

# Corporate Plan 2019-22 Annual Report



Period: 1st April 2019 to 31st March 2020



## FOREWORD

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

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

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

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

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

**Cllr Rob Jones, Leader of Council**

This Report is available in Welsh and on our website.

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## **Introduction**

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

In preparing this Annual Report for the 2019-2020 financial year, the Council is required to consider whether the current well-being objectives remain relevant or whether changes to those objectives should be considered. Given that the objectives were agreed in September 2017 and reviewed in March 2020, it was not considered necessary to make any changes.

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

### **Summary of our performance during 2019-2020:**

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

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

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

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

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

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

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

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

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



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

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

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

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

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

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



## **Securing good governance and continuous improvement of the Council**

**Corporate planning** – In December 2018, the Council completed the Future Generations Commissioner for Wales’s self-reflection tool. The tool was developed to enable the Commissioner to fulfil the duty of monitoring and assessing the progress being made by the 44 public bodies in Wales, who are subject to the duties of the Well-being of Future Generations (Wales) Act 2015. The Commissioner provided the Council with feedback in September 2019, which included an assessment and advice on our progress towards our well-being objectives and the implementation of the Act. The Commissioner welcomed the view that our three well-being objectives form an integrated framework which demonstrates the contribution of everything the Council does towards the national well-being goals. The Commissioner also commented positively on our interactive website version of the 2017-2018 annual report which contained stories to illustrate how our work is impacting on local people.

However, the Commissioner did comment on our approach to completing the self-reflection tool and recommended we involve a wider range of people in the future. The Commissioner also commented on the lack of information in our self-reflection on the barriers we have faced in implementing the Act and would also like to see more self-reflection on the impact the steps contained in our Corporate Plan are having on meeting our well-being objectives. The Commissioner provided a more specific assessment and advice on the progress we are making towards our well-being objectives which included positive comments on the diversity of steps and actions under each of our well-being objectives. However, the Commissioner advised when reviewing our objectives and steps, we consider what is going to have the biggest impact in improving well-being for the residents of Neath Port Talbot.

During 2019-20, Audit Wales undertook work to examine if the Council is acting in accordance with the sustainable development principles of the Well-being of Future Generations Act (Wales) 2015. This work focused on a step taken from Well-being Objective three as contained in the 2019-2022 Corporate Plan: ‘We will deliver strategic regeneration programmes’. The Auditor General found: “The Council is designing its regeneration projects to improve well-being but there are opportunities to strengthen its application of the sustainable development principle”. Audit Wales proposed 10 proposals for improvement which the Council has responded to in the form of an action plan. The Audit Wales report (including the action plan) can be found [here](#)

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

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

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

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

- protection for some services that enable early intervention and prevention activities that reduce demand on public services whilst promoting well-being;

- protection for integrated services that have been established to deliver more joined up services for citizens;
- protection for services that have a long term impact on sustainability; and
- protection for key collaborative arrangements.

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

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

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

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

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

**Workforce** – In June 2018, the Council approved a Corporate Workforce Plan. The purpose of the Workforce Plan is to enable us to keep pace with the workforce implications of our Corporate Plan and it sets out the actions we need to take to achieve our priorities and objectives.

The aim of the plan is to enable us to identify any gaps between our workforce of today and the workforce we need looking forward over the next five years and beyond – ensuring the Council has the right number of people with the right skills and attitudes in place at the right time to deliver its services and functions.

The plan sets out the key challenges for our employees over the next five years, articulated in the Corporate Plan objectives and priorities, the Forward Financial Plan, asset management plans and the Corporate Risk Register. The Plan and the actions to achieve the plan were reviewed by Members in December 2019, to ensure that it remains fit for purpose and aligned to the priorities of the Council.

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

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

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

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

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

**Asset Management** – Arrangements for asset management are well-established with clear links to strategic and service planning and the Council's capital and revenue budget arrangements. Our asset management plans provide information on the number and conditions of the following classes of assets: highways, fleet, bridges and structure, property and information and communications technology. The reduction in financial resources available to the Council is placing considerable pressure on this area of work. The associated risks are set out in the Council's Strategic and Operational risk registers and this in turn informs the allocation of revenue and capital resources.

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

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

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

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

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

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

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

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

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

**Public Engagement and Reporting** – In February 2018, the Corporate Communications and Community Relations Strategy (2018-2020) ‘Talking NPT’ was approved (a copy can be found [here](#)). The Strategy was developed to help us meet the requirement under the Well-being of Future Generations (Wales) Act 2015, to involve people in the work that the Council carries out. It has also been designed to make our collective communications and community relations efforts more consistent, effective and relevant and to support the delivery of our Corporate Plan. The Strategy is currently being updated in light of the learning following the communications response to the COVID-19 pandemic and will be presented to Cabinet during 2020-2021.

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

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

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

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



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

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

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

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

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

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

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

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

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

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

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

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

The next section provides a detailed assessment of how we have performed against each of the steps set out in the Corporate Plan 2019-2022 to achieve our three well-being objectives and improvement priorities. This also includes an overall RAG status against each Step based on the following key:

- Green: on the whole we are on track to deliver what was planned during 2019-20
- Amber: Just off track, we have not delivered some of what was planned during 2019-20
- Red: Generally off track in delivering what was planned during 2019-20 in terms of timescales or we may not deliver

## Performance of our Well-being objective 1, improvement priorities and steps

**Well-being Objective 1:** To improve the well-being of children and young people: *“All of our children and young people have the best start in life, so they can be the best they can be”*



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

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

A prosperous Wales	The suite of priorities and steps aim, collectively, to ensure that every child and young person enters employment, education or training at the end of full-time education ready to contribute socially and economically.
A healthier Wales	Every school in NPT is a “Healthy School” and the county borough also has good participation rates in physical activity. A focus in this Plan is to place greater emphasis on emotional well-being to equip children and young people with the skills, behaviours and support they need. Additionally, parenting programmes will target those families most in need of support. The Council has good data to identify where there are differences in attainment and outcomes for children and young people of different backgrounds with programmes in place to address inequality and inequity.
A Wales of cohesive communities	There is a strong emphasis on ensuring equality and celebrating diversity across the range of activities proposed in this Plan. There is also recognition and work to address inequalities in all of its forms, whether in relation to statutory duties concerned with people of protected characteristics, inequality caused by disparities in income, or by virtue of whether children and young people are cared for by their own families or the council.

<b>Well-being objective 1 - To improve the well-being of children and young people</b>	
<b>How this well-being objective contributes to the seven national well-being goals:</b>	
	Programmes to educate children and young people about personal and community safety are well-established but this Plan acknowledges that there is a need to continuously review our programmes to ensure that they remain relevant. For example, equipping children and young people to stay safe on-line has become a key area of focus given Child Sexual Exploitation, radicalisation and other on-line criminality.
A resilient Wales	Children and young people are introduced to the importance of the eco systems and our environment at an early stage. The pilot project planned for Sandfields West will explore in more detail how we can take advantage of the green and blue space in our county borough to develop the well-being of our children and young people.
A more equal Wales	Reducing inequality and inequity is a strong theme across the priorities that have been developed to support the achievement of this objective. There is a particular focus on children most at risk of an adverse childhood experience with the intention of strengthening prevention and early intervention work. This Plan also makes a commitment to building on our children's rights work to ensure that children and young people have a say in matters that affect them.
A Wales of vibrant culture and thriving Welsh language	The county borough has good rates of participation in physical activity and there are a wide range of cultural opportunities. There are plans to strengthen Welsh and bi-lingual education in both pre-school and full time education settings. The Council has recently published its Welsh Language Promotional Strategy which will support the Council's objectives to increase the number of people who can speak Welsh and who do so on a daily basis.
A globally responsible Wales	There are many ways in which the work set out in this Plan contributes to the wider world. For example, the technological investment through our 21 <sup>st</sup> Century Schools programme will transform the way in which children and young people access learning, bringing experiences from across the world into NPT classrooms, whilst also building skills fit for the future labour markets.

**Overall progress:** We set out 27 steps, i.e. the actions to help us deliver the improvement priorities for **well-being objective one**, of which 23 are on track, 2 just off track and 2 off track. Below is more detailed information on how we did against each step.

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

**Improvement Priority 1.1** Children in their early years will benefit from integrated and effective pre-school programmes that maximise their well-being and their readiness for learning

Step	Progress	RAG Status
<p>1.1.1 We will implement the actions identified from our Childcare Sufficiency Assessment action plan, including implementation of Welsh Government programmes and making use of relevant funding to increase</p>	<ul style="list-style-type: none"> <li>• A national promotion campaign was delivered by Welsh Government from October 2019. Since the launch, we have held regular provider events to encourage provider registration and awareness of the process and policy changes.</li> <li>• We saw more than 1,000 working parents across Neath Port Talbot successfully applying for the 'Childcare Offer for Wales' (<a href="#">press release</a>). The Childcare Offer helps to support working parents by reducing the strain on family income and helping to ensure childcare is not a barrier to taking up employment. During 2019-20, 648 applications for the childcare offer were approved and there are 140 childcare providers throughout NPT (including some in neighbouring authorities) that are registered to provide the childcare offer for the children of Neath Port Talbot. On average 585 children access a childcare place each month.</li> <li>• A total of £1.934 million has been paid to childcare providers for 429,834 hours of childcare</li> <li>• We supported 23 Childminders and 2 Parent and Toddler Sessions through use of grant funding.</li> </ul>	<p><b>Green</b></p>



<b>Well-being Objective 1</b> To improve the well-being of children and young people		
<b>Improvement Priority 1.1</b> Children in their early years will benefit from integrated and effective pre-school programmes that maximise their well-being and their readiness for learning		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
availability and quality of childcare	<ul style="list-style-type: none"> <li>We supported 43 settings to achieve the Healthy &amp; Sustainable Pre-School Scheme (HSPSS) and we rolled out the scheme to an additional 6 childcare settings.</li> <li>We increased the use of Welsh Language at settings. We complete the use of Welsh evaluations in each childcare setting, offer Welsh story sessions and story resource packs to all providers. CAMAU learn Welsh scheme for early year's education and childcare continues to be promoted.</li> <li>We have expanded our training programme for our employees, and Safeguarding and Child Protection training remains high of the agenda.</li> </ul> <p>Key Performance Indicator (KPI): As at 31<sup>st</sup> March 2020 there were 2,335 full day childcare places provided across the borough. Whilst this is lower than our target of 2,400 for 2019-20, it is an increase of 107 places since March 2019.</p>	
1.1.2 We will review links between early years childcare providers and schools to ensure they are developed to	<p>To support young children's transition to school, Flying Start transition meetings between childcare providers and schools are being held termly in most areas. Transition meetings are well established in Flying Start areas.</p> <p>A transition sub group meets regularly to review arrangements. This group includes representatives from Flying Start, the Early Years and Childcare Unit and Education as well as childcare umbrella organisations.</p> <p>A new Progress Tracker to enable staff to monitor children's development has been introduced which can be shared with schools where appropriate.</p>	<b>Green</b>

<b>Well-being Objective 1</b> To improve the well-being of children and young people		
<b>Improvement Priority 1.1</b> Children in their early years will benefit from integrated and effective pre-school programmes that maximise their well-being and their readiness for learning		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
support children's transition to school		
1.1.3 We will deliver a national programme and targeted intervention through the Book start programme to introduce literacy and numeracy for babies and young children	<p>The Library Service has delivered a range of targeted literacy intervention work in partnership with 9 schools providing 206 sessions across both primary and secondary sectors in Neath Port Talbot in the Autumn Term 2019.</p> <p>Since the appointment of our new Bookstart Co-ordinator in September 2019 we have added 143 sessions at Libraries / Community Libraries and 7 at playgroups.</p>	<b>Green</b>
1.1.4 We will work with partners to ensure that we target support to those children at	<ul style="list-style-type: none"> <li>A First 1,000 days workshop event was held for key service managers and partners in June 2019. Ahead of the scheduled event, online engagement with parents was conducted in order to understand parent experience during their child's first 1,000 days. Over 230 parents responded to the online questionnaire and their feedback informed the workshop. Following the workshop and feedback a delivery plan was produced to</li> </ul>	<b>Green</b>

<b>Well-being Objective 1</b> To improve the well-being of children and young people		
<b>Improvement Priority 1.1</b> Children in their early years will benefit from integrated and effective pre-school programmes that maximise their well-being and their readiness for learning		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
risk of adverse childhood experience in the first 1,000 days of their lives	<p>take forward identified actions. These will form part of the Early Years Integration Pathfinder programme.</p> <ul style="list-style-type: none"> <li>• Mapping events were held in NPT and Swansea during December 2019 to identify the support services available and to understand the process that link services and tiers of needs. A regional follow up event was held in March 2020 to review the mapping and to identify opportunities for regional work.</li> <li>• Focus groups with parents were planned for end of March but these have had to be pushed back into 2020-21 due to the COVID-19 pandemic.</li> <li>• A regional funding application for Early Years Integration funding has been submitted to Welsh Government in order for pilot models to be tested.</li> <li>• A Children and Young Peoples Plan has been developed during the year and amended following consultation feedback. The plan has been reviewed by the Public Services Board and will be taken forward for Member approval during 2020-21</li> </ul>	

<b>Well-being Objective 1</b> To improve the well-being of children and young people		
<b>Improvement Priority 1.2</b> Families struggling to provide good parenting for their children will be provided with tailored support		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
1.2.1 To target early intervention and prevention support to those families who need it, ensuring better local alignment and a co-ordinated approach to providing support to address child adverse experiences	<ul style="list-style-type: none"> <li>• Due to the Families First Performance &amp; Monitoring Officer leaving her post to take up a secondment, no monitoring visits were undertaken in quarter 1. However, monitoring information was collected and collated from across the programme. Monitoring visits took place with all projects during quarter 2 and quarter 4.</li> <li>• A video recording user experiences of some of the services, has been made in order that we are better able to understand the impact of the Families First on families and individuals. This has been shared with service providers and our Monitoring and Delivery Group.</li> <li>• Throughout 2019-20, 1,067 referrals were received for Families First services with over 1,200 individuals accessing support.</li> <li>• Of the 1,112 participants that have closed during the year, 680 closed with a successful outcome (60%). 26% of participants did not engage with the service offered or opted out.</li> <li>• 88% of participants felt that the service they accessed was of benefit to them with 91% feeling that they had achieved their identified outcome. Outcomes are varied and are agreed with families or individuals at the start of the service. These can include improving confidence, building family relationships, developing parenting strategies, or feeling better able to cope with family pressures</li> <li>• Discussions have begun with partners to develop a more co-ordinated approach to delivery of early years services, particularly between health and local authority services. Models of delivery will be piloted through the Early Years Integration</li> </ul>	<b>Green</b>

<b>Well-being Objective 1</b> To improve the well-being of children and young people		
<b>Improvement Priority 1.2</b> Families struggling to provide good parenting for their children will be provided with tailored support		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
	Pathfinder work. An application for funding to take these forward has been submitted to Welsh Government.	

<b>Well-being Objective 1</b> To improve the well-being of children and young people		
<b>Improvement Priority 1.3</b> Children of school age will be safer, healthier and engaged with their learning		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
1.3.1 We will ensure communities are empowered to strengthen their own capacity to improve health and wellbeing and all children and young people can	<ul style="list-style-type: none"> <li>We continued to support 12 community based Youth Clubs which provides young people aged 11-18 with access to a range of educational, social and recreational activities some of which included annual trips to a theme park and ice skating. We have also supported voluntary sector youth clubs. Youth club provision was disrupted in March 2020 due to COVID-19 (such clubs are a positive contribution to making a difference to the young people's social, cultural, economic and environmental wellbeing).</li> <li>We continue to provide inclusive sporting opportunities across the borough. 4 fully inclusive week long sports camps have been delivered and 1 disability week long camp to this year. We have designed and delivered a community sport program of</li> </ul>	<b>Green</b>

<b>Well-being Objective 1</b> To improve the well-being of children and young people		
<b>Improvement Priority 1.3</b> Children of school age will be safer, healthier and engaged with their learning		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
fully participate in a range of activities that promote their social, cultural, economic and environmental well-being	activities for children with disabilities to access. The officers ensure that children have access to opportunities in school and that sessions and clubs are fully inclusive.	
1.3.2. We will continue with our Strategic School Improvement Programme of school reorganisation to provide 21st Century teaching and learning facilities and meet 'secure by design' standards	<ul style="list-style-type: none"> <li>• The Construction projects under Band A are now complete. Work has commenced on Band B projects.</li> <li>• Construction work for Cefn Saeson (<a href="#">press release</a>) is progressing well.</li> <li>• Work also started on a £1.6m refurbishment project at Ysgol Gynradd Gymraeg Pontardawe – <a href="#">press release</a></li> <li>• Go ahead has been given for a new Abbey Primary school – <a href="#">press release</a>. However, due to unforeseen groundwork complications, project costs are higher than budget. Work is progressing on value engineering options. This will result in slippage in planned timescales.</li> <li>• A contract agreement has been awarded for YGG Ystalyfera and the formal planning application has been submitted. It is planned to start work on the demolition of the existing teaching block in August 2020.</li> </ul>	<b>Green</b>

<b>Well-being Objective 1</b> To improve the well-being of children and young people		
<b>Improvement Priority 1.3</b> Children of school age will be safer, healthier and engaged with their learning		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
	<ul style="list-style-type: none"> <li>Proposals have been developed as part of an options appraisal for a new primary school building to be constructed in the Swansea Valley area and an outline business case has recently been submitted to Welsh Government (in August 2020).</li> <li>Work is progressing on identifying areas in the borough for Welsh Medium education development, however, this work has been affected in the last quarter of 2019-20 due to COVID-19.</li> <li>Both schemes to reduce class sizes at YGG castell Nedd and Gnoll Primary were completed, on time and within budget.</li> </ul> <p>KPI: The capped 9 score per pupil for Neath Port Talbot for the 2018-19 academic year was 342, just below our target of 343, but slightly above the previous academic year score of 341.</p> <p>KPI: the percentage of pupil attendance in primary schools was 94.02% for academic year 2018-19, a slight decrease on 2017-18 (94.14%) and just below our target of 95%.</p> <p>KPI: the percentage of pupil attendance in secondary schools was 93.46% for academic year 2018-19, slight decrease on 2017-18 (93.48%) and just below our target of 94.5%.</p>	
1.3.3 We will further develop our Welsh in Education Strategic Plan	<ul style="list-style-type: none"> <li>Initial meetings have been held to plan for the new WESP regulations that came into effect from 1<sup>st</sup> January 2020. The new regulations requires a local authority to develop a 10 year plan and submit to the Welsh Government by 31<sup>st</sup> January 2021. The COVID-19 pandemic could have an impact on our planned timescales in 2020-21.</li> </ul>	



<b>Well-being Objective 1</b> To improve the well-being of children and young people		
<b>Improvement Priority 1.3</b> Children of school age will be safer, healthier and engaged with their learning		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
(WESP), so that we increase opportunities for more of our children and young people to be educated through the medium of Welsh and for pupils to become more proficient in speaking Welsh	<ul style="list-style-type: none"> <li>Ysgol Ystalyfera Bro-Dur and the feeder schools continue to work together on a range of activities in their plan to promote Welsh medium education.</li> <li>A marketing sub-group has been formed to develop the NPT website which will help promote Welsh medium education. The sub-group last met on 16<sup>th</sup> January 2020. Whilst the website has been updated, further work is planned to enhance the website. The COVID-19 lockdown will delay progress to enhance the website.</li> <li>During the COVID-19 lockdown in conjunction with other key partners, we have set up a support network on a digital platform for parents in non-Welsh speaking homes. We have also provided resources to support pupils e.g. oral skills via flip-grid, webinars, etc.</li> </ul> <p><b>KPIs:</b> 16.63% of pupils assessed in Welsh at the end of Foundation phase for academic year 2018-19. This is just below target of 16.7% but is higher than the previous academic year figure of 15.78%.</p> <p>11.4% of pupils studied Welsh first language at year 11 for academic year 2018-19, which is just below target of 11.5% and just below the previous academic year figure of 12.85%.</p>	<b>Green</b>
1.3.4 We will pilot a Children's Community model in the Sandfields West ward	<ul style="list-style-type: none"> <li>The project is now part of the Welsh Governments Pioneer Group sharing best practice with other Local Authorities with meetings to commence late September 2020.</li> <li>As at March 2020, 208 people have engaged with the process and 98 partners have engaged in the project, with numbers doubled for regular attendees. 48% of families</li> </ul>	<b>Green</b>

<b>Well-being Objective 1</b> To improve the well-being of children and young people		
<b>Improvement Priority 1.3</b> Children of school age will be safer, healthier and engaged with their learning		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
	<p>attending are from Sandfields West and 52% are from outside the Sandfields West area. During the COVID-19 pandemic we have regular messages and calls from some families.</p> <ul style="list-style-type: none"> <li>• The Dad's Group started January 2020 and with numbers flourishing an extra group was being discussed prior to COVID-19. This is run by our Dad's worker in Flying Start.</li> <li>• Rolling Support Hubs were set up in February 2020. They were based at schools in Sandfields West. Services within NPT internal and external services hold a 'cuppa and a chat' on a rolling rota. The aim is to improve and increase community engagement whilst raising the profile of the children's community. This is achieved by raising family's awareness of what support they can access.</li> <li>• Workshops were arranged for March 2020 for Operational and Strategic Groups to show the Vision of the Children's' Community Implementation alongside the Public Service Board and the Well-being Plan. Due to COVID-19 these were postponed and aim to be rescheduled in the autumn.</li> <li>• Plans to work with Port Talbot Women's Aid, Swansea Bay Perinatal Group are currently on hold and we are looking to resume in the autumn</li> <li>• Neath Port Talbot Autistic Spectrum Disorder (ASD) Service started running their programme with this pilot and incorporated some families from the schools in the area for the parents/carers of children who have been diagnosed with Autism.</li> </ul>	

<b>Well-being Objective 1</b> To improve the well-being of children and young people		
<b>Improvement Priority 1.3</b> Children of school age will be safer, healthier and engaged with their learning		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
1.3.5 We will ensure that we effectively implement new statutory duties created by Welsh Government to benefit children and young people with additional learning needs	<ul style="list-style-type: none"> <li>• We have developed a fully costed Local Implementation Plan to ensure the priorities outlined in the Regional Implementation Plan are fully delivered. Good progress is being made against all actions identified and ongoing monitoring is in place.</li> <li>• We reviewed the staffing structure to ensure the service is fully equipped to meet the demands of ALN (Additional Learning Needs) reform. As at end March 2020, 95% of the posts were filled but due to COVID-19 the recruitment process has been put on hold and will resume during the autumn term.</li> <li>• Nearly all ALNCoS and Head Teachers have received training in Person Centred Practices (PCP).</li> <li>• All officers have completed their accreditation as PCP trainers. This increased capacity has enabled a wider number of schools to access training and support, and a greater number of teaching and support staff have now received training.</li> <li>• Quality assurance mechanisms have been developed and put in place and will resume in the autumn term, having been put on hold due to school closures for COVID-19. Quality assurance of annual reviews have been undertaken, feedback to schools and further training to be provided during the autumn term. We are also working with regional partners, as part of the ALN Transformation Programme, to ensure consistency of approach and increased collaboration with School Improvement colleagues.</li> <li>• Quality assurance exercises have shown improvement in the content of both Annual Reviews and One Page Profiles, and it is clear that both pupil and parent involvement is becoming more common place.</li> </ul>	<b>Green</b>

<b>Well-being Objective 1</b> To improve the well-being of children and young people		
<b>Improvement Priority 1.3</b> Children of school age will be safer, healthier and engaged with their learning		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
1.3.6 We will work with schools to ensure all learners are engaged with their learning and all schools move towards self-improvement	<ul style="list-style-type: none"> <li>• We have a well-established leadership strategy that links with the regional leadership programme. Newly qualified teachers and experienced headteachers benefit from regional programmes of support and development. All new headteachers now access the national program for new headteachers.</li> <li>• 11 schools from NPT have formed partnerships with schools within the ERW region with a focus on strengthening self-evaluation processes. As a result of the COVID-19 pandemic other planned actions in the Leadership Strategy are currently on hold.</li> <li>• Through a well-established strategy of support, nearly all schools now effectively evaluate pupil progress. Self-evaluation activities now more accurately identify improvement priorities. School development planning is more precise and nearly all schools are able to demonstrate a clear impact. This work was put on hold as a result of the COVID-19 lockdown.</li> <li>• A great deal of work has been carried out by the Inclusion service with regards to supporting wellbeing of pupils. Since COVID-19 lockdown, regular phone calls and online learning have helped to keep in touch with pupils.</li> <li>• The Vulnerable Learners Service (VLS) has been established and was fully staffed by September 2019. The VLS has responsibility for overseeing and supporting groups of vulnerable learners such as Refugees, Gypsy Traveller, Ethnic Minority, EAL (English as an Additional Language) and Young Carers as well as learners whose family belong to the armed forces.</li> <li>• VLS has supported 11 learners and 2 parents during 2019-20 to achieve thirteen first language qualifications during 2019-20 (Thai IGCE, Mandarin GCSE, Arabic GCSE,</li> </ul>	<b>Green</b>

<b>Well-being Objective 1</b> To improve the well-being of children and young people		
<b>Improvement Priority 1.3</b> Children of school age will be safer, healthier and engaged with their learning		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
	Arabic Advanced Level).The VLS staff have maintained contact with all supported families via e-mail, social media and by telephone.	

<b>Well-being Objective 1</b> To improve the well-being of children and young people		
<b>Improvement Priority 1.4</b> Children and young people in need of protection, care and support will be protected and safeguarded and more of those children will be able to grow up in a stable family setting		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
1.4.1 We will develop greater integration of working arrangements between Children & Young People and Adult Services	<p>A 'Single Referral' form has now been finalised for use by both Children and Young People Services and Adult Services. This Referral form emanated from collaboration between cross-sections of Social Services and Health staff. The form facilitates the opportunity to capture adult safeguarding concerns (these were previously recorded separately). The single referral form was launched on the 4th of February 2020 and began to be implemented across partner agencies.</p> <p>The formal launch of the Adults and Children's 'Single Point of Contact' due to take place on 1<sup>st</sup> April 2020 has been delayed due to COVID-19. However, work has continued to take place in order to integrate the front door service as much as practicably possible. The service has moved to a single integrated phone number to respond to all referrals into</p>	<b>Green</b>

<b>Well-being Objective 1</b> To improve the well-being of children and young people		
<b>Improvement Priority 1.4</b> Children and young people in need of protection, care and support will be protected and safeguarded and more of those children will be able to grow up in a stable family setting		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
	<p>Social Services. Once working from home arrangements have settled, we will also progress to a single email address to represent the integration of the front door service. One of the outcomes of more integrated working has been the completion of timely, comprehensive assessments.</p> <p><b>KPI:</b> 98.76% of child assessments were completed on time during 2019-20 compared to 94.93% for 2018-19. We have exceeded our target of 94% for 2019-20. We remain well above the All Wales average of 88.9% (latest data 2018-19).</p>	
1.4.2 With our partners, we will further develop our Family Support Strategy to ensure the right range and quality of services are in place to meet need	We had planned to undertake a scrutiny exercise of the caseload to ensure the Children and Young People Service is working with the right cohort of children deemed to be 'Edge of Care', so that a more focused approach to service delivery can be targeted to this specific cohort. However, whilst managers met and established a methodology to take this work forward, due to other priority work in the service this action has been deferred to 2020-21.	<b>Red</b>

<b>Well-being Objective 1</b> To improve the well-being of children and young people		
<b>Improvement Priority 1.4</b> Children and young people in need of protection, care and support will be protected and safeguarded and more of those children will be able to grow up in a stable family setting		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
1.4.3 We will undertake focused work with partners to improve access to the right support for children and young people who have poor emotional wellbeing/mental health	We further developed a multi-agency approach within the "Front Door" provision to support children and young people who present with emotional well-being/mental health issues. There are now two part time CAMHS (Children and Adults Mental Health Service) workers in Single Point of contact (SPOC) working across SPOC and Team Around the Family.	<b>Green</b>
1.4.4 We will further develop our in-house fostering service to ensure the sufficiency and stability of placements, including the development of arrangements for Special	<p>We celebrated the outstanding contribution of foster carers in Neath Port Talbot by holding an event to recognise the important role foster carers have in helping vulnerable children and young people. In total, 23 awards were presented to single foster carers and couples for their length of service, ranging from 1 year of service through to 30 years of service.</p> <p>We have developed the Children and Young Peoples Service in line with the new National Fostering Framework. Training on the new framework has been delivered to the fostering team and to the fostering panel. All necessary changes have now been implemented. National Fostering Framework launch took place in November 2019.</p> <p>It was planned for the review of the Special Guardianship Orders (SGO) arrangements to be completed by the 31st March 2020 with recommendations to be implemented in Quarter 1</p>	<b>Green</b>



<b>Well-being Objective 1</b> To improve the well-being of children and young people		
<b>Improvement Priority 1.4</b> Children and young people in need of protection, care and support will be protected and safeguarded and more of those children will be able to grow up in a stable family setting		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
Guardianship Carers	<p>of 2020-21. However during the review of the SGO arrangements, further work streams were identified that needed to be undertaken to feed into the overall review. Unfortunately, due to the impact of COVID 19, this work had to be deferred and will recommence in Summer 2020. It is anticipated that the outcome of this review will be completed later in the year.</p> <p><b>KPI:</b> Marginal increase in the percentage of children in care that moved 3 or more times from 7.44% in 2018-19 to 7.77% in 2019-20. The number of children that moved 3 or more times remained at 23, the overall percentage is higher for 2019/20 is due to a lower number of children overall being looked after in 2019-20. The target for 2019-20 was set at 7.5%.</p>	

<b>Well-being Objective 1</b> To improve the well-being of children and young people		
<b>Improvement Priority 1.5</b> Young people leaving full- time education will have the opportunity to enter employment, training or further/higher education		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
1.5.1 The Council will provide work placement, apprenticeships	<p>During the 2019-20 the Council provided the following opportunities:</p> <p>48 work placements; 33 Apprenticeships; 1 Traineeship and</p>	

<b>Well-being Objective 1</b> To improve the well-being of children and young people		
<b>Improvement Priority 1.5</b> Young people leaving full- time education will have the opportunity to enter employment, training or further/higher education		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
and trainee opportunities for young people within its own workforce, in particular providing opportunities for Looked After Children	<p>3 opportunities for Route- 16 young people.</p> <p>A total of 85 placements opportunities were provided by the Council for 2019-20 compared to 120 placements the previous year.</p> <p>We will continue to promote the requirement of work placements in particular providing opportunities for our Looked After Children as Corporate Parents by working with managers to assist with this work e.g. observational placements, one day placements and long term placements.</p> <p><b>KPI:</b> In relation to our KPI the number of apprenticeships on formal recognised apprenticeships schemes per 1,000 employees, which is also a national performance indicator, our performance figure for 2019-20 is 5.44 apprenticeships per 1,000 employees. This is below our target figure of 10 per 1,000 employees. 71 apprenticeships were provided in 2018-19 compared to 33 in 2019-20. This is due to the large number of employees who were in the last year of their occupational route and completed their apprenticeship in 2018-19.</p>	<b>Amber</b>
1.5.2 Youth Workers in Schools will support young	<ul style="list-style-type: none"> <li>Legacy Youth Workers continued to be based in all secondary schools supporting young people who have been identified as being at risk of disengagement. By working closely with schools, Careers Wales, colleges and work based learning providers, the</li> </ul>	

<b>Well-being Objective 1</b> To improve the well-being of children and young people		
<b>Improvement Priority 1.5</b> Young people leaving full- time education will have the opportunity to enter employment, training or further/higher education		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
people identified as being most at risk of becoming not in employment, education or training (NEET) to help them achieve a positive destination	<p>youth workers can ensure their case load of young people are aware of all the options available to them.</p> <ul style="list-style-type: none"> <li>• Keeping in Touch, Cam Nesa and Communities for Work Teams continued to work with young people aged 16-24 who are NEET and have offered a range of support and interventions which have helped young people move closer to and into education, employment and training. The Cam Nesa Project supported 150 young people into employment, which is higher than their target of 90.</li> <li>• Youth Workers also continued to support young people back in schools after finishing the transition support, which ended on 31<sup>st</sup> October.</li> <li>• During the COVID-19 lockdown period the young people have been supported remotely with all the above work.</li> <li>• Regionally, we secured extra funding (£35 million) to run the Cynnydd project until December 2022 and estimate to work with 7,500 young people across South West Wales. The aim of the project is to work with those aged between 11 and 24 years old who are at risk of becoming NEET.</li> </ul> <p><b>KPI:</b> Percentage of Year 11 leavers not in education, training or employment (NEET) is 2.15% which is lower than our target of 3.2% for the year.</p>	<b>Green</b>

<b>Well-being Objective 1</b> To improve the well-being of children and young people		
<b>Improvement Priority 1.5</b> Young people leaving full- time education will have the opportunity to enter employment, training or further/higher education		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
1.5.3 we will build on our work as Corporate Parents to ensure that all young people have suitable accommodation and support when they leave the care of the council	<ul style="list-style-type: none"> <li>• New contracts are in place for the delivery of supported accommodation services and crisis services for care leavers to ensure that there is suitable provision and emergency accommodation for care leavers.</li> <li>• A commissioning review of children's respite and crisis services is in progress to determine future commissioning requirements.</li> <li>• A contract audit has taken place and new contracts have been drafted for all existing contractual arrangements, where appropriate.</li> <li>• Commissioning has worked with Hillside to put in place new contractual arrangements with services that they purchase.</li> <li>• Regular contract monitoring takes place for children residential and independent foster agencies that we have placements in.</li> <li>• <a href="#">Neath Port Talbot Plan for Children and Young People Services 2019 – 2022</a> was approved by Social Care, Health and Wellbeing Cabinet Board on 2<sup>nd</sup> May 2019.</li> </ul>	<b>Green</b>
1.5.4 We will review our Youth Engagement Strategy	<ul style="list-style-type: none"> <li>• The Youth Engagement Strategy Group (YES) and NEETS Multi Agency Group meet regularly to review the offer to young people both strategically and operationally with the aim of reducing the number of young people who are NEET. Work continues on identifying the young people most at risk of becoming NEET when they leave school with a multi-agency approach to early identification and prevention. A new NEET Vulnerability Assessment Profile is being piloted</li> </ul>	<b>Green</b>

<b>Well-being Objective 1</b> To improve the well-being of children and young people		
<b>Improvement Priority 1.5</b> Young people leaving full- time education will have the opportunity to enter employment, training or further/higher education		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
	<ul style="list-style-type: none"> <li>• Meetings took place with schools to help identify the young people most at risk of disengagement and becoming NEET. Young people identified most at risk are being supported remotely during the COVID-19 pandemic.</li> <li>• The Engagement Progression Coordinator continues to track and monitor the support for post 16 young people.</li> <li>• The Youth Service continued delivering various accredited courses and measuring outcomes for young people who engage with the Youth Service.</li> </ul> <p><b>KPI:</b> Percentage of 11 - 19 year olds in contact with the Youth Service – 45.75% (6,754) of young people engaged with the youth service this year compared to 35% (5,047) the previous year. We exceeded our target of 42% for the year. The increase is due to the work in schools of raising awareness of young carers.</p>	

<b>Well-being Objective 1</b> To improve the well-being of children and young people		
<b>Improvement Priority 1.6</b> All children and young people will be helped to have a say in matters that affect them		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
1.6.1 The Council will review its approach to Children's Rights, ensuring that a rights-based approach is embedded across all of its services and functions	<p>Schools have been supported to embed a rights based approach as a framework for wellbeing within their schools, this was launched in the Wellbeing Conference in June 2018. As at 31st March 2020, 46 schools have signed up for the Rights Respecting Schools Award with UNICEF of which 29 schools have successfully achieved the bronze award and 9 schools have achieved the silver award. Blaendulais Primary School were due to have their gold assessment but the Covid -19 pandemic has delayed this. Future work with UNICEF will be re-evaluated given the current climate and also the change in the UNICEF staff structure.</p> <p>A rights based approach to working with children and young people has been embedded in all training delivered to schools by the Wellbeing &amp; Behaviour Team. Along with it being embedded in plans and strategies within education, this includes the Participation Strategy.</p>	<b>Green</b>
1.6.2 All children and young people in need of protection, or who have been identified as in need of care and support, will have a say in decisions that affect them	<p>We completed an audit on how we undertake children and Young Peoples surveys and questionnaires. In addition to collating themes and feedback from the existing surveys to inform and update the focus of future surveys, we will provide a clear purpose of individual surveys and will promote to relevant client groups prior to the survey being undertaken in order to maximise response rates. Bespoke questions are being devised, to support specific thematic audits and will be incorporated as part of the process where relevant. For example, the views of children and young people were sought as part of the Looked After Children's Assessment and Family Contact Audit. The findings from this audit were disseminated through to all teams and managers including the Looked After Children Team and Fostering Team. A further survey to gain the views from Adult Service Users on the</p>	<b>Green</b>

<b>Well-being Objective 1</b> To improve the well-being of children and young people		
<b>Improvement Priority 1.6</b> All children and young people will be helped to have a say in matters that affect them		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
	<p>support they receive from their allocated worker was also underway at the start of the COVID-19 pandemic, which unfortunately had to be deferred. However, extensive links are now in place between Quality Assurance and Engagement and Participation Teams with the Audit Programme 2020-2021 having a number of audits scheduled that involves feedback from service users, such as the COVID-19 response in Children and Adult Services and Exploitation/Youth Justice Service Audit.</p> <p>We will continue to review and make improvements to the way we collect service user feedback to ensure all children and young people have a say in decisions that affect them.</p>	
1.6.3 We will work with our Think Family partners to ensure children and young people can shape and develop services	<ul style="list-style-type: none"> <li>• Our Youth Service and The Think Family Partnership were the first in Wales to sign up to the National Participation Charter and have received the coveted National Participation Kitemark for the way they encourage children and young people to have their say in the design and planning of the services they deliver. In order to achieve the Kitemark, the service had to undergo an inspection to show what they do to meet the seven national standards set out in the Children in Wales charter. The First Minister of Wales, Mark Drakeford, presented the Kitemark certificate at a ceremony to mark the 30 years of the United Nations Convention on the Rights of the Child.</li> <li>• We engaged with families first service users and asked them about the support they were receiving and continued to access. A total of 47 engagements took place with 78 service users. Service users accessing these services (on average) scored the support they received between 21 to 25 out of 25 (Content covers: service goals,</li> </ul>	<b>Green</b>



<b>Well-being Objective 1</b> To improve the well-being of children and young people		
<b>Improvement Priority 1.6</b> All children and young people will be helped to have a say in matters that affect them		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
	<p>understanding of the service, needs of the service user, the professionalism of staff and service convenience).</p> <ul style="list-style-type: none"> <li>• A Families First service user awareness video was produced and can be found on the <a href="#">Families First section</a> of the Family Information Service website.</li> <li>• We consulted with children and young people and asked their views on the priorities in the Children &amp; Young People's Plan 2019-2022 and how the plan can be integrated with other services. 12 engagement sessions were delivered with a total of 164 children and young people aged 5 - 25 years. This included young people from youth clubs, the youth council, LGBT group, young carers group, college students and school children (some of which had a disability or were from ethnic minority backgrounds where English was not their first language).</li> <li>• The young people of Neath Port Talbot elected their first ever Youth Mayor and Deputy Youth Mayor, who will be the voice for all children and young people across the county borough and will also shadow the Mayor of Neath Port Talbot at a number of pre-determined Civic duties.</li> </ul>	
1.6.4 We will encourage young people to exercise their right to vote and participate in local democracy	Plans to hold a series of events to promote democracy (in particular to encourage young people to exercise their right to vote and participate in local democracy) have been delayed due to the unscheduled UK Parliamentary election in December 2019. This work will progress as soon as possible.	<b>Red</b>

<b>Well-being Objective 1</b> To improve the well-being of children and young people		
<b>Improvement Priority 1.7</b> Children and young people are safe and feel safe		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
1.7.1 We will increase awareness in children and young people of the importance of safe, equal and healthy relationships and that abusive behaviour is always wrong (Healthy Relationships For Stronger Communities Strategy)	<ul style="list-style-type: none"> <li>• The Relationship &amp; Sexuality Education Group (RSE) have developed a Healthy Relationship lesson in partnership with Calan DVS. The lesson will be rolled out to all schools across Neath Port Talbot over time. The RSE Group is monitoring take up and will measure progress. Cwm Tawe is the first school to receive the lesson, having been delivered to 162 pupils to date</li> <li>• Safer Neath Port Talbot, in partnership with the Youth Service and South Wales Police Schools Liaison, have piloted two Wellbeing Workshops with Year 8 pupils in Ysgol Bae Baglan and Dwr Y Felin. The aim is to extend this to other comprehensive schools. These workshops cover Healthy Relationships.</li> <li>• Hafan Cymru's Spectrum project currently deliver Healthy Relationship lessons within 8 NPT schools.</li> <li>• 1600 Year 6 pupils participated in this year's Crucial Crew event in June 2019. One of the topics at this event focused on Healthy Relationships.</li> <li>• 500 Year 8 Pupils attended the 'It's Your World' Wellbeing Workshops that were held at Ysgol Bae Baglan and Dwr Y Felin. One of these workshops is centred on Healthy Relationships.</li> </ul>	<b>Amber</b>

<b>Well-being Objective 1</b> To improve the well-being of children and young people		
<b>Improvement Priority 1.7</b> Children and young people are safe and feel safe		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
	<ul style="list-style-type: none"> <li>We have also been approached by Welsh Womens Aid to pilot their Whole School Approach to VAWDASV. This is in its early stages at present, but will involve 4 comprehensive schools and will be overseen by the RSE Group</li> </ul> <p><b>KPI:</b> Percentage of schools that have adopted suitable programmes to address violence against women, domestic abuse and sexual violence (VAWDASV) – latest data as at 31<sup>st</sup> December 2019 reports that 13.64% of schools have adopted suitable programmes. Whilst we worked towards our annual target of 25% for 2019-20, roll out was slightly delayed due to funding arrangements.</p>	
1.7.2 We will ensure all children and young people know how to stay safe when on-line	<ul style="list-style-type: none"> <li>We completed a Cyber Crime presentation which was reported to the Community Safety Partnership on 25th July 2019 and was approved. The presentation was circulated to all Headteachers to roll out to all schools in the September term of 2019.</li> <li>1600 Year 6 pupils participated in this year's Crucial Crew event in June 2019 which included a session on internet safety and a session on cyber crime.</li> </ul>	<b>Green</b>
1.7.3 We will ensure all Council services follow rigorous and consistent safeguarding practices	The New All Wales procedures documents were received in October 2019. New procedures were launched in NPT in December 2019 and issued to all managers. The review and revision to implement these procedures remain ongoing. Training material is currently being developed for roll out by Social Care. This piece of work will roll over and continue through 2020-21.	<b>Green</b>

<b>Well-being Objective 1</b> To improve the well-being of children and young people		
<b>Improvement Priority 1.7</b> Children and young people are safe and feel safe		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
1.7.4 We will work with our partners to implement our Road Safety Strategy	<ul style="list-style-type: none"> <li>We provided a series of progressive education &amp; training initiatives to 21,287 road users within the children's Young People age profile, all education and training initiatives within this age profile is on target and continues to grow.</li> <li>Our radio advertising campaign focused on hard to reach in car occupants and raised the importance of seat belt wearing.</li> <li>A full primary school campaign was launched in the autumn 2019.</li> </ul> <p><b>KPI:</b> In relation to road safety key performance indicators, there are significant reductions across most of these measures against WG targets. More detail can be found in our Corporate Plan 2019-20 KPIs, which will be published alongside this report.</p>	<b>Green</b>

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

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



### Well-being objective 2 Improve the Well-being of all adults who live in the county borough

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

A prosperous Wales	A key priority is to create/facilitate quality employment opportunities for local people. Whether by leveraging the purchasing power and influence of the Council’s direct activities, or through its place shaping role, growing local employment opportunities and supporting people into work is a key aspiration of this Plan.
A healthier Wales	Ensuring decent, affordable housing is another key area of focus, together with work to ensure more is done to enable people affected by domestic abuse, substance misuse or at risk of on-line criminality to protect themselves. There are particular plans for supporting people with more significant health and care needs, but refocusing practice to place emphasis on promoting independence.

<b>Well-being objective 2 Improve the Well-being of all adults who live in the county borough</b>	
<b>How this well-being objective contributes to the seven national well-being goals:</b>	
A Wales of cohesive communities	The importance of “community” whilst a cross-cutting feature of the Plan is particularly emphasised in relation to the way the Council plans to meet the care and support needs of more vulnerable residents.
A resilient Wales	There is a strong emphasis on sustainability across a number of the priority areas, both in the way we plan to house our population and in the way we seek to secure the long term viability of our communities through ensuring quality employment opportunities for local people.
A more equal Wales	There is a clear focus on work to address inequality across people of all different types of backgrounds in the Plan but also a firm commitment to take a rights-based approach not just in the way the Council meets its statutory education and social services responsibilities but across all of the Council’s work.
A Wales of vibrant culture and thriving Welsh language	The priorities seek to strengthen and develop the social capital of communities to ensure sustainability and resilience. This work will also ensure that the unique cultures of each community are respected, including work to extend daily use of the Welsh language and the preservation of the county borough’s rich heritage.
A globally responsible Wales	Procurement and regulatory activity will take proper account of the Council’s duty to act in a sustainable and responsible manner. In 2018-19, the Council enhanced its procurement arrangements by signing up to the Ethical Supply Chains Programme. This makes a commitment to ensuring that the Council actively examines where it sources its goods and services from to ensure those arrangements are ethical.

**Overall progress:** we set out 31 steps, i.e. actions to help us deliver the improvement priorities for **well-being objective two**, of which 26 are on track and 5 just off track. Below is more detailed information on how we did against each step.

<b>Well-being Objective 2</b> Improve the Well-being of all adults who live in the county borough		
<b>Improvement Priority 2.1</b> Local people can access sustainable, local, quality employment		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
2.1.1 Support existing and new businesses to help create and sustain local employment opportunities for local people	<ul style="list-style-type: none"> <li>• We worked with partners to develop a Business Improvement District (BID) in Port Talbot following successful ballot on 7<sup>th</sup> November 2019.</li> <li>• We have designed a Business Improvement District (BID) website.</li> <li>• We have approved 74 applications for funding from existing local businesses and new business investors. All grant allocations were drawn down before the end of the financial year, despite the COVID-19 lockdown and the team having to work from home.</li> <li>• 728 business enquires assisted resulting in advice, information or financial support being given to existing companies.</li> <li>• 168 people have received advice on starting up a new business via the Council's Enterprise Clubs during 2019/20. In total, 7 events were held at Sandfields Business Centre and one at Crynant Business Centre. Due to COVID-19, the event planned for Ystalyfera was cancelled and a decision has now been taken to progress with virtual meetings until the situation allows face-to-face meetings again.</li> <li>• We supported 34 business start-ups through the Council's Innov8 programme.</li> </ul>	<b>Green</b>



Well-being Objective 2 Improve the Well-being of all adults who live in the county borough		
Improvement Priority 2.1 Local people can access sustainable, local, quality employment		
Step	Progress	RAG Status
	<ul style="list-style-type: none"> <li>Work continues incorporating the new branding into the new Economic Development website as well as key promotional materials. Written content for the website is nearing completion but high-quality business photography and video content still needs to be sourced. COVID-19 has delayed this piece of work, so we now plan to launch the new website in September/October 2020.</li> <li>Social media channels remains really active updating local businesses on COVID-19 relating issues. In addition, the team have been issuing regular e-shots to local businesses, organisations and members keeping them up-to-date with the latest news.</li> </ul> <p><b>KPI:</b> 273 new business start-up enquires were assisted during 2019-20, which was lower than the target for the year of 350 due to a staff vacancy in quarter 2 and the onset of COVID-19 pandemic.</p>	
2.1.2 Maximise strategic funding available to deliver employability programmes such as Workways+ and Communities for Work to assist economically	<ul style="list-style-type: none"> <li>Wales European Funding Office (WEFO) have approved funding of £3.8m (£3m grant funding) to deliver Workways+ Short Term Unemployed (STU). Delivery of the project will begin 1st February 2020 across Neath Port Talbot, Carmarthenshire, Pembrokeshire and Ceredigion until August 2023.</li> <li>Port Talbot's first employability hub has allowed co-location of employability projects such as Workways+, Communities for work, Communities for work+, PaCE, Cam Nesa and Careers Wales/Working Wales. Since opening the hub in January 2019, 143 referrals have been passed to the various employment projects as a result of 'walk-ins' to the Work Station. The training room is being utilised for on-site</li> </ul>	<b>Green</b>

<b>Well-being Objective 2</b> Improve the Well-being of all adults who live in the county borough		
<b>Improvement Priority 2.1</b> Local people can access sustainable, local, quality employment		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
inactive and unemployed to obtain and sustain employment	<p>participant training in addition to internal and external bookings, as a means of income generation.</p> <p><b>KPIs:</b></p> <ul style="list-style-type: none"> <li>• For 2019-20, 434 people participating in the Communities for work scheme were helped back to work, training or volunteering, which is considerably higher than original target of 286 for the year. This target has since been revised by Welsh Government.</li> <li>• For 2019-20, 844 people participating in the Communities for work plus scheme were helped back to work, training or volunteering, which is considerably higher than target of 370 for the year. A fantastic year of outcomes, exceeding all targets.</li> <li>• For 2019-20, 127 people participating in the Workways + scheme were helped to progress back to work, training or volunteering, which exceeded the target of 64 for the year.</li> </ul>	
2.1.3 The Council will seek to avoid compulsory redundancies to the maximum extent possible	The Head of Service Workforce Planning Group, which includes trade union representation, continued to meet to facilitate redundancy request, scrutinise external advertising requests and maximise and coordinate redeployment opportunities for employees who are 'at risk' of redundancy. The Group scrutinises all requests for external advertisements and where necessary, posts are prioritised for 'at risk' employees.	<b>Green</b>

<b>Well-being Objective 2</b> Improve the Well-being of all adults who live in the county borough		
<b>Improvement Priority 2.1</b> Local people can access sustainable, local, quality employment		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
	<p>We will continue our commitment to minimising compulsory redundancies and ensuring employment continuity for our employees by focusing on redeployment activities, utilising the Voluntary Redundancy Scheme, which is now an open-ended scheme since 17<sup>th</sup> September 2019, and limiting the number of posts which are advertised externally</p> <p><b>KPI:</b> There were 9 compulsory redundancies during 2019-20 which is the same as 2018-19.</p>	
2.1.4 Maximise employment and training opportunities for local people through community benefits and supporting new investments in the county borough	<ul style="list-style-type: none"> <li>• The Economic Development Team continued to take the lead in ensuring local investments support job creation, apprenticeship training weeks, work experience opportunities and the use of local businesses to deliver contracts and continue to meet with contractors monthly to discuss employment and training opportunities.</li> <li>• The inclusion of 'Community Benefit' clauses in all tender documents for construction and regeneration projects that go through the South West Wales Regional Contractors Framework agreement is helping to deliver employment, training and work experience opportunities for local people and we continue to monitor community benefits on these projects. Community benefit tender documents also have the Well Being of Future Generations Act key objectives embedded within.</li> <li>• The Employer Support Group, a collaboration of local employment support organisations and projects, such as Workways+, the Cynnydd and Cam Nesa Projects, Communities for Work, Communities for Work+ and the Economic Development Team continue to work together to help local people, many from disadvantaged groups, overcome barriers to employment for example the Employer Support Group has worked together to provide a five week employability programme</li> </ul>	<b>Green</b>

<b>Well-being Objective 2</b> Improve the Well-being of all adults who live in the county borough		
<b>Improvement Priority 2.1</b> Local people can access sustainable, local, quality employment		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
	<p>titled 'A Whole New World'. The programme is for Armed Forces Veterans and began in September 2019 with the aim of finding participants employment at the end of the programme.</p> <ul style="list-style-type: none"> <li>• Due to the COVID-19 pandemic, the team are preparing to use Microsoft Teams to ensure continued collaboration through the Employer Support Group and contact with contractors.</li> </ul>	
2.1.5 We will promote social enterprise	<p>We continue to support the 3rd sector voluntary organisations to assist, advice and inform the promotion of social enterprises.</p> <p>This work is pivotal to the success of the various on-going Community initiatives such as Building Safe &amp; Resilient Communities.</p>	<b>Green</b>

<b>Well-being Objective 2</b> Improve the Well-being of all adults who live in the county borough		
<b>Improvement Priority 2.2</b> Local people can access quality affordable housing		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
2.2.1 We will work with developers and partners to	<ul style="list-style-type: none"> <li>• We continually monitor the delivery of housing across the county borough within the LDP Annual Monitoring Report (AMR). The housing figures (as of 31.03.20) identifies a total of 2,338 new homes which have been delivered since 2011, of which 68 units</li> </ul>	

<b>Well-being Objective 2</b> Improve the Well-being of all adults who live in the county borough		
<b>Improvement Priority 2.2</b> Local people can access quality affordable housing		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
provide an adequate supply, mix, type and tenure of housing to meet the needs of the local population including the gypsy and traveler community in the right locations	<p>were affordable and delivered through the planning system. Whilst there is sufficient land allocated in the LDP to meet the identified housing requirement, for a variety of reasons sites are not coming forward and progressing as anticipated, with the total number of homes built within NPT since the 2011 LDP base-date equating to just 55% of the cumulative annual target to-date. This can mainly be attributed to the economic downturn.</p> <ul style="list-style-type: none"> <li>• The LDP also makes provision for 11 pitches for the gypsy and traveller community at Cae Garw, Margam.</li> <li>• A full review of the current Local Development Plan (LDP) commenced in January 2020, with the Review Report scheduled for Council approval (following a 6 week public consultation) in July 2020. It is anticipated that the LDP review will take up to four years to complete and will include a consultation process. It is proposed that the Replacement LDP (RLDP) will cover a plan period of 2020-2035, with a base date of 1st April 2020. However, due to the impact of the COVID-19 pandemic there may be a slight delay (which may affect the base date and plan period). Discussions are currently underway with the Welsh Government and it is anticipated that we will consult on the RLDP's Delivery Agreement (which sets out the review timetable, the Community Involvement Scheme (CIS) and the resources the Council will commit to developing the RLDP) early in 2021.</li> <li>• We risk assessed 354 long term empty properties as being problematic properties via complaints, notifications received and by using council tax records. As at 31<sup>st</sup></li> </ul>	<b>Amber</b>

Well-being Objective 2 Improve the Well-being of all adults who live in the county borough		
Improvement Priority 2.2 Local people can access quality affordable housing		
Step	Progress	RAG Status
	<p>December 2019, 37 properties were identified as high priority of which 12 have gone/are going through the process of enforced sale.</p> <p><b>KPI:</b> The percentage of empty private properties brought back into use is collected and reported annually. Due to the current COVID-19 situation, data has not been collected for this KPI for 2019-20.</p>	
2.2.2 Working with strategic housing partners we will continue to prevent homelessness	<p>Housing Options continues to work with all Registered Social Landlord's (RSL's) and with third sector support providers to save tenancies and to provide support to prevent homelessness. Initial discussions have been held with RSL's to increase the number of interim accommodation units.</p> <p>Due to urgent changes in legislation at the end of March 2020 as a result of COVID-19, temporary accommodation demand has increased by 120% in comparison with the usual average and new accommodation sites had to be sourced. Part of this is an additional 18 RSL (Registered Social Landlords) units that are being used for up to 6 months and ongoing use will be reviewed at that point.</p> <p><b>KPI:</b> 51.5% of households were successfully prevented from becoming homeless (target: 58%), compared to 54.4% for the same period of 2018-19, our target for the year was 58%. The COVID-19 pandemic had an impact on performance during March 2020</p>	Amber
2.2.3 We will target available funding to provide	<ul style="list-style-type: none"> <li>We have secured Intermediate Care and Innovation Fund (ICF) funding to develop 14 units of accommodation for people with complex needs.</li> </ul>	Green

<b>Well-being Objective 2</b> Improve the Well-being of all adults who live in the county borough		
<b>Improvement Priority 2.2</b> Local people can access quality affordable housing		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
effective housing support for people identified as in need of additional help and support	<ul style="list-style-type: none"> <li>• 4 people have been progressed into specialist flats and 3 people have been progressed into supported living.</li> <li>• Social Housing Grant (SHG) has been secured to develop an extra care facility for people with complex needs for 8 people, which is planned to be developed in 2020-21.</li> <li>• An ICF bid to work with an RSL to develop a specialist supported living scheme for people with a learning disability and sensory impairment has been submitted to Welsh Government for approval. This will be the first scheme of this type in NPT.</li> <li>• A framework has been established for the provision of support in learning disability supported living schemes and a procurement exercise has been completed to commission a provider to deliver care in a new supported living scheme for people with a learning disability.</li> <li>• We have worked with RSL's to obtain commitment to building new schemes over the next 3 years using private finance in line with identified demands.</li> <li>• We have completed a mapping exercise to identify those people that are anticipated to require support and accommodation services.</li> <li>• We have entered into an agreement with SB UHB (Swansea Bay University Health Board) with regards to processes for developing and commissioning new schemes for people with complex needs.</li> </ul>	



<b>Well-being Objective 2</b> Improve the Well-being of all adults who live in the county borough		
<b>Improvement Priority 2.2</b> Local people can access quality affordable housing		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
2.2.4 We will continue to provide Disabled Facilities Grants within the limits of the funding available to the Council	<p>212 disabled facility grants were completed during the year compared to 300 the previous year</p> <p>The average time taken to deliver a grant significantly reduced to 196 days compared to 232 days the previous year for this KPI (Key Performance Indicator). The variation in turnaround times can partly be attributed to a reduction in time to complete a COT (Community Occupational Therapy) assessment.</p> <p>Data for 2019-20 is incomplete due to the disruption of COVID-19 as the surveyors were unable to inspect and sign off the work which was completed during March 2020.</p>	<b>Green</b>

<b>Well-being Objective 2</b> Improve the Well-being of all adults who live in the county borough		
<b>Improvement Priority 2.3</b> People are safe and feel safe		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
2.3.1 We will make early intervention and prevention a priority to reduce the number of repeat victims and reduce the number	<p>The VAWDASV Strategy 'Healthy Relationships for Stronger Communities' was reviewed but the launch was delayed due to the COVID-19 pandemic. The strategy has been developed in partnership with local service providers and survivors of VAWDASV.</p> <p>We became the first local authority in Wales to implement a 'Safe Leave' policy for staff who are affected by any form of Domestic Abuse, allowing them the opportunity to access support services, legal advice, alternative housing or medical help in a safe, planned way.</p>	<b>Amber</b>

Well-being Objective 2 Improve the Well-being of all adults who live in the county borough		
Improvement Priority 2.3 People are safe and feel safe		
Step	Progress	RAG Status
of high risk cases (Healthy Relationships For Stronger Communities Strategy)	<b>KPI:</b> During 2019-20, 40% of incidents of the highest risk domestic abuse were repeat victims, which is above our target of 33% and above the previous year figure of 38.6%. A detailed explanation relating to the increase is provided within our 2019-20 suite of Corporate Plan KPIs report.	
2.3.2 We will support and protect people who are vulnerable to being drawn into terrorism and extremism	<p>The Channel panel continues to monitor the number of new referrals and reviews all cases after 6 months.</p> <p>The Channel panel is now on a much stronger footing, with additional partners attending to share information and develop robust action plans for the individual discussed, ensuring the risks are appropriately managed and the right support is offered.</p> <p>Referrals are increasing as more people are trained on Prevent (WRAP) and become aware of the referral process. However, the number of referrals overall is still low, but this is allowing the panel more time to consider each case and keep them open for discussion until they are satisfied that all appropriate actions have been met.</p> <p>The Channel Panel continues to be overseen by the NPT Prevent Action Group and the Regional CONTEST Board.</p>	<b>Green</b>

<b>Well-being Objective 2</b> Improve the Well-being of all adults who live in the county borough		
<b>Improvement Priority 2.3</b> People are safe and feel safe		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
2.3.3 We will continue to monitor anti-social behaviour across the county borough in collaboration with our community safety partners and ensure effective response when required	<p>The Community safety Partnership continues to have oversight of Anti-Social Behaviour in NPT. Quarterly progress reports are presented to the Community Safety Scrutiny Committee.</p> <p>Going forward, the role of Anti-Social Behaviour Coordinator will take more of a strategic approach, working with partners to identify concerns and risks and develop appropriate action plans.</p> <p>The service continues to be reactive to Anti-Social Behaviour issues as they arise, and relies heavily on partner agency involvement, and this approach is very successful in overcoming pockets of ASB with very targeted action plans and monitoring.</p> <p>The Street Vulnerable MARAC (Multi Agency Risk Assessment Conference) continues to run, coordinated by Community Safety, but with a strong presence from South Wales Police, Housing Options, substance misuse outreach workers and various others, to develop person centred action plans and monitoring which has several success stories. This work fits in well with the overarching work on Anti-Social Behaviour within the borough and ensures a coordinated and person centred approach.</p>	<b>Green</b>
2.3.4 We will work within the Area Planning Board (APB) Partnership to implement the	The number of people who have died in Wales due to drug misuse has increased by 84% over the last ten years. The figures, released by the Office for National Statistics, show that Swansea had the highest rate in Wales for deaths related to drug misuse between 2016 and 2018. This was the second highest across England and Wales and Neath Port Talbot had the third highest. In response to this, partners formed a Critical Incident Group to examine the	<b>Amber</b>

<b>Well-being Objective 2</b> Improve the Well-being of all adults who live in the county borough		
<b>Improvement Priority 2.3</b> People are safe and feel safe		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
Commissioning Strategy for Substance Misuse Services, prioritising the reduction of drug-deaths, improving service responses for people who have co-occurring mental health and substance misuse issues; and supporting the introduction of new minimum unit price legislation	<p>situation in further detail and agreed immediate actions for improvement, which are now being taken forward by the Area Planning Board. This work will continue in 2020-2021.</p> <p>Work began on the development of a dual diagnosis strategy which is being led by the Swansea Bay Health Board.</p> <p>Guidance on how to implement the minimum unit pricing legislation was released by the Welsh Government on 15<sup>th</sup> January 2020. This work will be taken forward with partners to implement a local communication strategy.</p>	
2.3.5 We will work with our partners to implement our Road Safety Strategy	<ul style="list-style-type: none"> <li>We delivered a series of progressive education &amp; training initiatives to road users and further promote our Internal/External driver training and licence acquisition whilst increasing promotional activities throughout the county borough, e.g. Anti-Drink Drive, speed awareness etc.</li> </ul>	<b>Green</b>

<b>Well-being Objective 2</b> Improve the Well-being of all adults who live in the county borough		
<b>Improvement Priority 2.3</b> People are safe and feel safe		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
	<ul style="list-style-type: none"> <li>We continue to address emerging trends through a variety of medium e.g. radio campaigns, social media platforms, fetes, in house initiatives.</li> <li>Dragon Rider motorcycle training continues to remain popular among the motorcycle community, the acceptance as a training certificate recognised by Blood Bikers has further raised its profile.</li> </ul> <p><b>KPI:</b> In relation to road safety key performance indicators, there are significant reductions across most of these measures against WG targets. More detail can be found our 2019-20 suite of Corporate Plan KPIs, which will be published alongside this report.</p>	
2.3.6 We will work with our partners to ensure those with the most complex needs are safeguarded, strengthening our vulnerable adults safeguarding arrangements	<ul style="list-style-type: none"> <li>The New All Wales procedures documents were received in October 2019, following which, new procedures were launched in NPT in December 2019.</li> <li>All service managers have been provided with the new procedures and some work has already started on revising the Adult Safeguarding pathway (i.e. Integrated Referral, Referrals from Health (adult Safeguarding), Allegations against professionals etc.)</li> <li>The review and revision to implement these procedures remain ongoing specifically in respect of embedding across Adult Services as it's central to the remodelling of Adult Services. Training material is currently being developed for roll out by Social Care. This piece of work will roll over and continue through 2020-21.</li> <li>A programme of work to audit safeguarding pathways to benchmark against the new procedures has been delayed as a result of COVID-19 but this this will now be picked</li> </ul>	<b>Green</b>

Well-being Objective 2 Improve the Well-being of all adults who live in the county borough		
Improvement Priority 2.3 People are safe and feel safe		
Step	Progress	RAG Status
	up between July/August 2020 to ensure procedures are fully embedded across the service.	
2.3.7 Food premises are regulated to ensure that the food provided is fit for human consumption and the premises from which it is sold are hygienic	<p>All high risk businesses that were liable to a programmed inspection during the year have been inspected.</p> <p><b>KPI:</b> for 2019-20, 95.15% (981 of 1,031) food premises meet food hygiene standards in the county borough. A slight increase in performance, as more food businesses now have Hygiene Ratings of 3, 4 or 5. Our target for 2019-20 was 95% which is broadly the same as the latest figure available for All Wales performance.</p>	<b>Green</b>
2.3.8 We will investigate breaches in the integrity of the food chain, from farm to fork (feed, animal health and food standards)	<ul style="list-style-type: none"> <li>All proactive high risk inspections of animal health have been completed. The trading standards department is involved in a complex feed investigation with the Animal and Plant Health Agency and the Food Standards Agency, this has resulted in the issuing of an improvement notice and a criminal investigation into the production of pet feed due to multiple samples failing microbiological testing. Feed inspections are carried out on a regional basis and the feed inspection target was met by the end of March 2020.</li> <li>The department has been investigating cannabis and cannaboid foods that are in breach of food standards legislation, have seized stocks from traders and have had examples analysed. These products are an emerging issue and we are working with</li> </ul>	<b>Green</b>

<b>Well-being Objective 2</b> Improve the Well-being of all adults who live in the county borough		
<b>Improvement Priority 2.3</b> People are safe and feel safe		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
	<p>the relevant partner agencies, such as the Medicines and Health Care Products Regulatory Agency, the Food Standards Agency and the Police to address the breaches the products present.</p> <ul style="list-style-type: none"> <li>• The department has an ongoing investigation into a large retailer for selling food past its use by date which is scheduled to be heard in court in October 2020.</li> <li>• The department successfully prosecuted a business for selling a miss described takeaway meal, sold as lamb when it contained mainly beef. The high risk food standards inspection programme was on schedule to be met by the end of the year, despite the loss of a trading standards officer through retirement.</li> <li>• The department is the only food standards service in Wales that is participating in a national pilot of a new food standards risk assessment scheme which should lead to resources being focussed more effectively on areas of concern and problematic businesses and business sectors. The implementation of the pilot has been delayed due to the pandemic, but should commence towards the end of the 2020 calendar year.</li> </ul>	
2.3.9 Working with partners and protecting the public, we will investigate significant breaches of	<ul style="list-style-type: none"> <li>• We continue to investigate reports of consumer fraud, based on risk, strength of intelligence and potential consumer detriment, and working with partners where appropriate to help prevent occurrences of consumer fraud and to protect the vulnerable.</li> <li>• 19 of 39 (48.7%) breaches in consumer fraud investigations were successfully concluded during 2019-20. The Fraud team's largest case, relating to a conservatory company is scheduled for trial in October 2020. Complaints relating to this company</li> </ul>	<b>Green</b>



<b>Well-being Objective 2</b> Improve the Well-being of all adults who live in the county borough		
<b>Improvement Priority 2.3</b> People are safe and feel safe		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
consumer fraud, product safety and age restricted sales detected proactively or reactively	<p>make up most of the breaches that are to be rectified. There are also a number of investigations that were ongoing and were not likely to be resolved before the end of March, even without the imposition of the COVID-19 lockdown and subsequent disruption.</p> <ul style="list-style-type: none"> <li>• A joint operation into Rogue Trader activity with our waste enforcement team was successful. It is the intention that this joint operation will be repeated next year. Plans to repeat the exercise have been suspended due to the COVID-19 pandemic.</li> <li>• The trading standards successfully prosecuted a car dealer for selling miss described and dangerous vehicles and a builder for poor and miss described work on a vulnerable resident's home.</li> <li>• The Safer Neath Port Talbot Partnership launched a campaign to help people recognise and avoid the pitfalls of illegal money lending. The aim of the campaign, was to empower members of the public to take a stand against illegal money lenders, also known as loan sharks, by raising awareness of how to identify and report these unscrupulous individuals.</li> </ul>	
2.3.10 We will work with all stakeholders to deliver a safe and sustainable built environment	<ul style="list-style-type: none"> <li>• We ensured that all controlled building work meets the requirements of the Building Regulations to safeguard the health and safety of people in and around buildings. Officers instigate pre contravention interventions on a daily basis. No complaints of non-compliance were received in 2019-20.</li> <li>• All reports of dangerous Structures were assessed within two hours of receipt, and inspected within one working day.</li> </ul>	<b>Green</b>

<b>Well-being Objective 2</b> Improve the Well-being of all adults who live in the county borough		
<b>Improvement Priority 2.3</b> People are safe and feel safe		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
	<ul style="list-style-type: none"> <li>We work with sports clubs to issue safety certificates under Safety at Sports Grounds legislation and carry out both annual and periodic inspections check on compliance thereby ensuring public safety within certified grounds.</li> <li>97.4% of building control 'full plan' applications are checked within 15 days.</li> </ul>	

<b>Well-being Objective 2</b> Improve the Well-being of all adults who live in the county borough		
<b>Improvement Priority 2.4</b> People unable to work can maximise their income		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
2.4.1 People will be supported to receive the UK Government benefits they are entitled to	<p>We continue to update our website to ensure we give relevant advice in relation to Housing Benefit, Council Tax Support and Discretionary Housing Payments. Use of digital channels is continually encouraged in contact with residents. More online forms are being developed and a new online DHP (Discretionary Housing Payment) form is now live.</p> <p>The availability of support is also promoted on all relevant documentation and signposting to support agencies is also provided.</p>	<b>Green</b>

<b>Well-being Objective 2</b> Improve the Well-being of all adults who live in the county borough		
<b>Improvement Priority 2.4</b> People unable to work can maximise their income		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
	99.96% of benefit grants are correctly granted and on average throughout the year it takes 2.3 days to assess new claims and changes of circumstances, which is well below our target of 6 days.	
2.4.2 We will implement the Welsh Government's Scheme to relieve the Council Tax burden on those with the lowest income	<p>The Council agreed to continue a council tax support scheme (<a href="#">press release</a>) to help its most vulnerable residents (known as the Council Tax Reduction Scheme). The financial support provided through the Scheme to those who are unable to work is key to maximising household income and helping people avoid poverty.</p> <p>The Council Tax scheme has been updated as in line with Welsh Government policy from April 2019 and awards made accordingly. The availability of support is promoted on all relevant documentation and the scheme and explanatory information is available online. A new online Council Tax Reduction Scheme claim form is planned to be available in the summer of 2020. It is likely that the number of residents requiring this scheme will rise significantly as a result of the COVID-19 pandemic.</p>	<b>Green</b>
2.4.3 We will implement the new pay and grading structure for staff which will help to raise the net income of those who are the lowest paid	<p>The National Joint Council for Local Government Services (the NJC) confirmed in April 2018 that agreement had been reached between the National Employers and the NJC Trade Unions Side on rates of pay applicable from 1st April 2018 and 1st April 2019. The agreement provided for a percentage increase pay award to apply from 1st April 2018 and a new pay spine to apply from 1st April 2019.</p> <p>In order to implement a new pay spine by 1st April 2019, this Council established a Pay Modelling Group jointly with the trade unions in September 2018 in order to give the</p>	<b>Green</b>

<b>Well-being Objective 2</b> Improve the Well-being of all adults who live in the county borough		
<b>Improvement Priority 2.4</b> People unable to work can maximise their income		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
	<p>authority as much time as possible to implement the new LGS pay spine.</p> <p>A full equality impact assessment was carried out on the preferred pay model (agreed by the Trade Unions locally) and this was sent to the Trade Union regional officers, with no adverse comments being received. This enabled us to implement the new LGS pay spine, fully equality proofed by 1<sup>st</sup> April 2019.</p>	
2.4.4 We will work with Chwarae Teg to understand why we have a gender pay gap and what we could do to close that gap	<p>The Council joined Chwarae Teg's Fair Play Employer Scheme in February 2019, to support us in delivering gender equality in our workplaces and achieve all the benefits of a truly balanced workforce. This year, Chwarae Teg assessed the Council's gender equality policies and practices, including a survey of the Council's workforce, and awarded us the Silver Award for Gender Diversity. This award recognises that the Council has a clear commitment to making a difference to the recruitment, retention and progression of women in the workplace.</p> <p>Chwarae Teg have helped us to develop a Gender Equality Action Plan, which includes specific actions to reduce the Council's Gender Pay Gap. There is specific consideration within the action plan to the lowest paid female employees, particularly important, as whilst the Council's overall gender profile is 70% female, 97% of those employed in Grade 1, the Council's lowest pay band, are female employees</p> <p>We are also reviewing the Flexible Working Policy and the Flexible Retirement Policy.</p>	<b>Green</b>

<b>Well-being Objective 2</b> Improve the Well-being of all adults who live in the county borough		
<b>Improvement Priority 2.4</b> People unable to work can maximise their income		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
2.4.5 We will commission research to identify the impact of the welfare benefit reforms being introduced by UK government on local people and work with partners to identify how we can alleviate financial hardship	<p>We said we would commission research to generate a clearer insight into the impact of welfare benefit reforms on local people. On 17<sup>th</sup> April Cabinet gave approval for Corporate Policy to commission Policy in Practice to develop a Low Income Family Tracker (LIFT) for Neath Port Talbot. Using household level data and advanced analytics the tracker will enable us to identify the scale of the impact changes to welfare reform will have on residents. On 10<sup>th</sup> July 2019 the tracker was demonstrated to partners at the Welfare Reform High Level Strategic Forum. The knowledge that we have learned from this work will also enable us to better understand the impacts on our residents affected by financial hardship due to COVID-19.</p> <p>A multi-agency Poverty Symposium was held in the Princess Royal Theatre on 20<sup>th</sup> September 2019 to facilitate discussion about what more we can do to protect those at greatest risk of financial crisis. Approximately 120 people attended from a number of organisations. Feedback on the event has been positive.</p> <p>A follow up, multi-agency poverty workshop took place on 30<sup>th</sup> January 2020. Following the workshop representatives from the Bevan Foundation produced a report of recommendations. It was intended that the consultant Naomi Eisenstadt and the Bevan Foundation would attend a Cabinet Members Briefing (CMB) on 27<sup>th</sup> April 2020 to approve the next steps. Unfortunately, due to the COVID-19 situation the meeting was postponed and the work on poverty will progress as soon as possible.</p>	<b>Green</b>

<b>Well-being Objective 2</b> Improve the Well-being of all adults who live in the county borough		
<b>Improvement Priority 2.4</b> People unable to work can maximise their income		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
	Going forward we are also working with Public Health Wales and Swansea Council to secure funding to commission research across Swansea Bay to look at health inequalities.	

<b>Well-being Objective 2</b> Improve the Well-being of all adults who live in the county borough		
<b>Improvement Priority 2.5</b> People who need care and support will be helped to develop their resilience, accessing support from within their community. If their needs can only be met by social services they will receive services which are personalised		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
2.5.1 We will further develop the “front door” to social services, ensuring that we provide a coherent, information, advice and assistance service	<p>A 'Single Referral' form has now been finalised for use by both Children and Young People Services and Adult Services, this Referral form emanated from collaboration between cross-sections of Social Services and Health staff. The form facilitates the opportunity to capture Adult safeguarding concerns (these were previously recorded separately). The single referral form was launched on the 4th of February 2020 and began to be implemented across partner agencies.</p> <p>The formal launch of the Adults and Children’s ‘Single Point of Contact’ due to take place on 1st April 2020 has been delayed due to COVID-19. However, work has continued to take place in order to integrate the front door service as much as practicably possible. The service has moved to a single integrated phone number to respond to all referrals into Social</p>	<b>Green</b>

<b>Well-being Objective 2</b> Improve the Well-being of all adults who live in the county borough		
<b>Improvement Priority 2.5</b> People who need care and support will be helped to develop their resilience, accessing support from within their community. If their needs can only be met by social services they will receive services which are personalised		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
	Services. Once working from home arrangements have settled, we will also progress to a single email address to represent the integration of the front door service. One of the outcomes of more integrated working has been the completion of timely, comprehensive assessments.	
2.5.2 We will develop the home care and residential care provision for older people to ensure that there are enough quality placements available to meet local need	<p>We developed a regional West Glamorgan Section 33 pooled fund arrangement with City and County of Swansea and Swansea Bay Health Board for Older Persons care homes which was presented to <a href="#">Social Care, Health and Wellbeing Cabinet in July 2019</a> who approved for the Director of Social Services and Housing to have delegated authority to enter into a section 33 agreement.</p> <p>Local Authorities are required to enter into regional S33 agreements under the Partnership Arrangements (Wales) Regulations 2015, issued under Part 9 of the Act. Welsh Government views closer working through the establishment of pooled funds as a way to support better quality and more efficient services by encouraging partners to collaborate in ways that maximises their capacity to shape the market. Intended benefits of pooled fund arrangements include:</p> <ul style="list-style-type: none"> <li>• Less duplication by eliminating or reducing similar processes undertaken and funded by different commissioners;</li> </ul>	<b>Green</b>

<b>Well-being Objective 2</b> Improve the Well-being of all adults who live in the county borough		
<b>Improvement Priority 2.5</b> People who need care and support will be helped to develop their resilience, accessing support from within their community. If their needs can only be met by social services they will receive services which are personalised		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
	<ul style="list-style-type: none"> <li>• Fewer gaps as more integrated commissioning maximises the opportunity to target resources where they are needed. For example by creating combined integrated services to meet complex needs;</li> <li>• Reduced silo working where separate budget pressures and processes can lead to different priorities or unilateral decision making, which can have destabilising impacts;</li> <li>• More efficient processes with fewer coordination problems which can occur when separate organisations have differing roles and functions;</li> <li>• Reduced delays, which can occur when decision-making involved more than one commissioner, requiring multiple agreements</li> </ul> <p>Quarterly provider forums for the different market areas (Older people care homes, domiciliary care, learning disability services, mental health services) took place during 2019/20 and regular contract liaison meetings with providers take place.</p> <p>Work has begun to develop a new regional contract for care homes. The final draft was completed in January, with the intention for the agreement to be circulated to providers in February/March for their comment, however, this work has been delayed due to COVID-19. As a result, we have not been able to undertake a consultation exercise but will resume as soon as possible.</p>	



<b>Well-being Objective 2</b> Improve the Well-being of all adults who live in the county borough		
<b>Improvement Priority 2.5</b> People who need care and support will be helped to develop their resilience, accessing support from within their community. If their needs can only be met by social services they will receive services which are personalised		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
2.5.3 We will further develop our intermediate care services to enable more people to retain and regain their independence by implementing the hospital to home recovery model	<p>Work continues across the region to review the types of services that are provided in the community to enable more people to retain their independence.</p> <p>The Hospital to Home (H2H) Model was launched on 10<sup>th</sup> December 2019. Staff recruitment has been completed. There were some early teething issues which were resolved. The model was further enhanced to support people from hospital quickly. Since COVID-19, the model has developed further into a Rapid discharge model.</p> <p><b>KPI:</b> The rate of people kept in hospital whilst waiting for social care has increased in 2019-20 to 10.05 people per 1,000 population over 75. The target for the year was 3.5. The rate for 2018-19 was 6.29. During this year the local authority has experienced challenges in securing appropriate services for some people to facilitate discharges from hospital.</p>	<b>Amber</b>
2.5.4 We will further develop our progression-based model of care for people with mental health needs, learning disabilities and	<p>There is now an identified Autistic Spectrum Disorder (ASD) lead in place to implement the ASD strategic plan within the county. The lead attends the monthly meetings and is meeting with relevant professionals, parent, carers and people with ASD to ensure that the plan is implemented by all members of the steering group to improve the lives of people with Autism, their families and carers.</p> <p><b>Please also refer to step 2.2.3 above.</b></p>	<b>Green</b>

<b>Well-being Objective 2</b> Improve the Well-being of all adults who live in the county borough		
<b>Improvement Priority 2.5</b> People who need care and support will be helped to develop their resilience, accessing support from within their community. If their needs can only be met by social services they will receive services which are personalised		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
physical disabilities		
2.5.5 We will review the services we provide for people with the most complex needs to ensure that they remain fit for purpose	<ul style="list-style-type: none"> <li>• We increased the number of service user reviews undertaken from 1,439 in 2018-19 to 1,518 in 2019-20.</li> <li>• We continue to measure outcomes for people with the most complex needs on a case by case basis.</li> <li>• Social Work Teams have a planned approach when undertaking reviews and have made progress in undertaking outstanding reviews and anticipate making further progress.</li> </ul>	<b>Green</b>

<b>Well-being Objective 2</b> Improve the Well-being of all adults who live in the county borough		
<b>Improvement Priority 2.6</b> People will be able to have their say in matters that affect them and where people need help to voice their opinions, advocacy support will be available		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
2.6.1 We will implement the Regional Joint Carers' Strategy with our health partners	<p>A draft Carers Strategy was presented to <a href="#">Social Care Health and Well Being Cabinet Board on 12th March 2020</a> and approved for 90 day consultation. The consultation has been put on hold due to the COVID-19 pandemic and will commence as soon as possible.</p> <p>All carers are being offered an assessment and carers who do not take up the offer are provided with access to information, advice and assistance as well as services provided by Neath Port Talbot Carers service.</p>	<b>Green</b>
2.6.2 We will embed a rights-based approach for older people and disabled people across the Council and ensure that people have access to advocacy support where that is required	We Increased the provision of independent professional advocate. A new contract has been developed with the current provider of independent professional advocacy to increase the availability of provision from 21 hours per week in 2018-19 to 35 hours per week in 2019-20.	<b>Green</b>

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

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



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

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

A prosperous Wales	The Plan sets out a range of proposed steps to create sustainable, quality employment by working both locally and regionally. A number of the proposed City Deal projects focus on low carbon technologies and creating capability to exploit the potential of digital technologies.
A healthier Wales	The priorities demonstrate a sound understanding of the determinants of well-being and the powers available to the Council to impact upon those determinants.

<b>Well-being objective 3 - To develop the local economy and environment so that the well-being of people can be improved</b>	
<b>How this well-being objective contributes to the seven national well-being goals:</b>	
A Wales of cohesive communities	The priorities set out in this section, underpin the objectives for children and young people and adults in a range of ways – through ensuring connectivity, the availability of local employment, recreation opportunities, the protection of the environment and ensuring the county borough is attractive to investors.
A resilient Wales	The priorities reference the important sections of our Local Development Plan which has been subject to full sustainability appraisals and shows how those policies will underpin the Council’s objectives to improve the social, cultural, economic and environmental well-being of its residents.
A more equal Wales	The priorities have been developed to create greater opportunity for all people to get on in life. This includes: the opportunity to obtain quality employment, safe and clean places where people can live and bring up their families and a wide range of choices to take part in cultural events
A Wales of vibrant culture and thriving Welsh language	The importance of local heritage sites and the part these have to play in sustaining culture feature amongst the priorities as does the regeneration of valley communities. Working with communities features prominently as a theme in this section as in the preceding sections.
A globally responsible Wales	Priorities include reducing waste generated and increasing recycling, as well as taking a range of steps to protect and develop the county borough’s natural assets. The growing importance of digital and new energy technologies (e.g. “Active Buildings” solar power concept) are also incorporated into the work proposed.

**Overall progress:** we set out 25 steps, i.e. actions to help us deliver the improvement priorities for well-being objective three, of which 19 are on track and 6 just off track. Below is more detailed information on how we did against each step.

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

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

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

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

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



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

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

<b>Well-being Objective 3</b> To develop the local economy and environment so that the well-being of people can be Improved		
<b>Improvement Priority 3.2</b> We will work with communities to increase reuse, recycling and composting		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
3.2.1 We will review and refine our Waste Management Strategy in the context of delivering	<p>Provisional outturn ‘recycling’ performance for 2019-20 is 61.74% (subject to Natural Resources Wales validation). The Welsh Government statutory target for local authorities for 2019-20 is 64%.</p> <p>The changes introduced last year to the Council’s waste strategy produced performance gains, in particular, we had success with increasing food waste collection (up 600 tonnes)</p>	<b>Amber</b>

<b>Well-being Objective 3</b> To develop the local economy and environment so that the well-being of people can be Improved		
<b>Improvement Priority 3.2</b> We will work with communities to increase reuse, recycling and composting		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
against statutory targets	<p>and also in reducing 'black bag' waste at the kerbside (down 4000 tonnes). These gains were however in large part unfortunately offset by the untimely impact of external factors. For example, the national rules on wood waste changed and we lost some recycling as a result in the early part of the year (which should not be repeated in 2020-21). Also, uncertainties around the insourcing of the MREC (Materials Recovery Energy Centre) and general market conditions had an impact on 'black bag' waste being sent for energy recovery, and we lost some more recycling as a result. Now that the future of the MREC has been determined by Members longer term arrangements can be established, this should not be repeated in 2020-21. If these two things alone had not happened the Council would have exceeded the statutory target of 64% with an estimated outturn of 64.6%.</p> <p>Whilst we collected more food waste the gain was offset by less garden waste. There was an initial dip in the amount of garden waste collected in the first quarter of 2019-20 on change to the reusable sacks, but quantities had rebounded by the second quarter as the changed bedded in.</p> <p>The recovery of metals at the MREC from 'black bag' waste ended when we stopped processing the material on site, but alternatively we should get more recycling from Energy from Waste processes elsewhere. However, as above, the amount of waste sent to Energy from Waste was temporarily affected by issues associated with insourcing of the</p>	

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

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

<b>Well-being Objective 3</b> To develop the local economy and environment so that the well-being of people can be improved		
<b>Improvement Priority 3.3</b> Local people and visitors can access good quality leisure and community facilities, country parks and countryside		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
3.3.1 We will identify tourism investment opportunities for both the private and public sector	<ul style="list-style-type: none"> <li>We provided advice and assistance to 6 individuals seeking to establish a new tourism enterprise within the borough and advice to 56 existing tourism operators. Advice provided can range from specific funding enquiries to advice on marketing and developing tourism businesses.</li> <li>We held a tourism stakeholder event on 15th October 2019 to inform stakeholders of the new place brand and progress made by the new Tourism Team.</li> <li>A workshop was held on 20<sup>th</sup> January 2020 with tourism businesses who had bid to become members of the product 'clusters' through the new NPT Discovery Clusters Marketing Campaign. Six clusters of tourism operators will deliver the set</li> </ul>	<b>Green</b>

<b>Well-being Objective 3</b> To develop the local economy and environment so that the well-being of people can be improved		
<b>Improvement Priority 3.3</b> Local people and visitors can access good quality leisure and community facilities, country parks and countryside		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
	<p>‘experiences’ in the campaign. The campaign secured £80,910 funding via Visit Wales’ Regional Tourism.</p> <ul style="list-style-type: none"> <li>• During March 2020, COVID-19 advice was delivered to the tourism sector via email updates and telephone calls.</li> </ul>	
3.3.2 We will work with partners to refurbish, repair and maintain locally important buildings and structures	<ul style="list-style-type: none"> <li>• A successful application was made for LEADER funding by the Friends of Neath Abbey Iron Works.</li> <li>• We worked with Friends of Margam to complete the internal refurbishment of the Turbine House for them to occupy.</li> <li>• We repaired a listed milestone at the request of the Skewen Historical Society.</li> <li>• We assisted the Friends of Talbot Memorial Park to prepare a National Lottery Heritage Fund bid for the bandstand repair.</li> <li>• We assisted TATA to design and install a memorial at Talbot Park for those who lost their lives at work.</li> </ul>	<b>Green</b>
3.3.3 We will develop and promote the local tourism sector	<ul style="list-style-type: none"> <li>• 29 destination management plan actions have been delivered compared to 24 the previous year.</li> <li>• We prepared for the launch of the new tourism place brand and build the new destination website, which was planned for March 2020 but delayed due to COVID-19. This will now take place in September 2020. We have also completed the design of the new paper based destination guide of which 30,000 copies will be</li> </ul>	<b>Green</b>

<b>Well-being Objective 3</b> To develop the local economy and environment so that the well-being of people can be improved		
<b>Improvement Priority 3.3</b> Local people and visitors can access good quality leisure and community facilities, country parks and countryside		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
	<p>distributed throughout South Wales and the M4 corridor in the autumn 2020 with the aim of attracting visitors who are staying in neighbouring areas.</p> <ul style="list-style-type: none"> <li>• We completed the delivery of the Rural Development Plan (RDP) funded 'Tourism Development in Neath Port Talbot Project' and supported 80 participants and engaged with 55 stakeholders.</li> <li>• We commenced work to plan for the further development of visitor infrastructure at Gnoll Estate Country Park and Afan Forest Park.</li> <li>• Due to the impact of COVID-19 we were unable to begin the process of devising the new overarching 2020-2025 Destination Management Plan.</li> <li>• <b>Please also refer to step 3.3.1 above.</b></li> </ul>	
3.3.4 We will develop the service models that support our leisure services, theatres and parks so that new income streams support their operation and	<p>We continued to work with and monitor the performance of Celtic Leisure, to ensure that the leisure trust model is delivering what the Council requires, both in terms of a quality provision and value for money. This is a difficult market and Celtic Leisure are projecting a large trading deficit for 2019-20.</p> <p>Members decided in March 2020 that delegated authority was to be granted to the Head of Transformation in consultation with the Director of Finance and Corporate Services, Head of Property and Regeneration, Head of Legal Services, Leader and Cabinet</p>	<b>Amber</b>

<b>Well-being Objective 3</b> To develop the local economy and environment so that the well-being of people can be improved		
<b>Improvement Priority 3.3</b> Local people and visitors can access good quality leisure and community facilities, country parks and countryside		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
they are less dependent on subsidy from the Council	<p>Member for Education, Skills and Culture to finalise an invitation to tender for the provision of leisure services in Neath Port Talbot in line with the current specification of service (subject to any minor updates necessary) and to embark on a tender process as detailed in the report.</p> <p>A draft contract and service specification together with the required contract surrender documentation are being prepared. It is proposed to go to the market in September/October 2020 with the aim of entering into a new contract in January 2021.</p> <p><b>KPIs:</b></p> <p>In relation to the number of visitors to our leisure centres per 1,000 population, due to COVID-19 pandemic visitor figures in community hired school facilities were unable to be collated in the last quarter of 2019-20, therefore data is incomplete for the year. It is estimated that data would be circa. 8,000 visitors with all data included which is still below the target for the year of 8,500.</p> <p>Data relating to the percentage of quality indicators achieved by the library service will be available in November 2020. The target for 2019-20 is 65%.</p>	



<b>Well-being Objective 3</b> To develop the local economy and environment so that the well-being of people can be improved		
<b>Improvement Priority 3.3</b> Local people and visitors can access good quality leisure and community facilities, country parks and countryside		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
3.3.5 We will develop the offer of our theatres to attract a wide range of acts and performances	<p>Both our theatres offer suitable programmes to engage with local communities. Our theatres continue to grow their audiences with a 17% rise in visitor numbers. The Princess Royal Theatre continues to build on its reputation as a venue for both TV Comedians and also as a music venue.</p> <p>Pontardawe Arts Centre has reviewed its programming policy, to ensure their offer is more commercial and secures increased footfall. Pontardawe Arts Centre has again received a £63k revenue support grant from Arts Centre Wales. NPT funding has been agreed for the Pontardawe Arts Centre Cinema and the tender process is underway.</p> <p><b>KPIs:</b> The number of visits to our theatres between April to December 2019 was 217,161 (latest available data due to Covi-19 pandemic), which is significantly higher than our target of 180,000 for the same period and significantly higher than the visitor number for the same 9 month period of 2018-19.</p>	<b>Green</b>
3.3.6 Work and engage with local communities and wider partners to deliver a programme of activities that will support the	<p>The grant funded 'Working with Nature Project' delivers a programme of well-being and community based conservation activities at publicly accessible sites, raising the profile of the natural environment and its wider benefits. The project is continuing to gain momentum and has just celebrated, and promoted, three years of project delivery.</p> <p>Over the three years, the project has engaged with 776 people through participation in well-being and conservation activities in the natural environment. Over 30 people have signed up for volunteering, with a regular group actively involved in managing sites</p>	<b>Green</b>

<b>Well-being Objective 3</b> To develop the local economy and environment so that the well-being of people can be improved		
<b>Improvement Priority 3.3</b> Local people and visitors can access good quality leisure and community facilities, country parks and countryside		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
participation of local people in our natural environment	<p>throughout Neath Port Talbot, supporting nature conservation management of 21 sites to date.</p> <p>Increased support for the NPT Local Nature Partnership (LNP) has been achieved through the partnership LNP Cymru project, funded by the Welsh Government Enabling Natural Resources and Well-being fund. The project has put in place a LNP Coordinator to support the partnership in taking forward biodiversity research and action to further the conservation of biodiversity in NPT.</p> <p>Funding has been secured from Heritage Lottery Funding to deliver the Lost Peatlands project in the upper Afan and Rhondda Valleys. The project will deliver landscape scale peatland restoration, supporting natural carbon sequestration and biodiversity enhancement, alongside community engagement, training and well-being activities. The development phase of the project started in June, 2019, working towards a funding submission for a 4 year delivery phase to start in early 2021.</p> <p>Working alongside the Friends of Craig Gwladus, a programme of volunteer support, community engagement and well-being activities have been delivered at Craig Gwladus Country Park. Grant funding has been secured to employ a Project Manager to oversee grant funding requirements, support the group and take forward ideas for more term funding opportunities for the park.</p>	

<b>Well-being Objective 3</b> To develop the local economy and environment so that the well-being of people can be improved		
<b>Improvement Priority 3.4</b> To identify and develop opportunities for sustainable economic growth in our valley communities		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
3.4.1 Work with developers and partners to deliver key strategic development sites along the coastal corridor (including Coed Darcy, Port Talbot Harbourside, Baglan Energy Park and Swansea University Innovation Campus); and to deliver sustainable growth in the valley areas	<ul style="list-style-type: none"> <li>Coed Darcy Urban Village is to be developed in accord with an agreed masterplan, the importance of which is paramount given that the development of Coed Darcy will be phased over the LDP period and beyond. The Council and the developer/St Modwen Developments Ltd have continued to work together and the S106 Legal Agreement has been renegotiated to enable further residential development in the north of the site, where the initial phase of residential development has commenced, and allow for the commencement of a second front of development in the southern area together with the employment element of the mixed use regeneration scheme. The rate of delivery on site in terms of housing and key strategic infrastructure will continue to be closely monitored going forward</li> <li>The redevelopment of Baglan Bay is a long term aspiration that is likely to take several years to deliver, with areas within the allocation potentially suitable to facilitate the growth in the knowledge based economy. The increase in research and development facilities in smaller units at the Swansea University Science and Innovation Campus and at Harbourside will potentially need larger units, as these sites continue to develop, and therefore Baglan Bay provides adequate space and infrastructure to allow for their expansion. The site has also received enterprise zone status which should encourage investment to the area. The Baglan Energy Park Development Framework SPG was completed and published in October 2016.</li> </ul>	<b>Green</b>

<b>Well-being Objective 3</b> To develop the local economy and environment so that the well-being of people can be improved		
<b>Improvement Priority 3.4</b> To identify and develop opportunities for sustainable economic growth in our valley communities		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
	<ul style="list-style-type: none"> <li>• The SPG for Fabian Way, which includes the land associated with the Swansea Bay University Campus, is currently being progressed in collaboration with colleagues in the City &amp; County of Swansea. A previous draft version is now being updated for the purposes of a further focused public consultation to take account of the updated position in regard to the Tidal Lagoon and whether Swansea University has any further aspirations to expand the Bay Campus. The two Authorities will seek to progress the SPG through to adoption in 2020-21.</li> <li>• Work on the SPG relating to 'Port Talbot Harbourside Development Framework' is being progressed. Additional work has been undertaken to give a more complete understanding of the flooding mechanisms and factors that will influence the pattern of development at Harbourside. Furthermore, the development of the SPG will take account of the work occurring in parallel in respect of the Port Talbot Waterfront Enterprise Zone.</li> <li>• Infrastructure Masterplan being developed for the Port Talbot Waterfront Enterprise Zone</li> <li>• We are further developing the Supporting Innovation and Low Carbon Growth programme business case.</li> <li>• <b>Please also refer to steps 3.1.1. and 3.1.2 above.</b></li> </ul> <p><b>KPI:</b> For 2019-20, 97.44% of all planning applications were determined on time (within 8 weeks). This is higher than our target for the year of 95% and a slight improvement of the previous year.</p>	

<b>Well-being Objective 3</b> To develop the local economy and environment so that the well-being of people can be improved		
<b>Improvement Priority 3.4</b> To identify and develop opportunities for sustainable economic growth in our valley communities		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
3.4.2 Promote and protect a diverse portfolio of employment land and employment opportunities in the right places	<p>An ‘Economic Assessment and Employment Land Provision Study’ was jointly commissioned previously by NPT and Swansea to inform the Local Development Plans (LDPs) for both authorities. This identified employment need and the link to housing demand.</p> <p>Work delivered includes ongoing discussions centred on the following three key collaborative studies (across South West Wales region) and all three studies will inform reviews of individual LDPs and also contribute positively as a potential baseline for future work on Strategic Development Plans (SDPs):</p> <ol style="list-style-type: none"> <li><b>1. Regional Employment Study (RES)</b> – Will identify the need and supply of employment land. This is currently on hold due to resource / capacity issues within those Councils that are focusing their efforts and attention on putting in a place an evidence base for their respective LDPs. Notably, ‘Regional Officer’ posts have recently been created within the Welsh Government and as such, it is the intention that the RES be re-visited in the future.</li> <li><b>2. Regional Viability Study (RVS)</b> – The RVS is making good progress following the appointment of ‘Burrows-Hutchinson’ to assist the process. Information has been collected from local authorities to inform the ‘Site Specific Viability Model’. A series of officer meetings and stakeholder events have already taken place (to discuss the project / assumptions used) and the final model / report is expected by the summer of 2020.</li> </ol>	<b>Amber</b>

<b>Well-being Objective 3</b> To develop the local economy and environment so that the well-being of people can be improved		
<b>Improvement Priority 3.4</b> To identify and develop opportunities for sustainable economic growth in our valley communities		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
	<p><b>3. Joint Local Housing Market Assessment (LHMA)</b> – The Joint LHMA study is nearing completion. ORS (the consultants commissioned to undertake the study) have produced a draft overarching regional Housing Report (Main Report) and several draft Sub Area Reports for each of the Local Authorities (LA) that make up the Mid &amp; South West Wales (M&amp;SWW) regional group. The draft reports are being reviewed and amended and will be signed off by each LA and circulated to key stakeholders for comment. Following this process it was expected that all reports would be finalised by the end of March 2020 but due to a variety of issues (including COVID-19), it is anticipated that all reports will be signed off by the end of the year (2020).</p>	
3.4.3 Develop a prioritised programme of initiatives to deliver economic growth in our valley communities	<ul style="list-style-type: none"> <li>• Development work is progressing on potential Valleys projects. A Workshop was held to identify a programme of regeneration projects within valley communities. Welsh Government funding was approved to deliver 2 Foundational economy local procurement focused projects. Progress has now been delayed due to COVID-19 restrictions, but negotiations are on-going with Welsh Government for approval to deliver shorter (6 month) versions of both projects.</li> <li>• The Economic Development team continue to deliver a programme of Business Bootcamps” within our valley communities to support potential new business start-ups and to provide advice, guidance and funding to existing valley located businesses continues. Two events have been held in the Afan Valley and Neath Valley to which 32 local people have attended. Unfortunately, due to the COVID-19 crisis, the event planned for Ystalyfera was cancelled.</li> </ul>	<b>Green</b>

<b>Well-being Objective 3</b> To develop the local economy and environment so that the well-being of people can be improved		
<b>Improvement Priority 3.4</b> To identify and develop opportunities for sustainable economic growth in our valley communities		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
	<ul style="list-style-type: none"> <li>Funding applications are continuing and the Economic Development team have approved 14 applications for existing businesses and 4 for new start-ups within our valley communities. These applications have the potential to create and/or safeguard 78 full time equivalent jobs.</li> </ul>	
3.4.4 Identify and secure funding to deliver the prioritised programme of initiatives in our valley communities	We continue searches to match Council valley community priorities with potential funding opportunities. The Regeneration Team are working to develop a number of property development schemes in valley communities to support the sustainability and improvement of town and village centres and numerous projects are in the development stage.	<b>Green</b>



<b>Well-being Objective 3</b> To develop the local economy and environment so that the well-being of people can be improved		
<b>Improvement Priority 3.5</b> To protect, conserve and enhance our natural environment (including important landscapes, countryside, habitats and species) and increasing awareness of its value and encouraging wider participation		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
3.5.1 All services work together to deliver the Biodiversity Duty Plan and green infrastructure across the county borough	<ul style="list-style-type: none"> <li>• Implementation of the 'Biodiversity Duty Plan' is continuing.</li> <li>• Reporting against the Duty Plan was delayed due to COVID-19, and is now scheduled to be reported in the autumn of 2020.</li> <li>• Service areas across the Environment Directorate are being assessed in order to determine the potential for work undertaken by such services to have an impact on biodiversity (positively or negatively).</li> <li>• The new consultancy service within the Countryside and Wildlife Team has created a more efficient and cost effective method for addressing wildlife mitigation requirements within development works and essential council activities.</li> <li>• Through collaborative working between the Countryside and Wildlife Team and Streetcare, habitat management, access improvement and volunteer engagement has been undertaken on a number of key sites throughout the County Borough, including our Local Nature Reserves and Country Parks. Wildflower management has been undertaken on conservation verges, providing benefits for pollinating species.</li> <li>• A programme of tree planting was delivered as part of the 'Trees for Schools' project in February and March, 2020, through Welsh Government's Enabling Natural Resources and Wellbeing grant. Designs for 11 schools were devised and delivered, offering educational-hand-on planting events for each school resulting in approximately 5,000 saplings and 115 large standards planted. A partnership project was also delivered with Tai Tarian Housing, for further planting of 1,500 saplings and 45 large standard trees in residential areas with community involvement.</li> </ul>	<b>Green</b>



<b>Well-being Objective 3</b> To develop the local economy and environment so that the well-being of people can be improved		
<b>Improvement Priority 3.5</b> To protect, conserve and enhance our natural environment (including important landscapes, countryside, habitats and species) and increasing awareness of its value and encouraging wider participation		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
	<ul style="list-style-type: none"> <li>• Through the support of the Council's Coed Cymru Officer, plans are in place for the creation of 68ha of woodland over 7 schemes (private and public land). Each of these activities will support the Council's ambitions to address climate change through the natural sequestration of carbon, whilst also providing wider benefits to flood alleviation, biodiversity and well-being through improved urban landscape.</li> <li>• The Biodiversity Team are worked in partnership with consultants (Environment Systems) to create an inventory of accessible greenspaces within NPT. Once completed the research / data will feed into the Green Infrastructure Assessment (GIA) that will be undertaken to establish the evidence for the Replacement LDP. The assessment will be used as a tool which enables the Authority to develop a clear approach to improving well-being through increased access to GI whilst enhancing biodiversity and increasing ecological resilience. It will provide the Council with baseline information with which it can develop a greenspace strategy and policies for the LDP.</li> <li>• A number of green spaces across the county borough have been awarded a prestigious Green Flag. These include the Gnoll Estate Country Park, Margam Country Park, Talbot Memorial Park and Neath Victoria Gardens. The Green Flag award for Parks is the benchmark for the best green spaces in England and Wales and provides a sign to visitors that the parks are managed and maintained to a high standard, with excellent facilities.</li> </ul>	

<b>Well-being Objective 3</b> To develop the local economy and environment so that the well-being of people can be improved		
<b>Improvement Priority 3.5</b> To protect, conserve and enhance our natural environment (including important landscapes, countryside, habitats and species) and increasing awareness of its value and encouraging wider participation		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
	<b>KPI:</b> The Number of biodiversity rich areas protected and/or enhanced currently stands at 43. Our target is 49, however following a review of the list of sites, a number of sites have been removed.	
3.5.2 We will use our statutory powers to challenge unacceptable levels of pollution	<p>Air monitoring continues to be carried out throughout NPT and the progress report was presented to <a href="#">Regeneration and Sustainable Development Cabinet Board on the 18<sup>th</sup> October 2019</a>.</p> <p>The Port Talbot/Taibach area has been declared an AQMA (Air Quality Management Area). One of our Corporate Plan KPIs measures the number of PM10 breaches in the Air Quality Management Area (Port Talbot / Taibach). Our annual target for the number of days that we exceed the PM10 pollution limit has been set at 35 days. As at 31<sup>st</sup> December 2019 (latest available data), we had 4 exceedances of this limit, which is significantly below the target for this KPI.</p> <p>We also have a planned programme of works each year to check that premises air quality emissions are in line with Welsh Governments' air quality objectives. We currently have 40 environmental permits issued to various types of businesses. The permits are primarily issued to control emissions of air pollutants. Examples include petrol stations, mineral activities (e.g. coal, quarries, road stone coating, and production of slag cement), high tech metals products production etc. Emission levels are determined by guidance set by Welsh</p>	<b>Green</b>

<b>Well-being Objective 3</b> To develop the local economy and environment so that the well-being of people can be improved		
<b>Improvement Priority 3.5</b> To protect, conserve and enhance our natural environment (including important landscapes, countryside, habitats and species) and increasing awareness of its value and encouraging wider participation		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
	Government. Please note that this is different from ambient air quality targets such as that for nickel.	
3.5.3 We will work and engage with local communities and wider partners to deliver a programme of activities that will support the participation of local people in and accessibility of our natural environment	<p>A public consultation on the Council's updated Rights of Way Improvement Plan (ROWIP) has been undertaken. A post consultation report was approved by the Council on 20<sup>th</sup> March 2020 and published on the Council's <a href="#">website</a>.</p> <p><b>Progress as per Step 3.3.6 above.</b></p>	<b>Green</b>

<b>Well-being Objective 3</b> To develop the local economy and environment so that the well-being of people can be improved		
<b>Improvement Priority 3.6</b> To deliver a positive contribution to the regional planning agenda		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
3.6.1 We will work collaboratively with neighbouring authorities to scope and deliver a Strategic Development Plan	<p>In light of the draft National Development Framework and new legislation (The Local Government and Elections Bill, scheduled to become law in early 2021). The Bill will provide a legal framework for regional collaboration through the creation of Corporate Joint Committees (CJCs) and require the preparation of SDPs. Discussions between the constituent local planning authorities across the region will need to gather pace to determine how the preparation of a SDP should progress, including agreeing the governance arrangements, the resources available (staff/finance), and the timing of plan preparation.</p> <p>Work has continued in respect of supporting and contributing to the regional agenda. Discussions between Heads of Service and Policy Officers are now taking place on a regular basis to establish the future role of authorities, the scope of work required in any future SDP and the potential for future collaboration initiatives and studies.</p> <p>Since 2017/18, NPT officers have taken on the lead/secretariat role for the South West Wales Strategic Officers Planning Group, however, with the commencement of the LDP review and the intensity of the work programme, this role will be either taken up by another Authority within the regional group or via a rotating chair.</p> <p><b>Please also refer to step 3.4.2 above.</b></p>	<b>Amber</b>

<b>Well-being Objective 3</b> To develop the local economy and environment so that the well-being of people can be improved		
<b>Improvement Priority 3.7</b> To promote and deliver sustainable accessibility and improve connectivity and communication links		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
3.7.1 We will work with developers and partners to improve accessibility and active travel across the county borough and wider City Region through the delivery of key transport infrastructure	<p>Phase two of the 'Neath Canal Towpath Active Travel Route' was finished (from Bridge Street, Neath, to Briton Ferry) with improvements to the surface, appearance and accessibility of the National Cycle Network (NCN 47) alongside Neath Canal.</p> <p>Construction work has also been completed on the cycle route alongside Fabian Way (near Earlswood Golf Course). The Fabian Way scheme has seen resurfacing, improved signage and road markings and also improvements to drainage in an underpass along the route.</p> <p>Neath Port Talbot was awarded £334k active travel core funding for 2019-20 for further design work, minor improvement works, land negotiations and promotion of schemes. The following are in progress:</p> <ul style="list-style-type: none"> <li>• Pontardawe Active Travel Route (Phase 1) – resurfacing works, provision of signage, road markings, removal of barriers and vegetation. We will also undertake community engagement for Phase 2.</li> <li>• Angel Street to Dwr Y Felin Comprehensive School – defining and improving the footway between the existing footbridge and Neath town centre, including resurfacing and the installation of dropped crossings/tactile pavings.</li> <li>• Pre-Work Feasibility Activities (Various Routes) – design, land negotiation and consultation and engagement.</li> </ul>	<b>Green</b>

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

<b>Well-being Objective 3</b> To develop the local economy and environment so that the well-being of people can be improved		
<b>Improvement Priority 3.7</b> To promote and deliver sustainable accessibility and improve connectivity and communication links		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
3.7.2 We will endeavour to maintain and expand the current transport network and explore alternative transport solutions where conventional transport services are no longer sustainable	<ul style="list-style-type: none"> <li>• The bulk reissue of the Concessionary cards commenced in September 2019, following changes in the Guidance for Community Transport published by the Department for Transport in September 2019. To date over 14,000 have been successfully processed. We continue to work closely with bus operators and third sector partners organisations to maintain bus services and assist in the roll out of concessionary card replacement and move forward within requirements of the guidance.</li> <li>• We worked with Welsh Government to enhance a community car scheme in the Amman Valley, however due to COVID-19 pandemic this work has been put on hold.</li> <li>• A 100-year-old bridge which forms a vital link between two Neath Port Talbot communities has been successfully repaired. Pontwalby Bridge in the shadow of the A465, connecting the communities of Glynneath and Pontwalby by road, needed repair work to keep it operational. The underside of the bridge underwent extensive concrete repairs to ensure it would be operational for generations to come. Without the bridge, people in the two communities would be separated by a long diversionary route.</li> <li>• We achieved our targets for the year relating to the condition of our A, B and C roads. Outturn data for the year is provided below and more information can be found in our 2019-20 suite of Corporate Plan KPIs.</li> </ul>	<b>Green</b>

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



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

<b>Well-being Objective 3</b> To develop the local economy and environment so that the well-being of people can be improved		
<b>Improvement Priority 3.8</b> We will work with partners to improve connectivity and infrastructure across the county borough		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
	<p>local school and an inward investment tech start up. However, the investor has gone into administration so work is underway to identify a potential new partner. This work has been put on hold due to the COVID-19 pandemic.</p> <ul style="list-style-type: none"> <li>• ICT skills shortage and development for current tech companies – Discussions have held with the Regional Learning Partnership. Further scoping is required to progress the project and link with AWS project. This work has been put on hold due to the COVID-19 pandemic.</li> </ul>	
3.8.2 We will help promote the Welsh Government's Superfast Broadband Cymru Programme	<p>We continue to liaise with Welsh Government Superfast to keep up to date with any developments.</p> <p>We met with Net Support UK (NSUK) to discuss the trunk fibre infrastructure concession. Key issues and actions will be taken forward to a Regional Director level.</p> <p>Work continues to establish where service has been taken up and where it has not. Low take up communities will be targeted to promote access to Superfast Services. Superfast is available in over 90% of the county, however take up in some instances is affected by ability to pay for the service or personal choice not to have the service.</p>	<b>Amber</b>

<b>Well-being Objective 3</b> To develop the local economy and environment so that the well-being of people can be improved		
<b>Improvement Priority 3.8</b> We will work with partners to improve connectivity and infrastructure across the county borough		
<b>Step</b>	<b>Progress</b>	<b>RAG Status</b>
3.8.3 We will support the third sector to enable more people to access on-line services	The Digital Inclusion Ambassador, funded from the Rural Development Programme Grant, has continued to promote the importance of digital inclusion to third sector organisations. He has also worked with many community groups through the year, building interest and confidence particularly amongst the elderly to use the Internet with some groups subsequently securing funding for digital infrastructure to take their work forward. A presentation on the benefits of accessing digital services has been delivered to a total of 352 individuals from 10 different community groups.	<b>Green</b>
3.8.4 We will promote the importance of having effective digital strategies, including measures to address digital exclusion, to Public Services Board partners	<p>A Digital Inclusion Steering Group was formed by the Public Services Board (PSB) to develop a collaborative approach to increasing the rates of digital inclusion across the county borough. PSB agencies have made a commitment to designing online services with an understanding of the digital profile of the customers who need to access services. A number of PSB organisations have now signed up to the Digital Inclusion Charter and on the 4<sup>th</sup> March 2020 the Digital Inclusion Steering Group were awarded full Digital Inclusion Charter accreditation.</p> <p>The Strategic and cross-cutting nature of the digital inclusion work being undertaken by Neath Port Talbot PSB is identified by Digital Communities Wales as an example of good practice.</p>	<b>Green</b>

## Have your say on what matters to you

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

Email: [policy@npt.gov.uk](mailto: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

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