

# Neath Port Talbot County Borough Council

## Annual Report (Part 2) Summary of our performance

## Appendix 2



Corporate Plan 2017 - 2022 (period 1st October 2017 to 31st March 2018)

[www.npt.gov.uk/shapingnpt](http://www.npt.gov.uk/shapingnpt)



## **FOREWORD**

Last year, on 30<sup>th</sup> September 2017, we published a new Corporate Plan 2017-22 to comply with Welsh Government legislation called 'The Well-being of Future Generations (Wales) Act 2015'. The new Plan sets out how we intend (through our three well-being objectives) to improve the well-being of people in the whole of the county borough and how we are demonstrating our contribution to the seven nation well-being goals set by Welsh Government.

I am pleased to present a summary progress report based on our performance against our three well-being objectives, covering the period 1<sup>st</sup> October 2017 to 31<sup>st</sup> March 2018. Although this report covers a relatively short period, overall we have made a good start to our journey to improve the well-being in the area. However, it is also clear that the significant cuts made to our budgets are placing some services under strain.

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

**Cllr R G Jones, Leader of Council**

A handwritten signature in blue ink, consisting of a stylized 'M' followed by a horizontal line and a small flourish at the end.

This Report is available in English and Welsh, on our [website](#) and in printed format at the following locations:

- Neath One Stop Shop, Civic Centre, Neath SA11 3QZ;
- Port Talbot Civic Centre, Port Talbot SA13 1PJ; and
- Pontardawe Library, Holly Street Pontardawe SA8 4ET.

If you require this information in larger print or in an alternative format, please contact the Corporate Policy Team on 01639 763172 or email: [improvement@npt.gov.uk](mailto:improvement@npt.gov.uk)

## Overall Summary of Performance

Good progress is being made on all three of our well-being objectives, covering the period 1<sup>st</sup> October 2017 to 31<sup>st</sup> March 2018. Overall three quarters of the steps are on track and a quarter just off track. None of the 78 steps have an overall RED status (which would indicate that the step is off track).

The Council also has a duty under the Local Government (Wales) Measure 2009 to compare performance with previous financial years and with other Councils.

Overall, 58 performance indicators demonstrated improvements in services compared to last year. However, in some instances performance compared with other authorities across Wales declined relatively. Full year performance data for 2017-18 was reported to Cabinet on 27<sup>th</sup> June 2018, a copy of the report can be found [here](#).

Performance of the 2017-18 nationally compared Public Accountability Measures (PAM's) available as at 6<sup>th</sup> August 2018 can be found here. [\[HYPERLINK TO DOCUMENT\]](#)

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

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

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

### **Improvement Priorities**

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

### **Overall progress:**

We set out 26 ‘steps’ to help us deliver on the improvement priorities for this well-being objective, of which 18 are on track and eight just off track.

## What's going well:

- Information from an independent needs assessment of Families First in NPT informed the commissioning of the new Families First programme and a new referral pathway to ensure families have the most appropriate service at the earliest opportunity was put in place
- We delivered an innovative programme of activities to improve the health and well-being of children and young people both within the school setting and the community. Some of these include: beach rugby delivered in partnership with the Ospreys and a multi skills festival at Llandarcy delivered in partnership with NPT College Group
- 100% of learners aged 14-15 studying for qualifications through the medium of Welsh achieved GCSEs at grades A\*-C
- We are on track to open new school facilities for YG Ystalyfera, YG Bro Dur, Ysgol Carreg Hir and Ysgol Cwm Brombil in Autumn 2018
- We established a Therapeutic Team in Children and Young People Services to promote emotional well-being and mental health and launched a new toolkit in our schools to improve emotional well-being
- We increased apprenticeship, traineeship and work placement opportunities for young people in the Council from 48 last year to 86 this year
- We have engaged more with young people and provided further tailored support and opportunities to reduce the number of young people who are NEET (Not in Education, Employment or Training), which has reduced from 3.6% to 2.3% (53 pupils to 34 pupils)
- No care leavers experienced homelessness during the year

## **Areas that need more work:**

- Out of school childcare provision was lower than our anticipated target of 281, actual 240
- There is more to be done to improve transition between early years and schools settings
- Continue to raise educational standards and attainment for all children
- Further strengthen arrangements for transition from childhood to young adults for children receiving care and support from Children and Young People Services
- The model of outcome based social work practice continues to be driven across all social work teams, however, more work is needed to gather the collective views of children and families and use the feedback to drive further improvements in social work practice

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

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

### **Improvement Priorities**

- Local people can access sustainable, local employment
- Local people can access quality, affordable housing
- People are safe and feel safe
- People unable to work can maximise their income
- People who need care and support will be able to access support from within their community and if their needs can only be met by social services they will receive services which are personalised
- People will be able to have their say in matters that affect them and where people need help to voice their opinions, advocacy support will be available

### **Overall progress:**

We set out 26 ‘steps’ to help us deliver on the improvement priorities for this well-being objective, of which 18 are on track and 8 just off track.



## What's going well:

- The support we provided to local businesses with funding applications had a positive effect on the local economy in terms of new job creation and safeguarding existing employment. Our target was 285, the actual was 287
- We continued to support local people into training, volunteering or employment through workways, 74 people compared to 19 last year
- 7 community safety campaigns were delivered which included operation Be A Nice Guy (BANG); Cybercrime and online safety; and the Domestic Abuse White Ribbon campaign
- Work continues with our partners to ensure that our Road Safety Strategy is implemented
- We supported local businesses to help them provide safe and healthy working environments, inspected food premises and investigated businesses where we had detected or been notified of significant breaches
- Our Welfare Team Rights Team supported 1,663 people – the value of benefits secured was £8.326 million. We also supported 17,463 claimants through the Council Tax Reduction Scheme - the value of the financial support was £16.97 million
- We saw an increase in the number of hits to the Community Services Directory website (2016-17: 42,810, 2017-18: 47,473) and on the number of service/organisation information listed on the site (2016-17: 916, 2017-18: 1,054)
- We continued to improve adult social care safeguarding arrangements

- We improved processes to help people live as independently as possible which included working more closely with hospital staff to ensure hospital discharges were dealt with in a more timely way. The rate of delayed transfers of care per 1,000 population aged 75+ reduced from 3.88 to 3.08
- We commissioned advocacy services for individuals to support and represent the views of older persons living in the county borough

### **Areas that need more work:**

- There is more work required with partners to increase the number and variety of housing units, often affected by economic conditions
- More work required with strategic housing partners to prevent homelessness
- Continue to implement our local, joint Violence Against Women, Domestic Abuse and Sexual Violence Strategy
- Begin work on a new commissioning cycle for substance misuse services in NPT and Swansea
- Continue to take action to improve landlord services in the private rented sector
- A Local Authority Delivery Plan for Adult Carers is being produced with the aim of implementing the plan from October 2018

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

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

### **Improvement Priorities**

- We will create an environment where new businesses can establish themselves and existing businesses can grow
- We will work with communities to increase re-use, recycling and composting
- Local people and visitors can access quality leisure facilities, country parks and theatres
- We will strive to protect our natural environment
- Working with our partners, we will ensure there are good communication links and connectivity across the county borough and wider City Region
- We will work with our Public Services Board and others to explore how we can facilitate access to important local public services, using new and innovative approaches
- We will develop our local tourism offer
- We will ensure that the Local Development Plan delivers upon its vision, objectives and strategy and work collaboratively with neighbouring authorities to deliver regional policies and initiatives

## **Overall progress:**

We set out 26 'steps' to help us deliver on the improvement priorities for this well-being objective, of which 21 are on track and 5 just off track.

## **What's going well:**

- We are on track with City Deal projects such as Homes as Power Stations (HAPS), Swansea Bay Technology Centre and Centre of Excellence for Next Generation Services (CENGs)
- Our current statutory recycling and composting target was 58% and we achieved 60.65%
- We are on track to deliver agreed local economic development and regeneration programmes which includes the remaining projects under Vibrant and Viable Places and making our town centres more viable
- We delivered 16 expansion schemes for local businesses and 7 inward investment projects with the potential to create/safeguard 200 jobs
- Overall visits to our theatres increased by 16.2% (from 214,903 in 2016-17 to 249,661 in 2017-18)
- Visits to Margam Park increased by 10.4% (244,901 visitors in 2016-17 compared to 270,272 visitors in 2017-18)
- We worked with our stakeholders to prepare a Biodiversity Duty Plan which was published in December 2017, to ensure we protect and enhance biodiversity in the borough
- 98% of properties have access to broadband speeds in excess of 30Mbps

- We worked with the third sector and leased 4 council owned assets to voluntary/community groups to sustain community facilities, and are negotiating the transfer of a number of other assets
- We provided assistance for tourism operators from non-rural wards and overall supported more tourism operators (2016-17: 15 / 2017-18: 26)

### **Areas that need more work:**

- We completed and submitted to Welsh Government the annual Air Quality Report for the county borough, which identifies that there has been a steady reduction in all levels of pollutants
- We made a number of improvements to the transport network which included: the Transport Hub at Port Talbot Railway Station and improvements at Neath bus station. However financial pressures and a fall in usage in the private sector has seen reduced bus services in a number of areas
- Coed Darcy and Harbourside sites remain a primary focus for regeneration in line with the Local Development Plan

**More detailed progress is reported within our Annual Report (part 2) Full Progress Document ([insert hyperlink](#))**

## Have your say on what matters to you

We welcome feedback on the information contained within this report via:

Email: [improvement@npt.gov.uk](mailto:improvement@npt.gov.uk) or post: Chief Executive, Neath Port Talbot County Borough Council, Civic Centre, Port Talbot, SA13 1PJ

We also have a number of consultation/engagement events about various services which we promote in the media and on the website which you can access via the following link: <http://www.npt.gov.uk/haveyoursay>

Visit the Council's website: [www.npt.gov.uk](http://www.npt.gov.uk)



Follow us and add your comments to the Council's Facebook page:

<https://www.facebook.com/NeathPortTalbotCBC>



Follow this report and add your Tweets on our Twitter Page: [@NPTCouncil](https://twitter.com/NPTCouncil)

**This document is available in Welsh**