

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

STRATEGIC EQUALITY PLAN 2015-2019

DRAFT ANNUAL REPORT 2018-2019



If you require this report in larger print or in an alternative format, please contact the Corporate Policy Team on 01639 763010 or email: policy@npt.gov.uk

This document is also available in Welsh

FOREWORD

I am pleased to present a progress report for the period 1st April 2018 to 31st March 2019 based on our performance in meeting the Public Sector Equality Duty and against the equality objectives contained in our Strategic Equality Plan 2015-2019.

The Strategic Equality Plan sets out how we intend to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and foster good relations amongst and between people in the county borough.

Overall we are making good progress but are mindful of the limitations we face in light of ever diminishing budgets.

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

Cllr D Jones

Cabinet Member for Corporate Services and Equality

Contents

Section 1 - Equality Legislation	3
Section 2 - Overview of progress.....	4
Section 3 - Progress made against each of our Equality Objectives	5
Section 5 - Have your say	35
Section 6 - Performance Measures	36

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 2015-2019.

Welsh Language Measure 2011

The Measure gave the Welsh language official status in Wales, established the role of the Welsh Language Commissioner, created a procedure for introducing duties in the form of language standards and made provision regarding promoting and facilitating the use of the Welsh language amongst other provisions. The Welsh Language Commissioner's role is to promote the Welsh language, and improve the opportunities people have to use it, by emphasising the language's official status in Wales, and by placing standards on organisations.

Welsh Language Standards (No1) Regulations 2015

These Regulations, imposed on county councils and county borough councils, national park authorities and Welsh Ministers, include a range of standards of conduct in respect of the Welsh language. The standards were grouped into the following areas:

- service delivery
- policy making
- operational
- promotion
- record keeping

A [Welsh Language Standards Annual Report for 2018-2019](#) has been produced, in accordance with these Regulations, which details how we have complied with the standards during the year.

Well-being of Future Generations (Wales) Act 2015

This legislation also places duties upon the Council to set well-being objectives and to work in a sustainable way to achieve a fairer and more equal Wales. The Council has recently revised its integrated impact assessment tool to assist officers in weaving together all of the duties that arise in relation to equality.

Section 2 - Overview of progress

Our work during 2018-2019 has continued to focus on consolidating the work previously undertaken and to integrate our equalities work with our wider Corporate Plan. We are acutely aware that in these financially constrained times there is a risk that inequality and inequity will increase. We have therefore focused on those areas of work where we believe there is an increased risk of inequality and where we can have the most impact at a time of reducing resources.

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 in the area and the 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. This activity has been funded from grant monies provided under our Third Sector Grant Scheme. The outcomes of the exercise have been discussed within the Equality and Community Cohesion Group and we will use the information to inform our work going forward.
- BME Community Association – we were pleased to nominate two Members to sit on the Board of the new organisation and for two officers to provide support and advice to the Community Association. In January 2019 the Community Association became a Registered Charity with the Charity Commission.
- We held the annual Crucial Crew event at Margam Park between 2 and 13 July 2018 for 1,600 Year 6 pupils. 12 partner agencies attended the event, these included: South Wales Police, Port Talbot and Afan Women's Aid, Calan DVS, Hafan Cymru, Neath Port Talbot Road Safety, Welsh Centre for Action on Dependency and Addiction (WCADA). The focus of the event was to deliver safety information on the following areas: internet safety, healthy relationships, cycle safety and drug/alcohol awareness. In addition Year 10 pupils delivered peer education on issues such as bullying, anti-social behaviour, drugs and social media.
- 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 included successful campaigns such as White Ribbon Day, promoting workplace policies to a number of local employers,

supporting the Welsh Government's campaigns, completing a service mapping exercise, roll out of the National Training Framework, introducing a new lesson plan that will now be rolled out across all our schools, and increased capacity of the Independent Domestic Violence Advisor service. We also began to consider how men, older people and minority groups are affected by this agenda too. In particular, we received a very interesting input from BAWSO (an organisation which provides specialist services for Black and Minority Ethnic (BME) communities on female genital mutilation) when presenting our Healthy Relationships for Stronger Communities Strategy annual report. As we refresh the Strategy in 2019-20 we will be extending the research and engagement with these groups to inform the next set of priorities for our Healthy Relationships for Stronger Communities Strategy partnership.

- Understanding the impact of our policies and services on people who share protected characteristics remains a key part our work. We have introduced a revised integrated impact assessment during the year and delivered training on how to use the new framework to those officers across the Council that write reports.
- We have also looked to our existing data collection mechanisms to ensure they are fit for purpose and are being utilised effectively. Where we have identified gaps, we have worked with relevant groups including the BME Community Association and representatives of the faith community to enhance our mutual understanding of the issues and experiences of people living in our area. 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 our 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?

- We developed scripts for the community cohesion and hate crime radio campaign which aired in September and October 2018. The Victim Support Reporting Centre was promoted as part of the campaign.
- There was an increase in the number of reported hate crimes during 2018-2019, 162 compared to 122 in 2017-2018 and a significant increase in the number of racially motivated hate crimes, 106 compared to 68 in 2017-2018. This increase could be due to a combination of factors including a rise in the number of hate crimes against BME communities, more increased confidence in reporting to the police and a rise in awareness of reporting mechanisms as a consequence of the Community Profiling exercise undertaken. There was also an increase in the number of reported hate crimes against transgender people, 12 compared to 4 in 2017-2018.
- The police continue to share hate crime and tension monitoring information with the Safer Port Talbot Partnership which has provided invaluable insights into the position in Neath Port Talbot. The information will help shape further initiatives to address these issues in the locality as well as work to better understand and subsequently improve people's experiences.
- Along with the Regional Community Cohesion Co-ordinator, we provided information, advice and support to the local Muslim community following the potential violent threat from right wing groups during April 2018 as well as the potential threat following the right wing attack on two Mosques in Christchurch New Zealand in March 2019.
- Three non-partisan educational workshops on the Israeli–Palestinian conflict were delivered by Solutions Not Sides at Ysgol Gymraeg Ystalyfera Bro Dur on 6 March 2019. The workshops were an extremely valuable resource for promoting community cohesion in the area. The aim of the initiative was to empower young people with the knowledge, empathy and skills to promote dialogue and conflict resolution, and to challenge prejudice (particularly Antisemitism and Anti-Muslim Hate) and conspiracy theories.

- The Exploitation Task and Finish Group (a sub group of the Western Bay Safeguarding Board), developed a safeguarding children and adults at risk of exploitation training course which considers exploitation in its many forms: sexual, criminal, county lines, modern slavery, hate/mate crime, cuckooing and radicalisation. The first training session was delivered to 12 staff in February 2019 and in March 2019 we held a Train the Trainer session for 48 staff so that further Exploitation training could be delivered.
- The BME Development Officer continued to deliver projects with the BME Community Association. One of these projects was a Neath Port Talbot 'Community Profile' exercise in Black and Minority Ethnic communities. Engagement took place with people from diverse communities e.g. Romanian, Tamil, Bangladeshi, Pakistani, and other Eastern European communities. One of the key issues identified was on hate incidents/crime 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.

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 Communications & Engagement Group, led by the Council's Principal Officer for Community Safety, provides a partnership response to awareness raising activities, challenging attitudes and preconceptions surrounding domestic abuse. This has included several successful campaigns including International Women's Day and White Ribbon Day. The Group has also amplified the messages locally being promoted through the Welsh Government's national campaigns.
- We held an 'It's Your World' Wellbeing Workshop, delivered to 300 Year 8 pupils from Ysgol Bae Baglan. The aim was to raise awareness of substance misuse, domestic abuse, child sexual exploitation and mental health, build resilience and to highlight the services young people can access for additional support.
- The Healthy Relationships for Stronger Communities Strategy 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. As a result of this work a new lesson plan has been delivered in all Neath

Port Talbot schools. The Spectrum programme, delivered by Hafan Cymru, continues to be supported across schools. In addition the Group has worked closely with the Sex and Relationship Education Group to develop age appropriate lessons and guidance which will be included in existing lesson packs for both primary and secondary schools.

- Caseloads for our Independent Domestic Violence Advisors have been reduced to safe levels and there are much improved relationships with the specialist agencies enabling cases to be stepped up or stepped down more efficiently and effectively. We also worked with partners to ensure there was more consistency in approach by specialist agencies across the county borough.

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 commissioned a disability audit of the top ten most frequently used web pages to identify how we can improve access to services for those residents who have disabilities. The following pages were audited:
 - Bin Day Finder – Recycling
 - School Term Dates 2018-2019
 - Find Opening Times for Briton Ferry Recycling Centre
 - View Planning Application
 - Pay Your Council Tax
 - Bulky Item Collections
 - Apply for a Van Permit
 - Renew a Library Book
 - List Jobs
 - Find Parking Charge for Milland Road, Neath

A report on the findings has since been received and work is being undertaken to address the issues identified.

- We currently have 29 on-line services live via our website with a further 14 in development. The number of on-line transactions increased by 24% in 2018-2019 to 75,438 – up from 60,623 in 2017-2018.
- Hits to our website have increased from 2,845,526 in 2017-2018 to 3,036,058 in 2018-2019.
- Demand at our One Stop Shops (OSS) has reduced; 65,259 callers for the period 2017-2018 compared to 60,194 in 2018-2019. Contributory factors include reductions in recycling and council tax enquiries along with the continuing active promotion by staff of on-line services available to customers.

- The Public Services Board created a new partnership to take forward work on digital inclusion. The Digital Inclusion Working Group is addressing four barriers to digital inclusion: connectivity, affordability, skills and confidence. Key pieces of work completed included, exploring how well served the area is by broadband and actioning the findings of a survey of third sector organisations to identify how well placed the sector is to operate within a digital environment.
- A survey of all Public Services Board organisations was also completed to ensure all Public Services Board agencies were working to the criteria set out in the Welsh Government's Digital Inclusion Charter. The work has identified areas where working together will be beneficial – for example there will be a co-ordinated approach to cyber-crime prevention with agencies promoting the same messages and support services.
- A digital inclusion ambassador post, funded from the Rural Development Programme, has been created and this officer is working closely with the third sector to ensure there is sufficient understanding of the way the digital revolution will impact on third sector organisations. Access to funding to replace outdated ICT equipment, training and providing services for those residents who are not on-line will be a key focus of the work going forward.

2. To increase the accessibility of information/documentation

What did we do?

- The community services directory, DEWIS, 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.
- The number of published resources available on DEWIS increased from 120 in July 2018 to 552 in July 2019 and the number of registered users increased from 52 in July 2018 to 202 in July 2019. The number of detailed DEWIS views per month showed an increase of 75% from quarter 2 (July to September) 2018 (the first quarter of use) of 2,654 to 10,837 in quarter 1 (April to June) 2019.
- There are currently 1,184 downloadable pieces of information available via our website. Ranging from details on our 'Capital Programme' to 'How to Foster' to information on 'Recycling'.

- 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 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; 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?

- Last year saw a reduction in the overall number of people we support, totalling just over 2,700 who had a service and care plan. While those aged 65+ receiving a service rose by 5%, mainly due to more people having respite or domiciliary care, the overall fall is due to identifying at an earlier stage what support people need. This means many more people are getting help and support from third sector and other community based organisations which promotes greater independence.
- To better understand if the services we provide make a positive difference to people's lives we undertook a Citizens' Survey during the autumn 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 13%) the responses received have been supportive of our services, for example, 93% of adults agreed that they were 'treated with respect'; and 84% of children knew 'who to speak to about my care and support'.
- Once again, 2018-2019 saw an increase in the number of Local Area Coordinators, to six, focussing on co-production and empowerment of local citizens and communities.
- The Direct Payments Support Service continues to support recipients and successfully piloted its own recruitment fair. The number of people in receipt of direct payments increased to 440 during 2018-2019, up from 415 on the previous year.
- The Looked After Children's Youth Council, known as YOVO (YOuR VOIce Matters), collaborated with Lleisiau Bach - a project run by the Swansea University Human Rights Observatory - to undertake a research project to ensure children and young people going into care receive information about their placement. Their work directly influenced social work practice. In future, social workers will provide information booklets which include profiles of

the foster carers. YOVO also won the NPT CVS Community Youth Award for volunteering and helping the community.

- Our Gateway Team acts as a single point of contact for adults who need support to maintain or regain their independence to contact social services. Highly skilled contact officers, and health and social care professionals provide advice and signposting where necessary and make early assessments to identify people who need support from health or social services.
- NPT Carers Service works in partnership as an integrated service with health and social care. The service provides information, advice and assistance for carers on a wide range of issues including benefits advice. A support worker is co-located within various teams, including SPOC (Single Point of Contact) and Gateway to ensure carers have the right information at the right time and are supported at the first point of contact. Carers 'Have Your Say' events have taken place to ensure that they have had the opportunity to be involved in the start of co-producing services for carers.
- In 2018-2019, the NPT Carers Service conducted 274 carers assessments on our behalf, an increase of 49 on the previous year. A quarterly newsletter was also sent to 3,430 carers known to the service across the county borough.
- The Community Connecting Team (CCT) deliver high quality community based opportunities and new beginnings to vulnerable people aged 16 and over living in the area. CCT are committed to ensuring all people are given the best possible chances and opportunities to achieve their personal goals by enabling them to develop skills, involving people in local community groups and activities, and encouragement to build new friendships and maintain old ones. The team supported 81 people in 2018-2019 (an increase from 51 in 2017-2018); a number that does not take into account people who attend CCT activities/sessions independently or with support from their personal assistant.
- The Employment, Work and Training service provides work, training and employment opportunities for pan-disability adults. The purpose is to create a live environment which prepares and provides service users with the tools and skills to develop their potential and eventually to work/train/gain employment in the community. The service is based in two locations: Bspoked Enterprises in Neath Abbey, and Fresh Start in Cymmer. Over the last 12 months more than 130 people have accessed the service and many have progressed to other areas such as

volunteering and working in the community. A number of service users have also successfully gained employment via the Welsh Government-funded Elite Project. This has helped establish good links and partnership working with organisations which compliments the service, including Neath College, Keep Wales Tidy and Career Wales.

- Funding has been secured from the communities for Work+ grant to undertake a pilot project, with support from Swansea University, to better understand the needs of the Gypsy and Traveller Community in Neath Port Talbot, the third largest Gypsy and Traveller Community in Wales.

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?

- The collection of our employment data continues to be challenging. However, it is anticipated that with the employee portal now accessible to staff via the intranet, issues previously experienced with data gathering will be reduced.
- 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. However, the programme of training has now been completed which should mean that report authors are able to give proper consideration to the range of legal duties placed upon the Council under the various pieces of legislation.
- There were 134 respondents to the community profiling exercise survey, undertaken by the BME Community Association, with the highest number of responses from the Bangladeshi community and significant number of responses from the Sri Lankan, Pakistani and Polish communities. A report on the findings was produced and reported to the Equality and Community Cohesion Group in October 2018. The exercise has helped us better understand the makeup of our BME communities and we are working with the BME Community Association through our Equality and Community Cohesion Group to address the concerns, issues and barriers faced by the communities.
- BME Community Association and St Paul's Centre explored establishing gardening activities (one of the recommendations from the community profile was to grow specialist foods.) but unfortunately there was no interest from the communities. However, with a gardening scheme already in existence at Tir Morfa the initiative is to be revisited.

- There are 59 different languages and dialects spoken in schools across Neath Port Talbot with 722 pupils out of 20,764 speaking languages other than English and Welsh as a first language.

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

What did we do?

- We continue to deliver Home Office accredited WRAP (Workshop to Raise Awareness of Prevent) training to staff; 490 staff (including 95 from external organisations) attended Prevent Awareness sessions during 2018-2019.
- The Regional Community Cohesion Coordinator and Victim Support co-designed and co-delivered hate crime 'train the trainer' training to Council staff during the year. A wide range of equality related topics were offered by the training section including dementia awareness, dyslexia awareness, human trafficking and trans and gender identity training. Approximately 2,000 staff were trained along with nearly 400 from partner organisations and 20 foster carers who attended 'Working with Parents with a Learning Disability' session.

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?

- 2018-2019 saw the reestablishment of our tourism provision and the team secured £253,000 in funding to promote and develop Neath Port Talbot. This included capital funding to deliver a visitor hub at the car park at Neath canal at Resolven, to include the modernisation of existing toilet facilities (including designated disabled toilets), the creation of a café with ramped access and a digital information point which will be installed at a height which is accessible to all users.
- The Tourism Team continues to deliver the 'Tourism Development in Neath Port Talbot Project' which aims to develop the tourism industry's knowledge of the area through a series of 'Sense of Place' events focused on exploring 'undiscovered' walks in the valleys areas. The project has also produced high quality videography and photography to enable tourism operators within the valley areas to promote the area more effectively. This work was informed by the findings of the visitor research exercise undertaken during 2018-2019 which identified the visitor demographic reasons for visits to the area.
- Work on the Neath canal towpath, undertaken over the last two years involved the creation of an active travel route on the towpath between Neath (Zoar's Ark) and Briton Ferry. The existing route was in a poor condition; the running surface was stone dust with frequent ruts and potholes, and there were several barriers along the length that required cyclists to dismount and prevented access by some wheelchair users. The works involved surfacing the route to create a smooth tarmac surface and the replacement of barriers with bollards, allowing access for all while preventing access by cars.
- A Member led audit was undertaken which focussed on accessibility to the civic centres, including the public meeting rooms. A Member Disability Audit Group has been established and Members are currently reviewing the findings to help us ensure that our meeting facilities allow people from all backgrounds to access and participate in meetings.

- As part of our ongoing commitment to improving access we continue to install disability crossings/dropped kerbs where they are of most benefit; during 2018-2019 we installed 11 'sets' as a result of individual requests and planned improvement/construction works.

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 primary schools has been fairly consistent between the two academic years (94.02% 2018-2019 compared with 94.14% for 2017-2016). However, there was some improvement in attendance amongst traveller pupils (84.58% compared to 81.14%) and those identifying as non-white British (93.63% compared to 93.45%) **(All figures are still provisional)**
- Secondary school attendance was fairly consistent between the two academic years (93.46% 2018-2019 compared with 93.48% for 2017-2016). However, there were improvements in attendance amongst those identifying as non-white British pupils and those with special education needs (94.40% compared to 94.03% and 91.47% compared to 91.27% respectively) while there was a significant decrease in attendance amongst traveller pupils for the same period (76.62% compared to 78.05%).
- The Well-being and Behaviour Service work with key professionals to support schools in meeting the needs of pupils with Social, Emotional and Behavioural Difficulties (SEBD). This includes training, whole school approaches and multi-agency initiatives, feedback on the impact of work is positive. A continuum of support for pupils with SEBD is in place and is constantly being added to and developed due to the increasingly complex needs. The development of multi-agency initiatives is key to ensuring pupils' needs are supported holistically along with those of their families and communities. An example of this is the piloting of multi-agency support initiatives led by the police and linked to pilot schools. Outcomes have included a decrease in public protection notices, improved attendance and behaviour by pupils in school and parents re-engaged with employment and training.
- There were a total of 18 permanent exclusions during the academic year 2018-2019 nearly double to the previous academic year. While the number of primary school exclusions remained constant at one, the number of secondary school exclusions rose to 17; 13 boys and 4 girls. More significantly the number of pupils with Special Educational Needs (SEN) who were excluded rose from 7 to 13 in number.

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?

- Following support visits during the last two years, there was an expectation on all primary schools to assess and target improvement in pupils' skills and wellbeing. Strong progress continues to be made in this area and schools are now in a stronger position to meet the demands of curriculum development in order to address pupils' skills levels
- In September 2017 we implemented our Leadership Strategy, with the aim of developing confident, ambitious school leaders, who are able to manage change effectively. As a result schools are becoming more proficient and effective at improving standards and wellbeing of pupils.
- Since the new inspection arrangements were introduced in September 2017, to date 20 schools have been inspected, of which:
 - 18 out of 20 have been graded 'Good' or better for Standards.
 - All 20 schools have been graded 'Good' or better for Care, Support and Guidance
 - 19 out of 20 have been graded 'Good' or better for Wellbeing and Attitudes to Learning
 - 18 out of 20 have been graded 'Good' or better for Leadership.
- The number of schools categorised as green or yellow in the academic year 2018-2019 increased to 98%. This represents the highest figure since categorisation was introduced in 2014-2015.
- Five full time and one part time Community First Legacy youth workers support all secondary schools with tailored support provided to each school with the part time worker providing Welsh speaking support to Ysgol Gyfun Ystalyfera pupils. This includes one to one support, home visits, work outside of schools and with small groups in years 9-11 to support them in their learning.
- To date the Cynnydd project, which operates across south west Wales to reduce the number of 11-24 year olds at risk of becoming not in education, employment or training (NEET), has worked with 508 young people. 89% left the project achieving a positive outcome reducing the risk of becoming NEET. So far 90 young people have gained a qualification as a result of Cynnydd support.

- Boys' attainment levels continue to fall in both literacy and numeracy at Key Stage 2 and Key Stage 3 with the exception of attainment in literacy, which has shown significant improvement, 80.48% compared to 78.31% in 2017-2018 academic year
- Girls' attainment has shown a marked decline in 2018-2019 in both literacy and numeracy across all key stages.
- The numbers of traveller pupils increased from 55 (Pupil Level Annual School Census 2018) to 75 (Pupil Level Annual School Census 2019) with 56 in primary schools, 13 in middle and 6 in secondary schools. There is difficulty in tracking numbers due to the transient nature of the community. Further to this, some families may not wish to be identified as Gypsy/Traveller but may seek support from the service. Figures do not account for fairground and circus children who receive support out of school.
- Over the last three years, numbers across all key stages have remained in single figures resulting in large fluctuations in attainment from one year to the next. In 2019 two of six pupils achieved the Foundation Phase Indicator (33.3%), at Key Stage 2 seven of nine pupils (77.8%) achieved the Core Subject Indicator (Maths, English and Science) whilst none of the three pupils at Key Stage 3 achieved the Core Subject Indicator. Over the past three years (2016-2019) only four gypsy travellers have been in the Key Stage 4 cohort, none of which have achieved the L2+ indicator (5 GCSEs including English and Maths).
- At all key stages, English as an Additional Language (EAL) pupils consistently outperform their peers in all key indicators. Over the past three years, (2016-2018) EAL pupils have significantly exceeded national EAL figures. At the end of Key Stage 4, EAL pupils consistently outperform their peers nationally and non-EAL pupils locally. EAL pupils perform better than national 3-year averages (2016-2018) at Key Stage 4.
- **Attainment for girls across both literacy and numeracy at Key Stage 4 – information available in December**
- **Attainment for boys across both literacy and numeracy at Key Stage 4 –information available in December**

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

What did we do?

- We have created a new part time mental health post to provide reactive interventions to support those already identified as having mental health conditions, as well as to develop preventative mental health programmes.
- During 2018-2019, 29 managers attended recruitment training which ensured they were made aware of their responsibilities under the Equality Act 2010 in relation to making reasonable adjustments, at interview and when considering the best applicant for the post, thereby ensuring a fair and transparent process.
- We continue to be 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, we ensure that disabled people and those with long term health conditions have opportunities to fulfil their potential and realise their aspirations.
In 2018-2019, the proportion of black and minority ethnic employees of the total workforce remained at 1%, although the actual headcount of employees has increased by two.

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 and way to address the gender pay gap in the Council. In September 2018, we published our first gender pay gap report for the period 2017-2018 and will be publishing our second report in December 2019 (for the period 2018-2019). This information will be in the 'Annual Equalities Employment Report'.
- On 14 January 2019, the Personnel Committee gave approval for the Council to subscribe to the Chwarae Teg Fair Play Employer Scheme for a 12 month period. The Scheme supports organisations to develop gender equality action plans, using analysis of available workforce data, consideration of employer practices, matched to evidenced best practice recommendations, including actions to reduce gender pay gaps.
- As a starting point, during June 2019, Chwarae Teg launched a survey to our employees to find out what it is like to work in the Council. The response rate was 32%. The results of the survey will be analysed by Chwarae Teg and feedback provided during August 2019. Chwarae Teg will then support us in formulating a 'Gender Equality Action Plan' which will help us address any gender inequalities identified and assist us to develop actions to help reduce our gender pay gap.
- 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 implementing the actions from the 'Gender Equality Action Plan' to help close the gender pay gap.

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 impact assessment process has enabled us to help improve areas which have a big impact on people's lives.

We have placed a strong emphasis on ensuring equality and celebrating diversity across the range of our activities. There is also recognition and work to address inequalities in all of its forms, whether in relation to statutory duties concerned with people of protected characteristics, inequality caused by disparities in income, or by virtue of whether children and young people are cared for by their own families or the council.

We have been keen to work towards a more holistic approach to our work which has included attempts to better align 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 Plan Annual Report 2018-2019 (**LINK to be inserted**).

Following lengthy discussions with the previous 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 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 2018-2019](#) was published on 30 June 2019 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 task and finish group drafted the strategy and action plan 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. The first Annual Report on the strategy will be presented to Cabinet in December 2019.

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.

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 2018-2019 to meet the Public Sector Equality Duty

- Neath Port Talbot Youth Council is now fully elected with young people elected from schools and also from special interest groups such as Looked after Children, Speech & Language Club, Young Carers, Lesbian Gay Bisexual Transgender Queer + and Colleges.
- A young person from the Youth Council is currently on the Children's Commissioner's Advisory Board with another elected as a Member of Youth Parliament for Neath Port Talbot and winning a Youth Excellence Award 2018.
- Young Carers Awareness Raising sessions have taken place in schools with 1,500 young people taking part.
- We enhanced our procurement arrangements by signing up to the Ethical Supply Chains Programme. This makes a commitment to ensuring that we actively examine where we source our goods and services to ensure those arrangements are ethical.
- We have a Third Sector Grant Scheme that was co-produced with representatives of the local third sector.
- Last year, the [Corporate Communications and Community Relations Strategy \(2018-2020\)](#) was approved. The Strategy was developed to help us meet the requirement under the Well-being of Future Generations (Wales) Act 2015, to involve people in the work that we carry out. It has also been designed to make our collective communications and community relations efforts more consistent, effective and relevant.
- Programmes to educate children and young people about wider community safety programmes are well-established and we have been continuously reviewing our programmes to ensure that they remain relevant. For example, equipping children and young people to stay safe on-line has become a key area of focus.
- There is a particular focus on children most at risk of an adverse childhood experience with the intention of strengthening prevention and early intervention work. We are also building on our children's rights work to ensure that children and young people have a say in matters that affect them.
- We continue to work with bus operators and community transport organisations to improve transport connectivity for our communities. We also support the Community Transport Association with their 'connecting communities' project and in developing community car schemes in our valleys which help residents to access health facilities.

- Our annual Black History Month (BHM) event, hosted by the Minority Ethnic Achievement Support (MEAS) Team and pupils from our schools was held in November 2018. The theme of the 2018 event was 'Icons of Black Wales' where we showcased the talent in our schools and recognised and celebrated the achievements of our Black Minority Ethnic (BME) young people and others locally, nationally and on the global stage.
- As a result of the loss of funding for the MEAS and the Gypsy and Traveller Education Support teams a reduced Vulnerable Learners Service has been created. Whilst continuing to provide support to pupils across all age groups there is a likelihood that the reduction in capacity will impact those who are amongst the most vulnerable in our schools.
- An access card has been developed by the BME Community Association to help identify those people who have limited Welsh or English language. The community profile work undertaken identified a number of people who are not accessing services or are needing to rely on inappropriate means to access services because of language barriers. It is anticipated that the card will be introduced during 2019-2020.
- Welsh Government funding was received for a new Community Cohesion Officer post to support the delivery of the Western Bay Community Cohesion Delivery Plan. The post holder, working with the Regional Community Cohesion Coordinator the post holder, will identify and mitigate community tensions, in particular as a result of Brexit and to coordinate a multi-agency response in developing community based solutions. It is anticipated that recruitment to this post will be completed by November 2019.
- In September 2018, delivery of the Welsh Government's Childcare Offer scheme was piloted in 14 wards in Neath Port Talbot and was rolled out to all wards by the end of January 2019. As at July 2019 there were 775 active (approved) applications for the offer.
- We organised an engagement event with key partners to consider the research on adverse childhood experiences and the 'first 1,000 days' of a child's life. The event brought together 165 front-line practitioners from across public services and the third sector to start mapping the current systems and identify improvements to help every child have the best start in life. The focus of the event was on working more effectively together in developing opportunities for prevention and earlier intervention. Following the event a report was prepared with recommendations to progress the work. We were also successful in gaining funding from Welsh Government to hold future engagement events regarding the 'first 1,000 days'.

- Further services have been included within the Families First programme to provide social opportunities for children and young people with a disability aged 0-25 years.
- The Youth Service supported 12 community based youth clubs which provided young people aged 11-18 access to a range of educational, social and recreational activities (such clubs are a positive contribution to making a difference to the young people's social, cultural, economic and environmental wellbeing).
- Since April 2018 Families First and the Youth Service have delivered community based targeted provision to support vulnerable groups of young people who are carers, lesbian gay bisexual or transgender, and those with speech, language and communications needs as well as daily one to one caseload support for vulnerable young people
- As part of the Families First programme monitoring, equalities data is sought from each participant to improve our understanding of our current users and to help us target provision at all groups. Changes to the programme equalities form are being planned following feedback from the programme's LGBTQ+ (Lesbian, Gay, Bisexual, Transgender and Queer +) youth club. User engagement has also been undertaken throughout the year, including with children and young people using the youth clubs and disability services, to understand the impact of the services and any potential areas for improvement.
- The Active young people programme is offering a range of activities to encourage participation by all members of the community. The Park Lives and Street Games Programmes are delivered in the heart of the communities and a number of different sessions have been set up in the most deprived areas of the county borough. Sessions are well attended and specific disability sport clubs have been set up and are being well attended.
- Last year we reviewed our 2017-2020 Welsh in Education Strategic Plan (WESP). The Plan details how we will support and further develop Welsh language education in schools and in the wider communities and how we plan for future growth. It is aligned to national policy and guidance in order to contribute to the Welsh Government's aim of achieving a million Welsh speakers by 2050.
- Schools have been supported to embed a rights based approach as a framework for wellbeing within their schools. This was launched in the wellbeing conference in June 2018. So far 39 schools have signed up for the Rights Respecting Schools Award with UNICEF. A training event for schools for the Bronze award was held last

November and Rights Respecting packs were distributed to all schools who have signed up; 41 schools have signed up, 19 have achieved Bronze and 9 have achieved Silver.

- 30 members of staff from the Think Families Partnership, Families First commissioned projects, schools, Children Services and the NHS attended accredited participation training on the 26 and 27 March at Margam Orangery. The two day course was designed to improve knowledge and understanding of children and young people participation and develop the ability of staff to embed this into practice. 100% of attendees who completed feedback forms indicated that their knowledge of children & young people's participation had improved, as well as their confidence to apply this knowledge.
- Last October, we held an event for council staff to celebrate 100 years of Women's suffrage. It was hosted by the Mayor of Neath Port Talbot with a panel of female local elected cabinet members, the Leader of the Welsh Local Government Association and the local Unison Branch secretary to discuss their experiences as Women in politics and their hopes for the future.
- In March 2019, a 'Question Time' event for students was held in partnership with Neath College. It was hosted by the Mayor of Neath Port Talbot with a focus on the legislation currently being drafted by the Welsh Assembly to enable 16 year olds to vote at the 2021 National Assembly for Wales Elections.
- 300 disabled facility grants were completed during the year compared to 258 the previous year and the average time take to deliver a grant was 232 days compared to 242 the previous year. These variations can largely be attributed to fluctuations in demand. There were more low cost smaller adaptations completed during this year.
- We have developed an Autism Spectrum Disorder (ASD) Group made up of professionals, parents and carers who meet on a monthly basis to devise working plans in order to improve the lives of people with Autism, their families and carers. We have also developed an ASD Strategic Plan and a new ASD lead is in the process of being appointed to deliver the plan.
- We signed the UK Government's Armed Forces Covenant, as well as encouraging all of our strategic partners to sign the Covenant too. The objectives of the Covenant include encouraging everyone to offer support to the local Armed Forces Community to make it easier for them to access the help and support available. During the past 12 months, the our Armed Forces Covenant Liaison Officer has encouraged participation and sharing of information amongst organisations that support veterans and families who are experiencing health and wellbeing issues;

organisations included NHS Veterans Wales (NHS mental health therapists), Change Step (working with the Welsh Centre for Action on Dependency and Addiction (WCADA)), Poppy Factory (Employment for veterans with a disability), Age Cymru 360 project (support for elderly veterans and their carers), Royal British Legion (Admiral Nurse Project and Home from Hospital support), BLESMA (Support for limbless veterans), Action on Hearing Loss (Project for veterans whose hearing has been damaged by service), Blind Veterans UK.

- As part of our support for those service families that have experienced domestic abuse, we have also liaised with BAWSO, the organisation that supports women of ethnic backgrounds who experience domestic abuse, to discuss the particular issues of women from the commonwealth countries who had married service people and were experiencing difficulties in their relationship.
- A Member has been appointed as our Armed Forces Champion, to ensure that the voice of all members of the armed forces community are heard.
- We commissioned work to better understand the number and circumstances of people on low incomes across the county borough. We will use the findings of this work to inform the design of a poverty symposium which we will be holding in autumn 2019.
- We led work through the Public Services Board to identify people vulnerable to being drawn into drug-related crime. A Critical Incident Group met during 2018-2019 to identify the range of measures that agencies could take to protect vulnerable people from being drawn into county lines whilst also identifying opportunities to improve access to support for those who are drug-dependent.

Integrated 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.

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.

The revised integrated impact assessment process was introduced across all service areas in April 2019, following delays in the delivery of training sessions (due unforeseen circumstances), further revision of the forms and process as well as the need to hold additional sessions for relevant staff.

The Council's Executive and Non-Executive/Regulatory Report Guidance was also updated to reinforce current and reflect new legislative requirements. This update of the report guidance also provided an opportunity to reinforce the way in which impact assessments are reported to members.

A review of the impact assessment process and the success of its implementation is scheduled to be undertaken in May 2020.

Specific Employment Information

Employment Information for the period 2018-2019 will be reported to the Equality and Community Cohesion Group and the Personnel Committee during the latter part of 2019, when a full analysis of the data will be available; data analysed by the protected characteristics of sex, race, disability and age and by other specific criteria.

The data will be for the 12 month period 1 April 2018 to 31 March 2019, or, where appropriate, a snapshot of the workforce on 31 March 2019.

We recognise that gaps remain in the information available as providing this data is voluntary. Data collection is low in relation to the following protected characteristics: gender reassignment, pregnancy and maternity, religion and belief and sexual orientation. However, the employee portal has provide staff with an opportunity to update their own

personal records, including the ability to update their protected characteristics, securely and in confidence. The number of staff accessing the employee portal at 31 March 2019 was 3,991.

Our second gender pay gap report, to be published in December 2019, sets out the difference between the average pay of the men and women who work in the Council for the period 2018-2019. The pay data was taken from the Council's workforce of 6002 employees, at 31 March 2019 and excludes casual employees and all schools' employees.

During 2018-2019 external recruitment has once again been reduced significantly to only specialist and hard to fill posts e.g. qualified social care workers.

Section 5 - Have your say

We welcome feedback on the information contained with this Report via:

Email: policy@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 press and on the website which you can access via the following link: <http://www.npt.gov.uk/haveyoursay>



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Visit the Council's website: 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)



Follow us on Instagram: <https://www.instagram.com/nptcouncil/>

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	2017-2018	2018-2019	Direction of Improvement
1	EQ1.1	Number of hate crime reports	122	162	-
2	EQ1.2	Number of hate crime reports – Disability	14	19	-
3	EQ1.3	Number of hate crime reports – Race	68	106	-
4	EQ1.4	Number of hate crime reports – Religion	3	3	-
5	EQ1.5	Number of hate crime reports – Sexual Orientation	37	24	-
6	EQ1.6	Number of hate crime reports – Transgender	4	12	-
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.					

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

No	Ref	Measure	2017-2018	2018-2019	Direction of Improvement
		Reasons for the increase in numbers could be due to the Community Profile exercise with the communities especially providing information around hate crime and how and where to report.			
7	EQ1.7	Number of referrals to the Channel Panel	0	2	-
		<p>Due to concerns around the low number of referrals to Channel for 2017-2018, the referral pathway was amended and publicised during staff training sessions. In addition, flyers were created and posted on the Intranet.</p> <p>The Community Safety Team, in partnership with the Training & Development Team, also undertook a review of the 'Worskhop To Raise Awareness of Prevent' Training (WRAP Training) to ensure we were clearly communicating the purpose of Channel Panel, the PREVENT agenda and how to refer to all staff across the authority.</p> <p>Whilst figures then slightly increased during 2018-2019, not all referrals are accepted into Channel. However, referral figures continue to rise with the more training and awareness raising that takes place across the authority and within other organisations.</p>			
8	EQ1.8	Number of new referrals to Independent Domestic Violence Advisor Multi Agency Risk Assessment Conference/ specialist domestic violence agencies	1997	2650	-
		This is an expected rise in the number of referrals due to the roll out of Welsh Governments National Training Framework which sees all local authority staff and public services trained to understand the signs of Domestic Abuse. Training ensures staff are able to confidently respond to any disclosures, signposting victims to an appropriate support service. In addition to the training roll out, the local Violence Against Women, Domestic Abuse & Sexual Violence (VAWDASV) Communications & Engagement Group and its partners are actively raising awareness of Domestic Abuse in the community, aiming to encourage victims to come forward and seek help.			

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

No	Ref	Measure	2017-2018	2018-2019	Direction of Improvement
<p>With the continuation of the training roll out and awareness raising work, this figure is expected to rise year on year.</p> <p>However, it should be noted that this figure comprises victims at all risk levels from low-medium risk to very high risk and victims may be supported across more than one area e.g. open to the IDVA service and known to specialist provider or MARAC.</p>					
9	EQ1.9	Number of repeat referrals to Independent Domestic Violence Advisor Multi Agency Risk Assessment Conference/specialist domestic violence agencies	279	617	-
<p>Victims can often struggle to engage with support due to the nature of the abuse and the controlling / coercive behaviour patterns of an abusive partner. For this reason, victims may disengage with a service but then present again at a later stage.</p> <p>Alternatively, some victims will fully engage with support and no longer require any services.</p> <p>However, there are a cohort of people with complex needs who struggle to engage with services and will continually access multiple services with very poor outcomes. A piece of work is being conducted to better understand the approach in these instances and whether an alternative approach would be more fit for purpose and lead to better outcomes.</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	2017-2018	2018-2019	Direction of Improvement
11	EQ2.2	% of website pages available in Welsh	100%	100%	↑
13	EQ2.4 (DBC/006)	Improve the professional rating of our website page rating from a 1 star (maximum rating is 4 star)	2**	SOCITM no longer undertake this process	
Measure to be deleted					
14	EQ2.5 (DBC/007)	% of customers very satisfied/satisfied or Ok with improvements made to service available on-line – general look and feel	84% (37 out of 44)	100% (21 out of 21)	↑
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	84% (37 out of 44)	85.71% (18 out of 21)	↑
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% (37 out of 44)	88.1% (18.5 out of 21)	↑
We continue to be in the top third with our customer feedback from our website developments. Continuous improvement of the website is ongoing and regular customer feedback will continue to be collected.					
17	EQ2.8 (DBC/010)	Number of customers assisted to use self-service options by Customer Services One Stop Shop staff	94	23	-

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	2017-2018	2018-2019	Direction of Improvement
		<p>It is difficult to pinpoint a particular reason for the decrease in the number of customers assisted to use self-service options however the ongoing digital awareness initiatives along with the changes in the way customers access information and services will have had an impact on the number of people needing assistance.</p> <p>This is borne out by the number of visitors to our One Stop Shops 60,194 in 2018-2019 compared to 65,259 callers in 2017-2018</p>			
18	EQ2.9 (DBC/001)	% of transactions completed on line (new services)	71.1% (60,623 of 85,245)	80%	↑
		<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. The demand for online provision in these services continues to grow in line with the Corporate direction</p>			
19	EQ2.10 (DBC/002)	Number of new services available on line	31	16	
		<p>New and upgraded services introduced during 2018-2019 include: applications for free school meals, missed recycling collections, purchasing Margam Park membership, skip and scaffolding permits, ordering Registrar's birth, death and marriage certificates, school uniform grants, Warm Homes Fund applications, payments for school dinner money.</p> <p>In addition, work has been ongoing in relation to Gov Notify services for the following areas: school transport, education, children and family services and council tax. This has allowed automatic messages to be sent to relevant individuals/ taxi and bus operators informing them of school closures during inclement weather; information of parenting courses and reminders to those residents who are in council tax arrears</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	2017-2018	2018-2019	Direction of Improvement
21	EQ2.12	Number of complaints upheld in relation to compliance with the Council's Welsh Language Scheme/Standards	2 out of 4	1 out of 5	↑
<p>A total of five complaints were received during 2018-2019. Four complaints were received via the Welsh Language Commissioner; two were not investigated, one continues to be investigated and in one it was found that we had failed to comply with the relevant standard and an action plan has been agreed to reduce the risk of the failure reoccurring.</p> <p>The remaining complaint was received direct to the Council but the matter did not fall under the Council's responsibilities and was referred to partner language organisations to consider any possible action.</p> <p>More information on these complaints can be found in the Welsh Language Standards Annual Report 2018-2019.</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	2017-2018	2018-2019	Direction of Improvement
22	EQ3.1	Number of adults receiving services from adult services at 31st March	2,726	2,721	↑
23	EQ3.2	Number of children receiving care and support from Children's Services at 31 March	1,200	1,182	↑
Data relates to adults who are in receipt of care and support who have a care and support plan, or have a support plan if they are a carer as at 31 March.					
24	EQ3.3	Number of carers who were assessed as at 31 March	282	287	↑
Carers' assessments are undertaken by the social work teams and Neath Port Talbot Carers Service on behalf of the Council. All carers are offered an assessment and those who accept this offer receive an assessment. Carers which reject the offer of an assessment are still provided with access to information, advice and assistance as well as services provided by Neath Port Talbot Carers Service.					

Equality Objective 4: Monitor information and data effectively in order to identify disadvantages experienced by people due to their protected characteristics					
No	Ref	Measure	2017-2018	2018-2019	Direction of Improvement
25	EQ4.1	Number of equality impact assessments undertaken and reported to the relevant Cabinet Board	10	6	↓
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	10	10	↔
		Disability Network Action Group	0	0	
BME Community Association – the figure quoted is the number of Trustees on the Executive Committee.					
The measure relating to the Disability Network Action Group to be deleted as the Group no longer meets.					

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

No	Ref	Measure	2017-2018	2018-2019	Direction of Improvement
27	EQ5.1	Number of staff attending training on specific topics	2406 (1993 of which were NPT staff)	1876 (1485 of which were NPT staff)	-
Topics offered in 2018-2019 were not entirely the same as those offered in 2017-2018; 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	2017-2018	2018-2019	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	95.15%	87%	-
<p>Welsh Government has, via the National Fraud Initiative along with Applied Card Technologies, identified approximately 28,000 deceased bus pass holders across Wales and cancelled the passes. This has had a significant impact on the number, which has reduced by 3,571 cards. In addition, First Cymru have switched on a piece of software on their ticket machines that identify inactive cards (termed as hot listed cards) this will have further impact on the reduction of concessionary cards in circulation, as most routes in the county borough are operated by their business.</p> <p>The requirement for all concessionary cards to be reissued by the end of December 2019 is likely to have a further significant impact on the number of cards in circulation.</p>					
31	EQ6.4	Number of mobility scooter trips facilitated by Shopmobility			↓
		Neath	1,714	1,555	
		Port Talbot	2,830	2,402	↓
<p>The methodology used previously for counting scooter trips has changed.</p> <p>Prior to 2018, trips were counted in sessions which spanned morning and afternoon time slots used as a basis for a different charging structure. Following the introduction of a simple unitary daily charge for scooter hire, this is no longer necessary and leads to a simpler and more accurate assessment of actual trips.</p>					

	The 2017 - 2018 figures have been restated on the new simpler basis making the comparison with the current year more meaningful.				
32	EQ6.5	Number of customers enrolled with Shopmobility			
		Neath	138	164	↑
		Port Talbot	213	202	↓

Equality Objective 7: Reduce gaps in the educational performance experienced by pupils due to their protected characteristics					
No	Ref	Measure	2017-2018	2018-2019	Direction of Improvement
33	EQ7.1	% of girls attaining Outcome 5+ in literacy at Foundation Phase	79.42%	77.12%	↓

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

No	Ref	Measure	2017-2018	2018-2019	Direction of Improvement
		% of boys attaining Outcome 5+ in literacy at Foundation Phase	66.27%	65.29%	↓
34	EQ7.2	% of girls attaining Outcome 5+ in numeracy at Foundation Phase	79.18%	76.58%	↓
		% of boys attaining Outcome 5+ in numeracy at Foundation Phase	71.92%	70.77%	↓
35	EQ7.3	% of girls attaining Level 4+ literacy at Key Stage 2	90.49%	89.27%	↓
		% of boys attaining Level 4+ literacy at Key Stage 2	84.21%	81.38%	↓
36	EQ7.4	% of girls attaining Level 4+ numeracy at Key Stage 2	90.35%	87.64%	↓
		% of boys attaining Level 4+ numeracy at Key Stage 2	87.93%	85.25%	↓
37	EQ7.5	% of girls attaining Level 5+ literacy at Key Stage 3	90.89%	90.16%	↓
		% of boys attaining Level 5+ literacy at Key Stage 3	78.31%	80.48%	↑
38	EQ7.6	% of girls attaining Level 5+ numeracy at Key Stage 3	86.79%	86.27%	↓
		% of boys attaining Level 5+ numeracy at Key Stage 3	81.00%	80.00%	↓
39	EQ7.7	% of girls attaining Level 2 literacy at Key Stage 4	74.06%	Data for 2018-2019 (academic year) will be available in December	
		% of boys attaining Level 2 literacy at Key Stage 4	52.43%		
40	EQ7.8	% of girls attaining Level 2 numeracy at Key Stage 4	60.75%		
		% of boys attaining Level 2 numeracy at Key Stage 4	56.47%		

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

No	Ref	Measure	2017-2018	2018-2019	Direction of Improvement
41	EQ7.9	% of pupil attendance in primary schools:	94.14%	94.02% (p)	↔
		girls	94.30%	94.20% (p)	↔
		boys	93.99%	93.86% (p)	↔
		pupils identifying as non-white British	93.45%	93.63% (p)	↑
		pupils identifying as white British	94.20%	94.07% (p)	↔
		pupils with special educational needs	92.92%	92.70% (p)	↔
		pupils with no special educational needs	94.62%	94.55% (p)	↔
		traveller pupils	81.14%	84.58% (p)	↑
		non-traveller pupils	94.46%	94.07% (p)	↔
<p>The figures for attendance at primary school are provisional and if confirmed will be updated prior to publication. The difference in the figures between 2017-2018 and 2018-2019 are so small that it is considered appropriate to report the direction of improvement as 'maintained' as opposed to strictly reporting the slight differences. However, where the difference in the figures is more significant this has been acknowledged</p>					
42	EQ7.10	% of pupil attendance in secondary schools	93.48%	93.46%	↔
		girls	93.56%	93.51%	↔
		boys	93.40%	93.41%	↔
		pupils identifying as non-white British	94.03%	94.40%	↑
		pupils identifying as white British	93.44%	93.43%	↔
		pupils with special educational needs	91.27%	91.47%	↑
		pupils with no special educational needs	94.28%	94.23%	↔

		traveller pupils	78.05%	76.62%	↓
		non-traveller pupils	93.51%	93.49%	↔
<p>The difference in the figures between 2107-2018 and 2018-2019 are so small that it is considered appropriate to report the direction of improvement as 'maintained' as opposed to strictly reporting the slight differences. However, where the difference in the figures is more significant this has been acknowledged</p>					
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	1	↓
		Travellers	0	0	↔
		BME	0	0	↔
44	EQ7.12	The number of permanent exclusions during the academic year in secondary schools	9	17	↓
		Boys	7	13	↓
		Girls	2	4	↓
		SEN	7	13	↓
		Travellers	0	0	↔
		BME	0	0	↔

Equality Objective 8: Ensure our employment and recruitment processes promote fairness and equality for all.

No	Ref	Measure	2017-2018	2018-2019	Direction of Improvement
45	EQ8.1	Number of staff attending recruitment training	76	29	↓
46	EQ8.2	% of participants of training sessions that considered their knowledge had increased	100%	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	31	35	↑