

# NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

## STRATEGIC EQUALITY PLAN

### ANNUAL REPORT

Assessment of our performance 2017-2018



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This document is also available in Welsh

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## **Section 1 – Equality Legislation**

### **The Equality Act 2010**

The Equality Act 2010, brought together and replaced previous anti-discrimination legislation, simplified and strengthened the law, removed inconsistencies and made it easier to understand for everyone. By implementing the Act our aim is to work towards creating a fairer society, improving public services, addressing entrenched inequalities and ultimately improving people's lives.

The Council, along with other public bodies, is required under the Act to have due regard to the need to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and foster good relations amongst and between people of different protected groups (known as the Public Sector Equality Duty).

The protected groups, or characteristics, are:

- age
- gender reassignment
- sex
- race
- disability
- pregnancy and maternity
- sexual orientation
- religion and belief
- marriage and civil partnership (but only in respect of the need to eliminate discrimination)

### **Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011**

In Wales specific duties have been introduced to help us carry out the public sector duty and these include the production of a Strategic Equality Plan (SEP) and the development and publication of equality objectives.

This Annual Report is prepared under Section 16(1) of The Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011 and sets out the progress made against each of our equality objectives contained within our Strategic Equality Plan.

## Section 2 - Overview of progress

Our work during 2017-2018 has been focused on consolidation and reflection; a period to consolidate the work previously undertaken and an opportunity to reflect on its implementation and the effect our actions have had on improving people's experiences.

We are acutely aware that in these financially constrained times our ability to take forward significant programmes of work to address inequalities has been limited but we have taken opportunities to build on good practice arrangements and reinforce fundamental principles within the Council.

Some highlights from the year include:

- Community Profile - a key piece of work to better understand our Black and Minority Ethnic (BME) communities, along with their experiences of living the area and what issues they face in accessing services has been undertaken by the Black and Minority Ethnic (BME) Community Association, supported by Neath Port Talbot Council for Voluntary Service and the Regional Community Cohesion Co-ordinator. The outcomes of the exercise will help inform our work going forward.
- Crucial Crew – held between 3 and 14 July 2017 for 1,647 Year 6 pupils from 52 primary schools with 12 partner agencies attending to deliver safety information.
- Healthy Relationships for Stronger Communities - we made significant progress on implementing the Healthy Relationships for Stronger Communities Strategy (the renamed Violence against Women, Domestic Abuse and Sexual Violence Strategy). This includes successful campaigns such a White Ribbon Day, a service mapping exercise undertaken, roll out of the National Training Framework and increased capacity of the Independent Domestic Violence Advisor service.

Understanding the impact of our policies and services on people who share protected characteristics remains a key part our work. We have looked to our existing data collection mechanisms to ensure they are fit for purpose, have ensured they are being utilised effectively and where we have identified gaps, have worked with relevant groups to enhance our mutual understanding. This work has provided a firm base from which to make progress over the coming year in reducing/removing any significant barriers that some protected groups face on a daily basis which impact on their participation in community life and when accessing services.

## **Section 3 - Progress made against each of our Equality Objectives**

### **Equality Objective 1 - Address harassment, discrimination and other threats to personal safety experienced by people due to their protected characteristics**

#### **1. Increase awareness and reporting of hate crime**

##### **What did we do?**

- The BME Development Officer, appointed to post in October 2016, has embarked on a work programme which includes building up a profile of BME communities within the area. As well as using the information to better understand the communities' views of Neath Port Talbot, the experiences of hate incidents/crime shared by respondents will be used to strengthen awareness raising/training of current reporting procedures.
- Concerns about the safety of residents on the Cae Garw site in relation to the large amount of rubbish fly tipped on one of the vacant plots were brought to the attention of relevant officers in the Council. Following a review, a contractor was engaged by the Council to clear the area to avoid scapegoating of certain sections of the community and avoid any incidents of hate crime.
- The Regional Community Cohesion Coordinator was part of the Planning Group who developed a calendar of events for the Hate Crime Awareness Week (14 – 22 October 2017). This included a detailed hate crime timetable produced to cover both the Swansea and Neath Port Talbot Police areas and as result of this joint work, Victim Support has awarded our work a Gold Star.
- A number of workshops were delivered in schools during hate crime awareness week and also the MEAS (Minority Ethnic Achievement Service) Team arranged a very well attended event to celebrate Black History month.
- Victim Support is actively involved in the delivery of hate crime-related initiatives. For example, Victim Support and the Regional Community Cohesion Coordinator co-designed and co-delivered hate crime 'train the trainer' training to Council staff.
- The hate crime on-line training has recently been updated and the Victim Support third party reporting centre contact number added to it. Swansea University has taken the on-line hate crime resource and have made it

available to its staff.

- A Neath Port Talbot 'Community Profile' exercise in Black and Minority Ethnic communities has been undertaken. Engagement took place with people from diverse communities e.g. Romanian, Tamil, Bangladeshi, Pakistani, and other Eastern European communities. Hate incidents/crime has been identified as a key issue in the Community Profiling exercise and actions to address this and other issues will be considered by the Equality and Community Cohesion Group of which the BME Community Association is a member.
- Show Racism the Red Card has delivered 10 workshops (over 900 pupils) across primary and secondary schools in Neath Port Talbot.
- 'Small Steps' has also delivered 15 Far Right Extremism Awareness workshops, funded by Communities First, to over 170 children and young people in Neath Port Talbot youth clubs and comprehensive schools with the aim to increase awareness of far right extremism issues in the area.

## **2. Strengthen partnership work to tackle domestic abuse and establish multi-agency mechanisms to support people at risk of being drawn into serious and organised crime**

### **What did we do?**

- The newly formed Communications & Engagement Group, led by the Council's Principal Officer Community Safety, provides a partnership response to awareness raising activities, challenging attitudes and preconceptions surrounding domestic abuse. This has included several successful campaigns such as International Women's Day, White Ribbon Day and 'It's Your World' Wellbeing Workshop (delivered to 300 Year 8 pupils at Ysgol Bae Baglan).
- The Children & Young People Sub-Group has conducted service mapping and highlighted recommendations for change, as well as delivering an awareness raising event for front line practitioners.
- The annual Crucial Crew event was held at Margam Castle for two weeks between 3 and 14 July 2017. It hosted 1,647 Year 6 pupils from 52 primary schools and delivered safety information from over 12 partner agencies along with peer educator groups of pupils from 6 secondary schools. Partner agencies included South Wales Police, Port Talbot and Afan Women's Aid, Calan DVS, Hafan Cymru, Neath Port Talbot Playworks, Neath Port Talbot Road Safety, Welsh Centre for Action on Dependency and Addiction (WCADA) amongst others delivering Internet safety, healthy relationships, playing safe, cycle safety and drug/alcohol awareness.

- We delivered several community safety campaigns which included: Operation Be A Nice Guy (BANG), Cybercrime and On-line Safety and the Domestic Abuse White Ribbon Campaign.
- The Violence Against Women, Domestic Abuse and Sexual Violence Leadership Group continues to oversee the Neath Port Talbot Healthy Relationships for Stronger Communities Strategy, developed in response to the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015. Good progress has been made on delivering the Objectives and Actions contained within the strategy since its launch in November 2017. An [Annual Report](#) has been prepared to demonstrate the progress so far, which includes:
  - A review of services for High Risk victims has resulted in 3 full time equivalent Independent Domestic Violence Advisors now based in the Community Safety Team, supported by a part time Business Support Officer.
  - Daily MARACs (Multi Agency Risk Assessment Conference) are being piloted, ensuring a much quicker response to victims and reducing the time spent at the main fortnightly MARAC meetings.
  - The Communications & Engagement sub group have delivered vital campaigns throughout the year, including the international Women's Day, which was delivered in partnership by Port Talbot and Afan Women's Aid and Community Safety and supported by other local specialist providers.
  - White Ribbon Campaign messages were seen by over 13,000 people on social media.
  - BAWSO (an organisation providing specialist services to women and men for those suffering from domestic abuse and all forms of violence – including Female Genital Mutilation (FGM), Forced Marriage, Honour Based Violence and Human Trafficking) have joined the Leadership Group to help inform the work around Sexual Violence, Female Genital Mutilation (FGM) and Black Minority Ethnic (BME) victims.
- A new referral pathway has been developed to encourage more referrals into the Channel Panel for 2018-2019.
- The Prevent Action Plan, developed as a result of the Prevent Peer Review in January 2017, is near completion.
- Intelligence and the Counter Terrorism Local Profile are regularly reviewed with the Welsh Extremism and Counter Terrorism Unit (WECTU). The information is discussed at the Prevent Action Group and the Western Bay Regional CONTEST Board.

## **Equality Objective 2 - Improve access to information by meeting the needs of people from protected groups where these are different from the needs of other people**

### **1. To improve the Council's website content**

#### **What did we do?**

- We have developed 15 new on-line services in the last four years with a further eight services implemented during 2017- 2018. We saw an increase in the number of transactions completed on-line (new on-line services) from 67% (2016-2017) to 73.2% (2017-2018). This increase in on-line services allows for more opportunities for those who choose/need to access services on-line.
- Demand at both One Stop Shop (OSS) sites has reduced; 32,315 callers for the period 1 April - 30 September 2017 compared to 37,998 for the same period in 2016-2017. Contributory factors include reductions in recycling and council tax enquiries along with the continuing active promotion by staff at both OSS of on-line services available to customers.
- An improved service for those people renewing a Blue Badge has meant that it is no longer necessary for people to attend the civic centre for reassessment if their circumstances have not changed.
- The Public Services Board created a new partnership to take forward work on digital inclusion. The Group is addressing four barriers to digital inclusion: connectivity, affordability, skills and confidence. The key pieces of work completed include, exploring how well served the area is by broadband; and conducting a survey of third sector organisations to identify how well placed the sector is to operate within a digital environment.



## **2. To increase the accessibility of information/documentation**

### **What did we do?**

- The Community Services Directory lists various support and care services available across the county borough, along with a dedicated mobile phone app which allows social workers to access information on-line when visiting clients.
- There has been an increase in the number of hits to the Community Services Directory website: 47,473 hits compared to 42,810 in 2016-2017. The number of services/organisations listed on the Community Services Directory also increased to 1,054 compared to 916 in 2016-2017.
- We have migrated the Community Services Directory to the All-Wales DEWIS System with the work being completed in July 2018.
- Nearly 2,600 adults received advice or assistance from our Information, Advice and Assistance Service, up 11% on the previous year.
- We have recognised the changes in how library users access some of our digital services and the use of different platforms with more and more visitors using free Wi-Fi rather than desktop computers in our libraries. This highlights the way in which customers now access on-line information and will help inform future service provision.
- There has been an increase in the numbers of people attending libraries for the various activities and events, including IT help sessions, Bookstart song and rhyme sessions, Knit and Natter, Cymraeg I Blant Baby Massage, Welsh Reading Group, Workways+ Employment Support amongst others; library usage is now varied and not restricted to computers and book borrowing.

## **Equality Objective 3 - Improve access to services by meeting the needs of people from protected groups where these are different from the needs of other people**

### **Improve access to the provision of Social Services**

#### **What did we do?**

- While we supported over 2,900 adults, during 2017-2018 we saw an overall reduction in the number of people aged 65+ being supported in the community. By better and earlier identification of need, more people are being helped and supported by third sector and other community-based organisations without the need for managed care from Social Services.
- To better understand if the services we provide make a positive difference to people's lives we undertook a Citizens' Survey in February 2018 with children over the age of 7, adults, parents and carers. Whilst the response rate was rather low across all groups (particularly from parents, just 11%) the responses received have been supportive of our services although we acknowledge there is room for improvement.
- 85% of respondents to a survey undertaken by the Community Resource Team agreed that reablement services improved their independence, confidence and quality of life. Survey responses also highlighted improvements for the service which have since been addressed.
- We have increased the number of Local Area Coordinators from three to five and they worked with 316 people in 2017-2018 to feel less isolated and more part of their community.
- The number of people in receipt of direct payments increased to 415 during 2017-2018, up from 354 the previous year, with the Direct Payments Support Service working to support recipients to be confident in how they use their direct payments.
- 79 young people were referred to the Llamau Family Mediation Service, which supports young people who have or are likely to become homeless because they are experiencing violence, abuse or threatening behaviour at home. 68 of those young people referred were aged 14-17 years. Following support, 51 were able to remain /return home or stay with a family member and a further 15 stayed with friends.

- During 2017-2018, the Family Action Support Team helped support 381 families (a total of 937 individual children and family members), 308 of which were new to the service from the previous year.
- We have identified priorities for 2018-2019 which reflect our commitment to improving people's independence and well-being as well as ways of exploring the future delivery of social care focusing on early intervention and prevention. These priorities include the review of our carer assessment process and short break 'respite' policy and provision as well as to complete the roll out of the collection and use of personal outcomes across Children and Young People Services and roll out across Adult Services.
- An outcome-focused model of social work practice is now embedded across all social work teams. This model of practice enables practitioners to work with children and families to discuss personal well-being goals and co-produce resolutions, so that children remain safe in their family home and get the best start in life. To support this, IT systems continue to be enhanced to better record and report data relating to 'personal outcomes'.
- A number of initiatives have been undertaken to encourage and support children and young people to participate and engage in decision making; to both assist in determining what matters to them on a micro level, as well as assisting the service in determining its strategic direction. Examples include:
  - A Looked After Children Youth Council, Your Voice Matters (YOVO), has been established to give children and young people a stronger voice in matters that affect them
  - Children and young people have been instrumental in re-designing support material, such as looked after children booklets and child protection leaflets
  - Workshops have been undertaken with children and young people promoting their rights
- An Autistic Spectrum Disorder Group was developed and is made up of professionals and parents/carers, to devise a working plan in order to improve the lives of people with autism and their families and carers.

## **Equality Objective 4 - Monitor information and data effectively in order to identify disadvantages experienced by people due to their protected characteristics**

### **Develop robust monitoring systems within services**

#### **What did we do?**

- We have seen improvements in our data collection, primarily as a result of an increase in consultation and engagement exercises undertaken as part of policy and service delivery development, particularly in relation to social services support.
- The collection of our employment data has continued to be challenging. However, it is anticipated that with the employee portal now accessible to all staff via the intranet, issues experienced with data gathering previously will be reduced.
- We reviewed our equality impact assessment process and a new integrated impact assessment process has been developed to meet our new legislative responsibilities. The equalities and Welsh language elements of the assessment have not been diminished but have been enhanced particularly with the requirements of the Well-being of Future Generations Act (Wales) 2015; primarily in meeting the sustainable development principle.
- The new integrated impact assessment process was piloted by a number of service areas during spring 2018 with training sessions arranged for officers, senior management and elected members in May/June 2018. Unfortunately, these training sessions had to be postponed until late summer/early autumn 2018 due to circumstances outside of our control.
- The Black and Minority Ethnic (BME) Community Association (formerly the BME Forum) has gone from strength to strength during 2017-2018 raising its profile amongst the Neath Port Talbot communities and holding various events and activities to encourage participation, raise awareness of issues and provide a voice for our BME communities.
- A community profiling exercise was undertaken to understand the makeup of BME (Black Minority Ethnic) Communities in Neath Port Talbot and any issues and challenges that they experience. People from our various communities across Neath Port Talbot took part and identified a number of issues/concerns, some specific to BME communities and others of a more general nature; language barriers, hate crime/incidents, pollution and transport.

## Equality Objective 5 - Deliver staff training in line with the Equality Act requirements

### What did we do?

- We continued to roll out the National Training Framework for Violence Against Women, Domestic Abuse and Sexual Violence across the Council, with 3,637 employees receiving the Group 1 training during 2017-2018.
- Home Office accredited WRAP (Workshop to Raise Awareness of Prevent) training continued to be delivered to employees across the Council. 1,763 staff (including 85 from partner organisations) received the training during 2017-2018.
- Victim Support is actively involved in the delivery of hate crime-related initiatives. For example, Victim Support and the Regional Community Cohesion Coordinator co-designed and co-delivered hate crime 'train the trainer' training to Council staff.
- A wide range of equality related topics were offered by the training section including, amongst others, dementia awareness, dyslexia awareness, human trafficking and Trans and gender identity training. Nearly 2,000 staff were trained along with nearly 400 from partner organisations and nearly 20 foster carers (Working with Parents with a Learning Disability session).
- Over 150 Council and other multi agency staff attended Far-Right Extremism Awareness workshops during March 2018.

## **Equality Objective 6 - Improve access to the environment by meeting the needs of people from protected groups where these are different from the needs of other people**

### **What did we do?**

- With the level of works undertaken over recent years to improve physical access to our civic centres and other council owned buildings we have concentrated on maintenance works during the period only undertaking work if and when necessary.
- A review of all signage in our civic offices and other council-owned buildings had been suspended pending the Welsh Language Commissioner's final determination on the Council's challenge. Following receipt of the final determination in April 2018 consideration is being given to review signage in light of the Welsh language requirement as well as those of the Equality Act 2010.
- The Rural Development Plan funded "Tourism Development in Neath Port Talbot" project continues to be delivered with activities focusing on identifying the needs of tourism businesses; developing the tourism industry's knowledge of the area through a series of 'Sense of Place' events and producing high quality videography and photography to enable tourism operators within the valley areas to promote the region more effectively. The project has also undertaken visitor research to ensure that the tourism sector is better informed on the needs, wants and characteristics of visitors.
- The Transport Hub at Port Talbot opened in October 2017 and has taxis, buses, cycle facilities and a new pedestrian concourse all based together opposite the town's railway station, providing better access to public transport in Port Talbot. Colleagues from a local disability group, Disability Network Action Group, were key contributors to the design of the area, including the accessibility issues to the Port Talbot Parkway railway station.
- We have installed accessible electronic information and timetable screens at Neath and Port Talbot bus stations and at the Transport Hub at Port Talbot Parkway. These screens, which are compatible with RNIB (Royal National Institute of Blind People) enabled devices, display departure time of buses and also have the capacity for the public to plan journeys.

## **Equality Objective 7 - Reduce gaps in the educational performance experienced by pupils due to their protected characteristics**

### **1. To raise levels of attendance of pupils with the protected characteristics at school**

#### **What did we do?**

- Attendance in both primary and secondary schools has fallen in the academic year 2017-2018 compared to 2016-2017; primary - 94.69% to 94.14% and secondary 93.64% to 93.48%.
- The Education Welfare Service works closely with both schools and parents to identify the cause of individual pupil absence with the aim of early intervention when and where needed. Individual pupil illnesses are monitored and challenged where there appears to be patterns of absence. Schools are encouraged to correctly code absences to allow for effective data tracking. Regular meetings are scheduled between Education Welfare Officers and key school staff to discuss individual pupil cases and provide advice, support and to determine appropriate course of actions.
- Exclusion data has been monitored closely and in response to the rise in fixed and permanent exclusions a Well-being and Behaviour team, comprising of staff with a range of experience and expertise, has been established and a designated manager has been appointed. In addition to this we have increased capacity of assessment places across both the primary and secondary sector for pupils with social, emotional and behavioural difficulties (SEBD).
- The Well-being and Behaviour Team are also working with key professionals to develop a training package for all schools in meeting the needs of pupils with SEBD. This change to services and provision has been in place as of September 2017 with the aim of embedding a continuum of support and increasing capacity within schools, as part of the Council's long term plan in ensuring the needs of pupils with SEBD are effectively met.
- There were a total of 10 permanent exclusions during the academic year 2017- 2018 (1 primary school and 9 secondary school exclusions)

## **2. To reduce the gaps in educational performance attainment between boys and girls at Foundation Phase and Key Stages (KS) 2, & 3**

### **What did we do?**

- The wide ranging changes (imposed by Welsh Government) to Key Stage 4 key indicator calculations in 2017 has affected Neath Port Talbot results, as they have in all other local authorities, and now places Neath Port Talbot below the Welsh average in all measures. The decrease in performance was most marked in mathematics and affected free school meals and non-free school meal pupils alike.
- One again there has been a fall in attainment for boys across both literacy and numeracy at Key Stage 4 although there has been an improvement in attainment in numeracy in Key Stage 2 and 3.
- Girls have shown improvement in attainment in numeracy at Key Stage 2 and 4 although attainment levels in literacy are decreasing across all key stages.



## **Equality Objective 8 - Ensure our employment and recruitment processes promote fairness and equality for all.**

### **What did we do?**

- The Council is a Disability Confident employer. The Disability Confident Scheme encourages employers to become more confident so they employ and retain disabled people, increase understanding of disability and the benefits of employing or retaining disabled people in order to make a substantial contribution towards halving the disability employment gap. By continuing our Disability Confident journey, the Council is ensuring that disabled people and those with long term health conditions have opportunities to fulfil their potential and realise their aspirations.
- With women making up over 70% of the workforce we considered it appropriate to produce guidance for managers to better understand the issues that can affect women going through the menopause in the workplace as well as factsheets available for staff.
- We recognise the vulnerable position of specific groups within our workforce and as a result are looking to develop policies to provide support. We have produced a gender reassignment policy, approved in September 2017, which ensures that an employee who proposes to, starts or has completed a process to change their gender is treated with dignity and respect.
- In 2017-2018, the proportion of black and minority ethnic employees of the total workforce was 1%. This represents an increase in headcount of three BME employees since 2016-2017, however, the percentage of BME employees represented in the workforce is consistent at 1%.
- 5,847 people applied for 622 jobs (including schools adverts) in 2017- 2018, with 568 appointments made (excluding school appointments as these are administered by schools) in 2017-18. This was compared to 2016-2017 where 4,105 people applied for 498 jobs with 404 appointments made.
- During 2017-2018, 50% of applicants were internal applicants from within the Council's existing workforce compared to 27 % in 2016-2017. Due to the ongoing financial constraints, there has continued to be a moratorium on external recruitment, with the exception of specialist and hard to fill positions, e.g. qualified social care workers, cleaners, direct services (social services) posts, etc.

**Gender Pay Gap Objective - To further develop pay/employment data to better understand the reasons for the gender pay gap and to identify any actions which may be feasible to close the pay gap.**

### **What did we do?**

- We have been working to identify reasons for the gender pay gap in the Council as well as ways to address it. As a first stage we published our first [gender pay gap report](#) for the period 2017-2018 in September 2018, setting out the difference between the average pay of the men and women who work in the Council.
- Whilst the Council's gender pay gap is lower than the UK's median gender pay gap (the difference between the midpoint in the ranges of hourly rates of men and women), we are committed to closing the gap. We continue to review and monitor the gender pay gap and one of the actions of the 'Workforce Plan 2018 – 2022' is to develop a strategy to address the position.

## Section 4 – Meeting the Public Sector Equality Duty and Specific Duties

In meeting the equality objectives we continue to be conscious of the ongoing financial challenges, reduced capacity, greater expectation and the changing demographic in Neath Port Talbot. We aim to undertake all our work in the knowledge of and commitment to the Public Sector Equality Duty.

Concentrating our efforts on improving the accessibility of our website, working to address hate crime and domestic violence and improving our equality impact assessment process has enabled us to improve areas which have a big impact on people's lives.

We have been keen to ensure a more holistic approach to our work which has included the alignment of our equality objectives and corporate improvement priorities, so that any progress made is complementary to both. Progress against our improvement priorities and the wellbeing objectives can be found in the [Corporate Improvement Plan Annual Report 2017-2018 Part One](#) and the [Corporate Plan Annual Report 2017-2018 Part 2](#).

Following lengthy discussions with the Welsh Language Commissioner and her representatives we found a mutually acceptable way forward in relation to the challenge submitted to the implementation of 54 standards and a final determination was received in April 2018. This has brought an end to two years of negotiation which has resulted in variations made to standards as well as a clearer understanding of what is required.

Our [Welsh Language Standards Annual Report 2017-2018](#), (the first full year's report on how we have complied with those standards applied to the Council), was published on 30 June 2018 in accordance with statutory requirements.

In January 2018 a task and finish group, drawn from members of the Cabinet Scrutiny Committee, was established to develop the [Neath Port Talbot Welsh Language Promotion Strategy](#). With support and advice from Menter Iaith Castell-nedd Port Talbot, the strategy and action plan was drafted and was subject to public consultation during May and June 2018. Following consultation the strategy and action plan were revised and adopted by Council on 26 September 2018.

## **Identifying and collecting relevant information**

We continued to engage with members of the public, partners, local communities and interest groups to gather information, which helped shape our various strategies, policies and plans as well as influencing the delivery of our services. Unfortunately, the Disability Network Action Group has been disbanded due to illness of one of the two key members which in turn resulted in all responsibility resting with the other key member, which was not sustainable.

The identification and collection of information remains a key element particularly of the impact assessment process and by gathering relevant information as part of service provision we are better placed to understand the complexity of our county borough and utilise this information in developing policy and services.

We continue to see improvements in the collection and analysis of employment data as a result of the roll out of the Employee Portal where staff are able to update their own individual records. As a result we are able to better understand our workforce and so develop internal policies that are informed by more robust information.

The community profiling initiative that was undertaken by the Neath Port Talbot BME Community Association has provided specific and robust data about our BME communities, their concerns and experiences of living in Neath Port Talbot. Using this data, not only will we be able to develop policies and services which are better informed but working with the BME Community Association and where appropriate other local organisations and communities this data will inform local initiatives to provide positive outcomes.

## **Some examples of our other work during 2017-2018 to meet the Public Sector Equality Duty**

- A community/environmental project at Tir Morfa has been developed to provide learners with excellent opportunities to engage with and make a difference to their community, as well as supporting disadvantaged groups in the local community. Plots have been shared with other local groups e.g. YMCA, Adult Community Learning (offering gardening courses to local residents),
- Bspoked (a project evolved from a conventional Social Services day centre for people with learning disabilities)

has provided learners with opportunities to undertake healthy eating sessions, cooking and eating the produce they have grown and have also taken home produce to their families to cook. This project won the 'Community Impact Award' for Wales in November 2017 at the National Princes Trust Celebrate Success Awards, and has been put forward to represent Wales in the UK Awards.

- The Families First service has changed recently with a greater focus on targeted support for vulnerable young people and groups. Within the Youth Service the Families First Youth Workers support 4 vulnerable groups - Brightside Bereavement Support Group, Speech Language & Communication Group, Welsh Centre for Action on Dependency and Addiction (WCADA) Group and has recently developed a Lesbian Gay Bisexual and Transgender Group.
- Neath Port Talbot Youth Council are now fully elected with young people being elected from their schools and also from special interest groups such as Looked after Children, Speech & Language Club, Young Carers and Colleges.
- Achievements to date at a local and national level include one young person on the Children's Commissioner's Advisory Board and one young person elected as a Member of Youth Parliament for Neath Port Talbot also achieved the High Sheriff's Award 2017.
- There were targeted interventions with specific groups of vulnerable young people aged 9-24, to enable them to overcome barriers to their social, emotional and physical health and well-being. This includes a youth club for young people with speech, language and communication needs, a youth club for young carers, weekly recreational sessions for young people with or at risk of substance misuse and a group who have been affected by bereavement.
- A Rights-Based Approach training and information sharing event for staff was held in November 2017 which explored the United Nations Rights of the Child and how this could be used when developing policies and services.
- We provided a wide range of large print and ordinary print books, as well as talking books, to people who cannot visit a library or have difficulty visiting one; deliveries and collections were made to individuals' homes, sheltered housing complexes, nursing homes and day centres. In addition, the mobile library visits communities

that do not have a local library. Our vehicle provides disabled access and covers the county borough.

- The Neath Food and Drink Festival, was held in October 2017 which attracted more than 56,000 visitors to Neath Town Centre over the three days of the festival – helping promote a wide range of culturally diverse products.
- We completed projects which sought to create a greater visitor experience including the installation of free Wi-Fi and large screens, a revised café menu and the new all-inclusive park at the Gnoll Country Park. The visitor centre had just under 150,000 visitors (visitor counters are only on the visitor centre doors so this data would not be a true reflection on overall visitor numbers to the park).
- To better promote digital inclusion we have made a commitment to determine where the areas of no service (known as White Spots) exist within Neath Port Talbot and how we can work with Welsh Government and suppliers to address the shortfall.
- We continued to work with our partners, to ensure people who need support to make and maintain their Universal Credit claim can access that support.
- As at 31 March 2017, there were 1,210 claimants in receipt of Universal Credit in Neath Port Talbot. This had increased to 1,250 as at 30 September 2017. An estimated 425 claimants have now had housing costs paid in their Universal Credit. Between 1 April 2017 and 30<sup>th</sup> September 2017, 14 claimants have requested and received specialist money management support and 31 have applied for and received digital support.
- A free programme of training opportunities has been provided to encourage and support all children's development, helping to prepare them to participate in play and learning at school. A total of 373 attendances were recorded across the programme, courses included: Inclusive Play, Forest Schools, Effective Engagement with Parents, Understanding Special Educational Needs, Child Development and the Role of the Adult and Outdoor Play.
- The Youth Service has maintained its open access youth clubs in 11 community based youth clubs and has continued to access grants to provide targeted support to vulnerable groups such as lesbian gay bisexual transgender and young people with speech, language and communication needs.
- We have continued our 21<sup>st</sup> Century Schools Programme, delivering several new schools as well as new

provisions in existing schools:

- Ysgol Gymraeg Ystalyfera Bro Dur - the Ystalyfera campus in the north of the county borough providing Welsh-medium education for pupils aged 3 -18, opened to pupils in June 2018. The Bro Dur campus in the south of the county borough providing Welsh-medium education for pupils aged 11-16 opened to year 7 and 8 pupils living in the south of the county borough in September 2018.
  - Ysgol Carreg Hir - a new primary school to replace Brynhyfryd, Ynysmaerdy and Llansawel Primary Schools. The school opened in September 2018.
  - Ysgol Cwm Brombil - an all-through' 3 -16 school replacing Dyffryn Upper and Lower school and Groes Primary School, opened in September 2018
  - Approval was granted to establish two specialist provisions for primary aged pupils identified with social emotional and behavioural difficulties (SEBD). These are an assessment centre at Coedffranc Primary School and a learning support centre at Crynallt Primary School. Both provisions were ready for the 2018 summer term.
- We commissioned advocacy services for individuals to support and represent the views of older persons living in the county borough with the intention of influencing change. Access to an advocacy service has been available to give a voice to individuals to ensure their views and wishes are fully taken into account in the individual planning process and with any decisions being made by professionals about them.
  - The Local Development Plan (LDP) makes provision for 8,760 housing units, in order to deliver the need of 7,800 new housing units by 2026. Within this overall figure is a delivery target of 1,200 affordable housing units through the planning system and to date, a total of 75 affordable housing units have been delivered (amounting to 6.3% of the identified target).

## **Equality Impact Assessments**

We have reviewed and revised our equality impact assessment process to include our new legal duties introduced by the Well-being of Future Generations (Wales) Act 2015 and the Environment (Wales) Act 2016 as well as maintaining the focus of equalities and the Welsh language. The aim has been to develop a more integrated approach to assessing the impact of our policies and services not only on people who share protected characteristics but also on the wider community, both now and in the future. A series of pilot assessments were undertaken during early spring 2018 with final revisions made in readiness for implementation across all service areas.

With the introduction of the new assessment process and in acknowledgement of the limited experience amongst staff (due to the significant loss of staff as a result of the financial constraints we have faced, and continue to do so) we have developed a training programme to ensure our staff fully understand the why as well as the how to undertake assessments, the importance of consultation and involvement as well as recognising the wider sustainable development principle.

Training sessions arranged for officers, senior management and elected members were planned in May/June 2018. Unfortunately, these training sessions had to be postponed until late summer/early autumn 2018 due to circumstances outside of our control.

### **Specific Employment Information**

Employment Information for the period 2017-2018 has been reported separately.

The data has been analysed by the protected characteristics of sex, race, disability and age and by specific criteria. While the data in relation to these characteristics is of good quality there are gaps in the information that we are currently able to collect in relation to the following protected characteristics: gender reassignment, pregnancy and maternity, religion and belief and sexual orientation.

The data is either for the 12 month period 1 April 2017 to 31 March 2018, or, where appropriate, a snapshot of the workforce on 31 March 2018.



## Section 5 - Have your say

We would like to know your thoughts about this report and our equality objectives in order to help us make decisions on important matters. If you would like to share your views please contact the Corporate Policy Team by email [policy@npt.gov.uk](mailto:policy@npt.gov.uk) or by post to the Corporate Policy Team, Neath Port Talbot CBC, Civic Centre, Port Talbot, SA13 1PJ.



Follow us and add your comments to the Council's Facebook page:  
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## Section 6 - Performance Measures

Performance Key	
↑	Performance has improved
↔	Performance has been maintained
↓	Performance has declined.
-	No comparable data (data not suitable for comparison/no data available for comparison)

### Equality Objective 1: Address harassment, discrimination and other threats to personal safety experienced by people due to their protected characteristics

No	Ref	Measure	2016-2017	2017-2018	Direction of Improvement
1	EQ1.1	Number of hate crime reports	110	122	-
2	EQ1.2	Number of hate crime reports – Disability	16	14	-
3	EQ1.3	Number of hate crime reports – Race	68	68	-
4	EQ1.4	Number of hate crime reports – Religion	3	3	-
5	EQ1.5	Number of hate crime reports – Sexual Orientation	22	37	-
6	EQ1.6	Number of hate crime reports – Transgender	1	4	-
<p>It is not possible to clearly define the direction of improvement as the reason for the increase in the number of reports cannot be accurately established. Reasons for the increase in numbers could be due to previous under reporting, greater confidence in the reporting process or genuine increase in number of incidents.</p>					

**Equality Objective 1: Address harassment, discrimination and other threats to personal safety experienced by people due to their protected characteristics**

No	Ref	Measure	2016-2017	2017-2018	Direction of Improvement
7	EQ1.7	Number of referrals to the Channel Panel	6	0	-
8	EQ1.8	Number of new referrals to Independent Domestic Violence Advisor Multi Agency Risk Assessment Conference/ specialist domestic violence agencies	1006	1997	-
Changes in the way data has been collected by partner organisations has contributed to the significant difference in number of new referrals. As result comparison of the data is not possible.					
9	EQ1.9	Number of repeat referrals to Independent Domestic Violence Advisor Multi Agency Risk Assessment Conference/specialist domestic violence agencies	1053	279	-
An incorrect number of 'repeat referrals' for 2016-2017 was reported previously and it is not possible to obtain revised data for this period.					

**Equality Objective 2: Improve access to information by meeting the needs of people from protected groups where these are different from the needs of other people**

No	Ref	Measure	2016-2017	2017-2018	Direction of Improvement
10	EQ2.1	Number of webpages updated	NEW	*	-
11	EQ2.2	% of website pages available in Welsh	99.9%	100%	↑
12	EQ2.3	% of increase in first hit successes on website	NEW	*	-
13	EQ2.4 (DBC/006)	Improve the professional rating of our website page rating from a 1 star (maximum rating is 4 star)	3	2**	↓
<p>* Following further consideration it was considered that these measures were not appropriate. More appropriate and relevant measures are to be considered.</p> <p>** Different criteria were employed in assessing the SOCITM star rating for 2017-2018. SOCITM will no longer be doing this survey next year. Although we've dropped a star, we are comparable with the average for Welsh Unitary Authorities (2.3).</p>					
14	EQ2.5 (DBC/007)	% of customers very satisfied/satisfied or Ok with improvements made to service available on-line – general look and feel	97% (196 out of 203)	84% (37 out of 44)	↓
15	EQ2.6 (DBC/008)	More of our customers find the website easier to use: % very satisfied/satisfied or Ok with ease of getting around site	91% (184 out of 203)	84% (37 out of 44)	↓
16	EQ2.7 (DBC/009)	More of our customers can access the information and find the website easier/service they want (on our website) first time: % very satisfied/satisfied or Ok with ease of finding information/services	84% (169 out of 199)	84% (37 out of 44)	↔

**Equality Objective 2: Improve access to information by meeting the needs of people from protected groups where these are different from the needs of other people**

No	Ref	Measure	2016-2017	2017-2018	Direction of Improvement
<p>We have seen a drop in two of the web site customer satisfaction measures. This recently collated data will be analysed to ascertain if there are any particular reasons for the drop in satisfaction to inform the ongoing improvements we are making to our website.</p>					
17	<b>EQ2.8 (DBC/010)</b>	Number of customers assisted to use self-service options by Customer Services One Stop Shop staff	<b>NEW</b>	94	-
18	<b>EQ2.9 (DBC/001)</b>	% of transactions completed on line (new services)	67.7% (59,791 of 88,264)	71.1% (60,623 of 85,245)	↑
<p>Data for this measure includes information for the following services: Bulks, refuse and recycling equipment requests, location based reporting for dog bins, grit bins and missed waste collections reporting. Pest control appointment booking, and van permits can also be requested on-line.</p>					
19	<b>EQ2.10 (DBC/002)</b>	Number of new services available on line	8	31	↑
<p>2017/18 data includes new on-line (i.e. public facing) services delivered since October 2013 through 'Better, Simpler, Cheaper' (previous Improvement Objectives) and Digital by Choice work streams. As at 31st March 2018 there are 31 services available on-line. There are a further 10 on-line services under development and due for implementation during 2018/19. In addition, there are numerous 'static' on-line forms available and a number of links on our website to on-line services provided by other organisations, for example registering to vote (Central Government service).</p>					

**Equality Objective 2: Improve access to information by meeting the needs of people from protected groups where these are different from the needs of other people**

No	Ref	Measure	2016-2017	2017-2018	Direction of Improvement
20	EQ2.11	Number of "hits" on alternative format guidance pages	NEW	*	-
*Following further consideration it was considered that this measure was not appropriate and was not possible to be collected. A more appropriate and relevant measure is being considered					
21	EQ2.12	Number of complaints upheld in relation to compliance with the Council's Welsh Language Scheme/Standards	1 (in part) out of 3	2 out of 4	↔
<p>Three complaints were received via the Welsh Language Commissioner; one was upheld while the remaining two are still to be determined.</p> <p>The remaining complaint was received direct to the Council; it was upheld, an apology sent and assurance that procedures were in place to ensure the language standards in relation to correspondence would be complied with in future.</p>					

**Equality Objective 3: Improve access to services by meeting the needs of people from protected groups where these are different from the needs of other people - Social Services**

No	Ref	Measure	2016-2017	2017-2018	Direction of Improvement
22	EQ3.1	Number of adults receiving services from adult services at 31st March 2017	2,567	2,900	-
23	EQ3.2	Number of children receiving care and support from Children's Services at 31st March 2017	1,138	1,200	-
24	EQ3.3	Number of carers who were assessed as at 31st March 2017	355	282	-

It is difficult to gauge performance on carer's assessments; each carer identified is offered an assessment however it is the individual's choice as to whether they accept the offer. In all cases, carers are provided with information on the various avenues of support available to them. The focus of the Carers Service is to provide information, advice and assistance therefore not many carers assessments lead to a service.

<b>Equality Objective 4: Monitor information and data effectively in order to identify disadvantages experienced by people due to their protected characteristics</b>					
No	Ref	Measure	2016-2017	2017-2018	Direction of Improvement
25	EQ4.1	Number of Equality Impact Assessments undertaken and reported to the relevant Cabinet Board	26	10	↓
		There is no apparent reason for the decrease in the number of equality impact assessments undertaken and reported. A number of factors could contribute to this decrease including the possible reduction in the number of new/revised policies being reported and that the screening process has identified that a 'full' impact assessment has not been required.			
26	EQ4.2	Number of people actively participating in: Black and Minority Ethnic (BME) Community Association	6	10	↑
		Disability Network Action Group	5	0	↓
BME Community Association – the figure quoted is the number of Trustees on the Executive Committee.					
Disability Network Action Group – the Group has been disbanded due to illness of one of the two key members which in turn resulted in all responsibility resting with the other key member, which was not sustainable.					

Equality Objective 5: Deliver staff training in line with the Equality Act requirements					
No	Ref	Measure	2016-2017	2017-2018	Direction of Improvement
27	EQ5.1	Number of staff attending training on each specific topic	1319 (760 of which were NPT staff)	2406 (1993 of which were NPT staff)	↑
Topics offered in 2017-2018 were not entirely the same as those offered in 2016-2017; however, all were equality or Prevent related.					

Equality Objective 6: Improve access to the environment by meeting the needs of people from protected groups where these are different from the needs of other people					
No	Ref	Measure	2016-2017	2017-2018	Direction of Improvement
28	EQ6.1	Number of complaints received in relation to accessibility	0	0	↔
29	EQ6.2	% of complaints upheld in relation to accessibility	0	0	↔
30	EQ6.3	% of adults aged 60 or over who hold a concessionary bus pass	93.75%	95.15%	↑
31	EQ6.4	Number of mobility scooter trips facilitated by Shopmobility Neath Port Talbot	2,900 4,901	2,793 4,561	↓



<b>Equality Objective 6: Improve access to the environment by meeting the needs of people from protected groups where these are different from the needs of other people</b>					
<b>No</b>	<b>Ref</b>	<b>Measure</b>	<b>2016-2017</b>	<b>2017-2018</b>	<b>Direction of Improvement</b>
		<p>Neath - scooter use has still not picked up to previous levels which is partly due to customers now having to pay for parking (free when the service was in its previous location) and the new location which is further from town and customers are exposed to bad weather with no cover.</p> <p>Port Talbot - numbers are slightly down which mirrors the footfall in the shopping centre.</p>			
<b>32</b>	<b>EQ6.5</b>	Number of customers enrolled with Shopmobility Neath	110	138	↑
		Port Talbot	261	213	↓
		<p>Customers are enrolling at a better rate in Neath but it is significant that they are not using the scooters as much, especially in Port Talbot where there are no regular customers using the service 3 or 4 times a week as previously.</p>			

**Equality Objective 7: Reduce gaps in the educational performance experienced by pupils due to their protected characteristics**

No	Ref	Measure	2016-2017	2017-2018	Direction of Improvement
33	EQ7.1	% of girls attaining Outcome 5+ in literacy at Foundation Phase	89.20%	79.42%	↓
		% of boys attaining Outcome 5+ in literacy at Foundation Phase	78.02%	66.27%	↓
34	EQ7.2	% of girls attaining Outcome 5+ in numeracy at Foundation Phase	88.41%	79.18%	↓
		% of boys attaining Outcome 5+ in numeracy at Foundation Phase	82.52%	71.92%	↓
35	EQ7.3	% of girls attaining Level 4+ literacy at Key Stage 2	91.21%	90.49%	↓
		% of boys attaining Level 4+ literacy at Key Stage 2	83.75%	84.21%	↑
36	EQ7.4	% of girls attaining Level 4+ numeracy at Key Stage 2	90.03%	90.35%	↑
		% of boys attaining Level 4+ numeracy at Key Stage 2	85.18%	87.93%	↑
37	EQ7.5	% of girls attaining Level 5+ literacy at Key Stage 3	92.42%	90.89%	↓
		% of boys attaining Level 5+ literacy at Key Stage 3	79.44%	78.31%	↓
38	EQ7.6	% of girls attaining Level 5+ numeracy at Key Stage 3	88.71%	86.79%	↓
		% of boys attaining Level 5+ numeracy at Key Stage 3	80.24%	81.00%	↑
39	EQ7.7	% of girls attaining Level 2 literacy at Key Stage 4	74.36%	74.06%	↓
		% of boys attaining Level 2 literacy at Key Stage 4	53.08%	52.43%	↓
40	EQ7.8	% of girls attaining Level 2 numeracy at Key Stage 4	60.62%	60.75%	↑
		% of boys attaining Level 2 numeracy at Key Stage 4	58.21%	56.47%	↓

**Equality Objective 7: Reduce gaps in the educational performance experienced by pupils due to their protected characteristics**

No	Ref	Measure	2016-2017	2017-2018	Direction of Improvement
41	EQ7.9	% of pupil attendance in primary schools:	94.69%	94.14%	↓
		girls	94.72%	94.30%	↓
		boys	94.65%	93.99%	↓
		pupils identifying as non-white British	94.30%	93.45%	↓
		pupils identifying as white British	94.74%	94.20%	↓
		pupils with special educational needs	93.70%	92.92%	↓
		pupils with no special educational needs	95.08%	94.62%	↓
		traveller pupils	85.42%	81.14%	↓
		non-traveller pupils	94.72%	94.46%	↓
42	EQ7.10	% of pupil attendance in secondary schools	93.64%	93.48%	↓
		girls	93.79%	93.56%	↓
		boys	93.48%	93.40%	↓
		pupils identifying as non-white British	94.67%	94.03%	↓
		pupils identifying as white British	93.59%	93.44%	↓
		pupils with special educational needs	91.54%	91.27%	↓
		pupils with no special educational needs	94.52%	94.28%	↓
		traveller pupils	85.63%	78.05%	↓
		non-traveller pupils	93.42%	93.51%	↑

**Equality Objective 7: Reduce gaps in the educational performance experienced by pupils due to their protected characteristics**

No	Ref	Measure	2016-2017	2017-2018	Direction of Improvement
43	EQ7.11	The number of permanent exclusions during the academic year in primary schools	1	1	↔
		Boys	1	1	↔
		Girls	0	0	↔
		SEN	0	0	↔
		Travellers	0	0	↔
		BME	0	0	↔
44	EQ7.12	The number of permanent exclusions during the academic year in primary schools	12	9	↑
		Boys	11	7	↑
		Girls	1	2	↓
		SEN	6	2	↑
		Travellers	0	0	↔
		BME	0	0	↔

<b>Equality Objective 8: Ensure our employment and recruitment processes promote fairness and equality for all.</b>					
<b>No</b>	<b>Ref</b>	<b>Measure</b>	<b>2016-2017</b>	<b>2017-2018</b>	<b>Direction of Improvement</b>
45	EQ8.1	Number of staff attending recruitment training	21	76	↑
46	EQ8.2	% of participants of training sessions that considered their knowledge had increased	87%	100%	↑
47	EQ8.3	Number of recruitment complaints	0	0	↔
48	EQ8.4	Number of new starters commencing above the minimum point of the grade	24	31	↑