



CABINET

**IMMEDIATELY FOLLOWING
CABINET SCRUTINY COMMITTEE
WEDNESDAY , 15th December 2021**

REMOTELY VIA TEAMS

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

Part 1

1. Appointment of Chairperson
2. Welcome and Roll Call
3. Chairpersons Announcement/s
4. Declarations of Interest
5. Minutes of Previous Meetings held on the 22 September, 20th October, 4th November, 17th November and the 24th November 2021 (*Pages 3 - 30*)
6. Treasury Management Monitoring 2021/2022 (*Pages 31 - 38*)
7. Treasury Management Mid Year Review Report 2021/2022 (*Pages 39 - 56*)
8. Third Sector Grant Funding - Award of Grants for 2022/2023 (*Pages 57 - 72*)

9. Capital Programme Governance Report (*Pages 73 - 88*)
10. Corporate Governance Improvement Action Plan for 2021-2022 into 2022-2023 - Half Year Progress Report (*Pages 89 - 104*)
11. Corporate Complaints Annual Report 2020/2021 (*Pages 105 - 114*)
12. Quarter 2 (1st April 2021 - 30th September 2021) Cabinet Key Performance Indicators (KPIs) (*Pages 115 - 150*)
13. Public Services Ombudsman for Wales Annual Report (*Pages 151 - 176*)
14. South West Wales Consultative Joint Committees Establishment (*Pages 177 - 190*)
15. Project Proposals made to the Members Community Fund (*Pages 191 - 232*)
16. 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

K.Jones
Chief Executive

Civic Centre
Port Talbot

Thursday, 9 December 2021

Cabinet Members:

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

EXECUTIVE DECISION RECORD

CABINET

22 SEPTEMBER 2021

Cabinet Members:

Councillors: L.Jones (Chairperson), A.R.Lockyer, A.Wingrave,
C.Clement-Williams, P.A.Rees and M.Harvey

Officers in Attendance:

K.Jones, A.Jarrett, A.Thomas, H.Jenkins, N.Pearce, C.Griffiths, H.Jones,
M.Shaw, C.Furlow-Harris, N.Blackmore, P.Hinder, R.Headon, C.L.Davies and
J.Woodman-Ralph.

Invitees:

Councillor S. Freeguard (Scrutiny Vice Chairperson)

1. **APPOINTMENT OF CHAIRPERSON**

Agreed that Councillor L.Jones be appointed Chairperson for the meeting.

2. **CHAIRPERSONS ANNOUNCEMENT/S**

No Announcements were made.

3. **DECLARATIONS OF INTEREST**

The following member made a declaration of interest at the start of the meeting.

Councillor L.Jones	Re: Agenda Item 13 Project Proposals to the Members Community Fund as she has a project proposal included in the report for consideration at today's meeting. She considered her interest as prejudicial and withdrew from the meeting at the item.
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4. **MINUTES OF PREVIOUS MEETINGS HELD ON THE 28TH JULY AND THE 1ST SEPTEMBER 2021**

That the minutes of the meetings held on the 28th July and the 1st September 2021 be approved.

5. **FORWARD WORK PROGRAMME 2021/22**

That the Forward Work Programme 2021/2022 be noted.

6. **REVENUE BUDGET MONITORING AND UPDATE REPORT 2021/2022**

Decisions:

1. That the budget virements as detailed below be approved:

Dir.	Service Area	Transfer From £	Transfer To £
ENV	Refuse Collection		100,000
ENV	Neighbourhood Services	100,000	
ELLL	Strategic School Improvement Service	62,722	
ELLL	Additional Learning Needs	70,515	
ELLL	Management And Administration		133,237
SSH	Community Care Management	61,570	
SSH	Community Care Social Work		61,570
TOTAL		294,807	294,807

2. That the reserve requests as detailed below be approved:

<u>Value to / (from) £</u>	<u>Reserve</u>	<u>Service Area</u>	<u>Reason</u>
130,000	Environmental Health-Housing equalisation	Environmental Health	Original pull from reserve not required and needs to be available in future years.
(75,000)	Environment Equalisation reserve	Park and Open Spaces	To fund planned expenditure within 2021/22
(124,000)	Metal box	Metal Box	To fund continued improvements within 2021/22
(3,000)	Environment equalisation	Non Operational Land	To fund alley gate expenditure in 2021/22
(62,000)	ELLL equalisation	Additional Learning needs	Implementation of a new additional learning needs system that was delayed from 2020/21
862,147	Insurance Reserve	Insurance	An audit of the Councils 2020/21 Accounts identified that the provision required to cover Insurance claims was overstated by £862,147 and the Insurance reserve understated by an equivalent amount. This adjustment corrects this misstatement.

3. **Reasons for Decisions:**

To comply with the Councils constitution in relation to budget virements and reserve requests and to update the Council's Budget projections for 2021/2022.

4. **Implementation of Decisions:**

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

7. **CAPITAL BUDGET MONITORING 2021/22**

Decisions:

1. That the updated proposed 2021/2022 budget totalling £84.747m including the budget changes as set out in Appendix 2 of the circulated report be commended to Council for approval.
2. That the expenditure as at 31st August 2021 be noted.

Reason for Decisions:

To comply with the Councils constitution in relation to budget virement, re-profiling between financial years and to update the Council's Budget projections for 2021/2022.

Implementation of Decisions:

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

8. **TREASURY MANAGEMENT MONITORING 2021/2022**

Decision:

That the report be noted.

9. **CORPORATE PLAN ANNUAL REPORT**

Decisions:

1. That the following be commended to Council for approval:
 - Draft Corporate Plan Annual Report for 2020/2021 (Full Progress Report);
 - Draft Corporate Plan Annual Report Summary for 2020/2021;
 - Key Performance Indicators for 2020/2021.

2. 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.

Reasons for Decisions:

To enable the Council 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 Decisions:

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

10. **STRATEGIC EQUALITIES PLAN ANNUAL REPORT**

Decisions:

1. That the Strategic Equality Plan Annual Report 2020-2021 be approved.
2. That the Head of Human and Organisational Development be granted 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 Cabinet.

Reason for Decisions:

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 Decisions:

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

11. **PLACE MAKING CHARTER**

Decisions:

That having due regard to the Integrated Impact Assessment:

1. The Placemaking Charter Wales be commended to Council for approval;
2. That the Head of Planning and Public Protection be authorised to submit an application to the Placemaking Partnership for the Council to become a signatory to the Charter.

Reason for Decisions:

To demonstrate that the Council embraces and is committed to delivering and promoting the six placemaking principles.

Implementation of Decisions:

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

12. **PROJECT PROPOSALS TO THE MEMBERS COMMUNITY FUND**

Councillor L. Jones re-affirmed her interest at this point and withdrew from the meeting. Cllr P.Rees was appointed Chairperson for this item only.

Decisions:

That having given due regard to the Integrated Impact Screening Assessment the following be approved:

1. To supply a pair of new 24' x 8' goal posts with netting at Seven Sisters Onllwyn Football Club. The project value is £3,080.00. Cllr S. Hunt would contribute £2,000 from his allocation from the Members Community Fund with the remaining £1,080 match funded from the Club's financial reserve.

2. To purchase freestanding 12' x 6' freestanding junior goal posts, training balls, bags, bibs, cones, first aid kits and pop of goals for the Tonna AFC Junior Section. The total cost of £1,511.98 would be funded from Cllr L. Jones's allocation from the Members Community Fund.
3. To purchase and the installation of a demountable stage with lighting, Audio Visual (AV) and Public Address systems (PA) at the Main Hall at YGG Pontardawe. The project is valued at £24,600. Cllr L. Purcell would contribute £9,600 towards the project costs from her allocation of the Members Community Fund. The remaining £15,000 would be match funded from the Mynydd y Betws Wind Farm Community Benefit Fund and contributions from the PTFA and the schools delegated budget.

Reason for Decisions:

To agree the Applications for funding received under the Members Community Fund.

Implementation of Decisions:

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

13. **PURCHASE OF HYBRID MEETING SYSTEM AND REFURBISHMENTS TO THE COUNCIL CHAMBER**

Decisions:

Having given due regard to the Integrated Impact Screening Assessment:

1. Approval be granted to upgrade the Council Chamber as detailed in paragraph 18 of the circulated report.
2. Approval be granted to enter into a contract with Public-I Group Limited for the purposes of purchasing and installing a hybrid meeting system as detailed in paragraph 20 of the circulated report.
3. That a feasibility study be established to consider alternative venues that could be adapted within Civic Buildings for the further accommodation for hybrid meetings.

Reason for Decisions:

To ensure compliance with the Local Government and Elections (Wales) Act 2021.

Implementation of Decisions:

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

14. **SOUTH WEST WALES CORPORATE JOINT COMMITTEES**

Decisions – For Noting

That the work undertaken in respect of the establishment of the South West Wales Corporate Joint Committee be noted. That a report be brought back to members once dialogue has been completed for members to approve the arrangements for the South West Wales CJC so far as they relate to Neath Port Talbot County Borough Council.

15. **OFFICER URGENCY ACTIONS**

Decisions:

That the report be noted.

16. **URGENT ITEMS**

No urgent items were received.

CHAIRPERSON

EXECUTIVE DECISION RECORD

CABINET

20 OCTOBER 2021

Cabinet Members:

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

Officers in Attendance:

K.Jones, A. Jarrett, A.Thomas, N.Pearce, C.Griffiths, H. Jones, R. Crowhurst,
M.Shaw, J.Griffiths, C.L.Davies and J. Woodman-Ralph.

Invitees:

Councillors: S.Reynolds, Scrutiny Chairperson
S.Rahaman, Scrutiny Vice Chairperson

Councillors: A.Richards, A.Llewelyn, A. Woolcock, J.Hale, M.Crowley,
M.Protheroe, R.Davies, R.Phillips, S.Miller, S.Paddison,
S.Penry, S.Knoyle, S.K.Hunt, W.Griffiths,

1. **APPOINTMENT OF CHAIRPERSON**

Agreed that Councillor E.V.Latham be appointed Chairperson for the meeting.

2. **WELCOME AND ROLL CALL**

The Democratic Services Officer went through the roll call for attendance.

3. **CHAIRPERSONS ANNOUNCEMENT/S**

No announcements were received.

4. **DECLARATIONS OF INTEREST**

The following Members made a declaration of interest at the start of the meeting regarding the Strategic School Improvement Programme Proposal to Establish and English-Medium 3 – 11 School to replace Alltwen, Godre'rgraig and Llangiwg Primary Schools all of which will be Discontinued 31st August 2024 as detailed in the circulated report.

Councillor
E.V.Latham As he is a school governor of Ysgol Bae Baglan and Tywyn Primary Schools but has dispensation to speak and vote.

Councillor
C.Clement-Williams As she is a school governor of Baglan Primary School but as dispensation to speak and vote.

Councillor
M. Harvey As he is Chair of school governors at Abbey Primary School but has dispensation to speak and vote.

Councillor
D. Jones As she is a school governor at Llangatwg Comprehensive and Cillfrew Primary Schools but has dispensation to speak and vote.

Councillor
L. Jones As she is a school governor at Cefn Saeson Comprehensive and Melin Junior School but has dispensation to speak and vote.

Councillor
A.R. Lockyer As he is Chair of school governors at Gnoll Primary School and is a Member of the Welsh Schools but has dispensation to speak and vote.

Councillor
P. Rees As he is Chair of school governors at Cefn Saeson Comprehensive and Crynallt Primary Schools but has dispensation to speak and vote.

Councillor
P. Richards As he is Chair of school governors at Blaenbaglan and Baglan Primary Schools but has dispensation to speak and vote.

The following Members attended the meeting as invitees but were not part of the Cabinet so were not able to vote.

Councillor M.Crowley	As he is a school governor at Awel y Môr Primary School and Tywyn Primary School.
Councillor W. Griffiths	As he is a school governor at Blaenhonddan Primary School and Waunceirch Primary School.
Councillor S.K.Hunt	As he is a school governor at Blaendulais Primary School and YGG Blaendulais.
Councillor S.Knoyle	As he is a school governor at YGG Cwm Nedd.
Councillor A.Llewelyn	As he is a school governor at Ysgol Gymraeg Ystalyfera – Bro Dur.
Councillor S. Miller	As she is a school governor at Melin Primary School and Gnoll Primary School.
Councillor S. Penry	As she is school governor at Cefn Saeson Comprehensive School and Melin Primary School.
Councillor R.Phillips	As she is a school governor at YGG Pontardawe and YGG Trebannws.
Councillor M. Protheroe	As he is a school governor at Cefn Saeson Comprehensive School and Melin Primary School.
Councillor S. Reynolds	As she is a school governor at YGG Gwaun-Cae-Gurwen.
Councillor R. Davies	As she is a school governor at Godre'graig Primary School and Ysgol Gymraeg Ystalyfera-Bro Dur.

5. **STRATEGIC SCHOOL IMPROVEMENT PROGRAMME - PROPOSAL TO ESTABLISH AN ENGLISH MEDIUM 3-11 SCHOOL TO REPLACE ALLTWEN, GODRE'RGRAIG AND LLANGIWG PRIMARY SCHOOLS ALL OF WHICH WILL BE DISCONTINUED ON 31ST AUGUST 2024**

Members thanked officers for all the work they had undertaken in developing this proposal before Members today.

Decisions:

1. Having given due regard to the consultation, objections and the impact assessments in relation to equality, risk, community usage and Welsh Language together with the legal implications, and in the light of all the material, in line with Section 53 of the School Standards and Organisation (Wales) Act 2013, approval be granted to establish with effect from 1st September 2024 an English-medium 3-11 school with an LSC, in new build premises to accommodate pupils from the current catchment areas of Alltwen Primary, Godre'rgraig Primary and Llangiwg Primary, all of which would be discontinued on 31st August 2024.
2. That the implementation dates be the 31st August/1st September 2024.
3. That the sites and buildings of the three vacated schools be declared surplus to the operational requirements of the Education, Leisure and Lifelong Learning Service.

Reason for Decisions:

To enable the Council to comply with the legislative requirements that provide for the implementation of the proposal. It will also enable the Council to promote high standards and the fulfilment of every child's potential and meet its duty to secure efficient education in its area.

Implementation of Decisions:

The decision will be implemented after the 3 day call in period.

6. **URGENT ITEMS**

No urgent items were received.

CHAIRPERSON

EXECUTIVE DECISION RECORD

CABINET

4 NOVEMBER 2021

Cabinet Members:

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

Officers in Attendance:

K. Jones, A.Thomas, N.Pearce, C Griffiths, M.Shaw, H.Jones, P.Walker,
J.Stevens, N.Blackmore, C.L.Davies and J.Woodman-Ralph

Invitees:

Councillors: S. Reynolds (Scrutiny Chairperson)
S.Rahaman (Scrutiny Vice Chairperson)
R.Jones
A. Llewelyn

1. **APPOINTMENT OF CHAIRPERSON**

Agreed that Councillor E.V.Latham be appointed Chairperson for the meeting.

2. **WELCOME AND ROLL CALL**

The Chairperson welcomed all to the meeting and a roll call was completed.

3. **DECLARATIONS OF INTEREST**

No Declarations of Interest were received.

4. **CHAIRPERSONS ANNOUNCEMENT/S**

No announcements were made.

5. **URGENT ITEMS**

No urgent items were received.

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. **FUTURE DELIVERY OF LEISURE SERVICES (EXEMPT UNDER PARAGRAPH 14)**

Members considered the request received by the previous scrutiny committee and were supportive of the deferment of the item as detailed below.

Decision:

1. That the item be deferred to allow the Joint Cabinet and Education, Skills and Culture Scrutiny Committees to consider what additional information they would like included in the Future Delivery of Leisure Services report.
2. That a meeting of Cabinet be convened before the end of January 2022 to consider the Future Delivery of Leisure Services report.

Reason for Decisions:

The item was deferred as detailed above.

Implementation of the Decision:

The item was deferred as detailed above.

CHAIRPERSON

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EXECUTIVE DECISION RECORD

17 NOVEMBER 2021

CABINET

Cabinet Members:

Councillors: E.V.Latham, P.A. Rees (Chairpersons for part of the meeting), L.Jones, A.R.Lockyer, A.Wingrave, C.Clement-Williams, D.Jones and M.Harvey

Officers in Attendance:

K. Jones, N.Pearce, A.Thomas, A.Jarrett, H.Jones, J.Hodges, C.Furlow-Harris, L.Beynon, R.Headon, C.Plowman and T.Davies

Invitees:

Councillor S. Freeguard (Scrutiny Vice Chairperson)

1. **APPOINTMENT OF CHAIRPERSON**

Agreed that Councillor E.V. Latham be appointed Chairperson for the meeting.

2. **WELCOME AND ROLL CALL**

The Chairperson welcomed all to the meeting and a roll call taken.

3. **DECLARATIONS OF INTEREST**

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

Councillor E.V.Latham	Re: Urgent Item Members Community Fund. The application at Appendix E was a proposal submitted by Councillors E.V.Latham, M.Crowley and S.Pursey for the complete refurbishment and conversion of the area currently as tennis courts at Vivian Park, Sandfields. He felt that the interest was prejudicial and left the meeting thereon.
Councillor L.Jones	Re: Urgent Item Members Community Fund. The application at Appendix J was a proposal submitted by Councillor L.Jones to acquire demountable 'Portacabin' type changing facilities for Tonna RFC and AFC Seniors and Juniors. She felt that the interest was prejudicial and left the meeting thereon.

4. **CHAIRPERSONS ANNOUNCEMENT/S**

No Announcements were made.

5. **FORWARD WORK PROGRAMME 2021/22**

That the Forward Work Programme for 2021/2022 be noted.

6. **CALCULATION OF COUNCIL TAX BASE FOR 2022/23**

Decisions:

That approval be granted for the net Council Tax Base for 2022/2023 be 48,393.68 for the whole of the County Borough; and for each Town and Community Council area the amount be as follows:

Town and Community Council	Council Tax Base
Blaengwrach	375.46
Blaenhonddan	4,407.30
Briton Ferry	1,885.44
Clyne and Melincourt	262.09

Town and Community Council	Council Tax Base
Coedffranc	3,649.67
Crynant	682.56
Dyffryn Clydach	1,325.83
Glynneath	1,378.55
Neath	6,580.96
Onllwyn	381.61
Pelenna	399.06
Resolven	735.43
Seven Sisters	633.67
Tonna	967.74
Cilybebyll	2,000.13
Cwmllynfell	386.88
Gwauncaegurwen	1,346.70
Pontardawe	2,532.95
Ystalyfera	1,607.20

Reason for Decisions:

To enable the Council to determine the Council Tax Base for 2022/2023.

Implementation of Decisions:

The decisions are for immediate implementation.

7. **2021/2022 RISK REGISTER MONITORING**

Decision:

That the risks as set out in Appendix 1 to the circulated report be noted.

8. **QUARTER 1 (1ST APRIL 2021 - 30TH JUNE 2021) CABINET KEY PERFORMANCE INDICATORS (KPIS)**

Decision:

That the report be noted.

9. **WELSH LANGUAGE PROMOTION STRATEGY ANNUAL REPORT 2020/2021**

Decision:

That the progress made against the actions in the Welsh Language Promotion Strategy for the period April 2020 – March 2021 be noted.

10. **LOCAL BIODIVERSITY DUTY PLAN 2021**

Decisions:

That having given due regard to the Integrated Impact Assessment. The following be commended to Council for approval.

1. The Biodiversity Duty Plan (2020 – 2023) as presented in Appendix 1 to the circulated report.
2. The implementation of the publication procedures as detailed in the circulated report.
3. The Head of Planning and Public Protection be granted delegated authority to make the necessary arrangements for the Council to become a signatory to the Edinburgh Declaration on Global Biodiversity.

Reason for Decisions:

To enable the Council to comply with the requirements of the Environment (Wales) act 2016 and to recognise the key role of the Council in taking forward local level actions for nature, thereby supporting the principles as set out in the Edinburgh Declaration.

Implementation of Decisions:

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

Consultation:

The Plan has been the subject of internal consultation and its final form reflects the outcome of that process. There was no requirement for external consultation.

11. **URGENT ITEMS**

Because of the need to deal now with the matter contained in Minute No 11 below, the Chairperson agreed this could be raised at today's meeting as an urgent item pursuant to Section 100B (4) of the Local Government Act 1972.

Reason:

Due to time element.

12. **MEMBERS COMMUNITY FUND**

Councillors E.V.Latham and L.Jones reaffirmed their interests at this point and left the meeting thereon. Cllr Peter Rees was appointed Chairperson for the rest of the meeting.

Decisions:

That having given due regard to the Integrated Impact Screening Assessment.

The following applications to the Members Community Fund be approved:

- (a) Councillor Rhidian Mizen for a memorial to commemorate the musician and composer Afan Thomas as detailed in Appendix A of the circulated report.
- (b) Councillors Robert Wood, Suzanne Paddison and Oliver Davies for supply and installation of five additional benches at the Aberavon Aqua Splash as detailed in Appendix B of the circulated report.
- (c) Councillors Wyndham Griffiths, Chris Williams and Jo Hale for upgraded floodlighting at Bryncoch Sports Club, as detailed in Appendix C of the circulated report.

- (d) Councillor Anthony Richards for the provision of eight raised planters for Pontardawe Town Centre, as detailed in Appendix D of the circulated report.
- (e) Councillors Edward Latham, Mathew Crowley and Sean Pursey for the complete refurbishment and conversion of the area currently laid out as four tennis courts within Vivian Park, as detailed in Appendix E of the circulated report.
- (f) Councillor Arwyn Woolcock for Supply and Installation of a Defibrillator at Brynamman RFC, as detailed in Appendix F of the circulated report.
- (g) Councillor Jane Jones to assist the internal and external weather proofing and redecoration of the Gwynfi Miners Community Hall, as detailed in Appendix G of the circulated report.
- (h) Councillor Jeremy Hurley to acquire essential grounds maintenance equipment for Tonmawr RFC in Pelenna, as detailed in Appendix H of the circulated report.
- (i) Councillor Jeremy Hurley to acquire essential training equipment for Tonmawr RFC Mini and Junior section as detailed in Appendix I of the circulated report.
- (j) Councillor Leanne Jones to acquire demountable 'Portacabin' type changing facilities for Tonna RFC and AFC Seniors and Juniors, as detailed in Appendix J of the circulated report
- (k) Councillor Arwyn Woolcock for Supply and Installation of a Defibrillator at Tairgwaith Workingmen's Club and Institute, as detailed in Appendix K of the circulated report.
- (l) Councillor Rob Jones for improvements to the play area located at Ffordd Derwen, Coed Hirwaun, Margam, as detailed in Appendix L of the circulated report.
- (m) Councillor Arwyn Woolcock to purchase essential items of café and catering equipment for Amman Valley Trotting Club, as detailed in Appendix M of the circulated report.
- (n) Councillors John Warman and Adam McGrath to establish a Forest School Club for vulnerable children at Crynallt Primary school, as detailed in Appendix N of the circulated report.

- (o) Councillor Helen Ceri Clarke for purchase of a defibrillator for BP Llandarcy Bowls Club, as detailed in Appendix O of the circulated report.
- (p) Councillor Stephanie Lynch for supply and installation of new playground apparatus at Bishop's Mead play area, as detailed in Appendix P of the circulated report.
- (q) Councillor John Warman to acquire essential training equipment for Cimla AFC Mini and Junior football teams, and new kit for a new Under 11's team, as detailed in Appendix Q of the circulated report.
- (r) Councillor Stephen Hunt to supply and install two new ground trampolines to the existing play provision at Ynysdawley Playing Fields, Nant y Cafn, in Seven Sisters, as detailed in Appendix R of the circulated report.
- (s) Councillors Anthony Taylor and Rachel Taylor to augment and improve provision at Goytre Close play area, as detailed in Appendix S of the circulated report.
- (t) Councillor Anthony Richards for further development of a 'family-friendly' area in the courtyard of Pontardawe Heritage and Visitor Centre, as detailed in Appendix T of the circulated report.

Reason for Decisions:

To enable applications to the Members Community Fund to be considered and approved.

Implementation of Decisions:

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

CHAIRPERSON

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EXECUTIVE DECISION RECORD

CABINET

24 NOVEMBER 2021

Cabinet Members:

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

Officers in Attendance:

K.Jones, A.Jarrett, A.Thomas, N.Pearce, H.Jones, M.Shaw, C.Plowman and
J.Woodman-Ralph

Invitees:

Councillors: S. Rahaman (Scrutiny Chairperson)
S. Freeguard (Scrutiny Vice Chairperson)

1. **APPOINTMENT OF CHAIRPERSON**

Agreed that Councillor E.V.Latham be appointed Chairperson for the meeting.

2. **WELCOME AND ROLL CALL**

Cllr. E.V. Latham welcomed all to the meeting and a roll call was completed.

3. **DECLARATIONS OF INTEREST**

No declarations of interest were received.

4. **CHAIRPERSONS ANNOUNCEMENT/S**

No announcements were made.

5. **SHORT TERM SERVICE RESILIENCE FRAMEWORK**

Decisions:

For Immediate Implementation

1. That a specific reserve in the value of £2 million be established within the cash limit already approved for 2021/2022 to implement the measures set out in this report to mitigate the risk that the Council will be unable to sustain essential services due to insufficient workforce capacity.
2. That delegated authority be given to the Chief Executive in consultation with the Chief Finance Officer, Leader of Council and Cabinet Member for Equalities and Corporate Services to apply the reserve for the purposes outlined in this report.

Reason for Decisions:

To ensure the Council implements mitigation measures to enable essential services to be sustained.

Implementation of the Decisions:

Cllr Rahaman, Scrutiny Chairperson, was supportive of the immediate implementation of the decision.

The decision is for Immediate Implementation and not subject to the 3 day call in period.

6. **MONTHLY BUDGET MONITORING REPORT 2021/2022**

Members noted that at the previous budget setting round no indications had highlighted that there would be an underspend in this current years' budget.

Decisions:

1. That the contents of this report in relation to the current projected budget outturn position be noted.
2. That the virement not already covered by officer delegations as detailed in the circulated report be approved.
3. That the reserve movements as detailed in the circulated report be approved.

Reason for Decisions:

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

Implementation of Decision:

The decision will be implemented after the three day call in period which ends at 9am, Sunday, 28th November 2021.

7. CAPITAL BUDGET MONITORING 2021/22

Decisions:

1. That the updated proposed 2021/2022 budget totalling £82.410m including the budget changes as set out in Appendix 2 be commended to Council.
2. That the position in relation to expenditure as at 30th September 2021 be noted.

Reason for Decisions:

To comply with the Councils constitution in relation to budget virement, re-profiling between financial years and update the Council's Budget projections for 2021/2022.

Implementation of Decisions:

The decision will be implemented after the three day call in period that ends at 9am, Sunday, 28th November 2021.

8. **URGENT ITEMS**

No urgent items were received.

CHAIRPERSON



NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

CABINET

REPORT OF THE CHIEF FINANCE OFFICER – HUW JONES

15th December 2021

Matter for Monitoring

Wards Affected - All

TREASURY MANAGEMENT MONITORING 2021/22

Purpose of Report

1. This report sets out treasury management action and information for 2021/22.
2. This report will also be forwarded to the next Governance and Audit Committee in line with the Council's Treasury Management Practices Scrutiny arrangements.

Rates of Interest

3. The global outbreak of coronavirus has forced the UK Government to take drastic steps to stem the economic impact and this resulted in the Bank of England reducing the bank base rate.
4. During a special meeting of the Bank of England's Monetary Policy Committee on 10th March 2020, the Bank of England cut the rate from 0.75% to 0.25%, effective from 11th March, with a further reduction to 0.10% following shortly after on 19th March. The bank warned that the pandemic will result in a "sharp and large" economic shock.

The following table details the changes in bank rate:

Effective Date	Bank Rate
8th January 2009	1.50%
5th February 2009	1.00%
5th March 2009	0.50%
4th August 2016	0.25%
2nd November 2017	0.50%
2 nd August 2018	0.75%
11 th March 2020	0.25%
19 th March 2020	0.10%

5. The following table provides examples of external borrowing costs as provided by the Public Works Loans Board (certainty rate) as at 30th November 2021:

	Equal Instalments of Principal		Annuity		Maturity	
	Previous 09Jul21	Current 30Nov21	Previous 09Jul21	Current 30Nov21	Previous 09Jul21	Current 30Nov21
	%	%	%	%	%	%
5-5.5 years	0.96	1.25	0.96	1.25	1.16	1.39
10-10.5 years	1.16	1.39	1.16	1.39	1.56	1.64
20-20.5 years	1.56	1.64	1.58	1.65	1.96	1.80
35-35.5 years	1.91	1.80	1.93	1.81	1.94	1.58
49.5-50 years	1.99	1.76	1.98	1.73	1.81	1.37

General Fund Treasury Management Budget

6. The following table sets out details of the treasury management budget for 2021/22 along with outturn figures for 2020/21. The budget consists of a gross budget for debt charges i.e. repayment of debt principal and interest, and interest returns on investment income.

2020/21 Outturn £'000		2021/22 Original Budget £'000
19,884	Principal and Interest charges	20,083
	Investment Income	
(251)	- Total	(200)
18	- less allocated to other funds	75
(233)	Subtotal Income	(125)
(169)	Contribution from General Reserves	(291)
	Contribution to General Reserves	
(200)	Contribution to/(from) treasury management reserve	
19,282	Net General Fund	19,667

NB: Other funds include Trust Funds, Social Services Funds, Schools Reserves, Bonds etc.

Borrowing

7. There has been one new loan agreements entered into since the last quarterly report.

Lender	Date	Amount (£000)	Rate	Period
PWLB	7 th Dec 2021	10,000	1.37%	50 Year

Investments

8. The following are a list of investments as at 1st December 2021:

<u>Counterparty</u>	<u>Value (£)</u>	<u>Investment type</u>	<u>Investment start</u>	<u>Investment maturity</u>	<u>Interest rate</u>
Aberdeenshire Council	£5,000,000	Fixed	25 th January 2021	24 th January 2022	0.18%

<u>Counterparty</u>	<u>Value (£)</u>	<u>Investment type</u>	<u>Investment start</u>	<u>Investment maturity</u>	<u>Interest rate</u>
Derbyshire C.C.	£5,000,000	Fixed	30 th April 2021	29 th April 2022	0.20%
Goldman Sachs International Bank	£5,000,000	Fixed	23 rd June 2021	23 rd December 2021	0.135%
Goldman Sachs International Bank	£5,000,000	Fixed	17 th August 2021	17 th February 2022	0.165%
Santander	£35,900,000	Call Account	N/A	N/A	0.10%

9. Please note – the Council’s investment criteria (appendix 1) allows for a maximum investment for an F1 rated counterparty to be £15m. Santander are currently an F1 rated counterparty – however, the policy also allows for this to be temporarily exceeded in exceptional circumstances.

Investment Income

10. In line with the Council’s Investment Strategy, the 2021/22 original budget target for investment income is £200k, income for the financial year to date totals £77k. Due to the very low interest rates at present with base rate at 0.1%, this budget will be constantly reviewed and any unachieved income will be met from the treasury management equalisation reserve at year end.
11. Members should note that the majority of investments are classified as ‘specified’ i.e. up to 12 months and are currently deposited with Local Authorities Goldman Sachs International Bank, Nationwide Building Society and Santander Bank.
12. The Council policy will allow investments up to a maximum of £25m for periods of more than 1 year and up to 5 years, and this will be considered when decisions on investing surplus funds are made. The Council has no such investments.

Financial Impact

13. All relevant financial information is provided in the body of the report.

Integrated Impact Assessment

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

Valleys Communities Impacts

15. No implications

Workforce Impacts

16. There are no workforce impacts arising from this report.

Legal Impacts

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

Risk Management

18. Borrowing and investment decisions are made in line with the Council's Treasury Management Policy. The Council has appointed Link Asset Services to provide support and advice in relation to this policy.

Consultation

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

Recommendation

20. It is recommended that Members note the contents of this monitoring report.

Appendices

21. Appendix 1 - Specified Investments

List of Background Papers

22. PWLB Notice Number 465/21

Officer Contact

Mr Huw Jones – Chief Finance Officer
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Mr Ross Livingstone – Group Accountant – Capital and Corporate
E-mail – r.livingstone@npt.gov.uk

Specified Investments

	Minimum 'High' Credit Criteria	Funds Managed	Max Amount	Max Duration
Term deposits				
Term deposits - Debt Management Office	N/A	In-house	Unlimited	1 year
Term deposits – local, police and fire authorities	N/A	In-house	£10m	1 year
Term deposits – Nationalised & Part Nationalised UK banks/Building Societies	Fitch short-term rating F1+, F1	In-house	£20m	1 year
Term deposits – UK banks/Building Societies	Fitch short-term rating F1+	In-house	£20m	1 year
Term deposits – UK banks/Building Societies	Fitch short-term rating F1	In-house	£15m	6 months or 185 days
Callable deposits				
Callable deposits – Debt Management Agency deposit facility	N/A	In-house	Unlimited	
Callable deposits – Nationalised & Part Nationalised UK banks/Building Societies	Fitch short-term rating F1+, F1	In-house	£20m	
Callable deposits – Nationalised & Part Nationalised UK banks/Building Societies	Fitch short-term rating F2	In-house	£10m	
Callable deposits - UK banks/Building Societies	Fitch short-term rating F1+ or F1	In-house	£15m *	
Term deposits – non UK banks	Fitch short-term rating F1+	In-house	£5m	6 months or 185 days

* Where necessary this limit may be temporarily exceeded with the Authority's bankers only.

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Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

CABINET

REPORT OF THE CHIEF FINANCE OFFICER HUW JONES

15th December 2021

MATTERS FOR: MONITORING

WARDS AFFECTED - ALL

TREASURY MANAGEMENT MID YEAR REVIEW REPORT 2021/22

Purpose of the Report

1. To review treasury management activities for the 6 month period to 30th September 2021.

Background

2. The Council operates a cash balanced treasury budget, which broadly means cash raised during the year will meet its cash expenditure. Part of the treasury management operations ensure this cash flow is adequately planned, with surplus monies being invested in low risk counterparties, providing adequate liquidity initially before considering maximising investment return.
3. The second main function of the treasury management service is the funding of the Council's capital plans. These capital plans provide a guide to the borrowing need of the Council, essentially the longer term cash flow planning to ensure the Council can meet its capital spending operations. This management of longer term cash may involve arranging long or short term loans, or using longer term cash flow surpluses, and on occasion any debt

previously drawn may be restructured to meet Council risk or cost objectives.

4. As a consequence treasury management is defined as:

“The management of the local authority’s investments and cash flows, its banking, money market and capital market transactions; the effective control of the risks associated with those activities; and the pursuit of optimum performance consistent with those risks. ”

Introduction

5. The Chartered Institute of Public Finance and Accountancy’s (CIPFA) Code of Practice on Treasury Management (revised 2011) was adopted by this Council at the Council meeting in 28th February 2013.

The primary requirements of the Code are as follows:

- (i) Creation and maintenance of a Treasury Management Policy Statement which sets out the policies and objectives of the Council’s treasury management activities.
- (ii) Creation and maintenance of Treasury Management Practices set out in the manner in which the Council will seek to achieve those policies and objectives.
- (iii) Receipt by the full Council of an Annual Treasury Management Strategy Statement – including the Annual Investment Strategy and Minimum Revenue Provision Policy – for the year ahead, a **Mid-year Review Report** and an Annual Report (stewardship report) covering activities during the previous year.
- (iv) Delegation by the Council of responsibilities for implementing and monitoring treasury management policies and practices and for the execution and administration of treasury management decisions.
- (v) Delegation by the Council of the role of scrutiny of treasury management strategy and policies to a specific named body. For this Council the delegated bodies are the Audit and Policy and Resources Committees.

Scheme of Delegation

Area of Responsibility	Council/ Committee	Frequency
Treasury Management Strategy / Annual Investment Strategy / MRP policy	Cabinet for approval by Full Council	Annually before the start of the year
Treasury Management Strategy / Annual Investment Strategy / MRP policy – mid year report	Cabinet	Mid year
Treasury Management Strategy / Annual Investment Strategy / MRP policy – updates or revisions at other times	Cabinet for approval by Full Council	Periodically
Annual Treasury Outturn Report	Cabinet	Annually by 30 th September after the end of the year
Treasury Management Monitoring and Performance Reports	Cabinet and Audit Committee	Quarterly Quarterly
Treasury Management Practices	Cabinet for approval by Full Council	Annually
Scrutiny of Treasury Management Strategy	Cabinet (and Audit Committee)	Annually

6. This mid-year report has been prepared in compliance with CIPFA's Code of Practice, and covers the following:
- An economic update for 2021/22;
 - A review of the Treasury Management Strategy Statement and Annual Investment Strategy;
 - The Council's capital expenditure (prudential indicators);
 - A review of the Council's investment portfolio for 2021/22;
 - A review of the Council's borrowing strategy for 2021/22;
 - A review of any debt rescheduling undertaken during 2021/22;

- A review of compliance with Treasury and Prudential Limits for 2021/22.
 - Revised Treasury and Prudential Limits for 2021/22 to 2023/24.
7. There have been no changes to the approved Treasury Management and Investment Strategies for the 6 months up to 30th September 2021

Economic Update

8. The coronavirus outbreak has done huge economic damage to the UK and economies around the world. After the Bank of England took emergency action in March to cut Bank Rate to first 0.25%, and then to 0.10%, it has left the Bank Rate unchanged to date, although some forecasters had suggested that interest rate rises were on the horizon. However, other forecasters believe this won't happen until inflation "is achieving the 2% inflation target sustainably", had already been met. Although other Monetary Policy Committee members did not agree with them, they did all agree that "some modest tightening of monetary policy over the forecast period was likely to be necessary to be consistent with meeting the inflation target sustainably in the medium term".

Interest rate forecasts

9. The Council's treasury advisor, Link Group, provided the following forecasts on 10th August 2021 (PWLB rates are certainty rates, gilt yields plus 80bps)::

Link Group Interest Rate View		10.8.21									
	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24
BANK RATE	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.25	0.25	0.25	0.50
3 month ave earnings	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.30	0.30	0.30	0.50
6 month ave earnings	0.10	0.10	0.10	0.10	0.10	0.10	0.20	0.30	0.40	0.50	0.50
12 month ave earnings	0.20	0.20	0.20	0.20	0.20	0.30	0.30	0.40	0.50	0.60	0.70
5 yr PWLB	1.20	1.20	1.20	1.30	1.30	1.30	1.40	1.40	1.40	1.50	1.50
10 yr PWLB	1.60	1.60	1.70	1.70	1.80	1.80	1.90	1.90	1.90	2.00	2.00
25 yr PWLB	1.90	2.00	2.10	2.20	2.30	2.30	2.30	2.40	2.40	2.40	2.50
50 yr PWLB	1.70	1.80	1.90	2.00	2.10	2.10	2.10	2.20	2.20	2.20	2.30

The Council's Capital Position (Prudential Indicators)

10. This part of the report updates:
- The Council's capital expenditure plans;
 - How these plans are being financed;
 - The impact of the changes in the capital expenditure plans on the prudential indicators and the underlying need to borrow; and
 - Compliance with the limits in place for borrowing activity.

The Council's Capital Expenditure and Financing 2021/22

	2020/21 Actual £'000	2021/22 Original Estimate £'000	2021/22 Current Estimate £'000
Capital expenditure	58,769	80,170	82,410
Resourced by:			
• Capital receipts	936	3,161	2,778
• Capital grants & contributions	46,304	51,789	56,230
• Capital reserves + DRF	1,245	1,692	2,026
Capital Expenditure to be financed from borrowing	10,284	23,528	21,376

11. The Council's underlying need to borrow for capital expenditure is termed the Capital Financing Requirement (CFR). The CFR results from the capital activity of the Council and what resources have been used to pay for the capital spend. It represents the unfinanced capital expenditure, and prior years' unfinanced capital expenditure which has not yet been paid for by revenue or other resources.
12. Part of the Council's treasury activities is to address the funding requirements for this borrowing need. Depending on the capital expenditure programme, the treasury service organises the Council's cash position to ensure sufficient cash is available to meet the capital plans and cash flow requirements. This may be sourced through borrowing from external bodies (such as the Government, through the Public Works Loan Board [PWLb] or the

money markets), or utilising temporary cash resources within the Council.

13. Reducing the CFR – the Council’s underlying borrowing need (CFR) is not allowed to rise indefinitely. Statutory controls are in place to ensure that capital assets are broadly charged to revenue over the life of the asset. The Council is required to make an annual revenue charge, called the Minimum Revenue Provision (MRP), to reduce the CFR. This is effectively a repayment of the borrowing need. This differs from the treasury management arrangements which ensure that cash is available to meet capital commitments. External debt can also be borrowed or repaid at any time, but this does not change the CFR.

14. The total CFR can also be reduced by:
 - The application of additional capital financing resources (such as unapplied capital receipts); or
 - Charging more than the statutory revenue charge (MRP) each year through a Voluntary Revenue Provision (VRP).

15. The Council’s 2021/22 MRP Policy (as required by CIPFA Code of Practice on Treasury Management) was approved by Council as part of the Treasury Management Strategy Report for 2021/22 on 21st March 2021.

16. The Council’s CFR for the year is shown below, and represents a key prudential indicator.

CFR	2020/21 Actual £'000	2021/22 Original Estimate £'000	2021/22 Current Estimate £'000
Opening balance	342,874	364,080	343,055
Add unfinanced capital expenditure (point 10)	10,284	23,528	21,376
Less MRP/Set aside receipts	(10,103)	(10,340)	(10,216)
Closing balance	343,055	377,268	354,215

The borrowing activity is constrained by prudential indicators for net borrowing and the CFR, and by the authorised limit.

17. Net borrowing and the CFR – in order to ensure that borrowing levels are prudent over the medium term the Council’s external borrowing, net of investments, must only be for a capital purpose. This essentially means that the Council is not borrowing to support revenue expenditure. Net borrowing should not therefore, except in the short term, have exceeded the CFR. This indicator allows the Council some flexibility to borrow in advance of its immediate capital needs in 2021/22. The following table highlights the Council’s net borrowing position against the CFR. This shows the Council is complying with this prudential indicator as projected net borrowing is less than the CFR.

	2020/21 Actual £'000	2021/22 Original Estimate £'000	2021/22 Current Estimate £'000
External Debt (Gross) Less Investments	301,613 (52,500)	298,147 (61,000)	300,612 (55,000)
Net Borrowing Position	249,113	237,147	245,612
CFR	343,055	377,268	354,215

18. The authorised limit – the authorised limit is the “affordable borrowing limit” required by Section 3 of the Local Government Act 2003. The Council does not have the power to borrow above this level.
19. The operational boundary – the operational boundary is the expected borrowing position of the Council during the year. Periods where the actual position is either below or over the boundary is acceptable subject to the authorised limit not being breached.

	2020/21 Actual £'000	2021/22 Original Estimate £'000	2021/22 Current Estimate £'000
Authorised Limit	393,055	427,268	404,215
Operational Boundary	373,055	407,268	384,215
Gross Borrowing *	301,613	298,147	300,612

* Total maximum long term and short term

20. This report confirms that during the first 6 months of 2021/22 Council has maintained gross borrowing within the Authorised Limit.

Investment Portfolio 2021/22

21. In accordance with the Code, it is the Council's priority to ensure security of capital and liquidity, and to obtain an appropriate level of return which is consistent with the Council's risk appetite. It is currently not possible to earn the level of interest rates commonly seen in previous decades as all investment rates are barely above zero now that Bank Rate is at 0.10%, while some entities, including more recently the Debt Management Account Deposit Facility (DMADF), are offering negative rates of return in some shorter time periods. Given this risk environment and the fact that the Bank Rate may only rise marginally, or not at all, before the second half of 2023, investment returns are expected to remain low.
22. It is confirmed that the approved limits within the Annual Investment Strategy have not been breached during the first six months of 2021/22 other than with the Council's banker. Members should note that due to the COVID pandemic it was prudent for us to hold more cash in our Santander Deposit Account (the Authority's bankers) rather than the amount set out in the Specified Investment Criteria (appendix 3). The highest amount placed with Santander during the first six months was £91m and this was on 5th July. This has now reduced to £33.3m as at 30 September 2021. This is a temporary arrangement during the pandemic and all other criteria are being adhered to.
23. The Council's original budget for investment return for 2021/22 has been set at £200k. This is being reviewed regularly to reflect the low level of returns anticipated on investments, with any actual shortfall being funded from the Treasury Management Reserve.
24. The Treasury Management Strategy Statement (TMSS) for 2021/22, which includes the Annual Investment Strategy, sets out the Council's investment priorities as being:
- Security of Capital

- Liquidity

25. There has been no change in the Council's Investment Strategy aims from those approved on 21st March 2021. The aim continues to be to achieve the optimum return (yield) on investments commensurate with proper levels of security and liquidity. In the current economic climate, it is considered appropriate to keep an adequate level of investments which can be instantly accessed to cover short term cash flow needs. The Council also seeks out value where available in significantly higher rates in periods up to 12 months with approved institutions that meet the Council's stringent credit rating assessment.
26. Investment rates available have continued at historically low levels. The average level of funds available for investment purposes during the period was affected by the timing of precept payments, receipt of grants and progress on the Capital Programme.

Investment performance to the 30th September 2021

27. The Council held £60.3m of investments as at 30th September 2021 and the investment portfolio yield for the first six months of the year is 0.11% against a benchmark -0.05%. The Council has outperformed the benchmark by 16 basis points. The benchmark for funds managed in-house is the 3 month LIBID un-compounded rate which is the most realistic comparison rate as advised by our treasury management consultants.

A full list of investments held as at 30th September 2021 is provided in Appendix 1.

Investment counterparty criteria and proposed amendments

28. The current investment counterparty criteria approved by Members earlier this year are detailed in Appendix 3 of this report.

Borrowing

29. The Council's agreed Strategy in relation to borrowing is set out in the Treasury Management Strategy Report as approved by Council. This strategy outlined that consideration would be given

to entering into new external borrowing if PWLB (or money market) rates became more favourable.

30. During 2021/22 the Council has entered into the below new loan with the PWLB.

Lender	Date	Amount (£000)	Rate	Period
PWLB	7 th Dec 2021	10,000	1.37%	50 yr Maturity

Borrowing in advance of need

31. The Council has not borrowed in advance of need during the six month period ended 30th September 2021. Members should note that the total external debt projection for 31st March 2022 is as follows:

	£'000
Public Works Loans Board (PWLB)	231,597
Market Loans	62,500
WG Town Centre Loan	3,000
Salix (Public Lighting) Loan	1,943
Temporary Borrowing	1,572
Total	300,612

Debt Rescheduling

32. Debt rescheduling opportunities have been non-existent during 2021/22 due to the penalties involved in entering into such arrangements.

Compliance with Treasury and Prudential Limits

33. It is a statutory duty for the Council to determine and keep under review the affordable borrowing limits. The Council's original approved Treasury and Prudential Indicators (affordability) limits were included in the approved Treasury Management Strategy Statement as reported to Council on 21st March 2021.
34. During the financial year to date, the Council has operated within the Treasury Limits and Prudential Indicators set out in the

Treasury Management Strategy Statement and in compliance with the Treasury Management Practices. The Prudential and Treasury Indicators for 2021/22 onwards have been revised and are presented in Appendix 2.

Financial Impact

35. All relevant financial information is provided in the body of the report.

Integrated Impact Assessment

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

Valleys Communities Impacts

37. No implications

Workforce Impacts

38. There are no workforce impacts arising from this report.

Legal Impacts

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

Risk Management

40. There are several risks associated with the treasury management activities. These include interest rate fluctuations, counter party investment, international economic and political etc. The treasury management strategy is included within the Council's Corporate Risk Register.

Consultation

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

Recommendation

42. Members **note** the Treasury Management activities to date this financial year, and how they relate to the proposed activities within the original 2021/22 Treasury Management Strategy and Annual Investment Strategy Statements.

Appendices

43. Appendix 1 – Investment Position as at 30th September 2021
Appendix 2 – Prudential Indicators
Appendix 3 – Specified Investments - Current Criteria

List of Background Papers

44. Link Asset Services Mid-year Reporting Template
Investment and Borrowing Records 2021/22

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Mr. Ross Livingstone - Group Accountant (Capital and Corporate)
E-mail: r.livingstone@npt.gov.uk

Investment Position as at 30th September 2021

Borrower	Maturity	Rate %	Total £'000
<u>Banks and Building Societies</u>			
Goldman Sachs	23 rd Dec 2021	0.135	5,000
Goldman Sachs	17 th Feb 2022	0.165	5,000
Nationwide BS	22 nd Nov 2021	0.05	5,000
<u>Other Local Authorities</u>			
Aberdeenshire CC	24 th Jan 2022	0.18	5,000
Derbyshire CC	29 th Apr 2022	0.20	5,000
<u>Call Deposit</u>			
Santander	Instant Access	0.10	35,300
Total			60,300

PRUDENTIAL INDICATORS

PRUDENTIAL INDICATORS	2020/21 Actual	2021/22 Original Estimate	2021/22 Revised Estimate	2022/23 Estimate	2023/24 Estimate
	£'000	£'000	£'000	£'000	£'000
Capital Expenditure	58,769	80,170	82,410	17,885	13,208
Capital Financing Requirement	343,055	377,268	354,215	350,960	369,774
Ratio of financing costs to net revenue stream	6.74%	6.45%	6.35%	6.19%	6.03%

PRUDENTIAL INDICATORS

TREASURY MANAGEMENT INDICATORS	2020/21 Actual	2021/22 Original Estimate	2021/22 Revised Estimate	2022/23 Estimate	2023/24 Estimate
	£'000	£'000	£'000	£'000	£'000
Authorised Limit for External Debt: Borrowing and other long term liabilities	393,055	427,268	404,215	400,960	419,774
Operational Boundary for External Debt: Borrowing and other long term liabilities	373,055	407,268	384,215	380,960	399,774
External Debt (Gross)	301,613	298,147	300,612	280,461	273,817
Less Investments	(52,500)	(61,000)	(55,000)	(55,000)	(55,000)
Net Borrowing Position	249,113	237,147	245,612	225,461	218,817

PRUDENTIAL INDICATORS

	2021/22 limit
	£'000
Upper Limit on Fixed Interest Rate Exposure Lower Limit on Fixed Interest Rate Exposure	427,268
Upper Limit on Variable Rate Exposure Lower Limit on Variable Rate Exposure	213,634
Upper Limit for Total Principal Sums Invested for Over 364 Days (per maturity date)	£25m

Maturity Structure of Fixed Rate Borrowing During 2020/21	2020/21 Actual	2021/22 Estimate		
	%	%	Upper Limit %	Lower Limit %
Under 12 months	1	9	15	0
12 months to 2 years	9	4	15	0
2 to 5 years	4	1	40	0
5 to 10 years	1	6	60	0
10 years and above	85	80	100	15

Specified Investments Criteria

	Minimum 'High' Credit Criteria	Funds Managed	Max Amount	Max Duration
Term deposits				
Term deposits - Debt Management Office	N/A	In-house	Unlimited	1 year
Term deposits – local, police and fire authorities	N/A	In-house	£10m	1 year
Term deposits – Nationalised & Part Nationalised UK banks/Building Societies	Fitch short-term rating F1+, F1	In-house	£20m	1 year
Term deposits – UK banks/Building Societies	Fitch short-term rating F1+	In-house	£20m	1 year
Term deposits – UK banks/Building Societies	Fitch short-term rating F1	In-house	£15m	6 months or 185 days
Callable deposits				
Callable deposits – Debt Management Agency deposit facility	N/A	In-house	Unlimited	
Callable deposits – Nationalised & Part Nationalised UK banks/Building Societies	Fitch short-term rating F1+, F1	In-house	£20m	
Callable deposits – Nationalised & Part Nationalised UK banks/Building Societies	Fitch short-term rating F2	In-house	£10m	
Callable deposits - UK banks/Building Societies	Fitch short-term rating F1+ or F1	In-house	£15m *	
Term deposits – non UK banks	Fitch short-term rating F1+	In-house	£5m	6 months or 185 days

* Where necessary this limit may be temporarily exceeded with the Authority's bankers only.

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

CABINET

15th December 2021

Report of the Chief Finance Officer – Huw Jones

Matter for: Decision

Wards Affected: All Wards

Report Title - Third Sector Grant Funding – Award of Grants for 2022/23

Purpose of Report

1. To present Members with the outcome of the third sector grant applications for 2022/23 and to seek approval on the award of grants to those organisations recommended for funding next year as set out in Appendix 1.

Executive Summary

2. Assessments were undertaken for a total of 22 applications received this year as set out in Appendix 1 and 2.
3. The applications were assessed by the Third Sector Grants Group, whose membership is made up of Directorate representatives already involved in the grant funding process and are responsible for the administration of the Scheme.
4. Appendix 2 contains those organisations not recommended for funding.
5. Appendix 3 contains details of eight Strategic Partners and their proposed grant amounts for 2022/23. These grants were initially agreed for a three year period however a one year extension was agreed at the Cabinet meeting of 28th July 2021.

Background

6. The application process for 2022/23 grant funding opened on 23rd August and closed on 15th October 2021.
7. Grants awarded under the Scheme are for 12 months or for a maximum of three years.
8. There are eight Strategic Partners who were granted a three year agreement by Cabinet in December 2018; with a further one year extension approved at Cabinet in July 2021.

Monitoring Arrangements

9. The eight Strategic Partners listed in Appendix 3 were requested to submit six month monitoring form covering 1st April 2021 to 30th September 2021, and to provide a statement setting out in clear terms how they intend to support the further development of community capacity building in 2022/23.
10. All single year grant recipients for 2022/23 are required to submit evidence of outcomes and performance achieved by the end of January 2023.

Assessment of Grant Applications for 2022/23

11. Organisations bidding for new funding for 2022/23 were requested to specifically focus on activities that would help to further develop community capacity/ collaboration and build on the community response to the Covid-19 pandemic.
12. Those applications that are recommended for approval (as detailed in Appendix 1) have satisfied some or all of the criteria contained within Principle 1 of the revised Scheme and have also demonstrated their commitment to the above point.
13. The reasons for not supporting applications with any funding or for a lower amount than was originally applied for include:
 - The application did not evidence sufficient action taken/proposed to support Covid response to reduce activity falling on Council services.
 - The application related to Capital premises costs which were outside the grant criteria.

- The application only provided limited benefit to communities and individuals in the Council Borough.

Financial Appraisal

14. One of the principles of the Third Sector Grant Funding Scheme is that the amount of funds available will vary in line with the Local Government Settlement for the preceding financial year. In 2021/22 the final settlement for Neath Port Talbot Council showed a year on year increase of 4.2%.
15. It is therefore proposed in this report that the Third Sector Grant Budget for 2022/23 be increased by 4.2% and the same increase is provided to the grant payable to our Third Sector Strategic Partners.
16. A summary of proposed allocations is shown below:

Budget	2022/23
Base Year Budget 2021/22	£542,783
Additional Budget Allocation for 2022/23	£22,797
Total Base Budget 2022/23	£565,580
<u>Allocations</u>	
Appendix 1 – New Applications	£177,900
Appendix 3 – Strategic Partners	£365,899
Community Safety (internal allocation)	£11,500
Miscellaneous	£2,500
Total Allocated	£557,799
Balance in hand	£7,781

17. All grants payable are subject to successful delivery of outcomes as set out in the application forms / final grant offer letters and agreed by the Council with each applicant.

Integrated Impact Assessment

18. An Equality Impact Assessment was completed as part of the initial development of the Grant Scheme in 2016 and a further Integrated Impact Assessment was completed as part of the changes to the Scheme in 2018.
19. All applications have been considered in alignment with the revised Scheme and therefore no further assessment is required.

Valleys Communities Impact:

20. Some of the applications will be delivering projects to support valley communities.

Workforce Impact

21. There is no workforce impact.

Legal Impact

22. All successful grant recipients will be required to sign a Grant Agreement.

Risk Management

23. The successful grant recipients will assist the Council to provide important services within the County Borough or specific areas.

Consultation

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

Recommendations

25. It is recommended that Members
 - Confirm the 2022/23 Budget of £565,580 for Third Sector Grants.
 - Approve the award of Grants to the Third Sector organisations as set out in Appendix 1 of this report.
 - Confirm that grants not be awarded for the applications set out in Appendix 2 of this report.

- Confirm the amount of grant payable to each Strategic Partner as set out in Appendix 3

Reason for Proposed Decision

26. To approve grants to third sector organisations in line with the Council's Scheme.

Implementation of Decision

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

Appendices

28. Appendix 1 – Third Sector Applications 2022/23 – Applications recommended for approval
29. Appendix 2 - Third Sector Applications 2022/23 - Applications not recommended for approval
30. Appendix 3 – Grant proposed to Third Sector Strategic Partners for 2022/23

List of Background Papers

31. The Neath Port Talbot Third Sector Grant Funding Scheme.

Officer Contact

32. Huw Jones, Chief Finance Officer
Email: h.jones@npt.gov.uk

**Third Sector Applications 2022/23 – Applications recommended for approval.
(* table also shows current year recipients)**

Ref	Organisation	Grant awarded 2021/22	Funding applied for 2022/23	Amount of Grant Proposed	Overview of Outcomes to be delivered
1	Afan Arts		£5,200	£5,200	Our vision is to be a support network and develop a local mentoring support to the young people who need it most with our aim to provide positive creative activities and opportunities. Trustees have developed Afan Arts from scratch and through our experience and passion to help and support young people have earned a trusted and respected working relationship with other organisations throughout NPT. Core funding is essential for us to improve our capacity to deliver regular high-quality projects and have the tools to perform. It will enable us to deliver projects better, quicker, and more efficiently, deepening our impact. The core funding requested is important to allow our charity to become stronger and more able to sustain services going forward.
2	Neath Port Talbot Black Minority Ethnic Community Association	£14,599	£25,039	£25,039	This funding is important to enable us to continue the work we have been doing since being incorporated and to undertake new and different activities. The Association is more important now than it has been especially in regard to giving a voice to the BME community and to be a crucial channel for promoting positive health messages during the pandemic crisis. We wish to build on that momentum and to retain the new connections that have been made with the community and with other agencies and organisations.
3	The Community Impact Initiative - C.I.C		£10,000	£5,000	The support provided by our Engagement and Wellbeing Officer is a vital element of our community regeneration projects, having been introduced in direct response to the needs of both our participants and our staff. This role, which

**Third Sector Applications 2022/23 – Applications recommended for approval.
(* table also shows current year recipients)**

Ref	Organisation	Grant awarded 2021/22	Funding applied for 2022/23	Amount of Grant Proposed	Overview of Outcomes to be delivered
					provides additional wellbeing support to our participants, has become even more vital during the pandemic as the financial, physical and mental circumstances of those we support have become more severe.
4	Calon DVS		£34,330	£34,330	Calon DVS is one of a limited number of organisations that offer the ACEs Recovery Toolkit for both Adults and Children and Young People (CYP) in Mid and South Wales. The ACEs Recovery Toolkit uses a trauma informed psycho-educational approach to facilitate learning. This funding would enable us to deliver: <ul style="list-style-type: none"> • 4 adult programmes - each adult programme can be delivered to 6-8 adults, reaching 24-32 adults over the years funding • 3 CYP programmes - each CYP programme can be delivered to up to 5 CYP, reaching up to 15 CYP over the years funding ADULTS. The main aim of the programme is to give adults the opportunity to focus on the life trauma(s) they have lived and develop new coping skills to improve their lives, their mental wellbeing, confidence and self-esteem, and to reduce harmful behaviours such as self-harm and substance misuse.
5	Care & Repair Western Bay	£4,980	£10,000	£4,980	This funding will enhance capacity of the organisation's core Casework and Technical Service and enable home adaptations, repairs and improvements to be made for older people living in poor or inappropriate housing. This will assist with both facilitating hospital discharge and with community prevention services. The link between housing and health is becoming more widely evidenced to show the correlation between poor housing, poor health and social care outcomes for older people.

**Third Sector Applications 2022/23 – Applications recommended for approval.
(* table also shows current year recipients)**

Ref	Organisation	Grant awarded 2021/22	Funding applied for 2022/23	Amount of Grant Proposed	Overview of Outcomes to be delivered
6	Catwg After School Club		£4,000	£4,000	Funding to help employ extra staff, train new and existing staff in areas, including well-being, emotional check-ins and mindfulness. Extra staff will mean that when children attend club, there will be an awareness of creating a space for those who need it, listen to the children and their needs and have the time to listen. Children would have the choice to play outside or inside. At present, due to staff shortage, children don't have the choice, this is to adhere to the CIW standards and ratio of staff.
7	FAN		£10,000	£10,000	At its core, this funding will deliver a strong community of all ages, plus the running, maintenance and development of a building and outdoor spaces catering to the changing needs of local people.
8	GROW		£13,370	£13,370	The purpose of this project is to provide much needed support for adults living with or experiencing mental health as a result of COVID19. The need for this project is to improve the understanding of mental health amongst women and in particular black and minority ethnic women and increase their knowledge of trigger points and how to manage them appropriately at home. The core funding will enable this to happen and in the short and long term reduce the need of the beneficiaries to access the mental health service. Due to the stigma surrounding mental health amongst women including BME women who are likely to be isolated encourage/force women to wait until they are having a crisis and then present at A&E. This just adds to the pressures on the NHS. If our

**Third Sector Applications 2022/23 – Applications recommended for approval.
(* table also shows current year recipients)**

Ref	Organisation	Grant awarded 2021/22	Funding applied for 2022/23	Amount of Grant Proposed	Overview of Outcomes to be delivered
					application for funding is successful then by educating and raising awareness women/beneficiaries will enable the beneficiaries to better manage their mental health.
9	Gwyfi Miners	£5,000	£10,000	£5,000	Gwynfi Miners Community Hall have now been operating for eight complete years and no doubt this could have been potentially one of our most financially uncertain and precarious. Especially with the prevailing climate of austerity and more recently the Covid 19 Pandemic. We exercise a very tight financial discipline and prudently manage our funds. All of our expenditure is scrutinized and like our utility costs we obtain multiple quotes for services and purchases to ensure we get the resources for the lowest possible price. Despite this we have a continuing yearly financial gap that means we struggle to build our reserves and we remain heavily dependent on donations and grants.
10	MMI	£5,000	£16,053	£5,000	MMI would like to apply for funding that will directly support guests to access the respite service at MMI. At present MMI support 25-30 people each week with access to transport, without this service these guests have stated that they would not be able to come to MMI and inevitably would be at home alone. In our experience and research with families we have found that transport throughout NPT is a major obstacle for people and many find themselves isolated as a result.

**Third Sector Applications 2022/23 – Applications recommended for approval.
(* table also shows current year recipients)**

Ref	Organisation	Grant awarded 2021/22	Funding applied for 2022/23	Amount of Grant Proposed	Overview of Outcomes to be delivered
11	MMI Trading with Care		£30,049	£10,000	Previous funding has supported the development of a community hub at Brynhyfryd House, Briton Ferry. This application is for the continuation of support and is essential to the continued success and growth at the HUB. The HUB is currently supporting our parent charity to hold its successful long established services, including day break , Community Friendship and Family/Friends support network. Along with other initiatives that are being developed to support people with mental health issues, people with additional needs, other people find themselves lonely and isolated in the community. Our partnership with MMI has strengthened over the last 12-18 months, especially during the pandemic when in partnership with MMI we managed to successfully stay open for critically assessed clients, helping families through an extremely stressful time.
12	Mullany Fund		£20,000	£5,000	The funding we are applying for is important because it would support the continued delivery of services that raise educational standards and attainment for children and young people of Neath Port Talbot (NPT). There is often a direct correlation between the economic situation of a child's parents/carers and academic achievement. Children from poorer communities without access to career support are less likely to continue with higher education, as currently only 16% of those eligible for FSMs are attending University. . In 2018, 29.3% (206,000 children in Wales) were recorded as living in poverty. In NPT this figure is 26.2% of 0-19 year olds. The impact has been exacerbated during COVID 19.

**Third Sector Applications 2022/23 – Applications recommended for approval.
(* table also shows current year recipients)**

Ref	Organisation	Grant awarded 2021/22	Funding applied for 2022/23	Amount of Grant Proposed	Overview of Outcomes to be delivered
13	Neath3A		£502	£503	This project will benefit older people from the Neath and district areas. It will support our current members (50) plus any new members who join in the coming months/years. These communities were drastically affected by the pandemic being isolated from their wider communities and loved ones. Many had to shield and so went many months without face-to-face contact with loved ones. The effects of isolation are already being seen and will continue to be seen in the mental and physical wellbeing moving forward as we come out of Covid19. This funding will help us to provide safe and inclusive opportunities for these individuals to meet others and improve their wellbeing.
14	Neaudd Cwmllynfell	£10,000	£10,000	£9,750	Fund part of the cost of the Centre Manager
15	NPT Mind	£13,661	£29,956	£14,978	We are applying for funds to employ a Liaison Officer for a year. Funding for this role is critically important to meet an increased, Covid-19 related, need for mental and emotional health support and to ensure that people get timely and supported access to the services they need, whether from Neath Port Talbot Mind or our local partners.
16	Port Talbot Stroke Club	£500	£900	£500	To continue to provide vital support to stroke victims in NPTCBC.

**Third Sector Applications 2022/23 – Applications recommended for approval.
(* table also shows current year recipients)**

Ref	Organisation	Grant awarded 2021/22	Funding applied for 2022/23	Amount of Grant Proposed	Overview of Outcomes to be delivered
17	Port Talbot Women's Aid	£15,000	£15,000	£15,000	Neath Port Talbot and the Afan Valley are recognised on social indices as being amongst the most deprived areas of South Wales, with a very low average income per family and unusually high incidences of domestic abuse. The need for organisations which address domestic abuse and other forms of violence against women remain essential in today's society. Indicators suggest that the incidences of domestic violence will continue to worsen as the COVID-19 pandemic continues and whilst further public sector and welfare cuts are made.
18	South Wales Miners Museum		£35,000	£8,750	Our main aim is to secure core funding covering our utility bills and museum expenses to help us transition from the difficult Covid period into full operation. By creating a sustainability plan this will help taking the museum into the foreseeable future and securing the years ahead with peace of mind. Our aim is to provide training for new and existing volunteers and also provide volunteer expenses, by paying their travel expenses it would encourage volunteers to volunteer and attend regularly, making the museum more secure and beneficial giving the public and schools a great experience when they visit, along with training new and existing volunteers and for them to gain qualifications for certain roles here that would benefit the museum greatly.
19	Y Iolfa	£1,150	£1,500	£1,500	Y Iolfa provides a volunteer-run community library hub serving the communities of Cwmgors, Gwaun Cae Gurwen, Tairgwaith and Lower Brynaman wards. The service offers access to NPTCBC and Iolfa lending book collections and a range of linked activities including children and adult book clubs, Welsh language groups, local history, creative writing, and French

**Third Sector Applications 2022/23 – Applications recommended for approval.
(* table also shows current year recipients)**

Ref	Organisation	Grant awarded 2021/22	Funding applied for 2022/23	Amount of Grant Proposed	Overview of Outcomes to be delivered
					<p>groups. Y Lolfa receives no core funding apart from previous Third Sector grants, and relies of fundraising and grants to support its continued operations. The core funding covers the minimum necessary level of expenditure for the organisation to continue its basic operation as a volunteer-run library service. It seeks other funding to support its outreach activity but this would not be possible without the core costs being met since most grant schemes will not cover them.</p>
	Total		£280,899	£177,900	

Third Sector New Applications 2022/23 - Applications not recommended for approval			
Ref	Organisation	Amount applied for 2022/23	Activity
1	Awel Aman Tawe	£30,000.00	Our vision is to develop a Zero-carbon Centre 'Hwb y Gors' to bring together the various strands of our work within the field of renewable energy, by developing a public hub - a co-working space for the community. Within walking distance to our community windfarm, it will be a flagship centre for promoting a transition to a greener economy. A key aspect of Hwb y Gors is to help people forge connections, share ideas, gain confidence and work together – all in a zero-carbon building. Our project will help transform our area from one dominated by a history of large scale fossil fuel production, to an area which retains ownership of its natural resources, develops skills, and provides sustainable employment for local people.
2	Cwmavon Hornets	£5,200.00	We cater for boys, girls, ladies and men starting from the age of six. This instils a sense of discipline respect for others and introduces them to exercise which becomes a habit for life increasing their wellbeing physically and mentally. New flooring will increase the floor space we can use which in turn will increase the amount of people who can use the gym at one time. We having been going for many years and have produced over 100 national champions and an olympic silver medalist in London 2012. The gym is used by people from all walks of life and ethnicity and all are made welcome. We are open three nights a week and also take boxers to competitions and all coaches are qualified volunteers we do our best to keep children off the streets and out of trouble
3	Melin Community Trust	£15,000.00	The Melin DIY project is there to benefit both the men and women of the Melin. There is two strands to the Melin DIY project, one strand will be to work with the male members of the community to provide them with the opportunity to come to our Payne Street Center to take part in DIY sessions, providing them with tools and materials to make and create products that we can sell in the community ie window boxes, raised bed boxes and potentially small items of furniture ie bedside tables and coffee tables. The second strand will be to offer DIY classes in the community for women, these classes will look at basic DIY ie changing a plug, using cordless power tools and generally give them confidence to tackle any minor issues that may arise in their homes. These activities will be delivered in the Payne Street Center, we will be

			working on our own behalf however we will be hiring qualified professionals to deliver the DIY classes to the female members of the community.
	Total	£50,200	

Grant Award to Third Party Strategic Partner Organisations 2022/23	2019/20	2020/21	2021/22	2022/23
	Year 1	Year 2	Year 3	Year 4
1. Canolfan Maerdy	£26,000	£26,182	£27,360	£28,509
2. Citizens Advice Bureau	£80,000	£80,560	£84,185	£87,721
3. DANSA Transport	£32,000	£32,224	£33,674	£35,088
4. DOVE Workshops	£35,000	£35,245	£36,831	£38,378
5. Glynneath Training Centre	£42,000	£42,294	£44,197	£46,053
6. NPT CVS - Core Funding Contribution	£43,695	£44,000	£45,980	£47,911
7. NPT Shop Mobility	£45,000	£45,315	£47,354	£49,343
8. Ystalyfera Development Trust	£30,000	£30,210	£31,570	£32,896
Total	£333,695	£336,030	£351,151	£365,899



CABINET

15th December 2021

REPORT OF THE CHIEF EXECUTIVE AND CHIEF FINANCE OFFICER

Matter for: Decision

Wards Affected – All Wards

Capital Programme Governance

Purpose of Report

To provide members with a terms of reference for the Capital Programme Steering Group and Members Surgeries for information and to seek approval from members to implement a Capital Programme Management Protocol.

Executive Summary

This report provides the Cabinet with **information** in relation to:

- The Terms of Reference of the Capital Programme Steering Group (CPSG); and
- The Highways and Engineering Members Surgeries process.

The report also seeks Cabinet **approval** for:

- A Protocol in relation to Capital Programme Management in order to address the findings of the Independent Governance Review as reported to the Governance and Audit Committee on 24th June 2021.

Background

The Governance and Audit Committee Report of the 24th June 2021 contained an Action Plan to respond to the findings and recommendations made from an independent and external review of governance arrangements.

That Action Plan contained a number of recommendations, including that the Council should:

- (a) Develop a comprehensive transparent evidence based prioritisation matrix based on agreed, objective criteria against which all competing projects can be compared, and decisions regarding their adoption or rejection clearly demonstrated. It is for the Council to determine the criteria for inclusion or non-inclusion (for example in the case of emergencies and the exercising of judgement by officers) of projects within this process along with the judgement criteria upon which decisions are made; and
- (b) Develop a Terms of Reference for the CPSG that clearly defines their purpose and delineates their role in the governance and decision-making process.

The Chief Executive accordingly proposed that:

- (a) A revised decision making procedure to be developed for capital works which sets out how works will be prioritised within available budgets;
- (b) A written protocol to be developed setting out how decisions to undertake capital works will be taken, including the arrangements that will apply in the case of urgent works; and
- (c) Terms of reference to be drawn up with a clear line of reporting of the CPS Group to the Corporate Directors Group

The Governance and Audit Committee of the 24th June 2021 subsequently endorsed these recommendations.

Following on from this, it was thought appropriate as well to review and update the protocol in respect of the operation of members surgeries, which form part of the allocation methodology for the planned Highways and Engineering works programme throughout the County Borough

CPSG Terms of Reference

CPSG was a group that was first established in 2002 comprising of officers only in order to oversee the implementation of the Council's Capital Programme.

It is not a decision making body and merely a group of officers convened to ensure the Council's capital works programme is successfully delivered.

Inevitably though, from time to time unplanned service needs arise in year, for example from landslides, sink holes, or collapses of structures such as culverts, and CPSG expanded its role to advise on the appropriate allocation of any contingencies monies. This is the part of its work where a need for formal approval of the arrangements is needed to make the improvements to governance identified.

Further to the review, CPSG's clarified responsibilities are to:

- Recommend to the Council's Corporate Directors Group the distribution of un-hypothecated capital funding to Service areas. The Capital funding consists of Welsh Government un-hypothecated funding; an assumed sum in relation to capital receipts and an annual allocation of funding to support Prudential Borrowing. The amount of assumed capital receipts and prudential borrowing will be advised by the Chief Finance Officer (Section 151 Officer).
- Monitor the delivery of the agreed Capital Programme.
- Consider and recommend to Corporate Directors Group in-year allocations from the Capital Programme Contingency in line with the Council's Constitution and prioritisation methodology (*once approved*).
- Receive details of Capital grants awarded and ensure that the Capital Programme is updated accordingly.
- Prepare Regular Budget Monitoring and Update Reports for Corporate Directors Group
- Prepare an end of year Outturn report for consideration by Corporate Directors Group.

An up to date Terms of Reference for CPSG are now provided at Appendix 1 for information.

Members Surgeries

Taking account of the review work, revised information is provided at Appendix 2 in relation to the operation of Members Surgeries which form part of the allocation methodology for Highways and Engineering works programme projects.

Protocol for Capital Programme Management

The proposed Protocol for Capital Programme Management, including how projects will be prioritised within approved budgets, is set out in Appendix 3 of this report. It addresses the recommendation and actions of the independent governance review.

Financial Impacts

The proposals will ensure that capital resources are used to address identified priority needs across the county borough and that the allocation of scarce capital resources is transparent and decision making is recorded and fully auditable.

Integrated Impact Assessment

As this report relates to governance related matters there is no requirement for an integrated impact assessment.

Valleys Communities Impacts

There are no specific Valleys Communities Impacts arising from this report.

Workforce Impacts

The report clarifies the purpose of the Capital Programme Steering Group and makes clear that it is an officer mechanism established to support the Council's Chief Officers in discharging their individual and collective functions.

Legal Impacts

There are no legal impacts.

Risk Management Impacts

This report has been developed to address identified risks highlighted in an external independent review of some aspects of the Council's decision making arrangements related to the capital works programme. The proposals respond to the recommendations made by the external reviewers and will ensure that there is a clear and documented process for determining the priorities to be funded from the Council's capital resources with the respective roles of officers and members clearly expressed. Approval and subsequent approval of the recommendations will ensure that decisions are transparent and that there is clear accountability for decisions reached on scarce capital resources.

Consultation

There is no requirement for consultation.

Recommendation

It is recommended that Cabinet:

- Note the contents of Appendix 1 and 2 which are for information
- **Approve** the Protocol for Capital Programme Management as set out in Appendix 3 of this report

Reason for Proposed Decision

To ensure that the recommendations and actions arising from the May 2021 Independent Assurance review are addressed and appropriate terms of reference are in place.

Implementation of Decision

The decisions are proposed for implementation after the three day call in period.

Appendices

Appendix 1 - Capital Programme Steering Group (“CPSG”) Terms of Reference.

Appendix 2 – Members Surgeries Arrangements

Appendix 3 – Protocol for Capital Programme Management

List of Background Papers

Independent External Assurance Report (see Governance and Audit Committee papers 24th June 2021)

Officer Contact

Mrs Karen Jones – Chief Executive

Mrs Nicola Pearce – Director of Environment and Regeneration

Mr. Huw Jones – Chief Finance Officer

Capital Programme Steering Group (“CPSG”)

Terms of Reference

Attendees

The following shall be members of the Capital Programme Steering Group:

- Chief Finance Officer (Chair)
- Head of Adult Services, Head of Engineering and Transport, Head of Streetcare, Head of Property and Regeneration, Head of Transformation. Group Accountant – Capital and Corporate, Senior Accountant (Capital), Architectural Design and Project Management Manager, Programme Management Co-ordinator (ELLL), Corporate Policy Manager and Housing and Homelessness Services Manager.
- Any other officer invited to attend by the Chief Finance Officer
- The Council’s Audit Manager may also attend the meeting with and without notice.

The Group is chaired, with effect from January 2021, by the Council’s Chief Finance Officer. In the absence of the Chair those present will elect another Head of Service to chair the meeting.

In the event that an officer or member is unable to attend notification should be provided to the Senior Accountant (Capital) at the first opportunity.

Frequency of Meetings

CPSG shall meet every quarter subject to any additional meetings that shall be called to address specific matters.

Where a special meeting is required, this will be convened by the Chief Finance Officer.

Unless notified to the contrary, all meetings shall take place remotely via Microsoft TEAMS

Purpose of Meeting

CPSG is an officer meeting deliberating in private that reports to and is accountable to the Corporate Directors Group. **It is not a decision making body.**

CPSG is responsible for:

- Recommending to Corporate Directors Group the distribution of un-hypothecated capital funding to Service areas. The Capital funding consists of Welsh Government un-hypothecated funding; an assumed sum in relation to capital receipts and an annual allocation of funding to support Prudential Borrowing. The amount of assumed capital receipts and prudential borrowing will be advised by the Chief Finance Officer (Section 151 Officer).
- Monitoring the delivery of the agreed Capital Programme.
- Considering and recommending to Corporate Directors Group in year allocations from the Capital Programme Contingency in line with the Council's Constitution and prioritisation methodology (*once approved*).
- Receiving details of Capital grants awarded and ensuring that the Capital Programme is updated accordingly.
- Prepare Regular Budget Monitoring and Update Reports for Corporate Directors Group
- Preparing an end of year Outturn report for consideration by Corporate Directors Group.

Format of Reports

All items to be considered at CPSG must be in writing unless otherwise agreed with the Chief Finance officer. This will only be in an emergency situation.

The chief officer in whose name the report has been written will be responsible for the advice the report contains.

Briefing on emerging issues and the progress of significant areas of work are expected to be supported by documentation – this could be in

report or presentation format. It will be the exception that matters are based on oral reports alone.

Minutes

The Senior Accountant (Capital) will arrange for the meeting to be minuted and a copy of the minutes will be forwarded to all members of CPSG. Minutes will be retained in accordance with the relevant requirements that apply to record retention.

As part of their responsibility for the oversight of CPSG, Corporate Directors Group will receive all minutes from CPSG.

Freedom of Information

The provisions of the Freedom of Information Act 2000 would apply as appropriate to reports or background/briefing papers to the CPSG meeting including where exemptions (and if relevant, the consequential public interest test) may apply under the terms of the Act.

Public access requests may fall under such exemption categories, and thus referral to the relevant Head of Service needs to be made before any disclosure of information from the reports or background/briefing papers to the CPSG.

Pursuant to the Local Authorities (Executive arrangements)(Decisions, Documents and Meetings)(Wales) Regulations 2001, reports or background/briefing papers to the CPSG are regarded as being in “draft form” for the purpose of consideration in relation to any future executive decision by the Cabinet or a Cabinet Board (though such as drafts also being subject as appropriate to the provisions/exemptions of the Freedom of Information Act 2000 as above).

Review

These Terms of Reference shall be reviewed on an annual basis by the Chief Finance Officer. Proposed amendments to the terms of reference will be presented to the Corporate Directors Group for review and if considered appropriate for approval.

**Streetscene and Engineering
Revised Members' Surgery Arrangements
Briefing Note, Autumn 2021**

General

Executive Support officers in Environment & Regeneration arrange surgery meetings annually to provide an opportunity for all Members to discuss ward issues with the Cabinet Members for Street Scene and Engineering. These meetings were introduced as part of the Neighbourhood Management Initiative some 14 years or so ago and have proved very worthwhile. They are organised on a non-political ward basis so where a ward has more than one elected representative all Members are invited together.

The meetings are intended to serve two main purposes:

1. Provide an opportunity for ward members to speak directly with the Cabinet Members for street scene and environment to discuss how 'neighbourhood management' in their area is operating e.g. grass cutting, litter picking, sweeping and the like; and,
2. Give an opportunity to discuss the planned Highways and Engineering Works Programme for the subsequent financial year.

Discussion on Highway and Engineering Works Programme

In the surgery meeting, officers will put forward needs based priorities for the works programme.

Acknowledging that Ward Members have knowledge from their own ward surgeries and other experience of Highway and Engineering needs in their ward, in the surgery meetings ward members will be offered an opportunity, collectively as far as possible, to identify other priorities for action. Priorities can include maintenance such as footway or road surfacing, or the need for improvements, for example, signs, road markings and traffic orders. This information will be useful for officers as they can subsequently look for any opportunities that arise such as grant funding to take them forward.

Appendix 2 – Members Surgeries Arrangements

To assist with proceedings the following officers will be present at the surgery:

- A member of the Highway Network Management Section who will have available ward maps showing footway and highway condition data;
- A member of the Traffic/Engineering Services Section to advise on safety issues and design/engineering matters; and,
- A member of the Neighbourhood Services Section to feedback to the operational teams any local environmental quality issues that are raised.

After the surgeries all the identified needs across the County Borough will then be weighed up and brought together by the Highways Network and Programme Manager into a coherent draft programme which fits within the available budget. The proposed allocation of funding in line with the draft programme will then be taken to Cabinet Board for approval around March.

Financial Context and Prioritisation

Some members have previously asked whether there is a funding allocation for each ward or per member. Production of the works programme is a somewhat complex balancing act as set out below, and **there is no set allocation of funding either at ward or individual Member level.**

The starting point is inevitably that needs always outstrip available resources. There is currently effectively only one 'pot' for the Highways and Engineering Works Programme, which in the absence of any external or other funding, is circa £1.875M comprising the £1.625M capital budget allocated by Council in the budget round for Highways and Engineering Work, £150K capital budget similarly allocated for Neighbourhood Improvements, and circa £100K in the revenue budget for planned highway maintenance.

Money from the one 'pot' needs to be spread across a range of issues/asset categories such as roads, drainage and bridges, as all the money cannot be spent in one asset area if the Council is to meet its statutory obligations as Highway Authority. Within the various

categories, the 'pot' of available funds needs to be applied to deal with problems associated with, for example, road and footway repairs/resurfacing, dropped crossings for disability access; traffic orders; new road signs and lines, accident reduction measures, crash barrier renewal, cattle grids, traffic signal renewal, bridge repairs and strengthening, highway retaining wall repairs, gully and carrier drains repairs/improvements, culvert renewal/repairs, new culvert trash screens and other actions to address highway flooding, and dealing with minor landslips onto the highway.

To this end, officers will put forward proposals based on the following:

- Needs that must be met - for example, where roads are subjected to technical machine surveys and testing identifies that the road surface skidding resistance is defective, or if a highway retaining wall or road culvert is collapsing causing safety problems;
- Works required to address evidence based safety problems such as accident records and speed records;
- Works to address areas subject to regular expensive ad-hoc revenue funded repairs; and,
- Improvements where works are considered desirable and where there is a degree of urgency to avoid future problems.

Members may flag to officers improvements based on perceived problems, for example in relation to road safety, or works that would be 'good to have' to meet a community need or aspiration, but given the level of available budget such items will not be included in the draft programme, and their future implementation will rely on alternative funding sources being identified.

One of the advantages of not having a fixed allocation of budget per ward is that sometimes an area may, for example, require a £10,000 repair scheme and another year it may require a £60,000+ scheme. A simple calculation will show that if the whole of the Highway and Engineering Works Programme 'pot' were divided evenly (noting some wards have more Members than others, some wards have more needs than others, and some maintenance schemes are inevitably significantly more expensive than others) there would only on average be some

Appendix 2 – Members Surgeries Arrangements

£44,000 per ward, which given what the available money needs to cover in terms of assets is not very much.

To assist with formulating a works programme, Officers typically start with an indicative breakdown of the available funding 'pot' as below:

It is noted that with the pressure on budgets the number of needs that can be met, particularly with respect to improvement as opposed to maintenance work, is limited.

Protocol for Capital Programme Management

Capital Programme Setting

In relation to the setting of the Council's Capital Programme the Terms of Reference for (CPSG) include:

'Recommending to Corporate Directors Group (CDG) the distribution of un-hypothecated capital funding to Service areas'.

To achieve this the Chief Finance Officer will:

- Estimate the amount of un-hypothecated Capital Funding anticipated as part of the Local Government Finance Settlement as provided by Welsh Ministers.
- Make an assessment as to the value of Capital Receipts available to support the delivery of future year's Capital Programmes.
- Assess the affordability of any potential Prudential Borrowing which could be made available to supplement the two other sources described above.
- Incorporate known / anticipated specific grants for relevant projects

Following completion of the above, CPSG will:

- Consider how funding should be distributed to service areas and make appropriate proposals.
- Recommend the above to Corporate Directors Group (CDG).

Corporate Directors Group will:

- Consider the recommendations put forward by CPSG. Propose amendments and finalise report.
- Forward a report for approval by Cabinet subject to scrutiny by Cabinet Scrutiny Committee.

Cabinet will:

- Consider recommendations and if approved commend the funding allocations to Services to Full Council for final approval

In relation to the distribution of funding to specific projects within Service Areas the report to Cabinet will specify whether any delegated authority is requested for Officers to make appropriate allocations. Subsequent Budget Monitoring Reports will include reference to where these delegated powers have been utilised.

In the absence of any delegated authority the allocation of resources to specific projects within Service Areas will need to be determined by the appropriate Cabinet Board. Where appropriate these will be aided by the use of Members Surgeries as detailed in Appendix 2 of this report.

In year allocations of funding – specifically addressing the prioritisation requirements for unplanned work

In recommending the service allocations of capital funding it is expected that CPSG will propose an element of funding be retained as a 'contingency' in order that unforeseen emergency and priority works can be addressed in-year and outside of the original Capital Programme setting process.

The Governance Review refers to the need to develop a matrix in relation to the distribution of contingency funding. What is being proposed below is not technically a matrix but does provide a methodology which is transparent and introduces a proportionate level of governance.

The Council's constitution includes the following in relation to the agreement of budget virements:

- Less than £100,000 – Corporate Directors
- More than £100,000 but less than £500,000 – Cabinet
- More than £500,000 – Council

It is proposed that these virement limits be applied to in-year allocation of capital funding from the approved contingency budget to individual urgent requests for funding. The Council's constitution will need to be updated to include specific reference to this.

In considering whether to recommend to CDG an allocation of funding, CSPG will assess the proposal against the following criteria:

- Does the proposal align with at least one of the Council's four Well-being objectives?
- In the opinion of the sponsoring Head of Service is the proposal an immediate urgent priority which cannot be considered as part of the annual Capital Programme Setting Process?
- Is there a Health and Safety Risk if the proposal is not supported?
- What are the potential implications of not agreeing to fund the proposal?
- Have all other potential sources of funding been exhausted?
- The allocation required is to match fund external grant support to enable the project to be approved/commence?

After considering the above CPSG will either reject the proposal or recommend to CDG that funding be allocated. Formal approval will then follow the virement thresholds detailed above.

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Cabinet

15th December 2021

Report of Chief Finance Officer – H Jones

Matter for Monitoring

Wards Affected: All Wards

Report Title

Corporate Governance Improvement Action Plan for 2021-2022 into 2022-2023 - Half Year Progress Report – (1st June 2021 – 30th November 2021).

Purpose of Report

1. To provide Members with a half year update on the progress made on the Corporate Governance Improvement Action Plan for 2021-2022 into 2022-2023 (attached at Appendix 1). The action plan contains the governance improvement areas identified in the Council's Annual Governance Statement (AGS) for 2020-2021 reported to Cabinet on 12th May 2021.

Executive Summary

2. On 12th May 2021, Cabinet approved the Council's Annual Governance Statement (AGS) 2020-2021.
3. The AGS forms part of the Statement of Accounts and reports on the extent of the Council's compliance with its principles and practices of good governance, including how the Council has monitored the effectiveness of its governance arrangements in the year ending 31st March 2021.

4. The Improvement Action Plan (contained at Appendix 1) contains improvement actions to address governance improvement areas identified during the development of the Council's AGS for 2020-2021.
5. A summary of some of the key areas of progress is provided below with a more detailed update on all improvement actions included in Appendix 1.

Summary of key areas of progress to date

6. The Corporate Governance Group continues to oversee the improvement work identified in the Corporate Governance Improvement Action Plan to ensure the Council's processes and procedures enable the Council to carry out its functions effectively.
7. During the period 1st June 2021 – 30th November 2021, good progress has been made on the improvement actions contained within the action plan.
8. A number of the improvement actions relate to ensuring the Council meets statutory requirements contained within the Local Government & Elections (Wales) Act 2021. For example, reports have been presented to Council for the implementation of public speaking at Council meetings from January 2022 and work will be ongoing throughout 2022 to prepare a Public Participation Scheme in respect of democratic arrangements which is a requirement of the Act.
9. Other improvement actions relate to the ongoing work to ensure risk assessments and associated control measures are robust across the Council to keep the workforce safe. Progress includes the development of Homeworking Guidance to keep employees safe while working at home and the Corporate Communications Team developed a video guide for employees to show them what to expect when they return to the offices.
10. With regard to the improvement work on Workforce Planning, Audit Wales worked the Head of Human & Organisational Development over the summer to review the Council's workforce planning arrangements both pre-pandemic and during the pandemic to see what lessons could be learnt. Audit Wales found "The Council's reactive workforce planning

during the pandemic worked well, with strong focus on maintaining essential services and ensuring employee wellbeing”. Work will continue in 2022 on the implementation of the Council’s Future of Work Strategy which aims to ensure that our employees can be the best they can be, doing the right thing, in the right place, at the right time and in the right way.

11. Officer training sessions on ensuring safe and legal decision making have taken place during 2021-2022 focussing on decision making and governance related issues to ensure officers are aware of the appropriate steps that must be taken in decision making. In addition, training for Chief Officers, Accountable Managers and Members has taken place with an external provider to consider the relationship between officers and members and the appropriateness of compliance with Member/Officer protocols. Further sessions will continue to take place through 2021-2022.
12. A more detailed update on all improvement actions is included in Appendix 1.

Financial Appraisal

13. The work to progress the improvement actions was delivered within existing budgets.

Integrated Impact Assessment

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

Valleys Communities Impact:

15. After consideration there are no implications.

Workforce Impact

16. The progress set out in Appendix 1 has been delivered during the Council’s continued response to the pandemic and planning for recovery which has been a challenging time for the workforce.

Legal Impact

17. This monitoring report is prepared under the Local Government (Wales) Measure 2009 and discharges the Council's duty to "make arrangements to secure continuous improvement in the exercise of its functions".
18. The Council also has a duty to reflect the requirement of the Well-being of Future Generations (Wales) Act 2015 to ensure that our governance structures enable different parts of the organisation to work together on setting well-being objectives and taking all reasonable steps to meet well-being objectives.

Risk Management Impacts

19. The Council is responsible for putting in place proper arrangements for the governance of its affairs, facilitating the effective exercise of its functions, including arrangements for the management of risk. Failure to monitor progress on the action plan may lead to non-compliance by Audit Wales and statutory recommendations the Council would be obliged to address.

Consultation

20. There is no requirement in the Constitution for consultation on this item.

Recommendations

21. It is recommended that Cabinet note the half year progress made on the Corporate Governance Improvement Action Plan for 2021-2022 into 20-22-2023 for the period 1st June 2021 to 30th November 2021 - attached at Appendix 1.

Reason for Proposed Decision

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

Implementation of Decision

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

Appendices

24. Appendix 1 – Corporate Governance Improvement Action Plan 2021-2022 into 2022-2023

List of Background Papers

25. Annual Governance Statement 2020-2021

Officer Contact

26. Huw Jones, Chief Finance Officer

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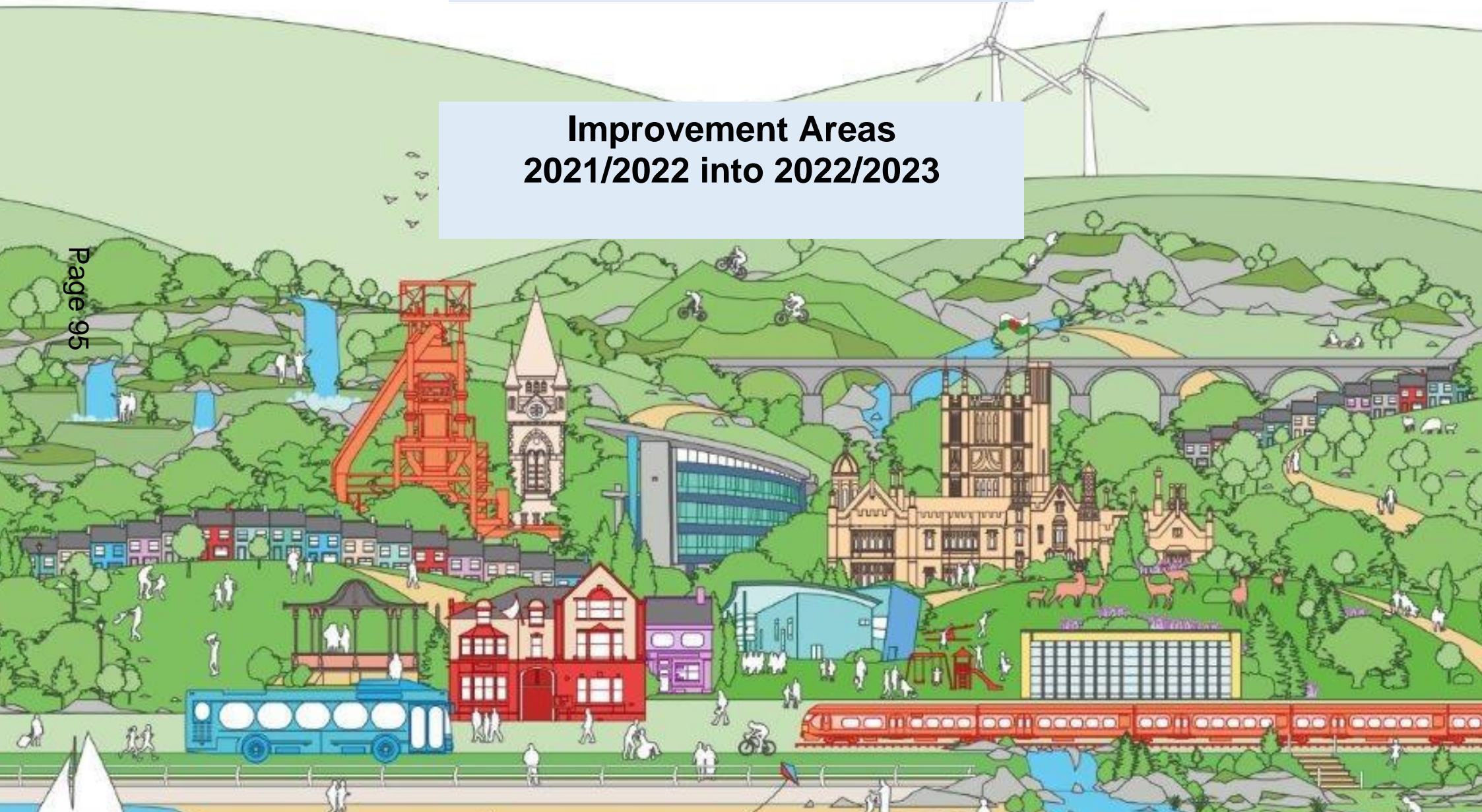
27. Caryn Furlow-Harris, Strategic Manager – Policy & Executive Support

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**Neath Port Talbot Council
Annual Governance Statement
2020/2021**

**Improvement Areas
2021/2022 into 2022/2023**



Improvement areas 2021/2022 into 2022/2023

Principle A: Behaving with integrity, demonstrating strong commitment to ethical values, and respecting the rule of law		
Ref (action)	Improvement Action to be undertaken during 2021/2022 into 2022/2023	Responsible Officer
A1	<p>Reassess governance arrangements as part of recovery planning and the associated governance improvement priorities.</p> <p>Governance is one of the core activities that will underpin the implementation of the Council's Corporate Recovery Plan. The Corporate Governance Group will ensure the Council's governance arrangements remain robust and transparent but fit for purpose to enable the delivery of the priorities set out in the Plan and facilitate any cultural change required in the way the Council works.</p>	Corporate Governance Group
A1	<p>Democratic arrangements - continuous review of arrangements being undertaken to evolve democratic arrangements when meetings will be held remotely/hybrid.</p> <p>This work is ongoing. Cabinet and Democratic Services Committee approved the purchase of equipment to facilitate hybrid meetings and work is ongoing to implement the same. Reports have been presented to Full Council for the implementation of public speaking at Council meetings from January 2022 and reports will shortly be taken to Democratic Services Committee for petition schemes in December 2021. Work will be ongoing throughout 2022 to prepare a Public Participation Scheme in respect of democratic arrangements, which is a requirement of the Local Government and Elections (Wales) Act 2021.</p>	Head of Legal & Democratic Services
A1ii	<p>Health, safety and welfare - ensuring risk assessments and associated control measures are robust across the Council to protect the workforce, those who need to use our services and functions and to uphold confidence in the Council's response to the ongoing situation.</p> <p>The Health and Safety Team worked with frontline teams and trade union health and safety representatives to develop safe systems of work throughout the pandemic. This included for example specific arrangements within Waste, amending the number of employees who could</p>	Head of Human & Organisational Development

Principle A: Behaving with integrity, demonstrating strong commitment to ethical values, and respecting the rule of law		
Ref (action)	Improvement Action to be undertaken during 2021/2022 into 2022/2023	Responsible Officer
Page 97	<p>travel in a vehicle at any time, along with other control measures. The Learning, Training and Development team supported the safe systems of work by providing appropriate Health and Safety training to newly appointed and redeployees to frontline team, and for example spent several weeks supporting the 'Safe and Well' service's Food Distribution Hub.</p> <p>The Health and Safety Team and Facilities Management Team have worked jointly with the recognised trade unions to develop a Covid risk assessment based on The Quays setting out a number of identified risks and control measures designed to keep people as safe as possible during the pandemic. Accountable Managers have been issued with guidance on how to complete workplace specific risk assessments in addition to this, but using the Civic Centre risk assessment as a template. The Marketing and Communications Team issued short video guides for employees to show them what to expect on returning to the office, and this accompanied the 'Return to Workplaces' guidance which sets out what accountable managers need to do in order to arrange the safe return of employees to the workplace.</p> <p>Homeworking Guidance was developed to keep our employees working at home safe and this included an online risk assessment which provides a report directly to each employee's accountable manager and enables them to understand if any measures, including the provision of equipment or furniture, is necessary to keep the employee safe.</p>	
	A1iii	<p>Equalities and other impacts - ensuring there is scrutiny of the extent to which the changes implemented and planned discharge the Council's legal obligations.</p> <p>(Ensuring democratic oversight of the wider impact on the community arising from the crisis and how this may vary between geographies and between people who share protected characteristics).</p> <p>This work is ongoing. Cabinet and Democratic Services Committee approved the purchase of equipment to facilitate hybrid meetings and work is ongoing to implement the same. Reports have been presented to Full Council for the implementation of public speaking at Council</p>

Principle A: Behaving with integrity, demonstrating strong commitment to ethical values, and respecting the rule of law		
Ref (action)	Improvement Action to be undertaken during 2021/2022 into 2022/2023	Responsible Officer
Page 98	<p>meetings from January 2022 and reports will shortly be taken to Democratic Services Committee for petition schemes in December 2021. Work will be ongoing throughout 2022 to prepare a Public Participation Scheme in respect of democratic arrangements, which is a requirement of the Local Government and Elections (Wales) Act 2021. Scrutiny Committees continue to meet on a frequent basis to ensure that there is suitable oversight of the Council's statutory obligations.</p> <p>The Let's Talk campaign asked respondents the questions - how has the pandemic impacted on themselves and how has the pandemic impacted their communities. The responses will be analysed and correlated with the information provided by respondents regarding where they live, their age etc. This will provide an insight into the impact of the pandemic and how it varies between geographies and between people who share protected characteristics. This analysis will contribute to the development of the priorities and the underpinning work to achieve those priorities that will be included in the Council's draft Corporate Recovery Plan which will come before Members towards the end of the calendar year.</p>	
	<p>A1iv Finance – understanding the one-off and recurring costs associated with the pandemic and its future impact on the Council's financial health.</p> <p>This is very much 'work in progress' as the pandemic is still ongoing. Established processes are in place to deal with claims from the Welsh Government Hardship Fund for current Covid related costs. Understanding the longer term structural impacts of the pandemic will commence in the Spring of 2022.</p>	Chief Finance Officer
Av	<p>Digital and Cyber Security - ensuring there is an assessment of the impact of current service delivery and innovation on Information Risk and suitable measures in place to manage the risks.</p> <p>The NPT Cyber Resilience strategy has been developed and is planned to be published by the end of the calendar year. The strategy sets out the Council's approach to protecting our digital</p>	Chief Digital Officer

Principle A: Behaving with integrity, demonstrating strong commitment to ethical values, and respecting the rule of law		
Ref (action)	Improvement Action to be undertaken during 2021/2022 into 2022/2023	Responsible Officer
Page 99 AvD	<p>services from unauthorised access, harm or misuse, which will ensure the services we provide are secure and our residents, businesses and stakeholders can safely interact with us.</p> <p>To support the implementation of the strategy, Cyber Playbooks have been developed which deal with a range of cyber incidents including phishing, malware and data loss.</p> <p>There is ongoing training and development for officers which has included the Socitm Breach Workshop attended, training sessions with staff to ensure they are cyber aware and 'Bob's Phishing exercise' is underway to improve staff awareness of Phishing.</p> <p>Officers actively participate in a number of Cyber groups including the Wales WARP group and participate in NCSC briefings and workshops. Officers regularly arrange vulnerability testing of council systems with any remediation action scheduled and acted on. We ensure any new applications conform to security standards.</p>	
	<p>Business Continuity – a review of business continuity planning to identify lessons learned for both the ongoing situation and for future incidents. (Assurance that emergency response can be mobilised quickly to any rise of infection across the county borough or to local clusters/outbreaks).</p> <p>The Emergency Planning Team carried out an incident debrief in the summer of 2020 to review the Council's response to the first wave of the pandemic. It included recommendations and a plan of action which was provided to Corporate Director Group for their consideration.</p>	Head of Human & Organisational Development
A1vii	<p>Capacity and capability – review the Council's workforce planning priorities to ensure they continue to be aligned with the organisation's priorities given the challenges and opportunities associated with moving through the "Recovery Process".</p> <p>The workforce priorities to support Corporate Recovery have been developed, discussed and reported to the council's Corporate Recovery Board, which meets fortnightly.</p>	Head of Human & Organisational Development

Principle A: Behaving with integrity, demonstrating strong commitment to ethical values, and respecting the rule of law		
Ref (action)	Improvement Action to be undertaken during 2021/2022 into 2022/2023	Responsible Officer
	<p>Audit Wales worked with the Head of Human & Org Development in the summer of 2021 to review workforce planning arrangements in the Council, both pre pandemic and during the pandemic to see what lessons could be learnt. Audit Wales have said:</p> <p>“The Council’s reactive workforce planning during the pandemic worked well, with strong focuses on maintaining essential services and ensuring employee wellbeing”.</p>	
A1.3.1	<p>Undertake a review in 2021/2022 to ensure the revised IIA tool is embedded into practice by Autumn 2021.</p> <p>Review will be completed prior to March 2022. Alongside this piece of work, Audit Wales are undertaking a national review of the way that public bodies undertake Equality Impact Assessments (EIAs) and will be looking at summarising the picture across Wales, rather than individual bodies, with a focus on good practice and shared learning. In addition, the Council’s Internal Audit Service is undertaking a review of IIA’s which will focus on guidance, training, compliance and quality control.</p>	Strategic Manager Policy & Executive Support
A1.4.1	<p>Review of Anti-fraud, Corruption and Malpractice Strategy to be completed and reported to Members during 2021/2022.</p> <p>The review is nearing completion and a revised policy will be presented to Members for approval early in the new calendar year.</p>	Chief Finance Officer
A2.1.1	<p>Report annually to the Corporate Governance Group on corporate procurement and compliance.</p> <p>A report will be presented to Corporate Governance Group in early 2022 highlighting compliance. In the interim, a report was undertaken by the Council’s Internal Audit section on the procurement work during the Covid-19 pandemic with a high assurance of compliance being identified.</p>	Head of Legal & Democratic Services

Principle A: Behaving with integrity, demonstrating strong commitment to ethical values, and respecting the rule of law		
Ref (action)	Improvement Action to be undertaken during 2021/2022 into 2022/2023	Responsible Officer
A2.2.1	<p>Ethical awareness Officer training was provided in March 2021 on ensuring safe and legal decision making. Further sessions and ethical awareness matters are planned for 2021/2022.</p> <p>Training Sessions have taken place through 2021/2022 focussing on decision making and governance related issues to ensure officers are aware of the appropriate steps that must be taken in decision making. In addition, training for Chief Officers, Accountable Managers and Members has taken place with an external provider to consider the relationship between officers and members and the appropriateness of compliance with Member/Officer protocols. Further sessions will continue to take place through 2021/2022</p>	Head of Legal & Democratic Services
A2.3.1	<p>Courses in relation to Recruitment and Selection and Safe Recruitment and other Employment Policies and Procedures to be delivered in 2021/2022.</p> <p>A programme of Recruitment and Selection and other employment policy training was postponed due to Covid but will be built into the 2022/23 corporate training programme.</p>	Head of Human & Organisational Development
A2.4.2	<p>To ensure that a copy of all partnership agreements are logged centrally with the Head of Legal & Democratic Services by September 2021.</p> <p>This work is presently ongoing and will be completed by Spring 2022.</p>	Head of Legal & Democratic Services
A3.2.1	<p>To put in place an agreed procedure where Financial Regulations and Accounting instructions are reviewed to ensure they remain relevant and proportionate. A review of Accounting Instructions is currently underway and will be completed by December 2021.</p> <p>Work is in progress with the first, highest priority, accounting instruction having been reviewed and re-issued. This work will not be completed by December 2021 but will be addressed in priority order.</p>	Chief Finance Officer

Principle B: Ensuring openness and comprehensive stakeholder engagement		
Ref (action)	Improvement Action to be undertaken during 2021/2022 into 2022/2023	Responsible Officer
A4.1.2	<p>To undertake a review of FOI Publication Scheme throughout 2021/2022 with a report to Cabinet for approval. An amended version of the Publication Scheme will then be considered as part of a review on the Constitution to ensure it is fully up to date.</p> <p>This review is presently ongoing with the aim that a report will be presented to members in Spring 2022.</p>	Head of Legal & Democratic Services
A4.1.5	<p>To undertake review of the Corporate Communications and Community Relations Strategy 2018-2020</p> <p>This has been delayed until early 2022 to align the review with the publication of the Council's Corporate Recovery Plan.</p>	Strategic Manager Policy & Executive Support
A4.1.1	<p>To undertake review of the Consultation and Engagement Strategy 2018-2020</p> <p>This has been delayed until early 2022 to align the review with the publication of the Council's Corporate Recovery Plan.</p>	Strategic Manager Policy & Executive Support
A4.7	<p>Mapping exercise of partnership arrangements to be undertaken (as part of recovery planning) to capture the lessons learned including the identification of those partnerships that were effective during the emergency response and the de-prioritisation of those that were not.</p> <p>The mapping exercise is being taken forward as part of the preparation of the Council's draft Corporate Recovery Plan.</p>	Strategic Manager Policy & Executive Support
A4.13.1	<p>Where relevant incorporate proposals for improvements from external regulators audit work into the Council's 2021-2023 corporate planning arrangements.</p> <p>The Council's Corporate Plan 2021-2023 was presented to Council on 26th May 2021. See comment in A5.1.1 below.</p>	Strategic Manager Policy & Executive Support

Principle C: Defining outcomes in terms of sustainable economic, social and environmental benefits		
Ref (action)	Improvement Action to be undertaken during 2021/2022 into 2022/2023	Responsible Officer
A5.1.1	<p>We will incorporate the findings from the Audit Wales review of our performance, risk and business planning arrangements into the corporate review of the Council's corporate planning, financial planning and performance management arrangements (to be undertaken early 2021-2022 – as part of recovery planning).</p> <p>The findings from the above review are being considered as part of the development of the Councils corporate Self-assessment Framework and Service Recovery Plan arrangements (in readiness for implementation during 2022-2023).</p>	Strategic Manager Policy & Executive Support

Principle D: Determining the interventions necessary to optimise the achievement of the intended outcomes		
Ref (action)	Improvement Action to be undertaken during 2021/2022 into 2022/2023	Responsible Officer
A6.9.1	<p>Additional work on the forward financial plan covering the period April 2022 – March 2025 will be undertaken.</p> <p>A one year budget will be proposed for the 2022/23 financial year. Work will then commence in the Spring of 2022 on a medium term financial strategy.</p>	Chief Finance Officer

Principle E: Developing the entity's capacity, including the capability of its leadership and the individuals within it		
Ref (action)	Improvement Action to be undertaken during 2021/2022 into 2022/2023	Responsible Officer
A7.6.1	<p>To undertake a review of all proposals and keep a central electronic list of delegations.</p> <p>This work has commenced as part of the Council's Constitution Review and officers have been requested to update the Head of Legal and Democratic Services on any times delegations have been made to officers that have been made in accordance with Constitutional provisions. A version of the current list of delegations is available from the Head of Legal and Democratic Services.</p>	Head of Legal & Democratic Services

Principle F: Managing risks and performance through robust internal control and strong public financial management		
Ref (action)	Improvement Action to be undertaken during 2021/2022 into 2022/2023	Responsible Officer
A8.13:	<p>New responsibilities for the renamed Governance and Audit Committee to be developed during 2021/2022.</p> <p>The remit of the Governance and Audit Committee was changed in March 2021 to comply with the provisions of the Local Government and Elections (Wales) Act 2021. Processes are now ongoing to recruit additional lay members of the Governance and Audit Committee for May 2022.</p>	Chief Finance Officer / Head of Legal Services & Democratic Services
A8.14.1	<p>Review of Data Processing, Data Protection and Data Sharing to be undertaken by the Information Governance team. (As a result of the Covid-19 pandemic there was a delay in commencing this area of work but work began in Spring 2021 and will continue throughout 2021/2022).</p> <p>This work is presently ongoing and officers have commenced processes to undertake this review. The review will continue throughout 2021/2022 and into 2022/2023.</p>	Head of Legal & Democratic Services
A8.17	<p>The Council will assess its financial position during 2021/22 in line with the requirements of the CIPFA Financial Management Code.</p> <p>This will be completed prior to March 2022.</p>	Chief Finance Officer

Principle G: Implementing good practices in transparency, reporting, and audit to deliver effective accountability		
Ref (action)	Improvement Action to be undertaken during 2021/2022 into 2022/2023	Responsible Officer
A9.5.1	<p>Work to deliver governance awareness training across the Council is ongoing and will continue to ensure appropriate training takes place with Council officers. Training has been provided in Spring 2021 and will continue throughout 2021 and 2022.</p> <p>Training Sessions have taken place through 2021/2022 focussing on decision making and governance related issues to ensure officers are aware of the appropriate steps that must be taken in decision making. In addition, training for Chief Officers, Accountable Managers and Members has taken place with an external provider to consider the relationship between officers and members and the appropriateness of compliance with Member/Officer protocols. Further sessions will continue to take place through 2021/2022.</p>	Head of Legal & Democratic Services / Strategic Manager Policy & Executive Support

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

CABINET

15th December 2021

Report of the Head of Human & Organisational Development S. Rees

Matter for Monitoring

Wards Affected: All Wards

Comments, Compliments and Complaints Annual Report 2020/2021

Purpose of the Report

1. To provide an overview of the comments, compliments and complaints received during the period 1 April 2020 to 31 March 2021.

Executive Summary

2. This Annual Report for 2020/2021 reports data for a year which the council started in emergency mode to deal with the impact of the Coronavirus pandemic. Some council services were closed down to assist in reducing the spread of the disease. Some services were changed so that critical services could operate safely and new services were established to discharge duties placed on the council by Welsh Government.
3. Complaints and compliments provide valuable information about how we are performing and what our customers think about our services. Most people who complain tell us what we have done wrong and how we can do better. We use this feedback to improve our services. Publishing an annual report demonstrates the council's commitment to transparency and a positive approach to acknowledging, investigating, responding to and learning from complaints.
4. In March 2021, Cabinet approved a revised Comments, Compliments and Complaints Policy for Neath Port Talbot Council, based on a model complaints handling procedure for public service providers in Wales (issued by the Public Services Ombudsman for Wales (PSOW)). A copy of the

revised Policy was shared with the PSOW who confirmed the Policy was deemed compliant with the PSOW's principles and model handling complaints policy.

5. In summary, during 2020/2021 there was a significant reduction in both the number of Stage 1 complaints received and the number upheld/partially upheld compared to 2019/2020. There was also a reduction in the number of Stage 2 complaints received and a significant reduction in the number upheld/partially upheld. With regard to compliments, there was a continuation of the steady year on year increase in the number received over the last three years.

Summary of performance 2020/2021

Stage 1 Complaints

6. There was a significant reduction in both the number of Stage 1 complaints received across the Council and the number upheld/partially upheld during 2020/2021. 24 upheld/partially upheld of 99 Stage 1 complaints received during 2020/21 compared to 47 upheld/partially upheld of 148 Stage 1 complaints received during 2019/2020. A summary per directorate is provided in Appendix 1.
7. Complaints that fall into this category are requests for a service that have not been actioned or properly dealt with. These complaints are handled by the staff and/or manager directly responsible for delivering the service with a response to be provided within 10 working days.
8. No systemic failings could be attributed to a particular service area from the instances reported and investigated.
9. Where the complaint was upheld/partially upheld the lessons learned from the investigation are applied by the relevant service areas to improve service delivery and customer satisfaction going forward. Considering the breadth of dealings across the council, it should be noted that the number of investigated complaints upheld/partially upheld was relatively low with the majority being resolved or not upheld.

Stage 2 Complaints

10. There were also fewer Stage 2 complaints received across the Council during 2020/21. 14 were received in 2020/2021 compared to 25 in 2019/2020. There was a significant reduction in the number of stage 2 complaints upheld / partially upheld with just one in 2020/2021 compared to 11 in 2019/2020. A summary per directorate is provided in Appendix 1.
11. Complaints that fall within this category is when a complainant is dissatisfied with the outcome of a Stage 1 complaint. The complaint is then formally investigated by the designated complaints officer 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.
12. At the conclusion of Stage 2, the complainant is made aware of the ability to refer their complaint to another organisation for external consideration e.g. the Public Services Ombudsman for Wales (PSOW). Before agreeing to investigate further, the Ombudsman should normally be satisfied that the matter has already been raised with the Council and that the Council has had a reasonable opportunity to investigate and respond in accordance with the two stage policy. Where this has not been done, the Ombudsman will usually refer the complaint back to the Council to provide an opportunity to attempt to resolve the complainant's concerns through the Council's own complaints processes first.

Compliments

13. There has been a steady year on year increase in compliments over the last 3 years from 115 in 2017/18 to 360 in 2020/2021. Whilst most directorates have seen a steady increase in compliments received during 2020/2021 as detailed in the breakdown in Appendix 1, the Education, Leisure and Lifelong Learning Directorate has seen a significant reduction on the previous year. In the main this was due to the impacts of COVID-19 where there was reduced contact with young people, a limited number of events could be run (e.g. theatres were closed) and most leisure facilities were closed.

Reporting Processes

14. Designated complaints officers in each service directorate provide advice to their colleagues to ensure appropriate and timely complaint responses for the relevant directorate in which they arise. The designated officers collate and submit quarterly information provided to them from service areas into the corporate performance management system (CPMS).

15. Quarterly compliments and complaints performance reports are produced from CPMS and reported to Cabinet and Cabinet Boards relating to services within their purview. Due to the COVID-19 pandemic, during 2020/2021, quarterly compliments and complaints performance reports were not reported to Cabinet and Cabinet Boards.
16. Since April 2019, the Council's quarterly complaints data has been forwarded to the PSOW to enable an all Wales comparison and the data for all Council's is published on the PSOW's website.

Welsh Language Complaints

17. The Council's Welsh Language Scheme was superseded by the imposition of the Welsh Language Standards in March 2016. The complaint process for Welsh Language matters operates differently to the way other complaints are handled – the legislative provision stemming from the 2011 Welsh Language Measure. This includes the need to keep a record in relation to each financial year of the number of complaints received relating to our compliance with the standards. Three complaints were received during 2020/2021 (compared to eight during 2019/2020); two via the Welsh Language Commissioner and one direct to the Council. These complaints are detailed in the Welsh Language Standards Annual Report which published in June 2021.

Unreasonable/Unacceptable Customer Behaviour

18. When the actions and behaviour of a few customers are considered unacceptable, these are addressed by the relevant Head of Service. Reviews of unacceptable behaviour result in a contact protocol being implemented in accordance with the Unreasonable/Unacceptable Customer Behaviour Policy approved by Cabinet on 29th May 2019. Two protocols were in place during 2020/2021.

Financial Impact

19. There are no financial impacts associated with this report.

Integrated Impact Assessment

20. An equalities monitoring form should be sent to the complainant when the outcome of a complaint is provided. The profile of complainants over the last year did not raise any known equality issues. However, to help provide a better insight in future, the complaints officers will seek additional information from the complainant when acknowledging complaints to help ensure no particular group is affected. The recent review of the Corporate Comments, Compliments and Complaints Policy incorporated the need to include consideration of reasonable adjustments if/when appropriate with the involvement of the Corporate Policy Officer for Equalities and Welsh Language

Valleys Communities Impact

21. No implications.

Workforce Impacts

22. Staff have been subjected to violent, aggressive and unacceptable behaviour on occasion. Line managers undertake risk assessments to help prevent such occurrences and to lower the impact of poor behaviour. Cross departmental information sharing helps to improve communications and preparedness to help frontline staff to anticipate difficult customer queries at the first point of contact.

Legal Impacts

23. This annual report has been produced in line with the Council's two stage policy which is reflected in the body of this report.

Risk Management

24. The profile of complaints made during the year, their resolution and lessons learned is taken into account when the Council's Annual Governance Statement is prepared. No systemic failings were identified by service areas or the designated complaints officers for complaints that were recorded, investigated and concluded in 2020/2021.

Consultation

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

Recommendations

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

Reason for proposed decision

27. Matter for monitoring – no decision required.

Implementation of decision

28. Matter for monitoring – no decision required.

List of background papers

29. None

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Performance Indicators

Neath Port Talbot Council

Council Compliments and Complaints - Full Year 2020-21

How will we know we are making a difference (01/04/2020 to 31/03/2021)?

PI Title	Actual 18/19	Actual 19/20	Actual 20/21	Target 20/21	Perf. RAG
Council					
PI/511 - Council - % of complaints at stage 1 that were upheld/partly upheld	33.82	31.76	24.24	N/a	N/a
<p>24 upheld/partially upheld of 99 complaints received for 2020/21 compared to 47 of 148 for 2019/20. There has been a significant reduction in both the number of stage 1 complaints received and the number upheld/partially upheld. Where the complaint was upheld/partially upheld the lessons learned from the investigation should be applied by the relevant service areas to improve service delivery and customer satisfaction going forward. A summary breakdown per directorate is provided below:</p> <p>Chief Executive's and Finance and Corporate Services Directorates: The number of complaints for the directorates reduced from 39 in 2019/20 to 32 in 2020/21. Upheld/partly upheld complaints also reduced from 14 in 2019/20 to 11 in 2020/21.</p> <p>Education, Leisure and Lifelong Learning Directorate: 3 stage 1 complaints were received during 2020/21, of which 1 was partly upheld. This compares to 3 received in 2019/20, all 3 were not upheld.</p> <p>Social Service Health and Housing (SSHH) Directorate: There was a significant reduction in the number of complaints received by the directorate from 62 in 2019/20 to 35 in 2020/21. The number of complaints upheld/partly upheld also reduced by 16 from 26 in 2019/20 to 10 in 2020/21. The SSHH Complaints Team work closely with front-line managers, including providing weekly monitoring reports, along with 'upheld' summaries to ensure complaints are managed appropriately.</p> <p>Environment Directorate: The number of complaints for the directorate reduced from 44 in 2019/20 to 29 in 2020/21. Upheld/partly upheld complaints also reduced from 7 in 2019/20 to 2 in 2020/21. 8 complaints for 2020/21 remain open and are yet to be concluded.</p>					
PI/512 - Council - % of complaints at stage 2 that were upheld/partly upheld	19.23	44.00	7.14	N/a	N/a
<p>1 of 14 for 2020/21 compared to 11 of 25 for 2019/20. There were 11 fewer stage 2 complaints received across the Council during 2020/21, compared to the previous year, the number upheld/partially upheld significantly reduced from 11 in 2019/20 to just 1 in 2020/21. A summary breakdown per directorate is provided below:</p> <p>Chief Executive's and Finance and Corporate Services Directorates: There were just two stage 2 complaints during 2020/21, both of which were not upheld. This compares to 2019/20 where 4 stage 2 complaints were received and all 4 were upheld.</p> <p>Education, Leisure and Lifelong Learning Directorate: 3 stage 2 complaints were received during 2020/21, of which one was partly upheld. This compares to 3 received during 2019/20, all 3 were also not upheld.</p> <p>Social Service Health and Housing Directorate: 1 stage 2 complaint was received during 2020/21 which was not upheld. This compares to 2 received during 2019/20, one of which was upheld.</p> <p>Environment Directorate: There were 8 stage 2 complaints during 2020/21, of which none were upheld. This compares to 2019/20 where there were 16 stage 2 complaints of which 6 were upheld.</p>					

PI Title	Actual 18/19	Actual 19/20	Actual 20/21	Target 20/21	Perf. RAG
PI/514 - Council - Number of compliments received from the public	285	344	360	N/a	N/a
<p>There has been a steady year on year increase in compliments over the last 3 years from 115 in 2017/18 to 360 in 2020/21. Wherever possible we continue to raise the profile for the need to record and report compliments.</p> <p>Whilst most directorates have seen a steady increase in compliments received during 2020/21 as detailed in the breakdown below, the Education, Leisure and Lifelong Learning Directorate however has seen a significant reduction on the previous year. In the main this was due to the impacts of COVID-19 where there was reduced contact with young people, a limited number of events could be run (e.g. theatres were closed) and most leisure facilities were closed.</p> <p>A summary breakdown per directorate is provided below:</p> <p>Chief Executive's and Finance and Corporate Services Directorate: Increase in compliments from 125 in 2019/20 to 149 in 2020/21. The compliments cover a range of different services including Armed Forces Covenant work, council tax and benefits, licensing, registrars, legal services and customer services.</p> <p>Education, Leisure and Lifelong Learning Directorate: Significant decrease from 90 in 2019/20 to 24 in 2020/21. 22 of the 24 compliments relate to community safety work relating to the IDVA (Independent Domestic Violence Advisor) service, support relating to the Skewen floods, from the BME Community Association and BAME coronavirus vaccine forum and the Safe & Well Scheme. The reduction in compliments in the main was due to the impacts of COVID-19 where there was reduced contact with young people, a limited number of events could be run (e.g. theatres were closed) and most leisure facilities were closed.</p> <p>Social Service Health and Housing Directorate: Significant increase in compliments from 81 in 2019/20 to 128 in 2020/21. The directorate complaints team continue to raise the profile for the need to record and report compliments.</p> <p>Environment Directorate: increase in compliments from 48 in 2019/20 to 59 in 2020/21. Compliments received cover a range of services within the environment directorate and relate to road safety, public lighting, neighbourhood services, engineering, highways, planning, building control, estates and environmental health.</p>					

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Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

CABINET

15 December 2021

**Report of
Head of Human and Organisational Development
S.Rees**

Matter for Monitoring

Wards Affected: All Wards

Report Title:

1. Quarter 2 (1st April 2021 – 30th September 2021) Cabinet Key Performance Indicators (KPIs).

Purpose of the Report:

2. For Cabinet to receive quarter 2 performance information for KPIs and compliments and complaints data within Cabinet's purview. In addition within its strategic performance overview role, to receive quarter 2 performance for the 2021/22 suite of Corporate Plan KPIs.

Executive Summary:

3. Summary performance information is drawn out for Members below relating to information within Appendix 1, 2 & 3 with more detailed information available within each Appendix.

Appendix 1 – Cabinet - Key Performance Indicators Quarter 2 - 2021/2022

4. There are 31 KPIs due to be reported to Cabinet for services within its purview during 2021/22, of which five are reported annually. Of the 26 KPIs that have been reported in the period in Appendix 1, four report no data. One of the three should have performance information reported in quarter 3 and employee sickness data is not available yet. Two KPIs may not report data during 2021/22 due to COVID (i.e. two measures relating to customer services face to face visits).
5. There are 12 measures reporting quarter 2 data against a quarter 2 target, of those 9 (75%) are on track, one just off track (Amber) and two 'off track'(Red – 5% or more below target). In the previous quarter (quarter 1 2021/22), 11 were on track. The reduction in two KPIs on target relates to invoices paid within 30 days, which is now marginally (less than 1%) below the target for the period and employee sickness data is not available yet.
6. The 9 measures on track for the period relate to:
 - Number of Council employees on apprenticeship schemes;
 - Time taken to process benefit claims;
 - Accuracy of benefit claims;
 - NNDR recovery rates;
 - Council Tax recovery rates;
 - New services available online;
 - Land Charges completed within timescales;
 - Two digital services KPIs relating to accessibility and satisfaction.
7. The two measures off track against their quarter 2 2021/22 target are average time to answer telephone calls in Welsh and in English. Average

waiting times have increased further since the previous quarter (quarter 1 2021/22).

8. Of the 10 KPIs that do not have a quarter 2 target, four are reported quarterly from 2021/22 and have no comparable data and one relates to number of compulsory redundancies (three in the six month period). The other five are communications KPIs, most of which have been affected by the pandemic and are being reviewed during 2021/22.
9. The 15 quarterly reported Corporate Plan KPIs within the purview of Cabinet (CP referenced in Appendix 1) are also included in Appendix 2 (2021/22 full suite of quarter 2 Corporate Plan Key Performance Indicators), further detail on these is also drawn out in sections 13-16 below.

Appendix 2 – Corporate Plan Key Performance Indicators Quarter 2 - 2021/2022

10. There are 58 KPIs contained in the Corporate Plan, of which 15 are reported annually. Of the 43 KPIs that have been reported in the period in Appendix 2, nine report no data. Four of the nine should have performance information reported in quarter 3, four KPIs may not report data during 2021/22 due to COVID and employee sickness data will be available as soon as possible.
11. Of the 26 KPIs that have comparable targets, 61.5% (16) are achieving target, 7.7% (2) just off track but within 5% and 30.8% (8) are 5% or more off track. This is broadly the same as the quarter 1 2021/22 position.
12. The following information provides a high level summary and highlights those performance indicators that are off track in Appendix 2:

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

- Of the 10 corporate plan indicators for the period, six report data and four have comparable targets.
- Of the four not reporting data in this period, 2 education measures will be reporting data in quarter 3, one KPI (CP/007) will not have data available due to Covid and one measure CP/115 (VAWDAYS KPI) has no data available for this period.
- Of the four that had targets, three have achieved the quarter 2 target and one is within 5% of target. No indicators are off track (i.e. 5% or more below target). This is the same position as quarter 1.
- The three indicators on target relate to child assessments completed on time, % young people in contact with the youth service and council apprenticeships.

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

- Of the 11 corporate plan indicators for the period, all report data and 10 have a comparable target.
- Of the 10 that had targets, seven have achieved the quarter 2 target, and three indicators are off track (5% or more below target). In the previous quarter (quarter 1 2021/22), five KPIs were on track.
- The seven indicators on target for quarter 2 relate to:
 - New business start-up enquires assisted
 - Homelessness,
 - food hygiene standards

- Workways +,
 - Communities for Work – Priority 3 (age 16-24)
 - Communities for Work Plus – Programme for age 16+
 - Average time to process benefits claims.
- The three indicators off track are: CP/032 – Average calendar days taken to deliver a Disabled Facilities Grant (DFG), CP/034 - % of incidents of domestic abuse where people are repeat victims and CP/116 – Communities for Work – priority 1 (age 25+): number of people helped to gain training, volunteering, work experience or sustainable employment. Domestic abuse repeat victim numbers have increased since the previous quarter (quarter 1 2021/22) from 35.2% to 39.6%. The average days taken to complete a DFG has also increased from the previous quarter from 329 to 345 days.

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

- Of the 10 corporate plan indicators for the period, nine report data, of which six have a comparable target.
- The one indicator not reporting data for this period relates to the library service which will report data in quarter 3.
- Of the six KPIs that had targets, three have achieved the quarter 2 target and three indicators are off track (5% or more below target). In quarter 1, four KPIs were on track and two were off track. CP/063 – Number of jobs created was on target in quarter 1 but is now off track (5% or more below target) for quarter 2.
- The three indicators on target relate to our recycling rates, PM10 breaches and Km of land protected/managed for biodiversity – length (Km). Whilst PM10 breaches are just within target, they have

increased from the previous quarter from 8 in quarter 1 2021/22 to 17 for this quarter 2 six month period. In the first six months of 2019/20 and 2020/21, there were four and five PM10 breaches respectively.

- The three indicators off track are: CP/063 – Number of jobs created/safeguarded as a result of financial support by the local authority (which was on target in the previous quarter), CP/113 – Percentage of all planning applications determined in time and CP/120 – Extent of land under Council ownership or control that is protected and/or under appropriate management for biodiversity: Area (hectares). CP/113 has seen a further decrease in performance since the previous quarter (quarter 1 2021/22).

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

- Of the 12 corporate plan indicators for the period, eight report data, of which six have a comparable target.
- There are four indicators not reporting data for this period. There is no data for two face to face customer services indicators, employee sickness data will be available as soon as possible and data for CP/088 - Number of statutory recommendations made by the Council's external auditors on strategic and operational planning arrangements is not available yet.
- Of the six KPIs that had targets, three have achieved the quarter 2 target, 1 is just off track and two indicators are off track (5% or more below target). In the previous quarter (quarter 1 2021/22), five had achieved target. The reduction in two KPIs on target relates to invoices paid within 30 days, which is now marginally (less than 1%) below the target for the period and employee sickness data is not available yet.
- The three indicators on target relate, NNDR collection rate, council tax collection rate and new services online.

- The two indicators off track are: CP/101– Customer Services - Average time (seconds) to answer telephone calls in Welsh and CP/102 – Customer Services - Average time (seconds) to answer telephone calls in English. Average waiting times have increased further since the previous quarter (quarter 1 2021/22).

Appendix 3 – Cabinet Compliments and Complaints Quarter 2 - 2021/22

17. Stage 1 complaints - Out of five complaints received in quarter 2 2021/22, one was upheld. The upheld complaint was council tax related. This compares to 17 received in quarter 2 for 2020/21 of which, four were upheld. There has been a reduction in 12 complaints compared to the same six month period last year.
18. Stage 2 complaints - Two complaints received for quarter 2 2021/22, which compares to one received for the same six month period in 2020/21. None were upheld.
19. No ombudsman complaints received in this period.
20. The 40 compliments received in this quarter 2 period are lower than the 66 received in the same period last year. Compliments are for a number of services including council tax, licensing, land charges and other corporate/support services. Half of the compliments are for Customer Services. Most of the compliments are for help and support provided to customers.

Background:

21. Due to the pandemic a number of the KPIs have missing data for quarter 2 2020/21, for quarter 2 2021/22 and some have no targets set for 2021/22.
22. Appendix 1 – includes quarter 2 2021/22 performance for both the Corporate Plan KPIs (CP reference) and Service KPIs (PI reference) that

are within Cabinet's purview. The majority of KPIs within the purview of cabinet sit within the Governance and Resources cross cutting theme.

23. Appendix 2 - includes quarter 2 2021/22 performance for the Council's suite of Corporate Plan KPIs.
24. Relevant Corporate Plan KPIs and other service KPIs are also reported to each of Cabinet Boards for services within their purview and to the two sub scrutiny committees i.e. reported to:
 - Education, Skills and Culture Cabinet Board;
 - Social Care Health and Wellbeing Cabinet Board;
 - Street Scene and Engineering Cabinet Board;
 - Regeneration and Sustainable Development Cabinet Board;
 - Community Safety Sub Scrutiny Committee;
 - Leisure Sub Scrutiny Committee.
25. Appendix 3 provides 2021/22 quarter 2 information for Compliments and Complaints data, collected in line with the [Council's Comments, Compliments & Complaints Policy](#) for services within the purview of Cabinet. All other compliments and complaints information continue to be reported to the relevant Cabinet Boards.
26. Where available, Appendix 1, 2 & 3 provides performance data for quarter 2 performance for 2019/20, 2020/21, 2021/22 and a quarter 2 target for 2021/22.
27. KPIs that are collected on an annual basis are not included in Appendix 1 & 2. Those KPIs will be included in the full year performance report after the end of the quarter 4 period.

Financial Impacts:

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

Integrated Impact Assessment:

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

Valleys Communities Impacts:

30. No implications.

Workforce Impacts:

31. The progress described in this report was achieved whilst the workforce continued to respond to the pandemic. This has involved a step change in workforce flexibility.

Legal Impacts:

32. This Report is prepared under:

- The Well-being of Future Generations (Wales) Act 2015.
- The Local Government & Elections (Wales) Act 2021
- The Neath Port Talbot County Borough Council Constitution requires each Cabinet Committee to monitor quarterly budgets and performance in securing continuous improvement of all the functions within its purview.

Risk Management Impacts:

33. Failure to provide a suitable monitoring report within the timescales could lead to non-compliance with our Constitution. Also, failure to have robust performance monitoring arrangements in place could result in poor performance going undetected.

Consultation:

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

Recommendations:

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

Reasons for Proposed Decision:

36. Matter for monitoring. No decision required.

Implementation of Decision:

37. Matter for monitoring. No decision required.

Appendices:

38. Appendix 1 – Quarter 2 - Cabinet Key Performance Indicators 2021/2022, period: 1st April 2021 – 30th September 2021.
39. Appendix 2 – Quarter 2 – Corporate Plan Key Performance Indicators (1st April – 30th September) 2021 -2022
40. Appendix 3 – Quarter 2 - Compliments and Complaints information 2021/2022, period: 1st April 2021 – 30th September 2021.

List of Background Papers:

41. [Corporate Plan 2021-2023](#)

Officer Contact:

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Performance Indicators



Neath Port Talbot Council






Appendix 1 - Cabinet - Key Performance Indicators - Quarter 2 (1st April – 30th September) - 2021/22





RAG (Red, Amber Green) key:





- **Green:** achieved target for the period – Quarter 2 2021/22
- **Amber:** Within 5% of target for the period – Quarter 2 2021/22
- **Red:** 5% or more below target for the period – Quarter 2 2021/22
- **NA** – no comparable data or no target set for the Quarter 2 2021/22 period





How will we know we are making a difference (01/04/2021 to 30/09/2021)?




PI Title	Qtr. 2 Actual 19/20	Qtr. 2 Actual 20/21	Qtr. 2 Actual 21/22	Qtr. 2 Target 21/22	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	4.98	7.74	13.26	8.00	 Green
<p>There are 65 apprenticeships on formal recognised apprenticeships schemes:</p> <p>The 65 is broken down as follows:</p> <ul style="list-style-type: none"> - 32 Modern Apprentices (10 new modern apprentices in 2021/22). - 33 Employed staff upskilling using apprentice funding. (15 new employed staff during 2021/22): <p>Breakdown of 15 new staff as follows:</p> <ul style="list-style-type: none"> - Level 7 Management x 2 - Level 5 Management x 3 - Level 4 Management x 2 - Level 3 Management x 2 - Level 2 Advocacy x 1 - Level 3 Digital Learning Design x 5. <p>The Council employee headcount (excluding teachers): 4,903</p>					
2 Well-being Objective 2 - To improve the Well-being of all adults who live in the county borough					
CP/025 - Number of compulsory redundancies made by the Council	8	0	3		
<p>The Council continues to work to minimise the number of compulsory redundancies. We do this by providing redeployment opportunities for employees. Thereby maximising continuity of employment for at risk employees.</p>					
CP/119 - Benefits - Average days taken for new claims and changes of circumstances – application to assessment	3.49	4.26	3.92	6.00	 Green
<p>Continues to be high performance and well below target times.</p>					




PI Title	Qtr. 2 Actual 19/20	Qtr. 2 Actual 20/21	Qtr. 2 Actual 21/22	Qtr. 2 Target 21/22	Perf. RAG
PI/413 - Percentage of correctly granted benefit against total granted	99.98		99.98	99.95	 Green
We continue to maintain a high accuracy rate when processing benefit claims. No data reported for quarter 2 2020/21 due to COVID--19.					
4 Governance and Resources (cross cutting) - To ensure the business of the Council is managed to maximise the long term benefit for the citizens of Neath Port Talbot					
CP/086 - PAM/001 - Number of working days lost to sickness absence per employee - Sickness FTE days lost	5.07	3.58		4.2	 NA
Due to work pressures and staff absence within Human Resources quarter 2 performance information is not available at present. Quarter 2 performance information will be reported to Cabinet alongside quarter 3 information.					
Human resources will report quarter 2 information within the usual workforce data report to Personnel Committee as soon as possible.					
CP/088 - Number of statutory recommendations made by the Council's external auditors on strategic and operational planning arrangements	0	0		0	 NA
The Audit Wales Annual Audit Summary Report for 2021 is not available yet.					
CP/097 - CS/001 - Customer Services - Average customer waiting times (face to face)	7.50			10.00	 NA
No data is available for 2020/21 and quarters one & two in 2021/22 due to COVID-19 restrictions. Customer Services has not been dealing with face-to-face callers since start of the pandemic. Since the reopening of the civic centres in a limited capacity in September 2020, only callers with appointments have been allowed entry to the Civic buildings to attend meetings with designated officers. Customer Service has not monitored these callers as they are dealt with directly with their responsible officer/Service.					
CP/098 - CS/004 - Customer Services - Percentage of customers leaving before being seen	0.40			0.50	 NA
No data is available for 2020/21 and quarters one & two in 2021/22 due to COVID-19 restrictions. Customer Services has not been dealing with face-to-face callers since start of the pandemic. Since the reopening of the civic centres in a limited capacity in September 2020, only callers with appointments have been allowed entry to the Civic buildings to attend meetings with designated officers. Customer Service has not monitored these callers as they are dealt with directly with their responsible officer/Service.					

PI Title	Qtr. 2 Actual 19/20	Qtr. 2 Actual 20/21	Qtr. 2 Actual 21/22	Qtr. 2 Target 21/22	Perf. RAG
CP/101 - CS/002a - Customer Services - Average time (seconds) to answer telephone calls in Welsh	61	56	71	40	 Red
Increased call levels compared to the previous year at a 5.8% increase along with a limited number of Welsh speakers within the section has impacted our ability to deal with Welsh enquires within the target set. We have found switchboard enquiries are taking considerably longer to deal with compared to pre-pandemic as services have changed their operating models to adapt. This has impacted on the time taken to deal with generally quick enquiries. We have been further affected by various sickness affecting a number of the Welsh team over a protracted period in Quarter 2.					
CP/102 - CS/002b - Customer Services - Average time (seconds) to answer telephone calls in English	70	50	56	40	 Red
We have seen an increase in quarter 2, 2021 of 8,276 calls (13.2%) compared to the same quarter 2 period in 2020/21. Customer service staff continue to successfully operate through home working model for telephone and email contact with callers. Although this is working effectively, it is not as efficient as working together in the office environment. The new challenges faced in dealing in a pre-pandemic environment include finding services have changed their operating models to adapt, resulting in increased traffic to customer services. Also changes to telephone systems, affecting switchboard ability to get through to Council services, as we would once have been able to do easily. We have found that customer contact methods have changed. We are seeing a considerable rise in digital contacts such as email and online forms coming into customer services including the increase in online Blue Badge enquiries which until last year, we were mainly dealing with on a face to face basis. These new online applications (compared to face to face) can require an increased demand on resources for the processing and chasing of information resulting in less available resource for dealing with telephone enquiries. This has impacted the time taken to deal with generally quick enquiries, with a resulting knock on effect on performance.					
CP/105 - CFH/008 - Percentage of non-domestic rates due for the financial year which were received by the local authority	62.05	47.30	61.50	60.00	 Green
Quarter 2 2021/22 data is £23.601m of £38.374m compared to quarter 2 2020/21 data of £17.549m of £37.101m. Currently on track to deliver planned collection rate for the year.					
CP/106 - PAY/001 - Percentage of invoices paid within 30 days	95.04	93.03	94.21	95.00	 Amber
The total number of invoices paid up to the end of the 2 nd quarter (1 st April 2021 to 30 th September 2021) was 45,914. The total paid within 30 days was 43,257. This is slightly below target but is within the expected level of performance. Working from home has had an impact on performance, but not significantly and we have continued to pay our suppliers despite the outbreak of the pandemic.					

PI Title	Qtr. 2 Actual 19/20	Qtr. 2 Actual 20/21	Qtr. 2 Actual 21/22	Qtr. 2 Target 21/22	Perf. RAG
CP/107 - CFH/007 - Percentage of council tax due for the financial year which was received by the authority	57.64	56.60	57.57	57.00	 Green
<p>Quarter 2 2021/22 data is £45.866m of £79.672m compared to quarter 2 2020/21 data of £43.398m of £76.682m.</p> <p>Currently on track to deliver planned collection rate for the year.</p>					
CP/122 - Number of new services available on line			4	4	 Green
<p>Four new online services have been completed in the period as scheduled and we are on track to deliver 12 (corporate plan target) for the year.</p> <p>The four are:</p> <ul style="list-style-type: none"> ↳ Redesign of the corporate web interface in line with GDS (Government Digital Service) standards ↳ Social care workforce payment scheme ↳ Communities for work ↳ School based counselling <p>Reported quarterly from 2021/22.</p>					
CP/123 - Number of hits to the Corporate Website - a) Welsh pages			11765		 NA
<p>Predicting website hits in the current climate can be extremely challenging. Officers are working to improve the navigation of the corporate website to reduce the number of page views and allow customers to access the information they need in as few clicks as possible. This will have the net impact of reducing this metric. Going forward we will be exploring 'customer satisfaction' rather than simple hit counts.</p> <p>This KPI is reported quarterly from 2021/22.</p>					
CP/124 - Number of hits to the Corporate Website - a) English pages			2386501		 NA
<p>Predicting website hits in the current climate can be extremely challenging. Officers are working to improve the navigation of the corporate website to reduce the number of page views and allow customers to access the information they need in as few clicks as possible. This will have the net impact of reducing this metric. Going forward we will be exploring 'customer satisfaction' rather than simple hit counts.</p> <p>This KPI is reported quarterly from 2021/22.</p>					

PI Title	Qtr. 2 Actual 19/20	Qtr. 2 Actual 20/21	Qtr. 2 Actual 21/22	Qtr. 2 Target 21/22	Perf. RAG
PI/163 - Communications - On-line newsroom: Number of hits to newsroom page	18235	12253	9112		 NA
<p>The number of hits to the Newsroom page has fallen slightly compared to the quarter two data for previous reporting years. This is primarily due to an increased emphasis on posting more news content directly onto social channels or linking directly to pages rather than proactively directing traffic to the newsroom page.</p> <p>Please note: All communications performance measures (including PI/164, 166, 172 & 217 below) will be reviewed during 2021/22 to ensure they are appropriate to the new ways of working adopted by the communications team since March 2020.</p>					
PI/164 - Communications - On-line newsroom: Number of hits to press releases	70077	103064	43933		 NA
<p>As with PI/163, an increased tactical emphasis on posting more news content directly onto social channels has meant a reduction in traffic towards press releases.</p> <p>The difference is particularly marked in comparison to quarter 2 of 2020/21 when the press release database was used to feed the information on our www.npt.gov.uk/coronavirus page and to issue regular urgent local updates to the public. Consequently at that point we achieved record highs for traffic to these pages.</p> <p>As the pandemic has progressed and restrictions have eased, coronavirus information has primarily been of a Wales-wide rather than local nature and coronavirus content has increasingly linked to sources such as Welsh Government and Public Health Wales.</p>					
PI/166 - Communications - Ezine: Number of subscribers (broken down into English, Welsh and Bilingual)	775	1768	2116		 NA
<p>Quarter 2 2021/22 data broken down: English: 2060, Welsh: 16, Bilingual: 40</p> <p>The number of 'NPT News' subscribers has continued to grow steadily, despite limited sign-up campaign activity due to continuing COVID-19 and recovery communications. Work undertaken in August 2021 to cleanse the mailing lists of void / inactive email addresses, also had a slight downward impact, removing a number of recipients.</p>					
PI/172 - Communications - Employee communications: Number of hits on intranet/staff portal 'Employee News' stories	20894	14323	9115		 NA
<p>Quarter 2 saw a continued focus on work to review and develop internal communications channels* to ensure these best meet the requirements of home working and non-office based staff.</p> <p>As the intranet is only available to employees who have access to council devices, increased emphasis on other channels has meant that the 'Employee News' stories is no longer the main source of information for staff. Accordingly the number of hits to these pages is less than in previous years reporting. *These include the production of weekly 'Sway' staff email newsletters and a pilot of two enterprise social networks, 'Yammer' and 'Facebook Workplace', which continued throughout July.</p> <p>Going forward, performance monitoring will be focused on the newer channels.</p>					

PI Title	Qtr. 2 Actual 19/20	Qtr. 2 Actual 20/21	Qtr. 2 Actual 21/22	Qtr. 2 Target 21/22	Perf. RAG
PI/217- Communications - Number of hits to our consultation webpage	4014	702	1105		 NA
<p>Corporate communications activity during quarter 2 was overwhelmingly focused on promoting the 'Let's Talk' campaign and directing people towards completing the specific online questionnaires for that campaign. Consequently there were less hits on the main consultation web page compared to pre-pandemic levels as this page was not proactively promoted during this period.</p> <p>The Let's Talk campaign generated more than 1,700 responses, making it one of the highest response rates to date for a corporate consultation.</p>					
PI/320 - Number of Births, Deaths, Marriages & Civil Partnerships			1431		 NA
<p>Figures are now being reported quarterly from 2021/2022, as opposed to the last financial year, figures were reported annually, therefore comparison figures for this quarter are not available.</p> <p>Breakdown of the 1431 is detailed below:</p> <p>Deaths: 453</p> <p>Births: 186* (*only 64 births were registered between July and September 2021, which is much less than in the previous quarter April to June. This is due to the fact that the Birthing Centre at NPT Hospital was temporarily closed as midwives were asked to work from labour wards in Singleton Hospital due to staffing shortages)</p> <p>Still Births: 0</p> <p>Marriages/Civil Partnerships: 171</p> <p>Citizenship Ceremonies: 15</p> <p>Notices of marriage: 606</p> <p>No target set for this measure.</p>					
PI/321 - Legal Services -Number of cremations undertaken			668		 NA
<p>Figures are now being reported quarterly from 2021/2022, as opposed to the last financial year, figures were reported annually, therefore comparison figures for this quarter are not available.</p>					

PI Title	Qtr. 2 Actual 19/20	Qtr. 2 Actual 20/21	Qtr. 2 Actual 21/22	Qtr. 2 Target 21/22	Perf. RAG
PI/417 - Legal Services - 7.7(L) - Percentage of standard searches carried out within 10 working days	99.74	99.28	99.20	96.00	 Green
<p>Total percentage of Official searches completed within 10 working days for the period April to September 2021 was 99.2%, compared to 99.3 % for the same period last year.</p> <p>The first Covid-19 lockdown had an impact on the number of applications received for the first 2 quarters last year. Applications for the whole year 2020/21 were down about 180 or so on the previous year.</p> <p>Quarters 1-2 2021/22 has seen a steady increase in standard searches applications, higher than pre-pandemic levels for this period (766 in quarter 1-2 2019/20, 557 in quarter 1-2 2020/21 and 878 in Quarters 1- 2 in 2021/22).</p> <p>Service turnaround times within 10 days continues to be close to 100%,</p>					
PI/540 - Digital Services - NPT corporate Website User Satisfaction score			86.58	70.00	 Green
<p>We continue to implement gov.uk styles, components and patterns to improve the customer experience on NPT.gov.uk. We continue to monitor user feedback to ensure continuous improvement.</p> <p>Reported from quarter 1 2021/22.</p>					
PI/541 - Digital Services - WCAG (Web Content Accessibility Guidelines) accessibility compliance score against 'AA' standard			90.43	75.00	 Green
<p>WCAG explains how to make web content more accessible to people with disabilities. WCAG is an international standard.</p> <p>There are three levels of conformance A, AA and AAA. Many organizations strive to meet Level AA. Level AAA includes all Level A, AA, and AAA requirements.</p> <p>In NPT we use a range of tools to regularly monitor the accessibility of our website to ensure it can be used by as many people as possible and baseline against the industry recognised AA standard.</p> <p>Reported from quarter 1 2021/22.</p>					



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Performance Indicators






Neath Port Talbot Council





Appendix 2 - Corporate Plan Key Performance Indicators - Quarter 2 (1st April - 30th September) - 2021/22






RAG (Red, Amber Green) key:






- **Green:** achieved target for the period – Quarter 2 2021/22
- **Amber:** Within 5% of target for the period – Quarter 2 2021/22
- **Red:** 5% or more below target for the period – Quarter 2 2021/22
- **NA** – no comparable data or no target set for the Quarter 2 2021/22 period





How will we know we are making a difference (01/04/2021 to 30/09/2021)?

PI Title	Qtr. 2 Actual 19/20	Qtr. 2 Actual 20/21	Qtr. 2 Actual 21/22	Qtr. 2 Target 21/22	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	2325	2240	2362	2400	 Amber
The number of places has increased since the end of quarter 1 2021/22 (2,287) to end of quarter 2 (2,362). Registered numbers fluctuate through the year as settings change or vary their registered numbers. The sector is still reacting and responding to the impacts of Covid which continues to affect how they operate. Even when we have 'new developments' opening, there are others who deregister at the same time therefore affecting total registered places.					
CP/005 - PAM/007 - Percentage of pupil attendance in primary schools	94.02	93.83	91.18		 NA
2021/22 data is for the 2020/21 academic year. Pupil attendance continues to be affected by the Covid-19 pandemic. Whilst the number of pupils returning to school have been excellent, continued attendance has been intermittent for some who have either been required to self-isolate at home; isolate whilst waiting for the results of a PCR test or for those pupils who have contracted Covid themselves. Welsh Government have removed the need for schools and local authorities to set attendance targets for the second year running. No target set in the 2021/23 Corporate Plan due to Covid-19.					
CP/006 - PAM/008 - Percentage of pupil attendance in secondary schools	93.46	92.51	87.88		 NA
2021/22 data is for the 2020/21 academic year. Pupil attendance continues to be affected by the Covid-19 pandemic. Whilst the number of pupils returning to school have been excellent, continued attendance has been intermittent for some who have either been required to self-isolate at home; isolate whilst waiting for the results of a PCR test or for those pupils who have contracted Covid themselves. Welsh Government have removed the need for schools and local authorities to set attendance targets for the second year running. No target set in the 2021/23 Corporate Plan due to Covid-19.					
CP/007 - PAM/033 - Percentage of pupils assessed in Welsh at the end of Foundation phase	16.63			15.80	 NA
Foundation Phase assessments were not undertaken for 2021/22 (2020/21 academic year) or 2020/21 (2019/20 academic year) due to Covid-19. Data for 2019/20 (16.63%) relates to 2018/19 academic year.					
CP/008 - PAM/034 - Percentage of year 11 pupils studying Welsh first language				11.70	 NA
Data for the 2020/21 academic year reported in quarter 3 2021/22					





PI Title	Qtr. 2 Actual 19/20	Qtr. 2 Actual 20/21	Qtr. 2 Actual 21/22	Qtr. 2 Target 21/22	Perf. RAG
CP/011 - PAM/028 - Measure 24 - Percentage of child assessments completed on time	97.11	97.36	98.11	94.00	 Green
<p>1,301 out of 1,326 in Quarter 2 2021/22 compared to 1,293 out of 1,328 in the same period 2020/21. All Wales Average 88.9%. This remains a priority for Children's Services and senior officers are still working closely with team managers to ensure assessments are completed in a timely manner. An audit programme is in place, each quarter, for those assessments that are not completed on time. Although the figure has increased since the same period last year, and we are significantly higher than the All Wales Average, Children's Services strive to reach 100%.</p>					
CP/014 - Percentage of 11 - 19 year olds in contact with the Youth Service	21.72	3.48	14.69	14.00	 Green
<p>At the end of quarter 2 the youth service reach with 11-19 year olds was 2,206 which equates to 14.69% of the 11-19 population. The youth service contacts are still down due to the effects of the pandemic.</p>					
CP/108- PAM/032 - Capped 9 score				345.00	 NA
<p>Data for the 2020/21 academic year reported in quarter 3 2021/22.</p>					
CP/109 -PAM/044 - Number of apprenticeships on formal recognised apprenticeships schemes per 1,000 employees	4.98	7.74	13.26	8.00	 Green
<p>There are 65 apprenticeships on formal recognised apprenticeships schemes:</p> <p>The 65 is broken down as follows:</p> <ul style="list-style-type: none"> - 32 Modern Apprentices (10 new modern apprentices in 2021/22). - 33 Employed staff upskilling using apprentice funding. (15 new employed staff during 2021/22): <p>Breakdown of 15 new staff as follows:</p> <ul style="list-style-type: none"> - Level 7 Management x 2 - Level 5 Management x 3 - Level 4 Management x 2 - Level 3 Management x 2 - Level 2 Advocacy x 1 - Level 3 Digital Learning Design x 5. <p>The Council employee headcount (excluding teachers): 4,903</p>					





PI Title	Qtr. 2 Actual 19/20	Qtr. 2 Actual 20/21	Qtr. 2 Actual 21/22	Qtr. 2 Target 21/22	Perf. RAG
CP/115 - % of children that have received the Healthy Relationship lesson to address violence against women, domestic abuse and sexual violence (VAWDAVS)					 NA
<p>New indicator for 2021/22.</p> <p>As per quarter 1, due to Covid restrictions in schools and funding issues, the programme has been temporarily suspended. The Relationship and Sexuality Education Group have called together a Task & Finish Group to look at a pilot in 1 school to address missed lesson delivery during the past 18 months. If successful, we will look at the possibilities of rolling this out across all schools.</p>					
2 Well-being Objective 2 - To improve the Well-being of all adults who live in the county borough					
CP/021 - Number of new business start-up enquiries assisted	130		139	125	 Green
<p>Despite officers administering Welsh Government Emergency grant payments to businesses affected by trading restrictions during quarter 1, enquiries for information and advice to support new business start-ups is increasing significantly.</p> <p>No data was collected for quarter 2 2020/21 due to Covid.</p>					
CP/025 - Number of compulsory redundancies made by the Council	8	0	3		 NA
<p>The Council continues to work to minimise the number of compulsory redundancies. We do this by providing redeployment opportunities for employees. Thereby maximising continuity of employment for at risk employees.</p>					
CP/031 - PAM/012 - Percentage of households successfully prevented from becoming homeless	51.19	72.80	65.61	60.00	 Green
<p>103 of 157 for quarter 2 2021/22.</p> <p>Due to a funding increase the Housing Options service has been able to increase its staffing capacity to be able to manage the increased demand seen following the pandemic. This increased capacity also applies to prevention work and being able to start prevention work at an earlier stage.</p>					
CP/032 - PAM/015 - Average calendar days taken to deliver a Disabled Facilities Grant	185.38	317.00	344.89	270.00	 Red
<p>73 DFG's/25,177 days for quarter 2 2021/22.</p> <p>The delivery of Disabled Facilities Grants continues to be disrupted by the Covid-19 pandemic. The figures reflect the long periods of inactivity that resulted from the lockdowns. This coupled with a shortage of Contractors and disruptions in the supply chains for materials continue to have a bearing on the delivery of the adaptations. The high levels of infection in the community is also detrimental to the delivery of the adaptations.</p>					

PI Title	Qtr. 2 Actual 19/20	Qtr. 2 Actual 20/21	Qtr. 2 Actual 21/22	Qtr. 2 Target 21/22	Perf. RAG
CP/034 - Percentage of incidents of domestic abuse where people are repeat victims - Independent Domestic Violence Advisor (IDVA) Service - highest risk victims	44.19	31.62	39.60	32.00	 Red
99 of 250 for quarter 2 2021/22 compared to 74 of 234 for quarter 2 2020/21.					
Repeat cases have increased slightly in quarter 2 however this will need to be reviewed and analysed for the whole period of period 2021/22 and compared to previous years to gain a clearer picture.					
The service will be carrying out a review of repeat cases on a regular basis in order to gain a clarity and learning around the circumstances of cases being referred back into the service and the MARAC process. Repeat cases can indicate a greater confidence and reassurance in victims to report domestic abuse and seek support and assistance but also can highlight any less effective areas in our current multi- agency responses.					
CP/042 - PAM/023 - Percentage of food establishments that meet food hygiene standards	94.92	95.12	96.20	95.00	 Green
2,014 of 1,078 food establishments meet food hygiene standards. Performance is slightly above target.					
CP/110 - Workways + - Number of people helped back to work , training or volunteering	80	40	71	36	 Green
Support for individuals progressing into work, training or volunteering continues to increase following on from pandemic lockdown and restrictions with a high level of mentoring taking place to overcome barriers. Some individuals are requiring a slower approach to enable them to regain their confidence and motivation this will be reflected in engagement opportunities over the coming months.					
There are significant numbers of vacancies to be filled across a variety of sectors and these are being advertised to those engaged with Workways+ and wider employment support projects.					
CP/116 - Communities for Work – priority 1 (age 25+): number of people helped to gain training, volunteering, work experience or sustainable employment			31	43	 Red
Priority 1 continues to be those hardest to reach for engagements and employment, reflected across Wales. Mentors are noticing that participants need much more support on programme. However those that go into employment, are in sustainable employment. New indicator for 2021/22.					
CP/117 - Communities for Work – Priority 3 (age 16-24): number of people helped to gain training, volunteering, work experience, full time education or sustainable employment			89	22	 Green
Priority 3 continues to exceed targets for the programme - our young people on the programme are quicker to engage and react to the jobs market. New indicator for 2021/22.					





PI Title	Qtr. 2 Actual 19/20	Qtr. 2 Actual 20/21	Qtr. 2 Actual 21/22	Qtr. 2 Target 21/22	Perf. RAG
CP/118 - Communities for Work Plus – Programme for age 16+: number of people helped to gain training, volunteering, work experience, sustainable employment or those who are in “in work poverty			182	150	 Green
Referrals continue to come into the programme, and we are now able to see limited numbers of vulnerable individuals face to face. Engagements are also slowly becoming more face to face within our Communities, but there is still an element of caution due to Covid-19.					
New indicator for 2021/22.					
CP/119 - Benefits - Average days taken for new claims and changes of circumstances – application to assessment	3.49	4.26	3.92	6.00	 Green
Continues to be high performance and well below target times.					
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	295		79	140	 Red
The team continue to process some high quality funding applications from local businesses and new investors that will support local employment and business growth. Some of these projects, although progressing, have been delayed mostly due to supply chain issues caused by the pandemic and new trading arrangements following Brexit.					
No data available for quarter 2 2020/21 due to COVID-19.					
CP/067- PAM/030 - Percentage of waste, reused, recycled or composted	64.03	67.13	67.80	64.00	 Green
22,808 tonnes of 33,640 tonnes for quarter 2 (6 months data) 2021/22. Our overall recycling performance continues to improve and increased to 67.80% during the first half of the year (April to the end of September) 2021, which is an increase of 0.67% on the same period last year.					
Kerbside recycling tonnage and composting tonnage collected was slightly down on the same period last year which again may reflect more people being restricted or working from home last year compared to this year, however, further information would be needed to establish if this trend will continue.					
We increased the number of time slots available at our Household Waste and Recycling Centres (HWRCs) when compared to the same period last year when many more Covid restrictions were in place at our HWRCs; resulting in a significant increase in the recycling at the HWRCs this year. Booking arrangements and black bag splitting remain in place at our HWRCs. The Re-use Shop in the Briton Ferry HWRC is now also open as normal.					
We continued to send our black bag waste collected at the kerbside to higher recycling outlets for incinerator bottom ash (IBA) and other recycling. The amount of IBA and recycling that can be claimed is dependent on the outlets available.					
All figures are subject to validation by Natural Resources Wales (NRW).					



PI Title	Qtr. 2 Actual 19/20	Qtr. 2 Actual 20/21	Qtr. 2 Actual 21/22	Qtr. 2 Target 21/22	Perf. RAG
CP/068 - PAM/043 - Kilograms of residual waste generated per person	88.00	102.93	102.88		NA
Change in data may relate to behaviour change associated with Covid with more home consumption and waste disposal in place of consumption in commercial premises, further information would be needed to establish if this trend will continue.					
CP/072 - Number of visits to our theatres	133276		31232		NA
There has been a fall in visitor numbers to theatres compared to quarter 2 2019/20 figure due to COVID-19. No data available for quarter 2 2020/21 and no target set in the 2021/23 Corporate Plan due to COVID-19.					
CP/073 - PAM/040 - Percentage of quality Indicators achieved by the Library Service					NA
Data reported in quarter 3 2021/22 - No target set in the 2021/23 Corporate Plan due to COVID-19.					
CP/074 - PAM/017 - Number of visits to leisure centres per 1,000 population	3831.73		1253.13		NA
There has been a fall in visitor numbers to leisure centres per 1,000 population compared to quarter 2 2019/20 figure due to COVID-19. The figure is increasing steadily and has doubled from quarter 1 2021/22. No data available for quarter 2 2020/21 and no target set in the 2021/23 Corporate Plan due to COVID-19.					
CP/078 - Number of PM10 breaches in the Air Quality Management Area (Port Talbot / Taibach)	4	5	17	18	Green
Breaches are measured from Port Talbot Fire Station, which is the official monitoring station for reporting on the air quality objective.					
CP/113- PAM/018 - Percentage of all planning applications determined in time	97.98	94.72	88.53	95.00	Red
409 of 462 applications determined within time. The planning department is experiencing a significant rise in application numbers and other related workloads during 2021, at a time when experienced staff have also been lost and existing staff are under pressure, with a larger number of applications extending beyond anticipated timescales. This has led to a period where we have been unable to consistently gain agreement from agents for 'extensions of time', leading to a reduction in performance. However, it is anticipated that this is a short-term blip which can be addressed through greater engagement with applicants and agents throughout the applications process.					

PI Title	Qtr. 2 Actual 19/20	Qtr. 2 Actual 20/21	Qtr. 2 Actual 21/22	Qtr. 2 Target 21/22	Perf. RAG
CP/120 - Extent of land under Council ownership or control that is protected and/or under appropriate management for biodiversity: Part A: Area (hectares)		179.39	156.00	179.40	 Red
<p>The figure is based on the current list of nature conservation sites, which includes Local Nature Reserves, areas that have previously been managed as part of the conservation verge/area scheme.</p> <p>The Working with Nature sites were removed due to the Welsh Government grant coming to an end and not being replaced. Additional sites were added as part of the NPT Bee Friendly scheme, plus Maerdy playing fields has been mapped more accurately.</p>					
CP/121 - Extent of land under Council ownership or control that is protected and/or under appropriate management for biodiversity: Part B: Length (km)		22.79	23.12	22.80	 Green
<p>The figure is based on the current list of nature conservation sites, which includes Local Nature Reserves, areas that have previously been managed as part of the conservation verge/area scheme.</p> <p>The Working with Nature sites were removed due to the Welsh Government grant coming to an end and not being replaced. Additional sites were added as part of the NPT Bee Friendly scheme, plus Maerdy playing fields has been mapped more accurately.</p>					
<p>4 Governance and Resources (cross cutting) - To ensure the business of the Council is managed to maximise the long term benefit for the citizens of Neath Port Talbot</p>					
CP/086 - PAM/001 - Number of working days lost to sickness absence per employee - Sickness FTE days lost	5.07	3.58		4.2	 NA
<p>Due to work pressures and staff absence within Human Resources quarter 2 performance information is not available at present. Quarter 2 performance information will be reported to Cabinet alongside quarter 3 information.</p> <p>Human Resources will report quarter 2 information within the usual workforce data report to Personnel Committee as soon as possible.</p>					
CP/088 - Number of statutory recommendations made by the Council's external auditors on strategic and operational planning arrangements	0	0		0	 NA
<p>The Audit Wales Annual Audit Summary Report for 2021 is not available yet.</p>					

PI Title	Qtr. 2 Actual 19/20	Qtr. 2 Actual 20/21	Qtr. 2 Actual 21/22	Qtr. 2 Target 21/22	Perf. RAG
CP/097 - CS/001 - Customer Services - Average customer waiting times (face to face)	7.50			10.00	 NA
<p>No data is available for 2020/21 and quarters one & two in 2021/22 due to COVID-19 restrictions.</p> <p>Customer Services has not been dealing with face-to-face callers since start of the pandemic. Since the reopening of the civic centres in a limited capacity in September 2020, only callers with appointments have been allowed entry to the civic buildings to attend meetings with designated officers. Customer Service has not monitored these callers as they are dealt with directly with their responsible officer/service.</p>					
CP/098 - CS/004 - Customer Services - Percentage of customers leaving before being seen	0.40			0.50	 NA
<p>No data is available for 2020/21 and quarters one & two in 2021/22 due to COVID-19 restrictions.</p> <p>Customer Services has not been dealing with face-to-face callers since start of the pandemic. Since the reopening of the civic centres in a limited capacity in September 2020, only callers with appointments have been allowed entry to the civic buildings to attend meetings with designated officers. Customer Service has not monitored these callers as they are dealt with directly with their responsible officer/service.</p>					
CP/101 - CS/002a - Customer Services - Average time (seconds) to answer telephone calls in Welsh	61	56	71	40	 Red
<p>Increased call levels compared to the previous year at a 5.8% increase along with a limited number of Welsh speakers within the section has impacted our ability to deal with Welsh enquires within the target set. We have found switchboard enquiries are taking considerably longer to deal with compared to pre-pandemic as services have changed their operating models to adapt. This has impacted on the time taken to deal with generally quick enquiries. We have been further affected by various sickness affecting a number of the Welsh team over a protracted period in Quarter 2.</p>					
CP/102 - CS/002b - Customer Services - Average time (seconds) to answer telephone calls in English	70	50	56	40	 Red
<p>We have seen an increase in quarter 2, 2021 of 8,276 calls (13.2%) compared to the same quarter 2 period in 2020/21. Customer service staff continue to successfully operate through a home working model for telephone and email contact with callers. Although this is working effectively, it is not as efficient as working together in the office environment. The new challenges faced in dealing in a pre-pandemic environment include finding services have changed their operating models to adapt, resulting in increased traffic to customer services. Also changes to telephone systems, affecting switchboard ability to get through to Council services, as we would once have been able to do easily. We have found that customer contact methods have changed.</p> <p>We are seeing a considerable rise in digital contacts such as email and online forms coming into customer services including the increase in online Blue Badge enquiries which until last year, we were mainly dealing with on a face to face basis. These new online applications (compared to face to face) can require an increased demand on resources for the processing and chasing of information resulting in less available resource for dealing with telephone enquiries. This has impacted the time taken to deal with generally quick enquiries, with a resulting knock on effect on performance.</p>					

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PI Title	Qtr. 2 Actual 19/20	Qtr. 2 Actual 20/21	Qtr. 2 Actual 21/22	Qtr. 2 Target 21/22	Perf. RAG
CP/105 - CFH/008 - Percentage of non-domestic rates due for the financial year which were received by the local authority	62.05	47.30	61.50	60.00	 Green
Quarter 2 2021/22 data is £23.601m of £38.374m compared to quarter 2 2020/21 data of £17.549m of £37.101m. Currently on track to deliver planned collection rate for the year.					
CP/106 - PAY/001 - Percentage of invoices paid within 30 days	95.04	93.03	94.21	95.00	 Amber
The total number of invoices paid up to the end of quarter 2 (1st April 2021 to 30th September 2021) was 45,914. The total paid within 30 days was 43,257. This is slightly below target but is within the expected level of performance. Working from home has had an impact on performance, but not significantly and we have continued to pay our suppliers throughout the pandemic.					
CP/107 - CFH/007 - Percentage of council tax due for the financial year which was received by the authority	57.64	56.60	57.57	57.00	 Green
Quarter 2 2021/22 data is £45.866m of £79.672m compared to quarter 2 2020/21 data of £43.398m of £76.682m. Currently on track to deliver planned collection rate for the year.					
CP/122 - Number of new services available on line			4.	4	 Green
Four new online services have been completed in the period as scheduled and we are on track to deliver 12 (corporate plan target) for the year. The four are: <ul style="list-style-type: none"> - Redesign of the corporate web interface in line with GDS (Government Digital Service) standards - Social care workforce payment scheme - Communities for work - School based counselling Reported quarterly from 2021/22.					

PI Title	Qtr. 2 Actual 19/20	Qtr. 2 Actual 20/21	Qtr. 2 Actual 21/22	Qtr. 2 Target 21/22	Perf. RAG
CP/123 - Number of hits to the Corporate Website - a) Welsh pages			11765		 NA
Predicting website hits in the current climate can be extremely challenging. Officers are working to improve the navigation of the corporate website to reduce the number of page views and allow customers to access the information they need in as few clicks as possible. This will have the net impact of reducing this metric. Going forward we will be exploring 'customer satisfaction' rather than simple hit counts. This KPI is reported quarterly from 2021/22.					
CP/124 - Number of hits to the Corporate Website - a) English pages			2386501		 NA
Predicting website hits in the current climate can be extremely challenging. Officers are working to improve the navigation of the corporate website to reduce the number of page views and allow customers to access the information they need in as few clicks as possible. This will have the net impact of reducing this metric. Going forward we will be exploring 'customer satisfaction' rather than simple hit counts. This KPI is reported quarterly from 2021/22.					

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Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

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Performance Indicators

Neath Port Talbot Council

Appendix 3 - Cabinet - Chief Executive Directorate and Finance & Corporate Services Directorate - Compliments and Complaints - Quarter 2 (1st April – 30th September) - 2021/22

How will we know we are making a difference (01/04/2021 to 30/09/2021)?

PI Title	Qtr. 2. Actual 19/20	Qtr. 2. Actual 20/21	Qtr. 2 Actual 21/22	Qtr. 2 Target 21/22	Perf. RAG
Cabinet Purview					
PI/252 - Chief Executive's Directorate/ Finance & Corporate Services Directorate - % of stage 1 complaints upheld/partially upheld	38.46	23.53	20.00		
<p>Out of 5 complaints received in Quarter 2 2021, 1 was upheld. This compares to 17 received for Quarter 2 in 2020/21 of which 4 were upheld.</p> <p>The complaint upheld for this period related to Council Tax. A customer requested to pay by weekly payments not only for the balance for the last financial year (2020/2021) but for the current year (2021/22) which was not accepted. The Team Leader then accepted that weekly payments should have been set up for this financial year and offered an apology for the misunderstanding. The account has now been set up so that all payments are weekly in respect of the arrears for last year and the current debt.</p> <p>One complaint ongoing from 2020/21 which closed in this period which was upheld. The complaint was Welsh language related concerning the Immbulance (immunisation bus) and lack of bilingual text which was rectified within three working days. The complaint also related to Department Facebook accounts in English only. The Council has worked to address these issues by recruiting Welsh speakers into the Communication and Digital Services Team to provide additional support. The Welsh Language Commissioner is fully aware of the issues faced and our work to address them.</p>					
PI/253 -Chief Executive's Directorate/ Finance & Corporate Services Directorate - % of complaints at stage 2 that were upheld/partially upheld	100.00	0.00	0.00		
<p>2 complaints were received in Quarter 2 2021/22 as opposed to 1 received in Quarter 2 for 2020/21.</p> <p>Of the 2 received none were upheld.</p>					
PI/254 - Chief Executive's Directorate/ Finance & Corporate Services Directorate - % of complaints dealt with by the Public Services Ombudsman that were upheld/partially upheld					
<p>No ombudsman complaints received for this period for each of the last three years.</p>					
PI/255 - Chief Executive's Directorate/ Finance & Corporate Services Directorate - Number of compliments received from the public	59.00	66.00	40.00		
<p>40 compliments were received in Quarter 2 (breakdown below) as opposed to 66 received in the same period for 2020/21</p> <p>1 - Registrars - Overall thanks given for a beautiful wedding service, made it a special day.</p> <p>3 – Council Tax – Appreciation received for the exceptional work in administering financial assistance provided by the Welsh and UK Governments. Overall thanks given in respect of assistance and support when dealing with Council Tax enquiries.</p>					

1 - Communications Team – Overall thanks given for help, co-operation, support and assistance in arranging access for BBC Cymru Wales, Senedd election counts in Neath and Aberavon,

2 - Corporate Policy - thanks for help in sourcing an allotment for an Armed forces veteran and one from East of England, Local Government Association for help and support provided relating to strategic planning work.

1 – Safeguarding – Thanks given for an excellent case summary document provided to a District Judge by a safeguarding lawyer.

5 – Licensing – Overall thanks given for help, kind assistance and prompt responses, ‘it has been a delight working with you’.

1 – Registrars – Thanks given in relation to a fantastic marriage ceremony. Staff have been very professional and supportive during COVID.

3 – Land Charges – Overall thanks given for an excellent service, staff were very helpful, and appreciation was given for a prompt response.

1 - Benefits - Overall thanks given to a colleague who had gone the extra mile to show kindness. Very professional friendly and understanding.

2 – Business Support FOI Team – Overall thanks given for information provided and help with FOI enquiries "greatly appreciated".

20 - Customer Services - Overall thanks, appreciation, support, thoughtfulness and gratitude was given to the whole team for support, doing a ‘cracking job’, excellent call manner and being helpful, given for services such as blue badge, bin emptying and new bin delivery and answering the phone.

Customer Services now incorporates One Stop Shop and Contact Centre, both were reported separately in the last quarter.

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Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

CABINET

REPORT OF THE HEAD OF LEGAL AND DEMOCRATIC SERVICES – MR CRAIG GRIFFITHS

15th December 2021

Matter for Information

Wards Affected: All Wards

Public Service Ombudsman for Wales Annual Report 2020/2021

Purpose of the Report:

1. To advise Members of the receipt of the Ombudsman's Annual Report for 2020/2021 in respect of Neath Port Talbot County Borough Council.

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 Report 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. Members should note that this letter relates to the period 1st April 2020 to 31st March 2021. The letter discusses information from a year unlike any other in recent memory, and as such may not be useful for establishing trends or patterns. Information received during this year will, however, bring insights on how public services reacted in the face of unprecedented demand and the most difficult of circumstances.
6. 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 19 complaints – a decrease from 22 in the 2019/2020 Financial Year. Therefore, the number of complaints received is in line with what one would expect from the population size of the Council area. However, it should be noted that when considering complaints per 1,000 residents, the Council is the joint lowest in Wales.
7. It should be noted that we are no longer a direct provider of general housing – a function which generally attracts some complaints.
8. 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.
9. The percentage of cases requiring intervention from the Ombudsman is comparatively low (see Table C), with only one being marked as early resolution. 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. The comparison of complaint outcomes with average outcomes is again broadly in line with the national average (as shown in Table D).
10. The number of national Code of Conduct complaints decreased slightly in 2020/201 both in respect of Local Authority elected members and Town/Community Council members. In the Neath Port Talbot locality, the number of Code of Conduct complaints against County Borough Councils is low, there being just 2 (Table E), and in each case the Ombudsman determined there was no case to answer. In addition, there was a decrease in the number of complaints against community councils (Table F) (going from 7 to 2), 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, and in particular during this period where officers were responding to the Covid-19 pandemic (which continues to this day). 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 2021/2022 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) A review of the Council complaints process has been completed and guidance provided to the public on how complaints can be made – including an easy read guide which is placed on the Council's website.
 - (c) 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.
 - (d) Liaising with the Ombudsman to determine whether resources such as training are available from them to assist in complaint handling process.
 - (e) 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.

- (f) 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.
- (g) A review of the Constitution has recently been concluded (imbedding the Codes of Conduct further into documents) to ensure appropriate arrangements are in place to meet any obligations in respect of complaints.

- 13. It should also be noted that the Ombudsman is now in receipt of a number of additional power 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. In addition, the Local Government and Elections

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 2021/2022 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 and Democratic Services
Telephone 01639 763767
Email: c.griffiths2@npt.gov.uk

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Ask for: Communications

 01656 641150

Date: September 2021

 communications@ombudsman.wales

Cllr. Edward Latham
Neath Port Talbot Council

By Email only: leader@npt.gov.uk

Annual Letter 2020/21

Dear Councillor Jones

I am pleased to provide you with the Annual letter (2020/21) for Neath Port Talbot Council.

This letter discusses information from a year unlike any other in recent memory, and as such may not be useful for establishing trends or patterns. Information received during this remarkable year will, however, bring insights on how public services reacted in the face of unprecedented demand and the most difficult of circumstances.

During the past financial year, we have intervened in (upheld, settled or resolved at an early stage) the same proportion of complaints about public bodies, 20%, compared with 2019/20.

Regarding new complaints received relating to Local Authorities, the overall number decreased by 12.5% compared with last year. This reflects the reduction in complaints being reported by Local Authorities during the Covid-19 pandemic. My office intervened in a similar proportion of the cases closed as in the previous year (13%).

However, we referred a higher proportion of Code of Conduct complaints to a Standards Committee or the Adjudication Panel for Wales: 3.4% compared to 2% in the previous year. This higher referral rate was also accompanied by a sharp increase in the number of Code of Conduct complaints received.

During 2020/21, despite challenges caused by the pandemic, my office made great strides in progressing work related to Complaints Standards and Own Initiative Investigations. The theme and consultation period of the first wider Own

Page 1 of 9

Initiative Investigation – into Local Authority Homelessness Assessments - was launched in September 2020 and the report is due in the coming months. We also commenced 4 extended Own Initiative Investigations, where we extended the scope of our work on a complaint already under investigation.

Last year, my office also pushed ahead with two new publications – ‘Our Findings’ and our first Equality Report.

‘Our Findings’ will be accessed via the PSOW website and replaces the quarterly casebooks. Our Findings will be updated more frequently and will be a more useful tool in sharing the outcomes of investigations. Our first Equality Report highlights the work done to improve equality and diversity, and to ensure that our service is available to people from all parts of society.

Local Authorities in Wales continued to submit data about the complaints they handled to the Complaints Standards Authority (CSA) during 2020/21, as well as receiving a model complaints procedure and accessing 76 virtual training sessions.

The data submitted for 2020/2021 shows:

- Nearly 12,000 complaints were recorded by Local Authorities
- This equates to 3.77 for every 1000 residents.
- Nearly half (44%) of those complaints were upheld.
- About 75% were investigated within 20 working days.
- About 9% of all complaints closed were referred to PSOW.

The CSA will publish data to the PSOW website for the first time in the coming year, marking a key achievement in the progress of this work. Training sessions have been delivered to almost all Local Authorities in Wales, and our offer of training remains open ended and will be delivered free of charge.

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 to the Town & Community Councils in your area.

I ask that the Council takes the following actions:

- Present my Annual Letter to the Cabinet to assist members in their scrutiny of the Council’s complaints performance and any actions to be taken as a result.
- 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 15 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,

A handwritten signature in black ink, appearing to read 'Nick Bennett', written in a cursive style.

Nick Bennett
Ombudsman

cc.Karen Jones, Chief Executive, Neath Port Talbot Council
By Email only: chiefexecutive@npt.gov.uk

Factsheet

Appendix A - Complaints Received

Local Authority	Complaints Received	Received per 1000 residents
Blaenau Gwent County Borough Council	15	0.21
Bridgend County Borough Council	31	0.21
Caerphilly County Borough Council	46	0.25
Cardiff Council*	96	0.26
Carmarthenshire County Council	27	0.14
Ceredigion County Council	32	0.44
Conwy County Borough Council	32	0.27
Denbighshire County Council	32	0.33
Flintshire County Council	59	0.38
Gwynedd Council	30	0.24
Isle of Anglesey County Council	18	0.26
Merthyr Tydfil County Borough Council	15	0.25
Monmouthshire County Council	20	0.21
Neath Port Talbot Council	19	0.13
Newport City Council	31	0.20
Pembrokeshire County Council	28	0.22
Powys County Council	38	0.29
Rhondda Cynon Taf County Borough Council	40	0.17
Swansea Council	73	0.30
Torfaen County Borough Council	12	0.13
Vale of Glamorgan Council	39	0.29
Wrexham County Borough Council	43	0.32
Total	776	0.25

* inc 2 Rent Smart Wales

Appendix B - Received by Subject

	Complaints Received	% Share
Neath Port Talbot Council		
Adult Social Services	2	11%
Benefits Administration	0	0%
Children's Social Services	4	21%
Community Facilities, Recreation and Leisure	0	0%
Complaints Handling	1	5%
Covid19	1	5%
Education	1	5%
Environment and Environmental Health	1	5%
Finance and Taxation	1	5%
Housing	1	5%
Licensing	0	0%
Planning and Building Control	4	21%
Roads and Transport	3	16%
Various Other	0	0%
Total	19	

Appendix C - Complaint Outcomes
 (* denotes intervention)

County/County Borough Councils	Out of Jurisdiction	Premature	Other cases closed after initial consideration	Early Resolution/voluntary settlement*	Discontinued	Other Reports-Not Upheld	Other Reports Upheld*	Public Interest Report*	Total
Neath Port Talbot Council	3	7	6	1	0	0	0	0	17
% Share	18%	41%	35%	6%	0%	0%	0%	0%	

Appendix D - Cases with PSOW Intervention

	No. of interventions	No. of closures	% of interventions
Blaenau Gwent County Borough Council	1	17	6%
Bridgend County Borough Council	2	30	7%
Caerphilly County Borough Council	3	45	7%
Cardiff Council	26	100	26%
Cardiff Council - Rent Smart Wales	0	2	0%
Carmarthenshire County Council	6	29	21%
Ceredigion County Council	4	31	13%
Conwy County Borough Council	5	31	16%
Denbighshire County Council	2	31	6%
Flintshire County Council	11	62	18%
Gwynedd Council	5	27	19%
Isle of Anglesey County Council	1	17	6%
Merthyr Tydfil County Borough Council	0	14	0%
Monmouthshire County Council	1	19	5%
Neath Port Talbot Council	1	17	6%
Newport City Council	5	29	17%
Pembrokeshire County Council	3	26	12%
Powys County Council	4	47	9%
Rhondda Cynon Taf County Borough Council	2	43	5%
Swansea Council	9	67	13%
Torfaen County Borough Council	0	11	0%
Vale of Glamorgan Council	5	38	13%
Wrexham County Borough Council	6	48	13%
Total	102	781	13%

Appendix E - Code of Conduct Complaints

County/County Borough Councils	Discontinued	No evidence of breach	No action necessary	Refer to Adjudication Panel	Refer to Standards Committee	Withdrawn	Total
Neath Port Talbot Council	2	0	0	0	0	0	2

Appendix F - Town/Community Council Code of Complaints

Town/Community Council	Discontinued	No evidence of breach	No action necessary	Refer to Adjudication Panel	Refer to Standards Committee	Withdrawn	Total
Glynneath Town Council	0	0	1	0	0	0	1
Onllwyn Community Council	0	1	0	0	0	0	1

Information Sheet

Appendix A shows the number of complaints received by PSOW for all Local Authorities in 2020/2021. These complaints are contextualised by the number of people each health board reportedly serves.

Appendix B shows the categorisation of each complaint received, and what proportion of received complaints represents for the Local Authority.

Appendix C shows outcomes of the complaints which PSOW closed for the Local Authority in 2020/2021. This table shows both the volume, and the proportion that each outcome represents for the Local Authority.


Appendix D shows Intervention Rates for all Local Authorities in 2020/2021. An intervention is categorised by either an upheld complaint (either public interest or non-public interest), an early resolution, or a voluntary settlement.

Appendix E shows the outcomes of Code Of Conduct complaints closed by PSOW related to Local Authority in 2020/2021. This table shows both the volume, and the proportion that each outcome represents for the Local Authority.

Appendix F shows the outcomes of Code of Conduct complaints closed by PSOW related to Town and Community Councils in the Local Authority's area. This table shows both the volume, and the proportion that each outcome represents for each Town or Community Council.

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Gofynnwch Cyfathrebu
am:

 01656 641150

 cyfathrebu@ombwdsmon.cymru

Dyddiad: Medi 2021

Y Cyngorydd Edward Latham
Cyngor Castell-nedd Port Talbot

Trwy Epost yn unig: leader@npt.gov.uk

Llythyrau Blynyddol 2020/21

Annwyl Gyngorydd Latham

Mae'n bleser gennyf ddarparu'r Llythyr Blynyddol (2020/21) i Gyngor Castell-nedd Port Talbot.

Mae'r llythyr hwn yn trafod gwybodaeth o flwyddyn a fu'n wahanol i unrhyw un arall yn y cof diweddar, ac felly efallai na fydd yn ddefnyddiol ar gyfer sefydlu tueddiadau neu batrymau. Fodd bynnag, bydd gwybodaeth a dderbyniwyd yn ystod y flwyddyn ryfeddol hon yn dod â mewnwelediadau ar sut ymatebodd gwasanaethau cyhoeddus i alw digynsail a'r amgylchiadau anoddaf a fu.

Yn ystod y flwyddyn ariannol ddiwethaf, rydym wedi ymyrryd (cadarnhau, setlo neu ddatrys yn y cam cynnar) yn yr un gyfran o gwynion am gyrff cyhoeddus, sef 20%, o gymharu â 2019/20.

O ran cwynion newydd a dderbyniwyd yn ymwneud ag Awdurdodau Lleol, mae'r cyfanswm wedi gostwng o 12.5% o gymharu â'r llynedd. Mae hyn yn adlewyrchu'r gostyngiad yn y cwynion sy'n cael eu hadrodd arnynt gan Awdurdodau Lleol yn ystod pandemig Covid-19. Ymyrrodd fy swyddfa mewn cyfran debyg o'r achosion a gaewyd ag yn y flwyddyn flaenorol (13%).

Fodd bynnag, cyfeiriasom hefyd gyfran uwch o gwynion y Cod ymddygiad at Bwyllgor Safonau neu Banel Dyfarnu Cymru: 3.4% o'i gymharu â 2% yn y flwyddyn flaenorol. Daw'r gyfradd atgyfeirio uwch hon hefyd law yn llaw â chynnydd sylweddol yn nifer y cwynion y Cod Ymddygiad a dderbyniwyd.

Yn ystod 2020/21, er gwaethaf heriau a achoswyd gan y pandemig, cymerwyd camau breision gan fy swyddfa wrth wneud cynnydd â gwaith yn ymwneud â Safonau Cwynion ac Ymchwiliadau ar ei Liwt ei Hun. Lanswyd thema a chyfnod

Tudalen 1 o 9

ymgyngori'r Ymchwiliad ar ei Liwt ei Hun Ehangach cyntaf - i Aseidiadau Digartrefedd Awdurdodau Lleol - ym mis Medi 2020 a disgwylir yr adroddiad yn y misoedd nesaf. Cychwynnom hefyd 4 Ymchwiliad ar ei Liwt ei Hun estynedig, lle gwnaethom ymestyn cwmpas ein gwaith ar gŵyn sydd eisoes yn destun ymchwil.

Y llynedd, bwriodd fy swyddfa ymlaen hefyd â dau gyhoeddiad newydd - 'Ein Canfyddiadau' a'n Hadroddiad Cydraddoldeb cyntaf.

Bydd modd cyrchu 'Ein Canfyddiadau' trwy wefan OGCC a bydd yn disodli'r coflyfrau chwarterol. Bydd Ein Canfyddiadau yn cael ei ddiweddarau'n amlach, a bydd yn offer mwy defnyddiol wrth rannu canlyniadau ymchwiliadau. Mae ein Hadroddiad Cydraddoldeb cyntaf yn tynnu sylw at y gwaith a wnaed i wella cydraddoldeb ac amrywiaeth, ac i sicrhau bod ein gwasanaeth ar gael i bobl o bob rhan o'r gymdeithas.

Yn ystod 2020/21, parhaodd Awdurdodau Lleol yng Nghymru i gyflwyno data i'r Awdurdod Safonau Cwynion (CSA) am y cwynion a ymdriniwyd ganddynt. Cawsant hefyd weithdrefn gwynion enghreifftiol a mynediad at 76 sesiwn hyfforddi rithwir.

Mae'r data a gyflwynwyd ar gyfer 2020/2021 yn dangos:

- Cofnodwyd bron i 12,000 o gwynion gan Awdurdodau Lleol
- Mae hyn yn cyfateb i 3.77 ar gyfer pob 1000 o drigolion.
- Cadarnhawyd bron i hanner (44%) y cwynion hynny.
- Ymchwiliwyd i oddeutu 75% ohonynt o fewn 20 diwrnod gwaith.
- Cyfeiriwyd oddeutu 9% (6.91%) o'r holl gwynion a gaewyd at OGCC.

Bydd y CSA yn cyhoeddi data i wefan OGCC am y tro cyntaf yn y flwyddyn i ddod, gan nodi cyflawniad allweddol yng nghynnydd y gwaith hwn. Rhoddwyd sesiynau hyfforddi i bron pob Awdurdod Lleol yng Nghymru, ac mae ein cynnig o hyfforddiant yn parhau i fod yn benagored a rhad ac am ddim.

Gweler ynghlwm grynodedd 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.

Gofynnaf i'r Cyngor gymryd y camau canlynol:

- Cyflwyno fy Llythyr Blynyddol i'r Cabinet i gynorthwyo'r aelodau i graffu ar berfformiad cwynion y Cyngor ac unrhyw gamau i'w cymryd o ganlyniad.
- Ymgysylltu â'm gwaith Safonau Cwynion, rhoi 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 15 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,

A handwritten signature in black ink, appearing to read 'Nick Bennett', written in a cursive style.

Nick Bennett
Yr Ombwdsmon

cc.Karen Jones, Prif Weithredwr, Cyngor Castell-nedd Port Talbot
Trwy Ebst yn unig: chiefexecutive@npt.gov.uk

Taflen Ffeithiau

Atodiad A - Cwynion a Gafwyd

Awdurdod Lleol	Cywnion a Gafwyd	Derbyniwyd fesul 1000 o drigolion
Cyngor Bwrfeitstref Sirol Blaenau Gwent	15	0.21
Cyngor Bwrfeitstref Sirol Pen-y-bont ar Ogwr	31	0.21
Cyngor Bwrdeistref Sirol Caerffili	46	0.25
Cyngor Caerdydd	96	0.26
Cyngor Sir Gâr	27	0.14
Cyngor Sir Ceredigion	32	0.44
Cyngor Bwrdeistref Sirol Conwy	32	0.27
Cyngor Sir Ddinbych	32	0.33
Cyngor Sir y Fflint	59	0.38
Cyngor Gwynedd	30	0.24
Cyngor Sir Ynys Môn	18	0.26
Cyngor Bwrdeistref Sirol Merthyr Tudful	15	0.25
Cyngor Bwrdeistref Sir Fynwy	20	0.21
Cyngor Castell-nedd Port Talbot	19	0.13
Cyngor Dinas Casnewydd	31	0.20
Cyngor Sir Penfro	28	0.22
Cyngor Sir Powys	38	0.29
Cyngor Bwrdeistref Sirol Rhondda Cynon Taf	40	0.17
Cyngor Abertawe	73	0.30
Cyngor Bwrdeistref Sirol Torfaen	12	0.13
Cyngor Bro Morgannwg	39	0.29
Cyngor Bwrdeistref Sirol Wrecsam	43	0.32
Cyfanswm	776	0.25

* yn cynnwys 2 Rhentu Doeth Cymru

Atodiad B - Cwynion a Gafwyd yn ôl Pwnc

	Cwynion a Gafwyd	% rhannu
Cyngor Castell-nedd Port Talbot		
Gwasanaethau Cymdeithasol Oedolion	2	11%
Gweinyddu Budd-daliadau	0	0%
Gwasanaethau Cymdeithasol Plant	4	21%
Cyfleusterau Cymunedol. Adloniant a Hamdden	0	0%
Ymdrin â Chwynion	1	5%
Covid19	1	5%
Addysg	1	5%
Yr Amgylchedd ac Iechyd yr Amgylchedd	1	5%
Cyllid a Threthiant	1	5%
Tai	1	5%
Trwyddedu	0	0%
Cynllunio a Rheoli Adeiladu	4	21%
Ffyrdd a Thrafnidiaeth	3	16%
Amrywiol Eraill	0	0%
Cyfanswm	19	

Atodiad C - Canlyniadau Cwynion
 (* yn dynodi ymyrraeth)

	Tu hwnt i Awdurdodaeth	Cynamserol	Achosion eraill wedi'u cau ar ôl ystyriaeth gychwynnol	Datrys yn Gynnar/Setliad Gwirfoddol*	Wedi rhoi'r gorau iddi	Adroddiadau Eraill – Ni Chadarnhawyd	Adroddiadau eraill a gadarnhawyd*	Adroddiadau er Budd y Cyhoedd*	Cyfanswm
Cyngor Castell-nedd Port Talbot	3	7	6	1	0	0	0	0	17
	18%	41%	35%	6%	0%	0%	0%	0%	

Atodiad D - 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	2	30	7%
Cyngor Bwrdeistref Sirol Caerffili	3	45	7%
Cyngor Caerdydd	26	100	26%
Cyngor Caerdydd - Rhentu Doeth Cymru	0	2	0%
Cyngor Sir Caerfyrddin	6	29	21%
Cyngor Sir Ceredigion	4	31	13%
Cyngor Bwrdeistref Sirol Conwy	5	31	16%
Cyngor Sir Ddinbych	2	31	6%
Cyngor Sir y Fflint	11	62	18%
Cyngor Gwynedd	5	27	19%
Cyngor Sir Ynys Môn	1	17	6%
Cyngor Bwrdeistref Sirol Merthyr Tudful	0	14	0%
Cyngor Sir Fynwy	1	19	5%
Cyngor Castell-nedd Port Talbot	1	17	6%
Cyngor Dinas Casnewydd	5	29	17%
Cyngor Sir Penfro	3	26	12%
Cyngor Sir Powys	4	47	9%
Cyngor Bwrdeistref Sirol Rhondda Cynon Taf	2	43	5%
Cyngor Abertawe	9	67	13%
Cyngor Bwrdeistref Sirol Torfaen	0	11	0%
Cyngor Bro Morgannwg	5	38	13%
Cyngor Bwrdeistref Sirol Wrecsam	6	48	13%
Cyfanswm	102	781	13%

Atodiad E - Cwynion Y Cod Ymddygiad

	Wedi rhoi'r gorau iddi	Dim tystiolaeth o dorri'r cod	Dim angen gweithredu	Cyfeiriwyd at y Panel Dyfarnu	Cyfeiriwyd at y Pwyllgor Safonau	Tynnwyd yn ôl	Cyfanswm
Cyngor Castell-nedd Port Talbot	2	0	0	0	0	0	2

Atodiad F - Cwynion Cod Ymddygiad Cyngorau Tref/Cyngor Cymuned

	Wedi rhoi'r gorau iddi	Dim tystiolaeth o dorri'r cod	Dim angen gweithredu	Cyfeiriwyd at y Panel Dyfarnu	Cyfeiriwyd at y Pwyllgor Safonau	Tynnwyd yn ôl	Cyfanswm
Cyngor Tref Glyn-nedd	0	0	1	0	0	0	1
Cyngor Cymuned Onllwyn	0	1	0	0	0	0	1

Taflen Wybodaeth

Mae Atodiad A yn dangos nifer y cwynion a dderbyniwyd gan OGCC ar gyfer pob Awdurdod Lleol yn 2020/2021. Caiff y cwynion hyn eu rhoi mewn cyd-destun yn seiliedig ar nifer y bobl y mae pob bwrdd iechyd yn eu gwasanaethu yn ôl pob sôn.

Mae Atodiad B yn dangos categori pob cwyn a dderbyniwyd, a pha gyfran o'r cwynion a dderbyniwyd sy'n cynrychioli ar gyfer yr Awdurdod Lleol.

Mae Atodiad C yn dangos canlyniadau'r cwynion a gaeodd OGCC mewn cysylltiad â'r Awdurdod Lleol yn 2020/2021. Mae'r tabl hwn yn dangos y niferoedd, a'r gyfran y mae pob canlyniad yn ei chynrychioli ar gyfer yr Awdurdod Lleol.

Mae Atodiad D yn dangos Cyfraddau Ymyrru ar gyfer pob Awdurdod Lleol yn 2020/2021. Mae ymyrraeth yn cael ei gategoreiddio naill ai gan gŵyn a gadarnhawyd (naill ai cadarnhawyd er budd y cyhoedd neu cadarnhawyd nid er budd y cyhoedd), penderfyniad cynnar, neu setliad gwirfoddol.

Mae Atodiad E yn dangos canlyniadau cwynion y Cod Ymddygiad a gaewyd gan OGCC mewn perthynas ag Awdurdod Lleol yn 2020 / 2021. Mae'r tabl hwn yn dangos y niferoedd, a'r gyfran y mae pob canlyniad yn ei chynrychioli ar gyfer yr Awdurdod Lleol.

Mae Atodiad F yn dangos canlyniadau cwynion y Cod Ymddygiad a gaewyd gan OGCC mewn perthynas â Chynghorau Tref a Chynghorau Cymuned yn ardal yr Awdurdod Lleol. Mae'r tabl hwn yn dangos y niferoedd, a'r gyfran y mae pob canlyniad yn ei chynrychioli ar gyfer Cynghorau Tref a Chynghorau Cymuned.

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

CABINET
15th December 2021

Report of the Chief Executive

Matter for Information and Decision

Wards Affected:

All wards

South West Wales Corporate Joint Committee

Purpose of the Report:

1. To update members on the implementation of the South West Wales Corporate Joint Committee pursuant to the Local Government and Elections (Wales) Act 2021 and to seek approval from members where applicable for Neath Port Talbot County Borough Council's ("the Council") involvement.

Background:

2. The Local Government and Elections (Wales) Act 2021 ("the LGE Act") created the framework for a consistent mechanism for regional collaboration between local government, namely Corporate Joint Committees (CJCs). The LGE Act provides for the establishment of CJCs through Regulations (CJC Establishment Regulations).
3. The CJC will exercise functions relating to strategic development planning and regional transport planning. They will also be able to do things to promote the economic well-being of their areas. In contrast to other joint committee arrangements, CJCs are separate corporate bodies which can employ staff, hold assets and budgets, and undertake functions. The South West Wales CJC will comprise Carmarthenshire County Council, the City and County of Swansea Council, Pembrokeshire County Council and Neath Port Talbot County Borough Council ("the Constituent Councils"). In respect of some functions, both Pembrokeshire National Park and Brecon Beacons National Park will also be members (as set out below).
4. On the 12th May 2021, a report was presented to Cabinet providing an update to members on the implementation of CJCs, where it was agreed that:
 - (a) *delegated authority be granted to the Chief Executive (in consultation with the Leader) to agree an application for grant funding to be made to Welsh*

Government for funding to establish the South West Wales CJC and to accept any grant offer that maybe made by Welsh Government (whether made to this Council or to a participating authority in the South West Wales CJC);

(b) delegated authority be granted to the Chief Executive to enter into dialogue with authorities who will comprise the South West Wales CJC to develop proposals for establishing the South West Wales CJC; and

(c) a report be brought back to members for approval, once dialogue has been completed for the South West Wales CJC so far as they relate to Neath Port Talbot County Borough Council

5. Accordingly, since this meeting officers have been liaising with our neighbouring authorities and have convened a group comprising Chief Executives, Regional Directors with responsibility for economic development, regeneration, planning and transport, Finance Directors (S151 Officers) and Monitoring Officers that meets on a fortnightly basis to progress these discussions. Each of these groups have also established working groups in order to progress various matters.
6. As a result of these discussions, officers are now in a position to present a report to members to highlight ways in which the CJC may be constituted in order to meet legislative requirements. Members will note that the CJC has already been established by legislation. The purpose of this report is to set out the current proposed arrangements..

Remit of the CJC

7. The CJC has prescribed functions related to the preparation of the Regional Transport Plan, Strategic Development Plan and the exercise of Economic Wellbeing powers. These are set out specifically as follows:
 - (a) Economic well-being (section 76 of the Local Government and Elections (Wales) Act 2021)
 - (b) Transport policies (section 108(1)(a) and (2A)(a) of Part 2 of the Transport Act 2000)
 - (c) Strategic development plan (Part 6 of the Planning and Compulsory Purchase Act 2004)
8. It should be noted that the underlying policy intent in the development of the legislation which underpins the CJC is that a CJC should be treated as a member of the 'local government family' and, where appropriate, should largely be subject to the same powers and duties as local authorities in the way that they operate. Work continues to co-develop the legislative framework including through the recent consultation on the draft Corporate Joint Committees (General) (No. 2) (Wales) Regulations 2021. CJsCs, as public bodies undertaking public functions, are subject to the necessary public body duties that already exist in legislation. This includes the Sustainable Development and Well-being Duty under the Well-being of Future

Generations (Wales) Act 2015 (“the WFG Act”) and the duty to prepare and publish a strategy for contributing to the eradication of child poverty in Wales under the Children and Families (Wales) Measure 2010 (“the 2010 Measure”).

CJC Operational Responsibilities

8. CJsCs will also be required to appoint a number of statutory “executive officers” similar to the roles within principal councils (e.g. Chief Executive, Chief Finance Officer and Monitoring Officer. The intention is for CJsCs to be able to directly employ, commission services or have relevant staff loaned from a constituent council to fulfil these roles as the CJC may determine. It is also intended that all executive roles within a CJC will be afforded the same statutory protection and indemnity as statutory officers within principal councils. The provisions in law relating to staffing which apply to principal councils will also apply to CJsCs. These include TUPE and staff transfers; Trade Union relations. The CJC Establishment regulation require the CJC to have standing orders relating to employment (e.g. procedures to be determined by the CJC relating to the appointment/dismissal of officers and disciplinary action). Staff employed by the CJC are to be appointed on the same or similar terms and conditions (including remuneration) as officers appointed to one of the constituent councils undertaking substantially similar or the same responsibilities.

9. In light of the CJC’s duty to appoint a number of statutory officers and to perform certain functions set out in regulations, as advised by Chief Executives, Leaders are minded to apportion responsibilities initially on the basis set out below:

Function of the CJC	Constituent Authority
Chief Executive	To be appointed in due course
S151 (Chief Finance Officer)	Carmarthenshire
Monitoring Officer	Neath Port Talbot
Democratic Services function	Neath Port Talbot
Scrutiny Services function	Neath Port Talbot
Governance and Audit function	Pembrokeshire
Human Resources function	Neath Port Talbot
ICT and Data Protection function	Neath Port Talbot
Communications function	Swansea

10. An agreement will be entered into between the CJC and the authorities for the Constituent Council staff to be made available to the CJC and will be acting as if CJC staff when carrying out functions for the CJC. The members of staff that are affected will be consulted to ensure to seek their agreement to these additional obligations.

11. Where a conflict of interest arises from any matter being dealt with by the CJC and the Council, the Monitoring Officer will be required to advise the CJC with the Deputy Monitoring Officer advising the Council.

12. The staff made available to the CJC will be provided at cost, as more particularly described in the Financial Impacts below.
13. The support services provided will be on an ad-hoc basis as and when support is required, and will be carried out by staff within their normal contracted hours, and Chief Executives of respective authorities will keep such matters under review to address workload pressures. There will need to be consideration as to whether additional remuneration is appropriate. In some instances we will be increasing capacity to cater for the additional workload. In other instances we need to consider if additional payment is due.
14. The decision regarding appointment of the above staff in to the positions within the CJC will be for the CJC. Members are asked therefore to note the specific roles for officers. Separate reports will be brought to members in due course to consider any officer indemnities that will be required in this regard.

The Governance of the CJC

15. In order to meet its legislative obligations identified above, the CJC will have a decision making process. These are prescribed in the legislation.
16. The members of the CJC are:
 - (a) the executive leaders of
 - a. Carmarthenshire County Council
 - b. Neath Port Talbot County Borough Council
 - c. Pembrokeshire County Council
 - d. The City and County of Swansea
 - (b) A member of the Brecon Beacons National Park Authority , and
 - (c) A member of the Pembrokeshire Coast National Park Authority
17. The CJC members are entitled to vote in relation to any matter to be decided by the CJC, except that the Brecon Beacons National Park and Pembrokeshire Coast National Park Authority (together the “NPAs”) members may only vote where the matter to be decided is about strategic planning functions, unless the council members of the CJC choose, with the agreement of both the NPAs, to extend the NPA membership of the CJC to include other functions. At this stage, Leaders do not propose that voting rights be extended to the NPA’s in respect of other areas.
18. Where a leader is, for any period, unable to discharge their functions, a Constituent Council must appoint another member of its executive/cabinet to discharge those functions on behalf of the Constituent Council member for that period.
19. In order to implement the legislative requirements, it will be proposed that the CJC will have four sub committees, with the chair of each sub-committee being drawn from the Constituent Councils and shared between the four authorities. It is currently proposed that the following sub-committees be established, although the decisions as to establishing a sub-committee and membership is for the CJC itself to take:

Sub Committee	Lead Chief Executive	Political Lead
Regional Transport Planning	Swansea	Neath Port Talbot
Economic Well Being – regional economic development	Carmarthenshire	Swansea
Strategic Development Planning	Pembrokeshire	Carmarthen
Economic Well Being-regional energy strategy	Neath Port Talbot	Pembrokeshire

20. It is proposed that the representatives to each Sub Committee be comprised of the Cabinet members of the four Constituent Councils in whose portfolio the work sits in. The Sub-Committee then being chaired by the Leader and supported by a chief executive from the authorities mentioned above.
21. It is also proposed that a Programme Board be established (a decision ultimately for the CJC), made up of officers to support the Chief Executive and members of the CJC. This Programme Board will be the means by which collaboration across the Constituent authorities will take place, informing and supporting the Chief Executive and the CJC and implementing the resultant decisions. It will be chaired by the Chief Executive and will as a minimum comprise Regional Directors of Environment and Regeneration and shall have responsibility for the strategic coordination and direction, authorisation and approval of programmes, projects and initiatives, high-level budget management and progress review. Various sub groups of officers will then be established to deliver the operational requirements, with groups set up in respect of Transport, Planning/land use, Economic Wellbeing and Energy.
22. It should be noted that no member of a CJC shall be entitled to any additional remuneration as a result of membership of the CJC but any expenses incurred in attendance or participation shall be met by Constituent Councils or other authorities to which they are a member.

Co-option

23. The CJC Establishment Regulations provide for the appointment by CJC members of other persons as members of a sub-committee of the CJC and to participate in other activities of the CJC. The reasons as to why a CJC may co-opt a particular participant are broad and include considerations such as to strengthen and the breadth of experience and skills available to the CJC and/or to provide specialist expertise on specific issues.
24. Guidance from Welsh Government states that co-optees may be drawn from a variety of different backgrounds and sectors based on the relevant skills and experience required, for example Further and Higher Education Institutions, Third sector representatives, Business or Sector specific organisations or private individuals with expertise that may be useful to the CJC, for example to give evidence or provide advice. It is expected that CJCs would work under

the same social partnership approach that exists between trade unions and principal councils.

25. Early discussions have already taken place within the constituent councils with regard to the involvement of other potential co-opted members within the CJC, including representatives from the Health Boards, Higher Education colleagues and representatives of the private sector. It is considered desirable to reflect the principles underpinning what is working well within the City Deal into the CJC arrangements. For members to be aware a co-opted member is an individual (or representative from a particular organisation) who has been appointed to the CJC or its sub-committee and may or may not have voting rights. However, there is also the possibility for advisers, which have no formal status but are merely there to provide advice to the members of the CJC. For example, Health Board Partners are proposed to be co-optees.
26. The Joint Working Agreement for the Swansea Bay City Deal required the establishment of an Economic Strategy Board (ESB), membership of which had to be agreed by both the UK and Welsh Governments. The terms of Reference for the ESB state that 'members shall be appointed through an open recruitment and nomination process'. It is considered that the complexity involved in integrating the City Deal and Corporate Joint Requirements immediately represents unacceptable risks that the City Deal Programme would be disrupted – just at a point where most of the workstreams have received governmental approval and are moving into delivery. The City Deal and CJC governance structures are very different and it is considered that alignment is an appropriate approach in the first instance. In terms of the arrangements for private sector input to the CJC, it is proposed to invite those participating in the City Deal ESB to form the core of the private sector advisory board for the CJC, however, the membership will need to be expanded to ensure the membership is reflective of the considerably broader scope of work associated with the CJC. The intention is that this board will support the CJC in an advisory capacity only, to support the growth aspirations of the region and to ensure we remain competitive and have access to all available sources of funding.
27. Private sector representatives would not sit within the sub committees established but will instead advise the Programme Board. As stated above, private sector representatives may either be co-opted to the CJC or alternatively to act as independent advisors to the CJC. Previous discussions have concluded that private sector involvement should be in an advisory capacity. Whilst the officer groups will remain distinct from the private sector representatives, there remains a need to ensure that private sector representatives cover all four-topic areas covered by the CJC.

Governance and Audit Functions

30. The CJC is required to establish a sub-committee to be known as the Governance and Audit Sub-Committee.
31. The terms of reference of the sub-committee are stated in the CJC Establishment Regulations as:
- (a) review and scrutinise the CJC's financial affairs;
 - (b) make reports and recommendations in relation to the CJC's financial affairs;
 - (c) review and assess the risk management, internal control and corporate governance arrangements of the CJC;
 - (d) make reports and recommendations to the CJC on the adequacy and effectiveness of those arrangements;
 - (e) oversee the CJC's internal and external audit arrangements;
 - (f) review any financial statements prepared by the CJC;
 - (g) exercise such other functions as the CJC may specify.
32. The CJC Establishment Regulations state that membership of the Governance and Audit Sub-Committee is at least one lay member and at least 2/3rds membership from the Constituent Councils. However this may be subject to change under the LGE Act. The Governance and Audit Sub-Committee may not exercise its functions if the membership of the sub-committee contravenes the membership as set out above and therefore the lay member(s) will need to be in place in order to meet as a sub-committee. The draft Guidance provides that it is anticipated that the sub-committee will be required to meet once in every calendar year as a minimum.
33. The chair of the governance and audit sub-committee must be a lay member.
34. Accordingly, it is proposed that a Governance and Audit Sub-Committee is established by the CJC comprising of Lay Member(s) to be drawn from constituent Councils Governance and Audit Committees (or externally advertised if this is not possible) and members from each Constituent Council. This will ensure that the Governance and Audit Committee complies with proposed changes to the Local Government (Wales) Measure 2011 to have at least one third lay members. The appointment(s) will be made by the CJC.
35. A report will be presented to Full Council seeking authority to nominate the Neath Port Talbot Representative(s) to this Governance and Audit Sub-Committee.

Standards / Ethical Framework

36. It will be important that members and co-opted members within a CJC are subject to the same standards of conduct as members of constituent councils. On application of the ethical framework a CJC will be able to adopt its own code of conduct for members. Until this point its members (including co-opted participants from constituent councils) will be subject to the relevant code of conduct of their local authorities. During this time members and co-opted

participants from local authorities will be required to register any personal interests they have in the business of the CJC in their relevant principal council's register of interest by providing written notification to their council's Monitoring Officer.

37. It would be proposed that rather than establish a separate Standards Committee to oversee functions of the CJC, one Constituent Council's Standards Committee assumes the responsibility of overseeing standards for the CJC.
38. Given that the Monitoring Officer function will vest in Neath Port Talbot County Borough Council, it is proposed that the Standards Committee of Neath Port Talbot be the designated Standards Committee for the CJC and a report will be brought to Full Council to confirm this in due course. However, ongoing discussion is being had with Welsh Government on this issue in light of some recent draft guidance and in the event of any change to this, this will be reported back to members.

Scrutiny

39. Working with its Constituent Councils the CJC will be required to put in place appropriate overview and scrutiny arrangements. Draft Welsh Government Guidance states that it is expected that the scrutiny arrangements will be proportionate to the scale of the functions the CJC undertakes.
40. Scrutiny will be an important part of the democratic accountability of the CJC. It will be important for CJC's to consult on and agree the arrangements with its constituent councils.
41. In considering the most effective and efficient approach to scrutiny, Constituent Councils and CJC's should give thought to the benefits of a joint overview and scrutiny committee made up of the constituent councils. The clear aim and ambition however must be to create, facilitate and encourage a clear democratic link back to the constituent councils.
42. CJC members and staff will have a duty to provide information to the scrutiny committee; attend committee meetings if requested to do so; and consider or respond to any report or recommendations made by a committee within the agreed arrangements and which relate to the CJC.
43. Accordingly it is proposed that a CJC Scrutiny Committee comprising three elected members from each Constituent Council be established to fulfil the Overview and Scrutiny Functions associated with CJC's. A future report will be taken to Full Council to nominate the Neath Port Talbot elected members to the CJC Overview and Scrutiny Committee.
44. It will be important that there is no overlap in scrutiny but ultimately members of Neath Port Talbot will still be able to scrutinise the impact of the CJC on the Neath Port Talbot locality.

Constitution

45. The CJC is required to meet by the end of January 2022 in order to establish its budget for the 2022/2023 financial year.
46. At this first meeting, the Constitution for the CJC will require approval, which in essence sets out the overarching structure of the CJC and its various sub-committees so that key decisions can be made.
47. The purpose of the Constitution is to:
 - (a) enable the CJC to provide clear leadership to the community in partnership with citizens, businesses and other organisations, including its constituent councils and public bodies;
 - (b) support the active involvement of citizens in the process of CJC decision-making;
 - (c) provide a framework for good governance;
 - (d) enable decisions to be taken efficiently and effectively;
 - (e) create a powerful and effective means of holding decision-makers to public account;
 - (f) ensure that no one will review or scrutinise a decision in which they were directly involved;
 - (g) ensure that those responsible for decision making are clearly identifiable to local people and that they explain the reasons for decisions; and
 - (h) provide a means of improving the delivery of service to the community.
48. Members will note that the Constitution is similar in nature to what this Council operates under as the CJC is required to follow similar processes.

Financial Impacts:

49. Regulations do not prescribe any formula basis for funding of CJsCs. It will be for each CJC to decide how the budget requirement will be met by the constituent principal councils (and the National Park Authority in the case of the strategic planning functions). In the absence of unanimous agreement on the amount payable, the regulations provide for the amounts payable by the Constituent Councils and National Park member(s) to be directed by Welsh Ministers.
50. CJsCs will be the accountable body for the funding provided by constituent councils and/or directly received from any other funding streams. CJsCs will also be able to pay towards expenditure incurred or to be incurred in relation to

carrying out its functions as it may determine, and to charge fees relating to their specified functions. The Establishment Regulations also enable CJsCs to provide assistance by way of grant or contributions to support functions exercisable by them. The funding from constituent principal councils will be held and managed by CJsCs and it is expected that they will be required to manage the funds under the same financial management arrangements as local government bodies in Wales.

51. The CJC has an unlimited levy power meaning the financial contributions from respective Council's must be set by 14th February 2022. However, practically this contribution should be set no later than 31st January 2022, with an indicative figure split being considered by the end of 2021 or early January 2022
52. Future costs including the formal levy from the CJC will be built into the budget-setting round for 2022-2023..

Integrated Impact Assessment:

53. The Council is subject to the Equality Act (Public Sector Equality Duty and the socio-economic duty), the Well-being of Future Generations (Wales) Act 2015 and the Welsh Language (Wales) Measure, and must in the exercise of their functions, have due regard to the need to:
 - Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Acts.
 - Advance equality of opportunity between people who share a protected characteristic and those who do not.
 - Foster good relations between people who share a protected characteristic and those who do not.
 - Deliver better outcomes for those people who experience socio-economic disadvantage
 - Consider opportunities for people to use the Welsh language
 - Treat the Welsh language no less favourably than English.
 - Ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.

The Well-being of Future Generations (Wales) Act 2015 mandates that public bodies in Wales must carry out sustainable development. Sustainable development means the process of improving the economic, social, environmental and cultural well-being of Wales by taking action, in accordance with the sustainable development principle, aimed at achieving the 'well-being goals'.

There is no requirement for an Integrated Impact Assessment for this report as the setting up of the CJC is underpinned by legislation and that this report is to establish governance arrangements in accordance with legislation. This will be kept under review with any future reports considering whether impacts require consideration.

Valleys Communities Impacts:

54. There are no valley community impacts with this report but the impact on valley communities will be considered as part of any proposals for the development of CJs

Workforce Impacts:

55. The workforce impacts are considered within the content of this report at paragraphs 9-14.

Legal Impacts:

56. Part 5 of the LGE Act provides for the establishment, through regulations, of CJs and compliance will be had with this and other legislative obligations in the establishment of CJs. In particular the South West Wales Corporate Joint Committee Regulations came into force on 1st April 2021 and set out an initial framework for example, that the CJC should be established and the timeframes for the discharging of specific functions. However a series of further Regulations are being drafted and consulted on by Welsh Government. The Welsh Government has concluded its consultation on the Corporate Joint Committees (General) (No.2) (Wales) Regulations 2021. The Welsh Government is also currently consulting on draft statutory guidance. A third stage of Regulations will put in place further legislation for the operation of the CJs and its functions, which Welsh Government are currently being consulted on. A fourth stage will put in place any remaining provisions which a CJC might need.

Risk Management Impacts:

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

Consultation:

58. There will be no requirement for any consultation.

Recommendations:

59. It is recommended that
- (a) Members note the current work streams associated with the South West Wales Corporate Joint Committee and the work currently being undertaken by officers to facilitate such work;
 - (b) Members note the allocation of operational responsibilities and approve the proposal that certain Neath Port Talbot County Borough Council officers undertake the duties set out in paragraph 9 of this report
 - (c) Members authorise the entering into agreements for those officers who will be performing such functions to the South West Wales Corporate Joint Committee;

- (d) Members authorise the Director of Environment and Regeneration and any officer so nominated by her to participate in the South West Wales Corporate Joint Committee Programme Board;
- (e) Members note how it is proposed that the South West Wales Corporate Joint Committee and the various subcommittees are to be established
- (f) Members endorse the elected members so referenced at paragraphs 19-20 of this report to sit on any Corporate Joint Committee and sub-committees;
- (g) Members authorise the Leader to appoint an elected member to attend a meeting in the event that the members referenced at paragraph 19-20 are unable to attend;
- (h) Members note the Deputy Leader of Neath Port Talbot County Borough Council as the nominated representative to the South West Wales Corporate Joint Committee in the absence of the Leader of Neath Port Talbot County Borough Council;
- (i) Members note the proposal of a Regional Scrutiny Committee and Governance and Audit Sub-Committee for the South West Wales Corporate Joint Committee and note a future report to Full Council to agree the representatives of Neath Port Talbot County Borough Council;
- (j) Members endorse the delegation of the Neath Port Talbot County Borough Council Standards Committee as the Standards Committee for the South West Wales Corporate Joint Committee; and
- (k) Delegated authority be granted to the Chief Executive, in consultation with the Leader of Neath Port Talbot County Borough Council to agree any documents necessary to implement the requirements of this report and the recommendations set out above.

Reasons for Proposed Decision:

56. To ensure compliance with the requirements of the LGE Act and ensure the needs of Neath Port Talbot County Borough Council are reflected in the development of these CJs.

Implementation of Decision:

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

Appendices:

None

List of Background Papers:

None

Officer Contact:

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Chief Executive

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Cabinet

15th December 2021

Report of the Head of Support Services and Transformation

Matter for Decision

Wards Affected: Neath North, Gwynfi, Ystalyfera, Godre'rgraig, Tonna, Bryn and Cwmavon, Neath East, Blaengwrach, Bryncoch South and Cimla.

Project Proposals made to the Members Community Fund

Purpose of the Report

1. To seek approval to fund thirteen project proposals that request financial support under the Members Community Fund.

Executive Summary

2. The Members Community Fund is to be used to address local needs and to support projects and initiatives that will contribute towards creating vibrant and sustainable communities.

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

4. Bids can be made for projects that enhance existing Council services, assist voluntary sector provision or form part of a larger initiative that is in need of additional financial support.
5. Eligible projects will include those that enrich the environment, promote non - statutory education and learning, assist health & well-being, and promote culture and / or recreation in all its forms.
6. Project proposals seeking funding are to be formally submitted to the PDFU. Bids are checked for completeness, accuracy and deliverability and will be deemed 'fit for purpose' and ready for determination by Cabinet. Officers have considered the project proposals submitted by Members and these are deemed to comply with the Policy as endorsed by Cabinet on the 25th June 2020 and 30th June 2021.

Background

7. The 'Background' or 'Project Specifics' pertinent to each project are set out in the appendices to this report. The detail on the 'Project Specifics' will expand upon the Project Description, the Applicant, the need, the community benefit and how the project costs have been arrived at.
8. The Appendices included with this report, and subsequently the projects to be evaluated, are as follows:-
 - (a) Appendix A - An Application by Councillors Mark Protheroe and Alan Lockyer for supply and installation of two publicly accessible Defibrillators, to be located at Neath Little Theatre and Victoria Gardens. Total request of the Members Community Fund is £3,250.
 - (b) Appendix B – An Application by Councillor Mark Protheroe for supply and installation of a publicly accessible Defibrillator at Ty Gnoll Newydd. Total request of the Members Community Fund is £1,750.
 - (c) Appendix C – An Application by Councillor Jane Jones to acquire essential grounds maintenance equipment for Gwynfi United Football Club. The funding will be used to purchase a Ride-On Mower. Total request of the Members Community Fund is £4,500.

(d) Appendix D – An Application by Councillor Alun Llewellyn for supply and installation of new playground apparatus at the Pen Yr Allt play area in Ystalyfera. Total request if the Members Community Fund is £9,980.

(e) Appendix E – An Application by Councillor Rosalyn Davies for supply and installation of new playground apparatus at the Carreg yr Afon play area, Hodgson's Road, in Godre'rgraig. Total request of the Members Community Fund is £9,979.

(f) Appendix F – An Application by Councillor Leanne Jones to procure items of equipment to establish an Under 6's side, and additional training apparatus for the Under 11's side at Tonna RFC. Items to be purchased include balls, bibs, cones and slalom poles. Total request of the Members Community Fund is £1,765.83

(g) Appendix G – An Application by Councillors David Whitelock, Rhidian Mizen and Charlotte Galsworthy to supply and install new playground apparatus at the Parc Siencyn Powell play area in Cwmavon. Total request of the Members Community Fund is £23,975.

(h) Appendix H – An Application by Councillors John Miller, Sandra Miller and Sheila Penry to augment and improve provision at the NPTCBC play area at Wellfield Square/ Maes y Ffynnon Close. Total request of the Members Community Fund is £29,997.78.

(i) Appendix I – An Application by Councillor Carolyn Edwards for supply and installation of new playground apparatus at the NPTCBC play area at The Vale of Neath Leisure Centre, Blaengwrach. Total request of the Members Community Fund is £5,650.

(j) Appendix J – An Application by Councillor Jane Jones for supply and installation of 4.no benches at Swn-Y-Nant, Gwynfi Street, Western Square and Gelli Terrace, in the Ward of Gwynfi. Total request of the Members Community Fund is £3,060.20.

(k) Appendix K – An Application by Councillors Wyndham Griffiths, Jo Hale and Chris Williams to supply and install new playground apparatus at the Heol Glynderwen play area, Bryncoch South. Total request of the Members Community Fund is £9,000.

(l) Appendix L – An Application by Councillor Carolyn Edwards for supply and installation of 3 publicly accessible Defibrillators, to be located at Cwmgwrach Welfare Hall, the ‘Premier Stores’ on High Street and the Vale of Neath Leisure Centre in the Ward of Blaengwrach. Total request of the Members Community Fund is £4,350.

(m) Appendix M – An Application by Councillors Adam McGrath and John Warman to establish the ‘Ein Cynefin/Our Habitat’ project in Cefn Saeson School, by equipping a gardening project with raised planters and hand tools. Total request of the Members Community Fund is £6,132.36.

Financial Impact

9. All projects must be sustainable. Projects must have a robust exit strategy that places no additional revenue or financial burden on the Council. Maintenance responsibilities and the ongoing revenue commitment to keep a project functioning beyond the life of the Grant will have been rigorously investigated to determine as to whether there are any financial burdens on the Council.

Integrated Impact Assessment

10. A first stage impact assessment has been undertaken to assist the Council in discharging its legislative duties (under the Equality Act 2010), the Welsh Language Standards (No.1) Regulations 2015, the Well - being of Future Generations (Wales) Act 2015 and the Environment (Wales) Act 2016. The first stage assessment has indicated that a more in - depth assessment is not required as the summary concludes there are positive outcomes for the sustainable development principle, collaboration and involvement, with no impact on equalities or the Welsh language.

Valleys Communities Impacts

11. No implications

Workforce Impacts

12. No implications

Legal Impacts

13. The delivery of the Members Community Fund will come within the purview of the Local Government Act 2000 which contains well-being powers which enable every Local Authority to have the ability to do anything which it considers likely to promote an improvement to economic, social or environmental well-being in the area. Eligible projects will include those that enrich the environment, promote non - statutory education and learning, assist health & well-being, and promote culture and / or recreation in all its forms

Risk Management

14. There are no risk management issues associated with the reporting.

Consultation

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

Recommendations

16. It is recommended that, having due regard to the Integrated Impact Screening Assessment that members approve the following applications:

(a) An Application by Councillors Mark Protheroe and Alan Lockyer for supply and installation of two publicly accessible Defibrillators, as set out in Appendix A.

(b) An Application by Councillor Mark Protheroe for supply and installation of a publicly accessible Defibrillator, as set out in Appendix B.

(c) An Application by Councillor Jane Jones to acquire essential grounds maintenance equipment for Gwynfi United Football Club, as set out in Appendix C.

- (d) An Application by Councillor Alun Llewellyn for supply and installation of new playground apparatus at Pen Yr Allt play area, Ystalyfera, as set out in Appendix D.
- (e) An Application by Councillor Rosalyn Davies for supply and installation of new playground apparatus at Carreg yr Afon play area, in Godre'rgraig, as set out in Appendix E.
- (f) An Application by Councillor Leanne Jones to acquire essential items of training equipment for Tonna RFC Under 6's and Under 11's sides, as set out in Appendix F.
- (g) An Application by Councillors David Whitelock, Rhidian Mizen and Charlotte Galsworthy to supply and install new playground apparatus at the Parc Siencyn Powell play area, as set out in Appendix G.
- (h) An Application by Councillors John Miller, Sandra Miller and Sheila Penry to augment and improve provision at the NPTCBC play area at Wellfield Square/ Maes y Ffynnon Close, as set out in Appendix H.
- (i) An Application by Councillor Carolyn Edwards for supply and installation of new playground apparatus to the NPTCBC play area at The Vale of Neath Leisure Centre, Blaengwrach, as set out in Appendix I.
- (j) An Application by Councillor Jane Jones for supply and installation of 4.no benches at Swn-Y-Nant, Gwynfi Street, Western Square and Gelli Terrace, as set out in Appendix J.
- (k) An Application by Councillors Wyndham Griffiths, Jo Hale and Chris Williams to supply and install new playground apparatus at the Heol Glynderwen play area, as set out in Appendix K.
- (l) An Application by Councillor Carolyn Edwards for supply and installation of three publicly accessible Defibrillators, as set out in Appendix L.
- (m) An Application by Councillors Adam McGrath and John Warman to establish the 'Ein Cynefin/Our Habitat' project in Cefn Saeson School, as set out in Appendix M.

Reasons for Proposed Decision

17. To approve the Applications for funding that have been received under the Members Community Fund.

Implementation of Decision

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

List of Background Papers

19. None

Appendices

20. Appendix 1 – IIA First Assessment

Officer Contact

21. Paul Hinder,

Project Development & Funding Manager, (ELLL).

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Impact Assessment - First Stage

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

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

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

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

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

1. Provide a description and summary of the initiative.

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

2. Identify who will be affected by the initiative.

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

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

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

Some things to consider include:

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

Definitions of impacts (either positive or negative):

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

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

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

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

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

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

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

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

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

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

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

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

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

Impact Assessment - First Stage

1. Details of the initiative

To improve the public realm, play and sporting activity
Service Area: Project Development and Funding
Directorate: Education, Leisure and Lifelong Learning

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		x				
Treating the Welsh language no less favourably than English		x				

5. Does the initiative impact on biodiversity:

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

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

	Yes	No	Details
Long term - how the initiative supports the long term well-being of people	✓		An investment in play and the empowerment of Third Sector Organisations that will be of benefit to many generations of adults, children and young people.
Integration - how the initiative impacts upon our wellbeing objectives	✓		Opportunities for improved sporting, social and environmental development.
Involvement - how people have been involved in developing the initiative	✓		Through volunteering and being part of a not- for-profit voluntary sector Organisation, giving of their time freely.
Collaboration - how we have worked with other services/organisations to find shared sustainable solutions	✓		Joint working ELLL with 'Environment & Street Scene', schools and Third Sector Organisations.
Prevention - how the initiative will prevent problems occurring or getting worse	✓		New equipment will develop new activity and will enrich the use of Sports Clubs, parks & playgrounds, etc. leading to improved social engagement, physical and emotional well-being.

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

A full impact assessment (second stage) is not required	✓
Reasons for this conclusion	
The summary concludes there are positive outcomes for the sustainable development principle, collaboration and involvement, with no impact on Equalities and the Welsh language.	

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

	Name	Position	Signature	Date
Completed by	Paul Hinder	Project Manager		01.12.21
Signed off by	Rhiannon Crowhurst	Head of Service		01.12.21

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Appendix A.

Background or 'Project Specifics' – Application MF030/T2

The supply and installation of 2 publicly accessible Automated External Defibrillators (AED's), to be located at Neath Little Theatre and Victoria Gardens, in the Ward of Neath North.

This bid has been developed to 'Enhance Existing Council Services' by working closely with the Neath Town Council.

The funding will be used to procure two AED's through the Registered Charity, 'Heartbeat Trust UK.' The quotation includes for information signage, a polycarbonate cabinet, and the fittings needed to attach the defibrillators to the railings at Neath Little Theatre and Victoria Gardens. The defibrillator will be easy to use, featuring a full-colour display with vivid rescue images, Cardiopulmonary Resuscitation (CPR) cycle timer and a gauge that shows CPR compression depth. It is suitable to be used on individuals of any age.

This proposal is part of a wider initiative spearheaded by the Neath Town Council to fully equip the Ward of Neath North and its environs with publicly accessible defibrillators. The Town Council currently have responsibility for five Defibrillators located within the Neath North Ward, one of which has been used on several occasions.

On average, 8,000 people in Wales suffer a sudden cardiac arrest outside of hospital each year, and the survival rate is just 3-5%. The chances of survival are greatly increased when an AED is deployed. Time is critical. The Neath Town Council has identified gaps in the provision of this life saving equipment at strategic locations in the Town Centre and across the Ward. These locations are in the most densely populated areas in Neath North and receive a huge amount of footfall. In the unfortunate event of a cardiac arrest the provision of an AED nearby would allow persons in the vicinity to perform emergency medical treatment whilst waiting for the Emergency Services to respond.

The defibrillators will be in the ownership of Neath Town Council, who have made an ongoing commitment to ensuring that they are

appropriately maintained for the foreseeable future. The defibrillators come with a 7 year warranty and care package from 'Heartbeat Trust UK', which covers the cost of replacement batteries/pads and insurance to cover vandalism or theft.

This scheme has no financial implications for NPTCBC.

Recommendations

The request for grant aid from the Members Community Fund is for £3,250, the total cost of procuring the defibrillators, polycarbonate cabinets and the 7 year warranty/care packages (no match funding). This equates to £1,625 from Councillor Mark Protheroe's allocation, and £1,625 from Councillor Alan Lockyer's allocation.

The project proposal is recommended for approval and financial support under the Members Community Fund.

Appendix B.

Background or 'Project Specifics' – Application MF031/T2

The supply and installation of a publicly accessible Automated External Defibrillator (AED), to be located at Ty Gnoll Newydd Retirement Complex, in the Ward of Neath North.

This bid has been developed to 'Enhance Existing Council Services', and has been generated in partnership with Neath Town Council and Tai Tarian housing association.

The funding will be used to procure an AED through the Registered Charity, 'Heartbeat Trust UK.' The quotation includes for information signage, a polycarbonate cabinet, the installation of a metal post and the fittings needed to attach the cabinet to it. The defibrillator will be easy to use, featuring a full-colour display with vivid rescue images, Cardiopulmonary Resuscitation (CPR) cycle timer and a gauge that shows CPR compression depth. It is suitable to be used on individuals of any age.

This proposal is part of a wider initiative spearheaded by the Neath Town Council to fully equip the Ward of Neath North and its environs with publicly accessible defibrillators. On average, 8,000 people in Wales suffer a sudden cardiac arrest outside of hospital each year, and the survival rate is just 3-5%. The chances of survival are greatly increased when an AED is deployed. Time is critical. The Neath Town Council has identified gaps in the provision of this life saving equipment at strategic locations in the Town Centre and across the Ward. These locations are in the most densely populated areas in Neath North and receive a huge amount of footfall. In the unfortunate event of a cardiac arrest the provision of an AED nearby would allow persons in the vicinity to perform emergency medical treatment whilst waiting for the Emergency Services to respond.

As the custodians of Ty Gnoll Newydd, the defibrillator will fall under the ownership of Tai Tarian housing association, who have made an ongoing commitment to ensuring that it is appropriately maintained for the foreseeable future. The defibrillator comes with a 7 year warranty and care package from 'Heartbeat Trust UK', which covers

the cost of replacement batteries/pads and insurance to cover vandalism or theft.

This scheme has no financial implications for NPTCBC.

Recommendations

The request for grant aid from the Members Community Fund is for £1,750 from Councillor Mark Protheroe's allocation, which is the total cost of procuring and installing the defibrillator, polycarbonate cabinet and the 7 year warranty/care package. There is no match funding associated with the proposal.

The project proposal is recommended for approval and financial support under the Members Community Fund.

Appendix C.

Background or 'Project Specifics' – Application MF030/T2

To acquire essential grounds maintenance equipment for Gwynfi United Football Club.

This bid has been developed to 'Assist Voluntary Sector providers', building upon the goodwill and time invested by a small loyal band of volunteers.

The funding will be used to purchase a 48" cut 690cc Ride on Mower.

The new acquisition will help the Club volunteers to improve both the standard and the speed in which they carry out essential grounds maintenance routines. Currently maintenance is performed by outdated machinery which takes a considerable time in cutting an area as large as a football field. As part of the purchase arrangements for the new Ride On mower further volunteers will be trained in the safe use of the equipment, hence the workload will be spread. The net result of acquiring the new mower will be a quantum improvement in the playing surface making for a more accurate game benefiting both players and keen spectators.

The need for this initiative has come to the attention of the local Ward Member. The Club will save on the upkeep of the pitch by being more efficient and effective and will then be able to divert scarce resources to future sustainability and hopefully promotion to the SWFA Alliance League Division 3. Success will breed success in terms of retaining and attracting more players of a sufficient calibre, from both the Afan valley and further afield, to play at this level.

The scheme has no further financial implications for NPTCBC as the Club are already operating under a Leasehold agreement with the Council in terms of its changing rooms and Welfare Ground. The Club will enter into an annual service level agreement with the Company that provides the new machinery. Day to day cleaning, storage and insurance of the new acquisition will fall to Gwynfi United Football Club.

Recommendations

The project is valued at £4,500, which is the full cost of procuring the equipment. The Applicant, Councillor Jane Jones would wish to fund the whole of this project, with a proportion of her Members Fund allocation.

The project proposal is recommended for approval and financial support under the Members Community Fund.

Appendix D.

Background or 'Project Specifics' – Application MF033/T2

To supply and install new playground apparatus to the Pen Yr Allt play area in Ystalyfera.

This bid has been developed to 'Enhance Existing Council Services', working in close partnership with the Ystalyfera Community Council.

The funding will be used to procure and install new dynamic and challenging play equipment to add to the existing provision. New apparatus will include an Inclusive Dish Roundabout for children with limiting mobility and a 12 metre zip wire. All new equipment to be protected by Impact Absorbing Safety Surfacing or wet pour to meet modern day BS EN1177 compliances. Play equipment that has proven under a recent RoSPA inspection to be defective will be removed and miscellaneous play items and seats are to be relocated to create more usable space for the Dish Roundabout and zip wire.

The need for this initiative has come to the attention of the local Ward Member. Representation has been made by residents, parents and grandparents. The play area has received modest investment over the years with the Impact Absorbing Surfaces under the swing bays being renewed with 'jungle mulch'. The Community Council wish to build upon this investment by incrementally improving the play value of the Park.

The Pen Yr Allt play area could, with this investment, again become a meeting point for the growing number of young families in the area, a place to play but also to socialise. The play provision at Pen Yr Allt has been historically poor with young mothers with children walking into Ystalyfera to avail themselves of adequate play facilities. This could be corrected with this investment by placing the amenities on their doorstep as a Locally Equipped Area for Play (a LEAP).

The scheme has no further financial implications for NPTCBC as the maintenance, inspection, upkeep and insurance of the new equipment will remain with Ystalyfera Community Council. There will be less maintenance in the short term with new play equipment benefiting from 5 and 10 year warranties on structural failure.

Recommendations

The project is valued at £9,980, which is the full cost of procuring, relocating and installing all of the equipment. The Applicant, Councillor Alun Llewellyn, would wish to fund this project using the whole of his Members Fund allocation for the Ward of Ystalyfera.

The project proposal is recommended for approval and financial support under the Members Community Fund.

Appendix E.

Background or 'Project Specifics' – Application MF034/T2

To supply and install new playground apparatus to the Carreg yr Afon play area, Hodgson's Road in Godre'rgraig.

This bid has been developed to 'Enhance Existing Council Services', working in close partnership with the Ystalyfera Community Council.

The funding will be used to procure and install new dynamic and challenging play equipment to add to the existing provision. New apparatus will include a Rope Walk with Stepping Logs and a 12 metre zip wire. All new equipment to be protected by Impact Absorbing Safety Surfacing ('Safa Grass' tiles) to meet modern day BS EN1177 compliances. The Community Council is to lease land beyond the curtilage of the existing Hodgson's Road play area, from the Trustees of Carreg yr Afon, as a means of accommodating the new equipment. The Hodgson's Road play area is at maximum play capacity or load following investment from the last tranche of the Members Fund and this Application builds upon that earlier success.

The need for this initiative has come to the attention of the local Ward Member. Representation has been made by residents, parents and grandparents. Incrementally the Community Council has added new equipment to the Park and this Application for the Rope Walk and the zip wire continues in that vein.

The Carreg yr Afon play area is very important to local residents as it is a receiving centre for the densely populated Graig Newydd Estate. The play provision at Carreg yr Afon is good reflecting positively upon earlier investment made by the Community Council. This initiative is to further augment and expand play provision.

The scheme has no further financial implications for NPTCBC as the maintenance, inspection, upkeep and insurance of the new equipment will remain with Ystalyfera Community Council. The Community Council has a good track record in managing its many leisure based facilities. There will be less maintenance in the short term with new play equipment benefiting from 5 and 10 year warranties on structural failure.

Recommendations

The project is valued at £9,979, which is the full cost of procuring and installing all of the equipment. The Applicant, Councillor Rosalyn Davies, would wish to fund this project using the whole of her Members Fund allocation for the Ward of Godre'rgraig.

The project proposal is recommended for approval and financial support under the Members Community Fund.

Appendix F.

Background or 'Project Specifics' – Application MF035/T2

To procure items of equipment to establish an Under 6's side, and additional training apparatus for the Under 11's side at Tonna RFC.

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

Items to be purchased include cones, slalom poles, bibs, rung ladders, training balls and agility rings. The Club would also wish to procure a gazebo, which would be used as a registration point during tournaments, and also during the winter period as a place to keep coats and bags rather than leaving them exposed to the elements.

The need for these initiatives has come to the attention of the local Ward Member. Tonna RFC currently has a thriving mini and junior section with multiple age groups from under 7's and upwards. The necessity to establish an Under 6's side has been gleaned through consultation with the local Primary School and a poster campaign. With regards to the Under 11's, concerns have been raised by coaching staff, parents and players, both in person and via social media, that there is not enough appropriately sized training apparatus to keep pace with demand. The Club intends to establish a Youth Team, and a commitment from the Members Community Fund would provide enhanced training opportunities, giving the Under 11's the strength in depth to compete with other teams at a local level.

An investment in age appropriate training equipment will positively impact individuals who progress through the groups and move on to play rugby at senior level. In order to retain players it is important that the modern game of rugby is well equipped to ensure the Under 6's, Under 11's, and all age groups continue to affiliate with Tonna RFC.

The scheme has no further financial implications for NPTCBC. The new equipment will be used by the children under the watchful eye of qualified WRU coaches, and stored securely at Tonna RFC.

Recommendations

The project is valued at £1,765.83 which is the full cost of procuring the equipment. The Applicant, Councillor Leanne Jones would wish to fund this project with a proportion of her Members Fund allocation.

The project proposal is recommended for approval and financial support under the Members Community Fund.

Appendix G.

Background or 'Project Specifics' – Application MF036/T2

To supply and install new playground apparatus to the Parc Siencyn Powell play area in Cwmavon.

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

The funding will be used to procure and install new dynamic and challenging play equipment to replace items that have been deemed by a recent RoSPA inspection to be time expired and deteriorating. New apparatus will include a Toddler Zone twin slide Multi play Unit, a Springer horse, a cobra rope swing, a low rotator, see-saw and a Mission Glide zip wire. Apparatus that is corroding or has been vandalised will be removed and the footprint left will be populated by the new equipment. The project also involves the repair of all existing trip hazards that have been created by the shrinkage of rubber crumb safety surfacing (beneath the existing swing bays and roundabout). New equipment to be protected by Impact Absorbing Safety Surfacing or wet pour to meet modern day BS EN1177 compliances. The area will be weed killed and brought back into a more usable condition as a result of refurbishment, renewal and repair.

New seats and litter bins will be provided for the comfort of parents and grandparents allowing them to keep close supervision of toddlers and juniors in their care.

The need for this initiative has come to the attention of the local Ward Member. Representation has been made by residents, parents and grandparents as the play area has not received investment for many years and is considered now to be 'tired'. The site boasts good provision for teens and young people with a Play End Wall, kick about area and Youth Shelter but the younger age groups are poorly served. Parc Siencyn Powell is the receiving centre for 400+ three to eleven years olds that attend Cwmavon Primary School, which 100 metres from the Park.

The Parc Siencyn Powell play area could, with this investment, again become a meeting point for young families in the village, a place to play but also to socialise. The play provision at Parc Siencyn Powell has been historically poor and it has now become a priority for

attention featuring strongly within the 'Street Scene & Environment' Capital Programme for Playground Finances 2021/22. This investment will help towards re-establishing the facility as a Locally Equipped Area for Play (LEAP) as recognised by the Welsh Government's Play Sufficiency Assessment.

The scheme has no further financial implications for NPTCBC as it comes within the existing maintenance and inspection regime of 'Street Care' operations. There will be less maintenance in the short term with new play equipment benefiting from 5 and 10 year warranties on structural failure,

Recommendations

The project is valued at £64,975, which is the full cost of procuring and installing all of the equipment, carrying out the repairs, the removal of defunct equipment and its safe disposal .The Applicants, Councillors David Whitelock, Rhidian Mizen and Charlotte Galsworthy, would wish to fund this project from their Members Fund allocation for the Ward of Bryn & Cwmavon. Councillor Whitelock to contribute £10,000, Councillor Mizen £8,975 and Councillor Galsworthy £5,000. £36,000 has been allocated to this project from the Street Scene & Environment Playground Allocation Capital Programme. The funding shortfall of £5,000 has been secured from the the fund raising Committee of the 'Richard Burton 10k' Community Group.

The project proposal is recommended for approval and financial support under the Members Community Fund.

Appendix H.

Background or 'Project Specifics' – Application MF037/T2

To augment and improve provision at the NPTCBC play area at Wellfield Square/ Maes y Ffynnon Close, in the Ward of Neath East.

This bid has been developed as part of a more complex project requiring the input of the PDFU to hasten its delivery.

The proposal is to add to the equipment already within the curtilage of the play area by installing an inclusive 'Holly Hedgehog' springer, 'Sky' multi-play unit (incorporating a slide, fireman's pole, and climbing net), a 'Spin-a-Bounce' rotator and an inclusive five seater rocking horse. The existing play apparatus is generally in good working order, however wear and tear and the passage of time has left it looking faded and unappealing. The total project cost includes for sanding and repainting all of the existing equipment and park furniture, as well as 'making good' and overlaying the wet-pour safety surfacing, which in some cases has sunken due to soil erosion, or shrunk away from the curb edging detail leaving behind a trip hazard. The existing metal seats, which are in a serviceable condition, will be carefully removed and re-installed onto concrete plinths. This will prevent further soil erosion and pooling of water, and make it easier for the NPTCBC Streetcare Services to cut and maintain the surrounding grass. All of these works combined will add hugely to the play value and aesthetic of the facility, and give the impression that the playground has been entirely renewed.

The need for the proposal has come to the attention of the three local Ward Members. The play area has seen little investment in recent years due to budgetary constraints imposed on the Local Authorities Streetcare Services. The equipment to be installed will make optimum use of available space, and add to the current provision by providing more play opportunities for toddlers and those who are less ambulant, which the play area currently lacks.

This proposal has the full support of NPTCBC's Streetcare Services. They will be responsible, as they are now, for the ongoing insurance, maintenance and inspection of the Park, including the new items to be installed, for the foreseeable future.

The new equipment will be of robust construction. It conforms to the relevant British and European standards. The fixings are anti-vandal and corrosion resistant. Due to this there should not be any issues in terms of repair/replacement for the length of the extended warranty period.

The project will benefit from a Post Installation Inspection conducted by a qualified RoSPA engineer. This will ensure that the play area is handed back to the NPTCBC Parks and Cemeteries Department in 'A1' condition following completion of the capital works.

Recommendations

The project is valued at £34,997.77. The Applicants, Councillors John Miller, Sandra Miller and Sheila Penry, would each wish to contribute £9,999.26 towards the proposal, effectively exhausting their Members Community Fund allocations for the Ward of Neath East. The remaining £5,000 has been assigned to the project from the 'Environment & Street Scene' Capital programme.

The project proposal is recommended for approval and financial support under the Members Community Fund.

Appendix I.

Background or 'Project Specifics' – Application MF038/T2

To supply and install new playground apparatus at the NPTCBC play area adjacent to The Vale of Neath Leisure Centre, Chain Road, in the Ward of Blaengwrach.

This bid has been developed as part of a more complex project requiring the input of the PDFU to hasten its delivery. It builds upon an earlier investment made by Councillor Carolyn Edwards in Tranche 1 of the Members Community Fund, which saw the installation of a junior 'Comet' roundabout.

The proposal is to add to the equipment already within the curtilage of the play area by installing a 'Glow Worm' see-saw, Horse springer and 'Zig-Zag' twister. The existing wooden seats, recently highlighted by RoSPA due to their deteriorating condition, will be replaced with galvanised steel benches installed onto concrete plinths.

The need for the proposal has come to the attention of the local Ward Member. The play area has seen little investment in recent years due to budgetary constraints imposed on the Local Authorities Streetcare Services. Items of play equipment deemed to be unsafe or time expired by previous RoSPA Inspections have been removed and not replaced, resulting in vacant pads of safety surfacing and a dearth of dynamic, challenging play apparatus. The 'Glow Worm' and Horse springer will be installed onto the two remaining pads of vacant safety surfacing, making good use of the existing space, and adding to the current provision by providing equipment for spinning/ rotating, and rocking, which the play area currently lacks.

The long term community benefits associated with the project include improved health and wellbeing and better physical, social and cognitive development amongst children. The additional apparatus and improved park furniture will greatly enhance a facility which provides a safe and secure environment for play and recreation for all year round community use.

This proposal has the full support of NPTCBC's Streetcare Services. They will be responsible, as they are now, for the ongoing insurance,

maintenance and inspection of the Park, including the new items to be installed, for the foreseeable future.

The new equipment will be of robust construction. It conforms to the relevant British and European standards i.e. steel components to EN 10087:1998, polyester powder paint to EN 13438:2005. The fixings are anti-vandal and corrosion resistant. Due to this there should not be any issues in terms of repair/replacement for the length of the extended warranty period.

The NPTCBC Streetcare Services will continue to carry out routine maintenance, grass cutting, litter picking and site supervision, to ensure the play area is kept clean and safe.

Recommendations

The project is valued at £8,834.28. The Applicant, Councillor Carolyn Edwards, would wish to contribute £5,650 towards the proposal from her Members Community Fund allocation for the Ward of Blaengwrach. £3,000 has been assigned to the project from the 'Environment & Street Scene' Capital programme, and the remaining £184.28 has been secured from the PDFU Project Enabling Fund.

The project proposal is recommended for approval and financial support under the Members Community Fund.

Appendix J.

Background or 'Project Specifics' – Application MF039/T2

Supply and installation of 4.no benches at Swn-Y-Nant, Gwynfi Street, Western Square and Gelli Terrace, in the Ward of Gwynfi.

The funding will be used to procure four recycled plastic benches along with the necessary fixtures and fittings. The benches will be installed by the NPTCBC 'Street Care' team onto existing concrete plinths, thus negating the need for expensive ground works. The new benches will be equipped with armrests to enable easy transition from a seated to a standing position or vice-versa.

The need for this initiative has come to the attention of the local Ward Member. Strategically placed benches which both residents and visiting cyclists can use to relax, socialise and enjoy the scenery of the Afan Valley have been identified as a local priority. This project will enhance the public realm and provide a much needed respite for those local residents who tend to traverse the village on foot, particularly on the uphill climb from Abergwynfi to Blaengwynfi.

The community benefits associated with this project include enhancing the street scene in Gwynfi, resulting in greater and more prolonged use of the local 'Sustrans' cycleways, and improved public enjoyment.

This bid has been developed to 'Enhance Existing Council Services' and has the full support of NPTCBC's 'Street Care' Services. The benches will be of robust construction, comprised of 100% recycled plastic and cast iron so they will not rot, splinter or crack. They are very durable and can stand up to any attempts made to vandalise or destroy them. Minimal maintenance is required to keep them in good condition.

Recommendations

The total request for grant aid from the Members Community Fund is £3,060.20, which is the full cost of procuring and installing the benches. The applicant, Councillor Jane Jones, would wish to fund the entire cost of the proposal out of her Members Fund allocation.

The project proposal is recommended for approval and financial support under the Members Community Fund.

Appendix K.

Background or 'Project Specifics' – Application MF040/T2

To supply and install new playground apparatus to the Heol Glynderwen play area in Bryncoch.

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

The funding will be used to procure and install new toddler and junior play equipment to replace items that are time expired, that have been lost over time and have deteriorated. New apparatus will include a Fly Wheel roundabout, a ground trampoline, a see-saw, an inclusive Springer, four play panels and ground graphics. The project also involves the repair of rubber crumb safety surfacing. New equipment to be protected by Impact Absorbing Safety Surfacing or wet pour to meet modern day BS EN1177 compliances. The area will be weed killed and brought back into a more usable condition as a result of refurbishment, renewal and repair. Existing fence lines will be re-positioned and 17 metres of new fence line added so that the play area can be extended and return to its original footprint. Redundant play spaces will be brought back into use.

The need for this initiative has come to the attention of the local Ward Members. Representation has been made by residents, parents and grandparents as the play area has not received investment for many years and is considered now to be 'tired'. The site is a Locally Equipped Area for Play (a LEAP) for the densely populated area within Bryncoch and Waunceirch. This play area has been identified as a priority under the Playground Capital Finance Allocation managed by 'Environment & Street Scene'.

The Heol Glynderwen play area could, with this investment, again become a meeting point for young families in the area, a place to play but also to socialise. The play provision at Heol Glynderwen has suffered from the austerity measures with equipment that is past its useful life being routinely cut down and not replaced. The square meterage devoted to play provision has shrunk over the years. This investment will help the Park attract a better score when measured against the Welsh Government's Play Sufficiency Assessment in the future.

The scheme has no further financial implications for NPTCBC as it comes within the existing maintenance and inspection regime of 'Street Care' operations. There will be less maintenance in the short term with new play equipment benefiting from 5 and 10 year warranties on structural failure,

Recommendations

The project is valued at £38,213, which is the full cost of procuring and installing all of the equipment, carrying out the repairs, modifying the fence line and providing compliant Impact Absorbing Safety Surfacing. The Applicants, Councillors Jo Hale, Wyndham Griffiths and Chris Williams, would wish to fund this project from their Members Fund allocation for the Wards of Bryncoch South and North. Each Councillor wishes to contribute £3,000 to this initiative. £20,000 has been allocated to this project from the Street Scene & Environment Playground Allocation Capital Programme. The funding shortfall of £9,213 is to be funded from a Section 106 'Play Facilities Contribution' generated by 'Tai Tarian' and the housing development at Llys Wern.

The project proposal is recommended for approval and financial support under the Members Community Fund.

Appendix L.

Background or 'Project Specifics' – Application MF041/T2

The supply and installation of 3 publicly accessible Automated External Defibrillators (AED's), to be located at Cwmgwrach Welfare Hall, the 'Premier Stores' on High Street and the Vale of Neath Leisure Centre in the Ward of Blaengwrach.

This bid has been generated to 'Assist Voluntary Sector Providers', and has been developed in partnership with Glynneath Community First Responders.

The funding will be used to procure three 'Zoll Plus' AED's and accompanying 'Durafib' polycarbonate external cabinets. These cabinets are insulated to ensure that the defibrillator batteries and pads remain operational in temperatures to -30 degrees. They are also vandal resistant and brightly coloured, making persons in the vicinity more aware of the existence of the AED's.

The need for the proposal has come to the attention of the local Ward Member. The intended locations of the defibrillators have been strategically chosen to cover gaps in the current provision. The AED at the Welfare Hall will serve users of the Welfare Park, Scout Hall, and nearby Cwmgwrach RFC. The defibrillator at the Premier Stores will cater to the southern side of Blaengwrach village and the AED at the Vale of Neath Leisure Centre will serve the northerly portion of the Ward, which sits on the opposite side of the A465.

The defibrillators will be owned and maintained by the Glynneath Community First Responders, a voluntary organisation who work in Glynneath and the surrounding areas. The group works in partnership with the Ambulance Service to provide vital life-saving care. The First Responders will fit the AED's and make them 'rescue ready.' They will also register themselves as the Guardians with the Welsh Ambulance Service and perform regular checks to make sure they are ready for immediate use.

This scheme has no financial implications for NPTCBC.

Recommendations

The request for grant aid from the Members Community Fund is for £4,350, which is the total cost of procuring and installing the defibrillators and external cabinets. The applicant, Councillor Carolyn Edwards, would wish to cover this cost by utilising a proportion of her Members Fund allocation.

The project proposal is recommended for approval and financial support under the Members Community Fund.

Appendix M.

Background or 'Project Specifics' – Application MF042/T2

To establish the 'Ein Cynefin/Our Habitat' project in Cefn Saeson School, by equipping a gardening project with raised planters and hand tools.

This bid has been developed to 'assist the school and Voluntary Sector providers'.

The funding will be used to establish a natural, organic space for pupils to grow vegetables, herbs and flowering plants in five 1500 x 1000 x 150mm planters (made from re- purposed plastic). Hand tools, seeds and bulbs are to be purchased as part of the project proposal.

The need for this initiative has come to the attention of the two local Ward Members. The school has identified the need for practical, hands on experiences as a means of augmenting the curriculum and applying classroom learnt knowledge. The project will be of particular value to the SEN Unit and the pastoral department which has been designed to support learners with emotional needs and additional needs.

The benefits of Ein Cynefin/Our Habitat for the school will include the engagement of those that might otherwise disconnect from school life. Creative strategies and support systems can be developed to allow active participation and pupils will gain a better appreciation of sustainability and biodiversity. The community use element of this project will involve collaborative partnership working with the 14th (Neath) Cimla Scout Group and the Hollins Care Centre. Community Groups can visit the school in the evenings and on weekends to share their knowledge with the pupils. Feeder Primary schools are also part of this venture which will be used to enrich transition activities. Produce grown in the space will be used in food technology lessons and any surplus donated to local Food Banks.

The scheme has no further financial implications for NPTCBC as the overheads associated with replenishing stock will be sought from donations or from the modest hire charge levied against community use of the school buildings.

Recommendations

The project is valued at £6,132.36, which is the full cost of the planters hand tools and sundries. The Applicants, Councillor John Warman and Councillor Adam Mc Grath would wish to fund this project equally (£3,066.18) from their Members Fund allocation.

The project proposal is recommended for approval and financial support under the Members Community Fund.