> Mixed: White & Asian | <input type="checkbox"/> Black: African |
| <input type="checkbox"/> White Irish | <input type="checkbox"/> Indian | <input type="checkbox"/> Black: Caribbean |
| <input type="checkbox"/> Mixed: White & Black Caribbean | <input type="checkbox"/> Bangladeshi | <input type="checkbox"/> Chinese |
| <input type="checkbox"/> Mixed: White & Black African | <input type="checkbox"/> Pakistani | <input type="checkbox"/> Prefer not to say |

Other (please specify):

Sex (please ✓ one answer)

- Male Female Transgender Prefer not to say

Religion/Belief: (please ✓ one answer)

- Christian Buddhist Hindu Jewish Muslim
 Sikh No religion Prefer not to say Any other religion

Any other religion (please specify):

Sexual Orientation (please ✓ one answer)

- Heterosexual Lesbian Gay Bisexual Prefer not to say

Nationality (please ✓ one answer)

- Welsh Scottish English British
 Irish Prefer not to say Other

Other (please specify):

THANK YOU FOR YOUR TIME

Appendix 3 Equality Monitoring Form Welsh

Amdanoch chi:

Mae'r cyngor yn gweithredu polisiau cydraddoldeb sy'n ceisio sicrhau bod pawb yn cael ei drin yn deg ac yn gyfartal. Er mwyn sicrhau na wahaniaethir yn erbyn pobl wrth gael mynediad i'n gwasanaethau, rydym yn monitro ac felly byddem yn ddiolchgar pe gallech ateb y cwestiynau canlynol. Mae'r wybodaeth yr ydych yn ei rhoi'n hollol gyfrinachol.

Oedran: (*✓un ateb*)

<input type="checkbox"/> 25-29	<input type="checkbox"/> 50-59	<input type="checkbox"/> 86+	
<input type="checkbox"/> Dan 16 oed	<input type="checkbox"/> 30-39	<input type="checkbox"/> 60-74	<input type="checkbox"/> Dewis peidio â dweud
<input type="checkbox"/> 16-24	<input type="checkbox"/> 40-49	<input type="checkbox"/> 75-85	

Y Gymraeg – a ydych yn: (*✓un ateb*)

<input type="checkbox"/> Siarad ac ysgrifennu'n rhugl	<input type="checkbox"/> Siaradwr rhugl	<input type="checkbox"/> Dysgwr
<input type="checkbox"/> Siarad ac ysgrifennu'n weddol rugl	<input type="checkbox"/> Siaradwr gweddol rugl	<input type="checkbox"/> Ychydig neu ddim gwybodaeth

Mae Deddf Cydraddoldeb 2010 yn diffinio rhywun sy'n anabl fel rhywun â nam corfforol neu feddyliol sy'n cael effaith andwyol sylweddol a thymor hir (h.y. wedi para neu disgwylir iddi bara am o leiaf 12 mis) ar allu'r person i wneud gweithgareddau arferol o ddydd i ddydd.

A ydych yn ystyried bod anabledd gennych? (*✓un ateb*)

<input type="checkbox"/> Ydw	<input type="checkbox"/> Nac ydw	<input type="checkbox"/> Dewis peidio â dweud
------------------------------	----------------------------------	---

Tarddiad ethnig: (*✓un ateb*)

<input type="checkbox"/> Gwyn: Prydeinig	<input type="checkbox"/> Cymysg: Gwyn ac Asiaidd	<input type="checkbox"/> Du: Affricanaidd
<input type="checkbox"/> Gwyn: Gwyddelig	<input type="checkbox"/> Indiaidd	<input type="checkbox"/> Du: Caribiaidd
<input type="checkbox"/> Cymysg: Gwyn a Du Caribiaidd	<input type="checkbox"/> Bangladeshaid	<input type="checkbox"/> Tsieineidd
<input type="checkbox"/> Cymysg: Gwyn a Du Affricanaidd	<input type="checkbox"/> Pacistanaidd	<input type="checkbox"/> Dewis peidio â dweud
<input type="checkbox"/> Arall nodwch:	<input type="text"/>	

Rhyw (*✓un ateb*)

Gwryw

Benyw

Trawsryweddol

Dewis peidio â dweud

Crefydd/Credo: (*✓un ateb*)

Cristion

Bwdaidd

Hindwaidd

Iddewig

Moslemaidd

Sicaidd

Dim crefydd

Dewis peidio â dweud

Unrhyw crefydd arall – nodwch:

Cyfeiriadedd Rhywiol (*✓un ateb*)

Heterorywiol

Lesbiaidd

Hoyw

Deurywiol

Dewis peidio â dweud

Cenedligrwydd (*✓un ateb*)

Cymreig

Albanaidd

Seisnig

Prydeinig

Gwyddelig

Dewis peidio â dweud

Unrhyw cenedligrwydd arall – nodwch:

DIOLCH I CHI AM EICH AMSER

Neath Port Talbot County Borough Council

Representative Authorisation Form for submitting a complaint

I
(Please insert full name)

of

confirm that I have authorised

.....

to submit a complaint with the Authority about

.....

.....

.....

and understand that my representative may receive personal information relating to my complaint as part of the Authority's response.

Signed**Date**

Cyngor Bwrdeistref Sirol Castell-Nedd Port Talbot

Ffurflen Ganiatâd i Gynrychiolydd Gofnodi Cwyn

Rwyf i
(Rhowch eich enw llawn)

O

yn cadarnhau fy mod wedi rhoi caniatâd i

.....
(Rhowch enw eich cynrychiolydd)

gofnodi cwyn gyda'r Awdurdod ynglŷn â

.....

.....

(Rhowch fanylion eich cwyn)

ac rwy'n deall y gall fy nghynrychiolydd dderbyn gwybodaeth bersonol sy'n ymwneud â'm cwyn fel rhan o ymateb yr Awdurdod.

Llofnod

Dyddiedig

Comments, Compliments and Complaints Form**A: Your details**

Name of section/service/person you are referring to:	
Title: Mr/Mrs/Miss/Ms (If other please state)	
Last name:	
Forename(s):	
Address and postcode:	
Daytime contact number:	
Mobile number:	
E-mail address	

Please confirm which of the above methods you would prefer us to contact you

If our usual way of dealing with complaints is difficult for you, for example if English or Welsh is not your first language or you need to engage with us in a particular way by way of a reasonable adjustment, please tell us below so that we can discuss how we might help you.

If you are completing this on behalf of someone else, please complete section B of this form. We have to be satisfied that you have the authority to act on behalf of the person who has experienced the problem and you will need to complete a separate letter of authorisation to confirm this (Appendix 4 of the complaints policy). For

B: Making a complaint on behalf of someone else:

Title: Mr/Mrs/Miss/Ms (If other please state)	
Last name:	
Forename(s):	
Address and postcode:	
Telephone contact: Email address:	
What is your relationship to them?	
Why are you making a complaint on their behalf?	

C: About your complaint, compliment or comment. Please provide the following information if you wish to do so. (Please continue on a separate sheet if necessary).

If this is a complaint, please explain what you think the person, department or service involved did wrong or failed to do. If this is a compliment or comment please complete part D below.
Describe how you personally have suffered or been affected.

What do you think should be done to put things right?

Have you already put your concern to the staff responsible for providing the service? If so, please give brief details of how and when you did so.

If it is more than 3 months since you first became aware of the problem, please give the reason why you have not complained before now.

D: Please provide details of your comment or compliment below:

Signature: _____

Date: _____

Thank you for providing this information. When completed, please hand in or post to either Neath or Port Talbot Civic Centre for the attention of the section concerned or e-mail back to the officer who sent the information to you. You should receive an acknowledgement/ response within 10 working days.

Neath Port Talbot Council
Civic Centre,
Port Talbot
SA13 1PJ

Neath Port Talbot Council
Civic Centre
Neath
SA11 3 QZ

Appendix 7

Ffurflen Sylwadau, Canmoliaeth a Chwynion

A: Eich manylion

Enw'r is- adran/gwasanaeth/person rydych yn cyfeirio ati/ato:	
Teitl: Mr/Mrs/Miss/Ms (Os arall, nodwch)	
Cyfenw:	
Enw(au) blaen:	
Cyfeiriad a chôd post:	
Rhif ffôn cyswllt yn ystod y dydd:	
Rhif ffôn symudol:	
Cyfeiriad e-bost	

Nodwch drwy ba un o'r dulliau uchod yr hoffech chi i ni gysylltu â chi

Os mae ein modd arferol o ymdrin â chwynion yn anodd i chi, er enghraifft, os nad Cymraeg neu Saesneg yw eich iaith gyntaf neu os oes angen i chi gysylltu â ni mewn modd penodol trwy addasiad rhesymol, rhowch wybod i ni isod fel y gallwn drafod sut y gallem eich helpu chi.

Os ydych yn cwblhau'r ffurflen hon ar ran rhywun arall, cwblhewch adran B. Rhaid i ni fod yn fodlon bod gennych yr awdurdod i weithredu ar ran y person sydd wedi profi'r broblem a bydd angen i chi gwblhau llythyr awdurdodiad ar wahân i gadarnhau hyn.

B: Gwneud cwyn ar ran rhywun arall:

Teitl: Mr/Mrs/Miss/Ms (Os arall, nodwch)	
Cyfenw:	
Enw(au) blaen:	
Cyfeiriad a chôd post: Rhif ffôn cyswllt: Cyfeiriad e-bost:	
Beth yw eich perthynas â nhw?	
Pam ydych chi'n gwneud cwyn ar ei ran?	

C: Ynglŷn â'ch cwyn, canmoliaeth neu sylw. Darparwch yr wybodaeth ganlynol os ydych yn dymuno gwneud hynny. (Parhewch ar ddalen ar wahân os oes angen).

Os mai cwyn yw hon, eglurwch beth wnaeth yr unigolyn, yr adran neu'r gwasanaeth dan sylw yn anghywir neu beth fethon nhw â gwneud yn eich barn chi. Os yw'n ganmoliaeth neu'n sylw, cwblhewch adran Ch isod.

Disgrifiwch sut rydych chi'n bersonol wedi dioddef neu wedi eich effeithio.

Beth ddylid ei wneud, yn eich barn chi, i wneud yn iawn am y sefyllfa?

Ydych chi eisoes wedi mynegi pryder wrth yr aelod staff a oedd yn gyfrifol am ddarparu'r gwasanaeth? Os felly, rhowch fanylion cryno am sut a phryd y gwnaethoch chi hynny.

Os yw'n fwy na 3 mis ers i chi ddod yn ymwybodol o'r broblem, eglurwch pam nad ydych wedi cwyno cyn hyn.

Ch: Rhowch fanylion eich sylw neu ganmoliaeth isod:

Llofnod: _____

Dyddiad: _____

Diolch am ddarparu'r wybodaeth hon. Ar ôl ei llenwi, cyflwynwch y ffurflen neu ei phostio naill ai i'r Ganolfan Ddinesig Castell-nedd neu i Ganolfan Ddinesig Port Talbot neu dychwelwch hi drwy e-bostio'r swyddog a'i hanfonodd atoch. Dylech dderbyn cydnabyddiaeth/ymateb o fewn 10 niwrnod gwaith.

Cyngor Castell-nedd Port Talbot
Talbot
Canolfan Ddinesig,
Port Talbot
SA13 1PJ

Cyngor Castell-nedd Port
Canolfan Ddinesig
Castell-nedd
SA11 3QZ

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

**CABINET
30 September 2020**

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

SECTION A – MATTER FOR DECISION

WARDS AFFECTED: ALL

CHANGES TO MEMBER REPRESENTATION

Purpose of the Report

Following the recent sad death of Councillor ap Dafydd the following change to membership has been requested.

Cabinet is asked to agree that Councillor S. Pursey fill the vacancy on the Voluntary Sector Liaison Forum.

Financial Impact

There are no financial impacts.

Equality Impact Assessment

There are no equality impacts.

Workforce Impacts

There are no workforce impacts.

Legal Powers

Section 15 of the Local Government and Housing Act 1989

<http://www.legislation.gov.uk/ukpga/1989/42/contents>

Risk Management

There are none.

Consultation

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

Recommendation

That Cabinet approves the above proposal.

Reason for Proposed Decision

To update the Council's membership arrangements.

Implementation of Decision

The decision is for immediate implementation.

List of Background Papers

The Constitution of Neath Port Talbot County Borough Council.

Officer Contact

Karen Jones, Assistant Chief Executive and Chief Digital Officer
Contact: k.jones3@npt.gov.uk or telephone 01639 763284



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

CABINET

REPORT OF THE HEAD OF LEGAL SERVICES – MR CRAIG GRIFFITHS

30 September 2020

Matter for Information

Wards Affected: All Wards

Public Service Ombudsman for Wales Annual Report 2019/2020

Purpose of the Report:

1. To advise Members of the receipt of the Ombudsman's Annual Letter and the publication of his Annual Report.

Executive Summary:

2. The Public Service Ombudsman for Wales ("the Ombudsman") has two specific roles:
 - (a) To consider complaints about public service providers in Wales; and
 - (b) To consider complaints that members of local authorities or town and community councils have breached their Code of Conduct.

3. The Ombudsman sends letters on an annual basis to county borough councils and local health boards concerning the complaints he has received and considered during the previous financial year. The aim of the Annual Letter is to provide the relevant bodies with information to help them improve their complaint handling and the services that they provide.

Background:

4. In recent years the Ombudsman has adopted the practice of sending an annual letter to each local authority which comes within his jurisdiction. A full copy of the letter and Factsheet is reproduced for Members at Appendix 1.
5. Comparatively little commentary is required on the Annual Letter. The number of service complaints received by the Ombudsman is set out in Table A of the Factsheet. This Council received 22 complaints – a decrease from 38 in the 2018/2019 Financial Year. Therefore, the number of complaints received is in line with what one would expect from the population size of the Council area.
6. It should be noted that we are no longer a direct provider of general housing – a function which generally attracts some complaints.
7. The mix of complaints is dealt with in Table B of the Factsheet. The numbers in the various categories are similar to the Welsh average overall.
8. The comparison of complaint outcomes with average outcomes is again broadly in line with the national average.
9. The percentage of cases requiring intervention from the Ombudsman is comparatively low (see Table D). The intervention provided the opportunity with the Council to look

again at the issue and ensure that remedies could be achieved which met the needs of the complainant.

10. The number of national Code of Conduct complaints increased slightly in 2019/2020 both in respect of Local Authority elected members and Town/Community Council members. Many of these complaints have arisen following changes in the membership of councils. In the Neath Port Talbot locality, the number of Code of Conduct complaints against County Borough Councils is low, there being just 4, which were closed after initial consideration (Table E), meaning there was no case to answer. However, there was a slight increase in the number of complaints against community councils (Table F) (going from 7 to 8), but as can be seen no further action was taken in respect of these matters and they were either closed after initial consideration, discontinued or withdrawn.
11. Overall, cuts in public expenditure create an environment in which there can be a mismatch between public expectations and the service which can be provided. This will make it even more important to deal promptly with any complaints which arise and look for practical and achievable solutions. The Council continues to work collaboratively with the Ombudsman to resolve any matter that might be referred to him by a member of the public whether that be via an early settlement or to provide clarification and documentation to assist in any investigation being undertaken.
12. Officers will continue this assistance in 2020/2021 and onwards. However, steps will also be taken to try and reduce the number of cases which require intervention by the Ombudsman. This will include:
 - (a) Ensuring officers are aware of their obligations in responding to complaints and how the Council's Complaints Process functions to reduce the prospect of complaints being made to the Ombudsman stemming from process related issues.

- (b) Facilitating a working group of officers to consider complaints handling and steps that should be taken in responding to complaints and to consider the Ombudsman response to any complaints so that lessons can be learnt. These officers are also involved in Data Protection and Freedom of Information Act responses so training will also be provided in these areas to ensure compliance in those fields. Taking the opportunity to learn from complaints can contribute to the development of services that meet the needs and expectations of our citizens. In this way, citizens can be involved in improving services and ensuring that they meet long term needs and are sustainable. The ability to identify causes of complaint and service failure can also present an opportunity to design in service features which have a preventative impact.
- (c) Liaising with the Ombudsman to determine whether resources such as training are available from them to assist in complaint handling process.
- (d) Undertaking further training with Local Authority Elected Members on Code of Conduct matters and in particular the use of social media, which appears to be the source of numerous complaints to the Ombudsman. Training was provided in February 2020 and will continue to form part of Code of Conduct Training in refresher sessions.
- (e) The further development of a Standards and Code of Conduct forum with Town and Community Council Clerks to ensure that standards and ethics of decision makers is considered actively within that setting and officers of those organisations are aware of key legal obligations. The forum has met now on a number of occasions and new ways of looking to hold the meeting in light of Covid-19 issues are being developed.
- (f) A review of the Constitution to ensure appropriate arrangements are in place to meet any obligations in respect of complaints. Reports will be brought to members accordingly in due course regarding this.

13. It should also be noted that the Ombudsman is now in receipt of a number of additional powers of investigation, recently granted by the Welsh Government. These include the ability to undertake “own initiative” complaints. These investigations are not instigated by a complaint from a resident but may occur where the Ombudsman suspects potential systemic failures of services or where residents feel unable to complain due to the fact that they are dependent on Council services or because they are vulnerable.

Financial Impacts:

14. No implications. Though it should be noted the Ombudsman has legal powers to require the Council to make payments to complainants where they have suffered financial loss or in compensation for “time and trouble”.

Integrated Impact Assessment:

15. An Integrated Impact Assessment is not requirement for this report.

Valleys Communities Impacts:

16. No implications

Workforce Impacts:

17. No implications

Legal Impacts:

18. No implications

Consultation:

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

Recommendations:

20. That Members note the content of the Public Service Ombudsman Annual Report for Neath Port Talbot County Borough Council for 2019/2020 enclosed at Appendix 1

Appendices:

21. Appendix 1 – Annual Letter of the Public Service Ombudsman for Wales for Neath Port Talbot County Borough Council (Welsh and English version)

List of Background Papers:


22. None

Officer Contact:


Mr Craig Griffiths
Head of Legal Services
Telephone 01639 763767
Email: c.griffiths2@npt.gov.uk

Our ref: NB

Ask for: Communications

 01656 641150

Date: 7 September 2020

 Communications
@ombudsman-wales.org.uk

Councillor Rob G. Jones
Council Leader
Neath Port Talbot Council

By Email Only
cllr.r.g.jones@npt.gov.uk

Dear Councillor Jones

Annual Letter 2019/20

I am pleased to provide you with the Annual letter (2019/20) for Neath Port Talbot Council.

I write this at an unprecedented time for public services in Wales and those that use them. Most of the data in this correspondence relates to the period before the rapid escalation in Covid-19 spread and before restrictions on economic and social activity had been introduced. However, I am only too aware of the impact the pandemic continues to have on us all.

I am delighted to report that, during the past financial year, we had to intervene in (uphold, settle or resolve early) a smaller proportion of complaints about public bodies: 20% compared to 24% last year.

We also referred a smaller proportion of Code of Conduct complaints to a Standards Committee or the Adjudication Panel for Wales: 2% compared to 3% last year.

With regard to new complaints relating to Local Authorities, the overall number has decreased by 2.4% compared to the previous financial year. I am also glad that we had to intervene in a smaller proportion of the cases closed (13% compared to 15% last year). That said, I am concerned that complaint handling persists as one of the main subjects of our complaints again this year.

Amongst the main highlights of the year, in 2019 the National Assembly for Wales (now Senedd Cymru Welsh Parliament) passed our new Act. We are now the first ombudsman's office in the UK to have full and operational powers to drive systemic improvement of public services through investigations on our 'own initiative' and the Complaints Standards role.

Page 1 of 7

During 2019/20, we have engaged intensively with Local Authorities on this issue, starting to exercise our new Complaints Standards powers.

Local Authorities in Wales submitted data about the complaints they handled to the Complaints Standards Authority (CSA) for the first time in 2019/2020, revealing much more about the complaints landscape in Wales.

The data submitted for 2019/2020 shows:

- Over 13,000 complaints were recorded by Local Authorities – 4.25 for every 1000 residents.
- Nearly half (42%) of those complaints were upheld in full or in part.
- About 80% (79.51%) were investigated within 20 working days.
- About 7% (6.91%) of all complaints ended up being referred to PSOW.

The CSA will work with public bodies to ensure the data submitted is an accurate representation of complaints being submitted by service users.

A summary of the complaints of maladministration/service failure received relating to your Council is attached.

Also attached is a summary of the Code of Conduct complaints relating to members of the Council and the Town & Community Councils in your area.

Action for the Council to take:

- Present my Annual Letter to the Cabinet to assist members in their scrutiny of the Council's performance.
- Engage with my Complaints Standards work, accessing training for your staff and providing complaints data.
- Inform me of the outcome of the Council's considerations and proposed actions on the above matters by 30 November.

This correspondence is copied to the Chief Executive of your Council and to your Contact Officer. Finally, a copy of all Annual Letters will be published on my website.

Yours sincerely



Nick Bennett
Ombudsman

CC: Steve Phillips, Chief Executive
Craig Griffiths, Contact Officer

Factsheet

A. Complaints Received

Local Authority	Complaints Received	Complaints received per 1000 residents
Blaenau Gwent County Borough Council	17	0.24
Bridgend County Borough Council	34	0.23
Caerphilly County Borough Council	49	0.27
Cardiff Council*	122	0.33
Carmarthenshire County Council	42	0.22
Ceredigion County Council	31	0.42
Conwy County Borough Council	29	0.25
Denbighshire County Council	32	0.34
Flintshire County Council	61	0.39
Gwynedd Council	37	0.30
Isle of Anglesey County Council	26	0.37
Merthyr Tydfil County Borough Council	13	0.22
Monmouthshire County Council	16	0.17
Neath Port Talbot County Borough Council	22	0.15
Newport City Council	39	0.25
Pembrokeshire County Council	25	0.20
Powys County Council	72	0.54
Rhondda Cynon Taf County Borough Council	39	0.16
Swansea Council	92	0.37
Torfaen County Borough Council	5	0.05
Vale of Glamorgan Council	30	0.23
Wrexham County Borough Council	33	0.24
Wales	866	0.28

* inc 1 Rent Smart Wales

B. Complaints Received by Subject

Neath Port Talbot Council	Complaints Received	Complaints Percentage Share
Adult Social Services	1	4.55%
Benefits Administration	1	4.55%
Children's Social Services	4	18.18%
Complaint Handling	5	22.73%
Education	2	9.09%
Environment and Environmental Health	5	22.73%
Planning and Building Control	2	9.09%
Roads and Transport	2	9.09%

C. Complaint Outcomes

(* denotes intervention)

Complaints Closed	Premature/ Out of Time/Right to Appeal	Out of Jurisdiction	Other cases closed after initial consideration	Early Resolution/ voluntary settlement*	Discontinued	Other Reports- Not Upheld	Other Reports Upheld - in whole or in part*	Public Interest Report *	Grand Total
Neath Port Talbot Council	12	3	6	3	0	0	1	0	25
Complaints Percentage Share	48.00%	12.00%	24.00%	12.00%	0.00%	0.00%	4.00%	0.00%	

D. Number of cases with PSOW intervention

	No. of interventions	No. of closures	% of interventions
Blaenau Gwent County Borough Council	1	17	6%
Bridgend County Borough Council	1	34	3%
Caerphilly County Borough Council	6	50	12%
Cardiff Council	21	120	18%
Cardiff Council - Rent Smart Wales	-	1	0%
Carmarthenshire County Council	6	46	13%
Ceredigion County Council	4	30	13%
Conwy County Borough Council	6	34	18%
Denbighshire County Council	2	32	6%
Flintshire County Council	8	57	14%
Gwynedd Council	4	39	10%
Isle of Anglesey County Council	3	28	11%
Merthyr Tydfil County Borough Council	2	15	13%
Monmouthshire County Council	2	15	13%
Neath Port Talbot Council	4	25	16%
Newport City Council	4	38	11%
Pembrokeshire County Council	7	29	24%
Powys County Council	14	71	20%
Rhondda Cynon Taf County Borough Council	5	40	13%
Swansea Council	4	93	4%
Torfaen County Borough Council	1	5	20%
Vale of Glamorgan Council	4	27	15%
Wrexham County Borough Council	4	33	12%
Grand Total	113	879	13%

E. Code of Conduct Complaints Closed

County/County Borough Councils	Closed after initial consideration	Discontinued	No evidence of breach	No action necessary	Refer to Standards Committee	Refer to Adjudication Panel	Withdrawn	Total
Neath Port Talbot	4	-	-	-	-	-	-	4

F. Town/Community Council Code of Complaints

Town/Community Council	Closed after initial consideration	Discontinued	No evidence of breach	No action necessary	Refer to Standards Committee	Refer to Adjudication Panel	Withdrawn	Total
Briton Ferry Town Council	2	-	-	-	-	-	-	2
Coedffranc Town Council	3	-	-	-	-	-	-	3
Glynneath Town Council	3	-	-	-	-	-	-	3

Appendix

Explanatory Notes

Section A provides a breakdown of the number of complaints against the Local Authority which were received during 2019/20, and the number of complaints per 1,000 residents (population).

Section B provides a breakdown of the number of complaints about the Local Authority which were received by my office during 2019/20. The figures are broken down into subject categories with the percentage share.

Section C provides the complaint outcomes for the Local Authority during 2019/20, with the percentage share.

Section D provides the numbers and percentages of cases received by the PSOW in which an intervention has occurred. This includes all upheld complaints, early resolutions and voluntary settlements.

Section E provides a breakdown of all Code of Conduct complaint outcomes against Councillors during 2019/20.

Section F provides a breakdown of all Code of Conduct complaint outcomes against town or community councils.


Feedback

We welcome your feedback on the enclosed information, including suggestions for any information to be enclosed in future annual summaries. Any feedback or queries should be sent via email to communications@ombudsman-wales.org.uk


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Ein cyf: NB

Gofynnwch am: Cyfathrebu

 01656 641150

Dyddiad: 7 Medi 2020

 Cyfathrebu
@ombwdsmon.cymru

Cynghorydd Rob G Jones
Arweinydd y Cyngor
Cyngor Castell-nedd Port Talbot

Trwy Ebst yn Unig
cllr.r.g.jones@npt.gov.uk

Annwyl Cynhorydd Jones

Llythyrau Blynyddol 2019/20

Mae'n bleser gennyf ddarparu fy Llythyr Blynyddol (2019/20) i Gyngor Castell-nedd Port Talbot.

Yr wyf yn ysgrifennu hyn yn ystod cyfnod na welwyd ei debyg o'r blaen ar gyfer gwasanaethau cyhoeddus yng Nghymru a'r sawl sy'n eu defnyddio. Mae'r rhan fwyaf o'r data yn yr ohebiaeth hon yn gysylltiedig â'r cyfnod cyn y cynnydd cyflym yn ymlodiad Covid-19 a chyn cyflwyno cyfyngiadau ar weithgareddau economaidd a chymdeithasol. Fodd bynnag, yr wyf yn ymwybodol iawn o'r effaith y mae'r pandemig yn parhau i gael ar bob un ohonom.

Yr wyf yn falch o ddweud y bu'n rhaid inni, yn ystod y flwyddyn ariannol ddiwethaf, ymyrryd (cadarnhau, setlo neu ddatrys yn gynnar) mewn cyfran lai o gwynion am gyrrff cyhoeddus: 20% o gymharu â 24% y llynedd.

Cyfeiriasom hefyd gyfran lai o gwynion y Cod ymddygiad at Bwyllgor Safonau neu Banel Dyfarnu Cymru: 2% o gymharu â 3% y llynedd.

O ran cwynion newydd yn ymwneud ag Awdurdod Lleol, mae'r cyfanswm wedi gostwng o 2.4% o gymharu â'r flwyddyn ariannol flaenorol. Yr wyf hefyd yn falch y bu'n rhaid inni ymyrryd mewn cyfran lai o'r achosion a gaewyd (13% o gymharu â 15% y llynedd). Wedi dweud hynny, yr wyf yn bryderus bod ymdrin â chwynion yn parhau fel un o'r prif bynciau ein cwynion eto eleni.

Ymhlith prif uchafbwyntiau'r flwyddyn, yn 2019 pasiodd Cynulliad Cenedlaethol Cymru (Senedd Cymru bellach) ein Deddf newydd. Erbyn hyn, ni yw'r swyddfa Ombwdsmon gyntaf yn y DU i fod â phwerau llawn a gweithredol i ysgogi gwelliannau systematig mewn gwasanaethau cyhoeddus drwy ymchwilio 'ar ein liwt ein hunain' a'r rôl Safonau Cwynion.

Tudalen 1 o 7

Yn 2019/20, yr ydym wedi ymgysylltu'n helaeth ag Awdurdodau Lleol ynglŷn â'r mater hwn, gan gychwyn defnyddio ein pwerau Safonau Cwynion newydd.

Cyflwynodd Awdurdodau Lleol yng Nghymru ddata am y cwynion a ymdriniwyd ganddynt i'r Awdurdod Safonau Cwynion (ASC) am y tro cyntaf yn 2019/2020, gan ddatgelu gymaint mwy am y sefyllfa cwynion yng Nghymru.

Mae'r data a gyflwynwyd ar gyfer 2019/2020 yn dangos:

- Cofnodwyd dros 13,000 o gwynion gan Awdurdodau Lleol - 4.25 ar gyfer pob 1000 o drigolion
- Cadarnhawyd bron i hanner (42%) y cwynion hynny yn llawn neu'n rhannol
- Ymchwiliwyd i oddeutu 80% (79.51%) ohonynt o fewn 20 diwrnod gwaith
- Yn y pen draw, cyfeiriwyd oddeutu 7% (6.91%) o'r holl gwynion at OGCC.

Bydd yr ASC yn gweithio â chyrrff cyhoeddus i sicrhau bod y data a gyflwynir yn gynrychiolaeth gywir o'r cwynion sy'n cael eu cyflwyno gan ddefnyddwyr gwasanaeth.

Gweler ynghlwm grynodedb o'r cwynion o gamweinyddu/methiant gwasanaeth a dderbyniwyd mewn cysylltiad â'ch Cyngor.

Hefyd ynghlwm y mae crynodeb o'r cwynion y Cod Ymddygiad mewn cysylltiad ag aelodau'r Cyngor a'r Cyngorau Tref a Chymuned yn eich ardal.

Camau i'w cymryd gan y Cyngor:

- Cyflwyno fy Llythyr Blynyddol i'r Cabinet i gynorthwyo aelodau yn eu swyddogaeth o graffu ar berfformiad y Cyngor
- Ymgysylltu â'm gwaith Safonau Cwynion, cael hyfforddiant i'ch staff a darparu data cwynion
- Rhoi gwybod imi am ganlyniad ystyriaethau a chamau gweithredu arfaethedig y cyngor yng nghyswllt y materion uchod erbyn **30ain Tachwedd**

Mae'r ohebiaeth hon yn cael ei chopïo i Brif Weithredwr eich Cyngor a'ch Swyddog Cyswllt. Yn olaf, bydd copi o'r holl Lythyrau Blynyddol yn cael eu cyhoeddi ar fy ngwefan.

Yn gywir



Nick Bennett
Ombwdsmon

Cc: Steve Phillips, Prif Weithredwr
Craig Griffiths, Swyddog Cyswllt

Taflen Ffeithiau

A. Cwynion a Gafwyd

Awdurdod Lleol	Cwynion a Gafwyd	Cwynion a gafwyd fesul 1000 o drigolion
Cyngor Bwrdeistref Sirol Blaenau Gwent	17	0.24
Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr	34	0.23
Cyngor Bwrdeistref Sirol Caerffili	49	0.27
Cyngor Caerdydd*	122	0.33
Cyngor Sir Caerfyrddin	42	0.22
Cyngor Sir Ceredigion	31	0.42
Cyngor Bwrdeistref Sirol Conwy	29	0.25
Cyngor Sir Ddinbych	32	0.34
Cyngor Sir y Fflint	61	0.39
Cyngor Gwynedd	37	0.30
Cyngor Sir Ynys Môn	26	0.37
Cyngor Bwrdeistref Sirol Merthyr Tudful	13	0.22
Cyngor Sir Fynwy	16	0.17
Cyngor Bwrdeistref Sirol Castell-nedd Port Talbot	22	0.15
Cyngor Dinas Casnewydd	39	0.25
Cyngor Sir Penfro	25	0.20
Cyngor Sir Powys	72	0.54
Cyngor Bwrdeistref Sirol Rhondda Cynon Taf	39	0.16
Cyngor Abertawe	92	0.37
Cyngor Bwrdeistref Sirol Torfaen	5	0.05
Cyngor Bro Morgannwg	30	0.23
Cyngor Bwrdeistref Sirol Wrecsam	33	0.24
Cymru	866	0.28

* gan gynnwys 1 Rhentu Doeth Cymru

B. Cwynion a Gafwyd yn ôl Pwnc

Cyngor Castell-nedd Port Talbot	Cwynion a Gafwyd	Cyfran Ganrannol Cwynion
Gwasanaethau Cymdeithasol Oedolion	1	4.55%
Gweinyddu Budd-daliadau	1	4.55%
Gwasanaethau Cymdeithasol Plant	4	18.18%
Ymdrin â Chwynion	5	22.73%
Addysg	2	9.09%
Yr Amgylchedd ac Iechyd yr Amgylchedd	5	22.73%
Cynllunio a Rheoli Adeiladu	2	9.09%
Ffyrdd a Thrafnidiaeth	2	9.09%

C. Canlyniadau Cwynion (* yn dynodi ymyrraeth)

Cwynion a Gaewyd	Cynamserol/ Tu hwnt i amser/Hawl Apelio	Tu hwnt i Awdurdodaeth	Achosion eraill wedi'u cau ar ôl ystyriaeth gychwynnol	Datrys yn Gynnar / Setliad Gwirfoddol*	Wedi rhoi'r gorau iddi	Adroddiadau Eraill - Heb eu Cadarnhau	Adroddiadau Eraill wedi'u Cadarnhau - yn gyfan gwbl neu'n rhannol*	Adroddiad Budd y Cyhoedd	Cyfanswm
Cyngor Castell- nedd Port Talbot	12	3	6	3	0	0	1	0	25
Cyfran Ganrannol Cwynion	48.00%	12.00%	24.00%	12.00%	0.00 %	0.00%	4.00%	0.00%	

D. Nifer yr achosion lle ymyrrodd OGCC

	Nifer yr ymyriadau	Nifer y cwynion a gaewyd	% o ymyriadau
Cyngor Bwrdeistref Sirol Blaenau Gwent	1	17	6%
Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr	1	34	3%
Cyngor Bwrdeistref Sirol Caerffili	6	50	12%
Cyngor Caerdydd	21	120	18%
Cyngor Caerdydd - Rhentu Doeth Cymru	-	1	0%
Cyngor Sir Caerfyrddin	6	46	13%
Cyngor Sir Ceredigion	4	30	13%
Cyngor Bwrdeistref Sirol Conwy	6	34	18%
Cyngor Sir Ddinbych	2	32	6%
Cyngor Sir y Fflint	8	57	14%
Cyngor Gwynedd	4	39	10%
Cyngor Sir Ynys Môn	3	28	11%
Cyngor Bwrdeistref Sirol Merthyr Tudful	2	15	13%
Cyngor Sir Fynwy	2	15	13%
Cyngor Castell-nedd Port Talbot	4	25	16%
Cyngor Dinas Casnewydd	4	38	11%
Cyngor Sir Penfro	7	29	24%
Cyngor Sir Powys	14	71	20%
Cyngor Bwrdeistref Sirol Rhondda Cynon Taf	5	40	13%
Cyngor Abertawe	4	93	4%
Cyngor Bwrdeistref Sirol Torfaen	1	5	20%
Cyngor Bro Morgannwg	4	27	15%
Cyngor Bwrdeistref Sirol Wrecsam	4	33	12%
Cyfanswm	113	879	13%

E. Cwynion yn ymwneud â'r Cod Ymddygiad a Gaewyd

Cyngor Sir/Cyngor Bwrdeistref Sirol	Caewyd ar ôl ystyriaeth gychwynnol	Wedi rhoi'r gorau iddi	Dim tystiolaeth o dorri'r cod	Dim angen gweithredu	Cyfeirio at y Pwyllgor Safonau	Cyfeirio at y Panel Dyfarnu	Tynnwyd yn ôl	Cyfanswm
Castell-nedd Port Talbot	4	-	-	-	-	-	-	4

F. Cwynion Cod Ymddygiad Cyngorau Tref/Cyngor Cymuned

Cyngor Tref/Cyngor Cymuned	Caewyd ar ôl ystyriaeth gychwynnol	Wedi rhoi'r gorau iddi	Dim tystiolaeth o dorri'r cod	Dim angen gweithredu	Cyfeirio at y Pwyllgor Safonau	Cyfeirio at y Panel Dyfarnu	Tynnwyd yn ôl	Cyfanswm
Cyngor Tref Llansawel	2	-	-	-	-	-	-	2
Cyngor Tref Coedffranc	3	-	-	-	-	-	-	3
Cyngor Tref Glyn-nedd	3	-	-	-	-	-	-	3

Atodiad

Nodiadau Esboniadol

Darparir adran A ddadansoddiad o nifer y cwynion yn erbyn yr Awdurdod Lleol a gafwyd yn ystod 2019/20, a nifer y cwynion fesul 1,000 o breswylwyr (poblogaeth).

Darparir Adran B dadansoddiad o nifer y cwynion am yr Awdurdod Lleol a dderbyniwyd gan fy swyddfa yn 2019/20. Mae'r ffigurau wedi'u cyflwyno yn ôl categorïau pwnc gan ddefnyddio cyfran ganrannol.

Darparir adran C canlyniadau'r cwynion ar gyfer yr Awdurdod Lleol yn ystod 2019/20, gyda'r gyfran ganrannol.

Darparir Adran D y nifer a chanran o achosion a dderbyniwyd gan OGCC lle bu rhaid ymyrryd. Mae hyn yn cynnwys yr holl gwynion a gadarnhawyd, datrysiadau cynnar a setliadau gwirfoddol.

Darparir Adran E dadansoddiad o ganlyniadau'r holl gwynion Cod Ymddygiad a dderbyniwyd yn erbyn Cynghorwyr yn ystod 2019/20.

Darparir Adran F dadansoddiad o ganlyniadau'r cwynion Cod Ymddygiad yn erbyn Cynghorau Tref/Cymuned.

Adborth

Rydym yn croesawu eich adborth ar y wybodaeth amgaaedig, gan gynnwys awgrymiadau am unrhyw wybodaeth sydd i'w hamgáu mewn crynodebau blynyddol yn y dyfodol. Dylid anfon unrhyw adborth neu ymholiadau drwy e-bost at cyfathrebu@ombwdsmon-cymru.org.uk

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

CABINET

30th September 2020

Report of the Head of Streetcare

Mike Roberts

Matter for Decision

Wards Affected: All Wards

Report Title: Kerbside textile collections

1.0 Purpose of Report

To consider the continuation of kerbside collections for textiles.

2.0 Executive Summary

To achieve increasing recycling targets the council has, over time, expanded the range of materials collected at the kerbside, which includes textiles. Some collection issues have arisen and the intention would normally be to review these when the Council's waste strategy is next due for major review in 2022, however the recycling market for textiles has all but collapsed and the result is added costs and wasted effort for the Council, at a time when more than ever every penny counts. Furthermore, there are increasing numbers of outlets in the community for textiles as unlike recycling there is an active reuse market that is willing to pay for sorted clothes. Members are therefore asked to consider whether kerbside textile collections should continue.

3.0 Background

Development of the council's Waste Strategy, aligned as far as meets local need with the Welsh Government's collection blueprint, has resulted in a range of materials including textiles being collected at the kerbside from households in the county borough.

The current 'Recycle+' service was introduced to increase reuse, recycling and composting performance in line with the statutory requirements.

The collection of textiles at the kerbside only makes a very modest contribution to the Council's recycling performance. In 2019/20 approximately 150 tonnes of recycling was collected, of which only 45 tonnes was able to be recycled and included in the Council's total of 7,100 tonnes of 'dry' recyclates for the year (i.e. excluding food and green waste).

With the current 'Recycle+' service, textiles are co-collected with paper in a 40 litre box with a lid. The material is collected using the Council's recycling fleet of 25 Romaquip vehicles and operatives, of which 22 of the vehicles have a separate textile compartment (some of the earlier models have a slightly different design). It is best practice for the recycling operatives to use separate compartments for paper and textiles during the collection process.

The recycling operatives generally discharge the textiles from the vehicles in a separate bay next to the paper bay on arriving at the transfer station at Crymlyn Burrows. The textiles are then transferred into a standard roll-on/roll-off container where they are compacted. The container is on average swapped over 3 times per month.

4.0 Issues

With changing and tightening regulations, recyclers for textiles have dramatically reduced in general, and the largest UK recycler, Wilcox, who was the Council's outlet, has withdrawn from the market. At the same time, the number of community groups, some involving community councils and/or ward members, have been increasingly holding 'cash for clothes' type events around the county borough to raise money for local good causes. Reuse outlets will currently pay in the order of 45 pence per kilo, or £450 per tonne, however it is noted that they only want items for which there is a reuse market and generally don't accept, for example, coats, woollens, and work clothes. Disposal of unsorted textiles is therefore an issue, and if the council were to consider any

form of sorting then the cost in terms of time, money and effort would need to be weighed-up against the income.

In addition to the end market for kerbside collected textiles collapsing, there has also been collection issues. Whilst residents have been instructed to place textiles loose in the collection box on top of their paper, experience however is that the textiles are often co-mingled with the paper, and kerbside sorting is time demanding. This leads to some inevitable contamination of the waste streams on the vehicles. Alternatively, materials are often not presented in the box and the textiles can become wet, dirty and contaminated.

Where a Romaquip vehicle does not have a separate compartment, the textiles are placed in the paper compartment until the material is deposited at the transfer station. When the paper is discharged from these vehicles in the paper bay, both the recycling and transfer station operatives sort quickly through the discharged paper as best they can to remove textiles and reduce contamination. Again, sorting is time and resource demanding and the system provides further potential for contamination of paper and card with textiles.

Where there are separate paper and textile compartments on the vehicles, the separate compartments are not always used exclusively by the recycling operatives due to the preponderance of paper, and textiles are often mixed with the paper to reduce the need for tipping (as any one recycling compartment being full necessitates an off-load).

The result is that the limited amount of textiles being collected leads to contamination of the paper waste stream, reducing the quality of the outgoing baled product. The reduced quality of the recyclate affects the amount outlet contractors are willing to pay for the material, or indeed whether a batch of paper is accepted or rejected (in which latter case the load gets returned). Similarly, textiles can end up contaminated with paper.

The upshot of everything is that textiles collected at the kerbside are currently having to be sent for incineration. If incineration is the only reliable outlet for our kerbside collected textiles then it fundamentally draws into question the value of continuing with a separate collection,

particular as any improvement in the textile recycling market appears unlikely.

Members will be aware of the waste hierarchy, essentially in order to reduce, reuse, recycle, recover, and landfill waste. Reuse is higher in the hierarchy and therefore is preferable to recycling. It is consequently more desirable to consider all unwanted textiles for reuse prior to recycling, and there are reuse markets serving Eastern Europe and Africa. The current recycling system not only acts against reuse in itself, it also leads to matching items such as shoes and garments becoming separated which undermines the material stream's value from a reuse perspective. This makes the textile stream unattractive to 'cash for clothes' type outlets or other parties such as Enfys, the Vocational Skills Centre (NPT), or the Salvation Army, who might otherwise be interested.

Community reuse events are higher up the waste hierarchy and should be supported but at the same time they undermine any value in textiles collected by the Council at the kerbside. Notwithstanding what the Council does community outlets such as reuse events are likely to continue, particularly if there is money to be raised by local groups towards meeting community needs. Furthermore, any material diverted away from the residual household municipal waste stream, by whatever means, reduces the amount sent for incineration and reduces associated costs for the Council.

5.0 Options

The principle options are:

- a) Carry on as existing, try and deal with the contamination issues, and hope the situation with outlets improves;
- b) Reintroduce the use of single use bags for textiles to help reduce contamination issues and hope the situation with outlets improves;
or,
- c) Stop collecting textiles at the kerbside.

As set out above, the current situation is generally unsatisfactory.

In terms of reintroducing some use of single use bags for textiles, whilst they provide a convenient collection receptacle, if they were plastic this

would be a retrograde step and against the national direction of travel. Potentially, compostable 'corn starch' bags could be used in mitigation but these are relatively expensive and in either case would result in recurring revenue costs. Whilst any bags might be issued on demand only, costs would be significant and furthermore as 'free bags', they are likely to be used for other things. There is also the potential for such bags to start degrading if left out for a prolonged period leading to collection problems. Residents could be asked to use their own bags if they have any available but that is not necessarily a reliable position and, as above, the national position with single use plastics continues to be tightened. It is also notable that any bagged material has to be un-bagged before processing, and outlets may require sorting prior to acceptance, or a commitment to pay for or take back unwanted material, actions that would likely need to be subject to some form of audit.

On the face of it simply stopping the collection of textiles offers the greatest benefits and most certainty of outcome. However, on its own it could potentially detract from continuing progress towards the current 70% target and 'zero waste' by 2050.

The best approach would therefore appear to be that the Council ceases to collect textiles and alter its marketing accordingly, but then also works with local outlets who are prepared to receive and/ or pay for textiles to promote community events and use of bring facilities such as those provided at council Household Waste Recycling Centres. Potentially the Council could take back textiles that have been sorted at community events which are not suitable for reuse, but which are suitable for recycling. Having been sorted, finding an outlet should be possible. Overall, it is believed community events, bring sites, and third sector collections can provide more than ample outlets for textiles.

6.0 Financial Impact

As an upper bound, based on 150 tonnes at a cost of £130 for 'disposal', the maximum cost of disposing of textiles would be around £20,000, setting aside any implications in terms of contaminated paper etc. On the other hand as a lower bound, if all textiles currently collected were suitable and went for reuse, without any sorting, then the result would be income of up to £67,000. Assuming 50% of collected material were

suitable for reuse the potential income might be in the order of £34,000 a year, but the material would have to be sorted. Because sorting is labour intensive then the cost of sorting, and the maintenance of suitable arrangements for doing so, is going to outweigh the level of income, let alone the cost of any bag provision if needed.

Ceasing to collect textiles from the kerbside will reduce contamination, help to maximise paper income, reduce the number of loads rejected by recyclers, and assist with collection capacity, all of which would help reduce costs. It will also help to support the growing number of 'cash for clothes' type reuse events in the community.

7.0 Integrated Impact Assessment

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

An initial first stage impact assessment has been undertaken, as attached at Appendix 1, which has indicated a full in-depth assessment is not required.

8.0 Workforce Impact

Removing this material from kerbside collections would assist the workforce in their primary purpose of collecting waste.

9.0 Legal Impact

There are no legal impacts associated with this report.

10.0 Risk Management

Ceasing to collect textiles at the kerbside reduces the risk of contamination and consequent reductions in income, or loads being rejected, returned, and having to be double handled. Any negative impact on the Council's recycling performance is going to be minimal.

11.0 Consultation

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

12.0 Recommendations

It is recommended that:

- (i) The Council ceases to collect textiles at the kerbside and alters its marketing accordingly; and,
- (ii) Officers work with any local outlets who are prepared to receive and/or pay for textiles, to help promote the growing number of community events and the use of 'bring' facilities such as those provided at council Household Waste Recycling Centres.

13.0 Reason for Proposed Decision

To determine the way forward with respect to the kerbside collection of textiles.

14.0 Implementation of Decision

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

15.0 Appendices

Appendix 1 – Integrated Impact Assessment Screening Assessment

16.0 List of Background Papers

None.

Officer Contact

Name: Lauren Walker

Designation: Waste Officer

Email: l.walker1@npt.gov.uk

Direct dial: 01639 686145

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Impact Assessment - First Stage

1. Details of the initiative

Initiative description and summary: Proposed ending of kerbside collection for textiles
Service Area: Streetcare Services
Directorate: Environment and Regeneration

2. Does the initiative affect:

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

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

	Yes	No	None/ Negligible	Don't Know	Impact H/M/L	Reasons for your decision (including evidence)/How might it impact?
Age		✓				
Disability		✓				
Gender Reassignment		✓				
Marriage/Civil Partnership		✓				
Pregnancy/Maternity		✓				
Race		✓				
Religion/Belief		✓				
Sex		✓				
Sexual orientation		✓				

4. Does the initiative impact on:

	Yes	No	None/ Negligible	Don't know	Impact H/M/L	Reasons for your decision (including evidence used) / How might it impact?
People's opportunities to use the Welsh language		✓				The proposed ending of the kerbside collection of textiles does not impact on people's opportunities to communicate in Welsh.
Treating the Welsh language no less favourably than English		✓				The proposed ending of the kerbside collection of textiles does not impact on provision to ensure staff can use their first language of choice.

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		✓				The proposed ending of the kerbside collection of textiles will not affect biodiversity.
To promote the resilience of ecosystems, i.e. supporting protection of the wider environment, such as air quality, flood alleviation, etc.		✓				The proposed ending of the kerbside collection of textiles will not affect 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	✓		The proposed changes are recommended to increase the reuse of textiles with local charities and other organisations. At present, there are difficulties with outlet markets for textile recycling, resulting in the textiles being sent for incineration. Under the waste hierarchy, reuse is more desirable than recycling. Shifting communications and resources to promote the reuse of textiles is the most viable option at this time. Removing textiles from the kerbside will also reduce contamination levels in kerbside recyclable streams, making them more attractive to re-processors and reducing the likelihood of loads being rejected, in turn helping to promote a circular economy.
Integration - how the initiative impacts upon our wellbeing objectives	✓		The initiative will help improve the quality of baled paper recyclate sent for reprocessing. This will help us achieve higher quality recyclate in line with the statutory waste targets. Therefore the initiative aligns with Well-being objective 3.2, to work with communities to increase reuse, recycling and composting.
Involvement - how people have been involved in developing the initiative	✓		The initiative stems from textile recycling outlets ceasing their processing of textiles collected from the kerbside, and feedback from the transfer station and collection crews, along with feedback from residents and members concerning 'cash of clothes' events and associated reuse markets.
Collaboration - how we have worked with other services/organisations to find shared sustainable solutions		✓	The issues surrounding recycling outlets for the kerbside collection of textiles is a national issue. J. P. Wilcox, the number one outlet, has pulled out of the kerbside market, and other contractors have followed suit, resulting in textiles being sent for incineration. The proposal will help promote more reuse by other organisations such as those listed in the report.
Prevention - how the initiative will	✓		The initiative will help reduce paper contamination and assist with

prevent problems occurring or getting worse			collection capacity, reducing costs and promoting service sustainability. It is hoped more textiles can ultimately be reused as opposed to the level of recycling which is currently being achieved.
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7. Declaration - based on above assessment (tick as appropriate):

A full impact assessment (second stage) is not required	✓
Initial screening indicates that the ending of the kerbside collection of textiles would not impact upon any of the protected characteristics under the Equality Act 2010 or on people's ability to use the Welsh language.	

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

	Name	Position	Signature	Date
Completed by	Lauren Walker	Waste Officer		14/08/2020
Signed off by	Andrew Lewis	Accountable Service Manager		26/08/2020