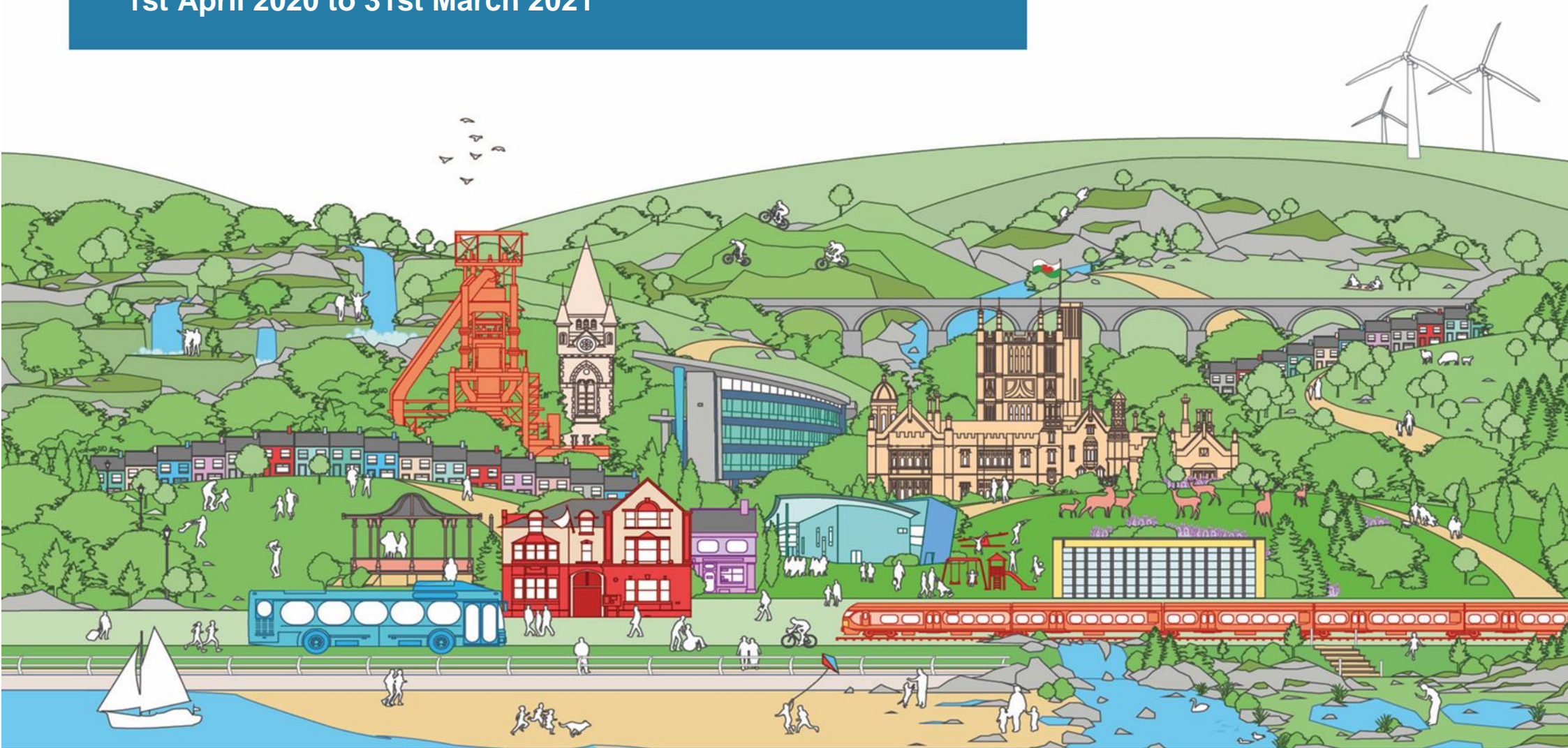


# Corporate Plan Annual Report

1st April 2020 to 31st March 2021



## FOREWORD

During 2020/2021 we faced some of the toughest challenges we could imagine. In March 2020, the Council moved into emergency response mode to deal with the impact of the Coronavirus pandemic. I am immensely proud of the way in which the Council's workforce, elected members and our communities adapted to the severe restrictions placed on us all.

In June 2020, Council officers were part of a multi-agency response to a major incident in Seven Sisters, caused by a propane gas cylinder explosion. Partners supported residents at the time of the incident, and afterwards as a number of properties needed remedial work to enable safe return. The support from the community was nothing short of remarkable and I would like to pay tribute to the community spirit, so typical of people in our county borough, which came to the fore throughout.

In January 2021, the Council again moved into emergency response mode alongside multi agency partners to deal with the impact of the "blow out" at Goshen Park, Skewen which caused extensive flooding in the surrounding area. The partnership response ensured the safeguarding of residents affected and I again wish to thank all those that worked tirelessly to deal with this awful event.

Whilst dealing with those emergencies, the Council kept working - delivering services and making progress towards the Council's well-being objectives and associated improvement priorities we set out in our 2019/2022 Corporate Plan.

In this Annual Report you will find more information on that work and the difference we made which included providing Chromebooks to 9,500 pupils to support their learning at home, the regeneration work which continued across the county borough including Neath Town Centre and Plaza Cinema refurbishment, business support delivered to 67 valley based companies and securing permanent accommodation for 258 homeless individuals or households. In addition, work was ongoing to prepare a planning application for the £150 million Global Centre for Rail Excellence (GCRE) project at the top of the Dulais Valley and South Powys and conditional planning was approved in July 2021. This project will create high quality jobs with additional employment from large contracts in the construction phase.

For 2021/2022, the key priority for this Council is to lead Neath Port Talbot out of the pandemic by building Neath Port Talbot back better. At the time of writing this Annual Report we are focused on the development of the Council's Corporate Recovery Plan which will be published in 2022. That Plan will set out a revised vision and a set of updated well-being objectives and priorities for delivery over the next five years, which will have been shaped by the Council's Let's Talk Campaign, which is an opportunity for people living in Neath Port Talbot to set the agenda and shape what we do as Council going forward.

**Cllr Edward Latham, Leader of Council**

This Report is available in Welsh ([add link when available](#)) and on our [website](#).

## Contents

<b>1. Introduction</b>	<b>5</b>
<b>2. Summary of Progress and Performance during 2020/2021</b>	<b>5</b>
<b>3. COVID-19 – Our response (from middle of March 2020 to end of March 2021)</b>	<b>11</b>
<b>4. Well-being Objective 1 – Progress in 2020/21</b>	<b>18</b>
<b>5. Well-being Objective 2 – Progress in 2020/21</b>	<b>47</b>
<b>6. Well-being Objective 3 – Progress in 2020/21</b>	<b>78</b>
<b>7. Securing Good Governance and Continuous Improvement:</b>	<b>105</b>
<b>8. Have your say on what matters to you</b>	<b>118</b>

## 1. Introduction

This Annual Report provides an account of progress made against the three well-being objectives, improvement priorities and steps set out in the [Corporate Plan 2019/2022](#) for the period 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021.

The onset of the COVID-19 pandemic meant that it was not practical to publish a refreshed detailed Corporate Plan for 2020/21. For 2020/21, the well-being objectives and priorities for improvement set out in the 2019/22 Plan remained the same.

In preparing this Annual Report for 2020/2021, the Council is required to consider whether the current well-being objectives remain relevant or whether changes to those objectives should be considered. This consideration is currently underway as part of the preparation of the Council's Corporate Recovery Plan which will be published in 2022.

In the summer of 2021 the Council launched the ['Let's talk'](#) campaign which is an opportunity for residents and stakeholders to set the agenda and to provide their views, concerns, and ideas to help shape what the Council does in the future. The feedback will help shape the above Corporate Recovery Plan from 2022/23 onwards.

## 2. Summary of Progress and Performance during 2020/2021

### Progress:

**Well-being objectives and Improvement Priorities** – Progress on achieving our well-being objectives was not as good as the progress made over the two previous financial years. This was due to the impacts of the COVID-19 pandemic and the focus on responding to the pandemic.

Under each well-being objective there are improvement priorities and steps. The improvement priorities set out the overall improvement we are aiming to achieve and the steps set out the actions we will we take to deliver that improvement.

Across our three well-being objectives for 2020/21, 65% (54 of 83) of steps are on track, 24 of the steps are just off track and 5 are off track. For 2019/20 we reported 83% (68 of 83) of steps on track, 13 were just off track and 2 were off track.

A summary of progress made on achieving each well-being objective is set below:

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

We set out 27 steps to help us deliver the 7 improvement priorities under **Well-being Objective 1**.

For 2020/21, 15 (56%) of the 27 steps were on track, 9 just off track and 3 off track. This compares to 23 (85%) on track, 2 just off track and 2 off track in 2019/20.

5 of the 7 improvement priorities were just off track and 2 were on track.

**The overall assessment of progress for 2020/21 for Well-being Objective 1 is just off track.**

The main reason for this is due to the impact of the COVID-19 pandemic, the national restrictions and subsequent impact on the levels of contact and engagement with children and young people, especially in the Youth Service.

However, significant support was provided to pupils including £3.9million of free school meal payments, 9,500 pupils provided with Chromebooks and 300 laptops to support learning. We also continued with our Strategic Schools Improvement Programme which included continuing phase 1 of the new £27 million home for Cefn Saeson Comprehensive School. In addition, a number of support grants from Welsh Government were administered by the Council to support the childcare sector and our N.E.E.T (not in education, employment or training) figure of 2.1% was the lowest (best) ever figure for this council. Road Safety outcomes continue to improve year on year and the majority of the Children and Young People Services steps remained on track.

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

We set out 31 steps to help us deliver the 6 improvement priorities for **Well-being Objective 2**. For 2020/21, 20 (65%) of the steps were on track, 10 just off track and 1 off track. This compares to 26 (84%) on track, 5 just off track and zero off track in 2019/20.

4 of the 6 improvement priorities were on track and 2 were just off.

**The overall assessment of progress for 2020/21 for Well-being Objective 2 is on track.**

The COVID-19 pandemic and the national restrictions had a significant impact on a number of services that deliver the steps for Well-being Objective 2 such as Environmental Health and Trading Standards work and completion of Disabled Facilities Grants. The impacts of the pandemic can also be linked to some of our Community Safety work relating to domestic abuse, substance misuse and an increase in anti-social behaviour in our towns. However, the Council provided significant support to businesses and individuals during the pandemic, significant support and better outcomes for our homeless and we continued to support service users across Adults Services.

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

We set out 25 steps to help us deliver the 8 improvement priorities for **Well-being Objective 3**. For 2020/21, 19 (76%) of the steps were on track, 5 just off track and 1 off track. This is broadly the same as in 2019/20 which had 19 (76%) on track, 6 just off track and zero off track.

6 of the 8 improvement priorities were on track and 2 were just off.

**The overall assessment of progress for 2020/21 for Well-being Objective 3 is on track.**

The COVID-19 pandemic and national restrictions had a significant impact on a number of services that deliver the steps for well-being objective 3 such as leisure services, theatres, libraries and tourism. However, despite this impact we delivered most of what we had planned to do under this well-being objective. We achieved the statutory recycling target. Regeneration work continued across the county borough including Neath Town Centre, Plaza Cinema refurbishment and conditional planning consent was given in July 2021 for a £150 million Global Centre for Rail Excellence (GCRE) project at the top of the Dulais Valley and South Powys. We made improvements to our parks and greenspaces, increased accessible cycle routes by 6.6km (over the last two years) and improved the condition of our roads.

## Performance - How we compare

The Council has a duty, under the Local Government (Wales) Measure 2009 (which ceases on 31<sup>st</sup> October 2021) to compare our performance against performance in previous years and with other council's performance across Wales. To assess our performance in meeting our well-being objectives, we use 55 performance indicators (Corporate Plan Key Performance Indicators). These are the same set of performance indicators that were used to assess performance during 2019/20.

The summary below shows an improvement against achieving targets that were set but a decline in performance when comparing 2020/21 performance against 2019/20 performance.

\*Caution should be taken with such a comparison as there are fewer performance indicators that have comparable data and performance for some measures has been impacted by the COVID-19 pandemic.



- In summary, during 2020/21, of the performance indicators that had comparable targets, 61% (23 of 38) achieved target, 18% (7 of 38) were within 5% of target and 21% (8 of 38) were 5% or more below target.

This compares favourably to 2019/20 where just over half (54%), 26 of 48 achieved target, 21% (10 of 48) were within 5% of target and 25% (12 of 48) were 5% or more below the target set.

- In 2020/21, 57% (24 of 42) improved or maintained performance, 24% (10 of 42) marginally declined but within 5% and 19% (8 of 42) declined by 5% or more.

This compares not so favourably to 2019/20 where 63% (32 of 51) improved or maintained performance, 14% (7 of 51) marginally declined and 23% (12 of 51) declined by 5% or more.

- Examples of good performance in 2020/21 include an increase in our recycling rate, an improvement in the condition of A, B and C roads, more people prevented from becoming homeless, a reduction in sickness rates across the council and almost all schools have now adopted the Healthy Relationship Programmes. In addition, we have achieved our lowest N.E.E.T. (not in education, employment or training) figure ever, increased the number of childcare places and 470 jobs were created/safeguarded as a result of financial support by the authority.
- However, some of our performance has been negatively affected by the pandemic - including school attendance, the amount of contact the Youth Service had with children and young people, the average time taken to complete a Disabled Facilities Grant and visits to theatres, leisure centres and libraries.

A more detailed assessment of our progress towards achieving our well-being objectives can be found later in this report and in the 2020/21 Key Performance Indicators Report [\(link\)](#)

**Public Accountability Measures (PAMs)** – Previously, we have compared our performance with other local authorities across Wales against the national set of Public Accountability Measures (PAMs).

However, due to the COVID-19 pandemic the 2019/20 PAM data set was not collected and published by Data Cymru. Data Cymru have recently put arrangements in place so that local authorities can share their PAM performance for both 2019/20 and 2020/21 and we have agreed to sign up to this process. However, not all authorities will be providing data, not all PAMs will have data due to the pandemic and Data Cymru will not be publishing the data. The data will be used for benchmarking purposes only. For completeness, our own performance for those PAMs that have data for 2020/21 is included within our Key [Performance Indicators Report \(link\)](#).

### 3. COVID-19 – Our response (from middle of March 2020 to end of March 2021)

In the middle of March 2020, the Council mobilised an emergency response to the developing COVID-19 national emergency situation. There was an immense effort to ensure the Council responded in step with the policy decisions taken by the Welsh Government and the UK Government. At all times our approach was and continues to be to work with and in support of government policy, striving to protect and support our communities.

Key actions taken during the response phase of the emergency included:

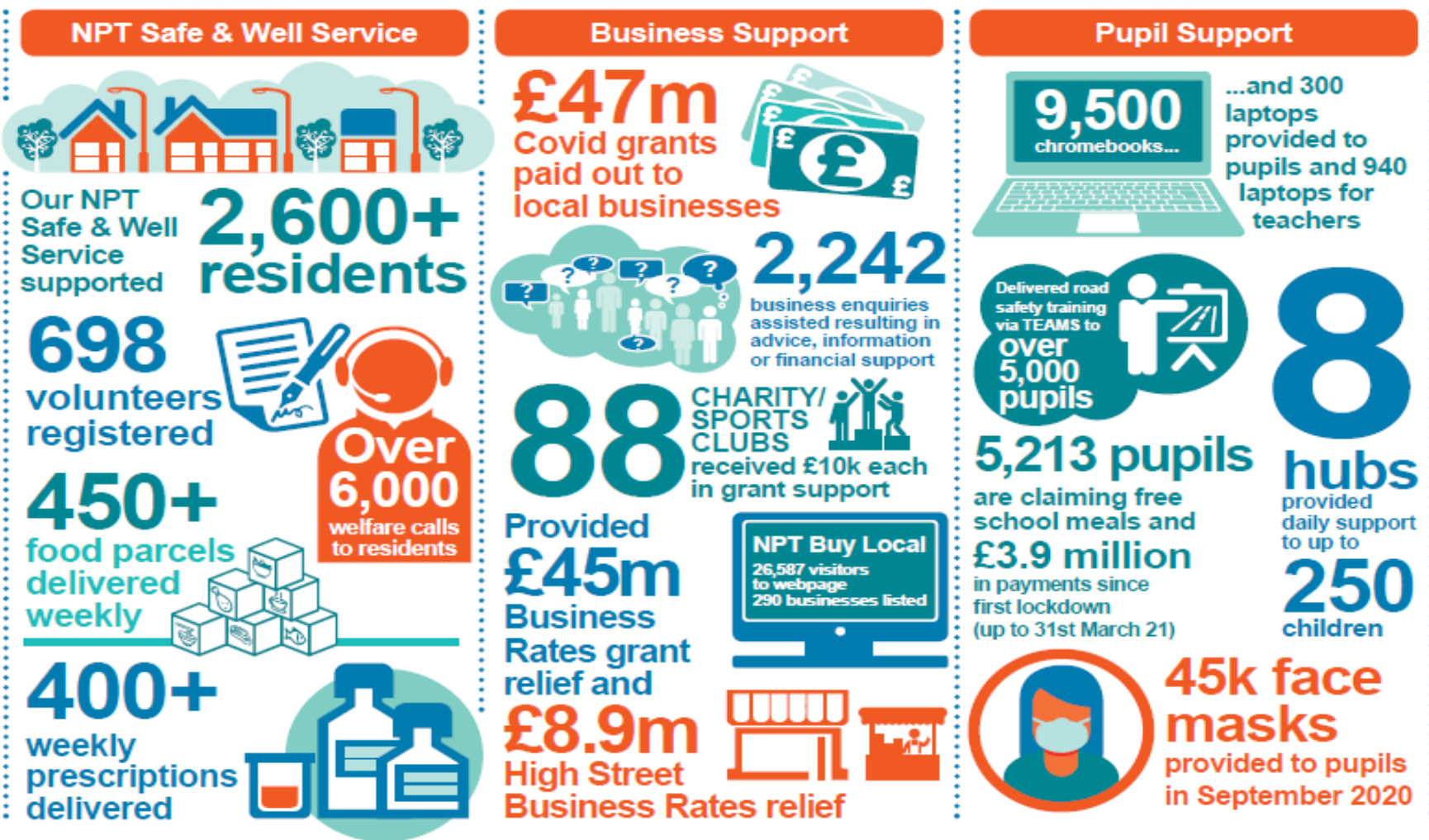
- A 7 day/week enhanced communications service to ensure that public health messages were continuously promoted across all channels owned/commissioned by the Council; and accurate and timely information was provided about changes to service delivery, including the establishment of new services to support vulnerable people;
- The closing down of some council services to assist in reducing the spread of the disease as well as focusing our regulatory services on ensuring compliance with new legislation and guidance by local businesses, other organisations and local people;
- Changing some services so that critical services could operate safely over the period. For example: supporting continuity of learning using remote technologies to connect learners with their teachers; innovating across safeguarding services to fulfil our statutory safeguarding responsibilities using digital platforms and also employing creative approaches to outreach work; supporting care providers to minimise the risks involved in providing personal care across community and residential settings; re-prioritising and adapting street-scene services to keep vital refuse and recycling services operational; and re-shaping services at crematoria and cemeteries in line with governmental advice;
- We also established new service responses to discharge duties placed on us by government. Childcare provision was delivered through a network of school-based hubs, ensuring the most vulnerable learners and the children of those working in essential roles have been well supported over the period; new on-line services were set up to support the administration of financial assistance to businesses and community groups; the Council undertook the project management of the construction of the Llandarcy Field Hospital, completing the build within four weeks. Children

entitled to free school meals have also been supported throughout the period, initially through the “grab bag” scheme and then more latterly by payments into the bank account of eligible parents;

- The new Neath Port Talbot (NPT) Safe & Well Service was set up to support people told to shield themselves from the virus (and other vulnerable people) with daily living tasks. Over 2,600 residents have used the service and 678 people have registered to volunteer. The Council encouraged and supported the fantastic community action we saw across the county borough, helping to connect local businesses with other businesses and local communities, working with local third sector organisations and housing associations, respecting what each agency and communities could contribute at this extraordinary time,
- In summer 2020, working with the Swansea Bay University Health Board and Swansea Council we established Test, Trace, Protect. This service is now an integral part of our health protection system, helping to identify how the disease is behaving within our community and to establish measures to contain and reduce infection rates;
- As vaccinations became licensed, we worked with the Swansea Bay University Health Board to facilitate the vaccination of our local residents. Margam Orangery was re-purposed for use as a Mass Vaccination Centre and we repurposed a mobile library so that it could be used as an Immbulance, taking vaccines out to very vulnerable groups and people living in more remote communities.

The infographic overpage provides a visual summary of some of the services / work delivered by the Council during the pandemic. Following the infographic is a case study on the Safe & Well Service which was set up to support people who were told to shield themselves from the virus (and other vulnerable people) with daily living tasks.

# Council response during the pandemic



# Council response during the pandemic

## NPT Staff Support

1st council in England and Wales to introduce a “safe leave” policy for victims of domestic abuse working for the council who can take up to five days of paid “safe leave” to access support



**OVER 700**

laptops provided to staff enabling homeworking

**85**

online employee training courses delivered to 3,809 attendees



**800 NPT staff** offered to step into different roles to help with COVID-19

## Other Support

**470 jobs**



created/safeguarded as a result of financial support by the council

**£19.4m** Council Tax support to 17,389 households



**113,888** COVID-19 webpage views



Permanent accommodation secured for 258 homeless individuals or households

Accessible cycle routes increased by

**6.6km**

(during 2019/20 and 2020/21)



Homecare Staff; 200+ COVID trained and 10,700+ monthly visits to service users

50 playgrounds were made COVID safe



## Working with Partners



Project managed construction of 340-bed field hospital at Llandarcy



used as a Mass Vaccination Centre



NPT Test, Trace and Protect Service contacted

**31,079** people

up to 31st March 2021

### **Case Study: NPT Safe & Well Service**

**Background:** NPT Safe & Well was launched in March 2020 in response to the COVID-19 pandemic, aimed at supporting our most vulnerable residents, those advised to shield and those requested to self-isolate, by providing food, medication and help with daily living tasks like shopping.

At the height of the pandemic, the NPT Safe & Well service was delivering 450+ food boxes and 400+ medical prescriptions on a weekly basis to vulnerable residents who were shielding or self-isolating. In total, the service supported more than 2,600 people across the county borough and made more than 6,000 welfare calls to check if people needed help. The service worked closely with numerous community organisations to deliver the service and 698 volunteers registered to give up their time to support the vulnerable residents of Neath Port Talbot.

#### **How does this work meet the [5 ways of working](#) of the sustainable development principle:**

- **Long-term** – the NPT Safe & Well Service was established as an emergency response to the pandemic, to prevent long term harms to our most vulnerable citizens and to protect the wellbeing of our communities. The NPT Safe & Well Service therefore contributes to the long term vision of the corporate plan wellbeing objectives. Safe & Well evolved throughout the course of the pandemic becoming more of a safety net; providing support in situations where the community itself could not respond. Through Safe & Well we have built up an extensive picture of need within our communities and the resources available. The legacy of that service is now longer term in how we as a council can work with communities and developing volunteering opportunities.
- **Integration** – the NPT Safe & Well Service was established at short notice to deliver a humanitarian response and this delivery was achieved through a cross departmental and organisational effort. Staff from across the Council volunteered or were redeployed to deliver the humanitarian response. Safe & Well had clear governance and accountability. Whilst this service was set up at short notice it does link to two of our improvement priorities within the corporate plan which are 1.7 Children and young people are safe and feel safe and 2.3 People are safe and feel safe.
- **Involvement** – the NPT Safe & Well service was established by the Council at short notice, to respond to the needs of people who had been asked to shield as they were medically extremely vulnerable, however the service was extended to include other vulnerable residents and was continuously updated. This humanitarian response involved other organisations who were also providing support e.g. registered social landlords (also known as housing associations). A safe & well partnership was established to ensure that the response was as coordinated as possible at a borough level, and community leads appointed at a ward level to involve and work with people at a local level to meet the needs of people on the shielded persons list or otherwise vulnerable
- **Collaboration** — the NPT Safe & Well Service was delivered in collaboration with a range of organisations and individuals across the borough, including CVS, registered social landlords, Age Connects Neath & Port Talbot, local businesses, community groups/organsiations, elected members and street champions, as well as across directorates within the council. Volunteers played an absolutely essential role in ensuring we protected our most vulnerable residents. The Safe & Well Partnership, as mentioned above, was established to further this collaborative approach, and to recognize the role of organisations involved and how we could work better together to meet the needs within our communities.

- **Prevention** – the humanitarian services was established to protect those individuals who were at greatest risk of harm from the Coronavirus, and also to reduce the transmission within the communities.

**Service user outcome:**

*One resident who received support from the service wrote to the Council on a 'Thankyou card' and the feedback message said: "I would like to take this opportunity to say thank you to each and every one of you who has kept us going through this pandemic. To those who sorted the food, to those who boxed it for delivery, to those who donated the produce, to the delivery drivers, to each and everyone who gave up their time to help in any way they could; you have all been such a tremendous help. I really do not know what we would have done had it not been for your kindness. So once again I thank you from the bottom of my heart."*

*Other positive comments received from members of the public include:*

- *"Well done and a big thank you for your first class service."*
- *"It is wonderful what lengths the people working for the council will do to help the communities served by NPTCBC."*
- *"I would like to say thank you on behalf of my Auntie...she's not on the internet. The boxes kept her going."*



The next three sections set out a more detailed assessment of how well we achieved our three well-being objectives by providing an assessment of the progress made against each of the steps (the detailed actions) under each well-being objective).

The RAG status of each step is based on the following key:

- **Green:** on the whole we delivered what was planned during 2020/21
- **Amber:** Just off track, we have not delivered some of what was planned during 2020/21 or some work was paused or affected due to the pandemic
- **Red:** Off track in delivering what was planned during 2020/21 or some work or all work was paused or affected due to the pandemic

At the start of each section, information is included on how each well-being objective contributes to the seven national well-being goals.

At the end of each section there is information on the performance indicators identified to measure progress against achieving the well-being objective.

The RAG status of each KPI is based on the following key:

- **Green:** achieved target for 2020/21 - performance was maintained or improved on 2019/20
- **Amber:** within 5% of target - within 5% of previous years performance
- **Red:** 5% or more below target - 5% or more below previous years performance
- **N/a** – no comparable data or no target set

#### 4. Well-being Objective 1 – Progress in 2020/21



**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”*

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

<b>A prosperous Wales</b>	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.
<b>A healthier Wales</b>	Every school in NPT is a “Healthy School” and the county borough also has good participation rates in physical activity. The focus here 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.
<b>A Wales of cohesive communities</b>	There is a strong emphasis on ensuring equality and celebrating diversity across a range of activities. There is also recognition and work to address inequalities in all of its forms, whether in relation to statutory duties concerned with people of protected characteristics, inequality caused by disparities in

<b>How this well-being objective contributes to the seven national well-being goals:</b>	
	<p>income, or by virtue of whether children and young people are cared for by their own families or the council.</p> <p>Programmes to educate children and young people about personal and community safety are well-established but it is acknowledged 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.</p>
<b>A resilient Wales</b>	<p>Children and young people are introduced to the importance of the eco systems and our environment through family focused activities in the natural environment. The benefits of taking part in these activities should increase well-being and a greater appreciation for the role the natural environment plays in their lives.</p>
<b>A more equal Wales</b>	<p>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. There is also 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.</p>
<b>A Wales of vibrant culture and thriving Welsh language</b>	<p>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 a Welsh Language Promotional Strategy which supports the council's objectives to increase the number of people who can speak Welsh and who do so on a daily basis.</p>
<b>A globally responsible Wales</b>	<p>There are many ways in which the work set out in this well-being objective 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.</p>

**Case Study:** SHEP (School Holiday Enrichment Programme)

**Background:** SHEP (School Holiday Enrichment Programme) organised by Neath Port Talbot Council's Youth Service and Catering Service is a school-based scheme that provides healthy meals, food and nutrition education, physical activity and enrichment sessions to children in areas of deprivation during the summer holidays.

During the 2020 summer holidays, more than 60 children attended SHEP which took place at Cymmer Primary School, Ysgol Bae Baglan and Llangatwg Community School. Each day, the children were organised into small groups and offered a range of activities with Sgiliau providing a range of sporting activities, the Council's Music Service providing sessions that included dancing, singing, writing and putting on "mini gigs" in addition to other activities by partners.

**How does this work meet the [5 ways of working](#) of the sustainable development principle:**

- **Long-term** – the project contributes to the long term vision of the corporate plan **well-being objective 1 - to improve the well-being of children and young people**. We have developed the project to ensure young people are emotionally and socially supported during the period of the project and contributes to the long term development of the children in terms of social and physical development. The project has been implemented for many years and is funded by Welsh Government.
- **Integration** – the project links with the corporate plan **wellbeing objective 1 - to improve the well-being of children and young people**, and other local delivery plans within the organisation. Other summer activities that are developed over the summer period take into consideration the SHEP programme in order to avoid duplication and provide a wide range of activities for children and young people in the community.
- **Involvement** – schools, senior management, physical activity teams, play and parenting teams, youth service, catering service, all work in an open culture where information is shared. Meetings have taken place in order to understand the needs of the project and to ensure robust processes are in place. Welsh Government are updated regarding progress and outcomes.
- **Collaboration** – The SHEP model is a partnership approach involving schools, health professionals, local authorities including Health and Safety officers and community sports staff and is based on the following ethos – 'Working together to promote healthy living, positive wellbeing and improve engagement with education and the school during the summer holidays' - Welsh Government
- **Prevention** – The project supports social skills and fine and gross motor skills for the children and young people. The project supports the children as a whole and therefore helps prevent mental health issues in the future. The project also helps working parents to be able to continue in the work place over the summer period and also promotes partnership working which helps other initiatives in the future. Feedback from parents and stakeholders ensures the project is fit for purpose and amended if required for future years.

**Service user outcome:** [School holiday programme hailed a success](#) : A parent whose child attended the programme commented: "I'd like to say thanks to the team this week for going ahead and providing this program within this school holiday and in these unprecedented times.

"Both my children have thoroughly enjoyed all activities provided and I definitely think this has helped in their motivation and confidence of getting introduced to comprehensive schooling."

## Well-being Objective 1 – Progress during 2020/21:

Well-being Objective 1 Improvement Priority	Step ref	Step	RAG Status
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	1.1.1	Step - 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 availability and quality of childcare	Amber
	<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>• At the start of the pandemic, we established 8 hubs across the authority providing care for up to 250 children on a daily basis.</li> <li>• The Childcare Offer for Wales was suspended in April 2020 and the temporary Coronavirus Childcare Assistance Scheme (CCAS) was introduced for vulnerable children and children of key workers. 824 children in NPT were approved for CCAS. The Childcare Offer was reinstated in September 2020, with 806 active users by end April 2021.</li> <li>• Additional childcare grants were made available from Welsh Government, both revenue and capital, to support the sector during the COVID-19 pandemic. £234,925 revenue grants were paid to childcare providers (117 applications), and £154,323 capital grants (34 applications).</li> <li>• Online/virtual training for childcare providers continued through 2020/21.</li> <li>• A new childcare setting was opened in January 2021 on the grounds of Waunceirch Primary School, which was funded through capital grant from the Childcare Offer for Wales. Further childcare developments will be ongoing during 2021/22.</li> <li>• £75,000 additional funding from Welsh Government enabled us to provide a range of childcare session during the summer of 2020.</li> </ul>		

Well-being Objective 1 Improvement Priority	Step ref	Step	RAG Status
		<ul style="list-style-type: none"> <li>£46,000 additional funding from Welsh Government enabled us to provide summer enrichment sessions targeted at pupils in year 5 and 6 from areas of deprivation. Sessions included physical activity, music and play and recreational activities.</li> <li>2,413 full day childcare places provided across the borough. Whilst this is lower than our pre pandemic target of 2,450 for 2020/21, it is an increase of 78 places since 2019/20. Registered numbers have fluctuated through the year as a result of COVID-19.</li> </ul>	
	1.1.2	Step - We will review links between early years childcare providers and schools to ensure they are developed to support children's transition to school	AMBER
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>Due to COVID- 19, transition has been directly between individual settings and schools. Throughout 2021/22 a cluster based approach will be developed to complement ongoing ALN (Additional Learning Needs) cluster meetings.</li> <li>Early Years &amp; Childcare Transition Officer is currently working with ALN Transition Officer on developing a protocol for NPT. When the ALN Code is published and the protocol is complete, training will be rolled out for all settings and cluster meetings will be implemented.</li> </ul>	
	1.1.3	Step - We will deliver a national programme and targeted intervention through the Bookstart programme to introduce literacy and numeracy for babies and young children	AMBER
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>Due to COVID-19 restrictions it has not been possible to hold any activities for children in libraries during 2020/21. Consequently the full programme moved online and was delivered via a dedicated Facebook group and through</li> </ul>	

Well-being Objective 1 Improvement Priority	Step ref	Step	RAG Status
		WhatsApp channels. Between these two platforms we delivered a series of recorded and live song and rhyme sessions and provided advice and signposting in relation to Bookstart packs, which were also distributed via libraries. In August we were able to deliver some outdoor sessions for adults and children at Victoria Gardens in Neath.	
	1.1.4	Step - We will work with partners to ensure that we target support to those children at risk of adverse childhood experience in the first 1,000 days of their lives	Green
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>The Family Information Service (FIS) continued to provide information on services for children and families. During 2020/21, 1,543 enquiries were received by FIS, a 41% reduction on 2019/20.</li> <li>The Early Years Integration Pathfinder programme began delivery of pilot models to improve the co-ordination of services within the early years system. £214,000 was utilised across the NPT and Swansea region to deliver projects, including improving co-ordination of services in non-Flying Start areas, purchase of Wellcomm resources to support speech and language development, and workforce development to support early years physical literacy. Delays in the award of funding from Welsh Government (WG) meant that these did not start until October 2020.</li> <li>A new Child Development Fund was introduced by WG in October 2020 to support early years children whose development had been adversely impacted by COVID-19. £158,000 was awarded which funded projects including speech and language support for parents, early year's nutrition advice for health visitors, outdoor play opportunities, equipment and resources for children with an ALN. Additional funding has been committed to end of September 2021.</li> </ul>	

Well-being Objective 1 Improvement Priority	Step ref	Step	RAG Status
1.2 Families struggling to provide good parenting for their children will be provided with tailored support	1.2.1	Step - 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	AMBER
	<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>• Throughout the lockdown period we provided weekly payments of £19.50 to each FSM (free school meals) child whose family has registered for the payments. We continued to make payments during school holidays and 5,213 pupils claimed free school meals and £3.9 million in payments since 1st lockdown (upto 31<sup>st</sup> March 2021)</li> <li>• 761 referrals were received for Families First services with 1,793 individuals accessing support. All elements of the programme continued through the year with providers adapting their support to be via telephone or remote platforms. The programme saw a higher level of families not engaging or ‘opting out’ than in previous years, which we believe to be as a result of the change to remote delivery. Many families have indicated that they will wait for face to face work to resume.</li> <li>• Early Intervention and Prevention panel continued to meet during 2020/21, moving to Teams for weekly meetings. 1,363 referrals were received and discussed by panel throughout the year.</li> <li>• Flying Start programme has continued with most elements of the programme delivered remotely – Teams, Zoom, What’s App, and increased use of social media. Approximately 1,700 children under 4 were engaged with at least one element of the programme.</li> <li>• Both Flying Start and Families First parenting teams successfully delivered a number of online parenting courses, with some parents reporting that they would prefer this as an option going forward.</li> <li>• Families First Youth Workers continued to support young people (including vulnerable young people referred to the service) throughout the pandemic via a range of methods including virtual sessions, meeting young people in their</li> </ul>		



Well-being Objective 1 Improvement Priority	Step ref	Step	RAG Status
		gardens, walk and talk sessions. Group work was very limited due to the pandemic. 479 young people accessed this service during 2020/21.	
1.3 Children of school age will be safer, healthier and engaged with their learning	1.3.1	Step - We will ensure communities are empowered to strengthen their own capacity to improve health and wellbeing and all children and young people can fully participate in a range of activities that promote their social, cultural, economic and environmental well-being	Red
		<p><b>Step Progress:</b></p> <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. Throughout the pandemic the community based youth clubs were closed. We continued to support the young people by opening up virtual youth clubs using Microsoft Teams. The numbers of young people engaging with youth workers virtually was low. 137 young people accessed our virtual youth clubs. Cymmer Youth Club was opened up as a pilot for our youth clubs and proved successful with young people and plans are now in place to open the youth clubs over the summer holidays 2021</li> <li>Seven young people from Neath Port Talbot have been recognised for their community volunteer work during the COVID-19 pandemic. Each received an '<u>Outstanding Contribution Award</u>' from Neath Port Talbot Council's Youth Service as part of International Children's Day 2020.</li> <li>We held a <a href="#">school holiday programme</a> for more than 60 children.</li> <li>A new website has been launched for young people living in Neath Port Talbot. <a href="http://www.nptyoungpeople.co.uk">www.nptyoungpeople.co.uk</a></li> </ul>	

Well-being Objective 1 Improvement Priority	Step ref	Step	RAG Status
		<ul style="list-style-type: none"> <li>• 46K additional funding from Welsh Government enabled us to provide summer enrichment sessions targeted at pupils in year 5 and 6 from areas of deprivation. Sessions included physical activity, music, play and recreational activities.</li> <li>• All Wales Play Opportunities Grant funding (139,939 capital, £22,951 revenue) was utilised to improve opportunities for children’s play. Twenty projects were funded, including improvements to fixed equipment sites and outdoor spaces, purchase of play packs for children with disabilities, and delivery of play sessions.</li> <li>• Percentage of children hooked on sport - No Quality data available for 2020/21 as all programmes have been closed for 9 out of 12 months due to COVID-19.</li> </ul>	
	1.3.2	Step - We will continue with our Strategic School Improvement Programme of school reorganisation to provide 21 <sup>st</sup> Century teaching and learning facilities and meet ‘secure by design’ standards	Green
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>• Work progressed on the new £27 million home for Cefn Saeson Comprehensive School which has now been completed (phase one). Pupils moved into the newly built school on 7 June 2021 - <a href="#">press release</a>. This project brings the total investment (Bands A and B) under the 21st Century Schools programme in modernising Neath Port Talbot’s school estate to £150m.</li> <li>• Swansea Valley school communities proposal to establish a new English medium 3-11 school consultation took place from 3<sup>rd</sup> November 2020 to 19<sup>th</sup> January 2021, and final determination is expected in September 2021.</li> <li>• Abbey Primary new build is on track to open in Spring 2022.</li> <li>• Ysgol Gymraeg Ystalyfera Bro Dur – completion is expected Spring 2022.</li> </ul>	

Well-being Objective 1 Improvement Priority	Step ref	Step	RAG Status
		<ul style="list-style-type: none"> <li>Welsh medium Capital grant projects are all expected to be completed early summer or autumn 2021.</li> </ul>	
	1.3.3	Step - We will further develop our Welsh in Education Strategic Plan (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	<b>AMBER</b>
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>Work has begun on drawing up the new 10 year WESP, it is expected that consultation with stakeholders will take place during the autumn term in 2021.</li> <li>Following the disruption enforced by COVID-19 the WESP forum met in July 2021 and discussed the new arrangements for WESP in Wales and began to plan for the coming year.</li> <li>Percentage of pupils assessed in Welsh at the end of Foundation phase - Foundation Phase assessments were not undertaken for the 2019/20 academic year due to COVID-19.</li> <li>11.3% of pupils studied Welsh first language at year 11 for academic year 2019/20, which is just below target of 11.7% and just below the previous academic year figure of 11.4%.</li> </ul>	

Well-being Objective 1 Improvement Priority	Step ref	Step	RAG Status
	1.3.4	Step - We will pilot a Children's Community model in the Sandfields West ward	AMBER
	<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>An Early Years Engagement Officer post was established and filled in October 2020, funded throughout the Early Years Integration Pathfinder programme. The post aims to engage with hard to reach families and encourage their participation in early years services. Links are being made with partner agencies to help take this forward in 2021/22.</li> <li>A local reference group has been established made up of community residents and a local Councillor, which will ensure we continue to understand the needs of the local community. Meetings have been held remotely through the COVID-19 pandemic.</li> <li>Funding was received through the All Wales Play Opportunities Grant to improve the outdoor garden area, which will enable children to play in a friendly, safe, happy environment where they can learn new skills and enjoy being outdoors.</li> </ul>		
	1.3.5	Step - We will ensure that we effectively implement new statutory duties created by Welsh Government to benefit children and young people with additional learning needs	Green
	<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>The Additional Learning Needs (ALN) service continued to deliver its statutory functions. ALN officers were available throughout the pandemic, providing advice and guidance to families and schools and liaising with partners and the</li> </ul>		

Well-being Objective 1 Improvement Priority	Step ref	Step	RAG Status
		<p>service has continued to provide a comprehensive training menu for school staff and wider partners and provides accredited training courses for school and LA staff.</p> <ul style="list-style-type: none"> <li>• All Headteachers, Additional Learning Needs Co-ordinators (ALNCOs), Chairs of Governors and governing bodies have been provided with training and workshops delivered by LA officers, to prepare them for their statutory duties and implementation programme for ALN reform. Schools have been provided with resources and an ALN Implementation Planning Document to support the transformation programme. This has been well received, and evidenced through evaluations.</li> <li>• The ALN Complex Needs Grant £355,051 was utilised to fund a range of activities for our children and young people with complex needs. This included facilitating a sustainable transition project between Ysgol Maes y Coed Special School and Neath Port Talbot College in preparation for our additional 16 to 25 years responsibilities for learners with ALN. This allowed pupils to access the college facilities and a wider range of qualifications, develop learner's independence and social skills together with providing an enhanced curriculum and skills programme in an alternative environment. This also further developed the expertise of college staff, while assisting early transition planning. This grant also provided indoor and outdoor sensory provision for pupils across our special school and specialist provisions attached to mainstream primary and secondary schools, along with specialist input from Occupational Therapy commissioned from the Local Health Board (LHB).</li> <li>• Opportunities were provided for outdoor learning across specialist settings, including Forest Schools and Coastal Schools, to support learners' mental, social, emotional and physical well-being and provide accredited training for schools.</li> <li>• Funding was also utilised to further enhance provision for pupils with ASD and other associated needs through professional development, further development of specialist IT provision for communication and engagement and ASD friendly outdoor and sensory experiences. This funding also provided an opportunity to deliver non - verbal</li> </ul>	

Well-being Objective 1 Improvement Priority	Step ref	Step	RAG Status
		<p>therapies including Play Therapy, Music and Art Psychotherapy. Initial work has been undertaken with 45 pupils with complex needs with a view to develop this expertise across specialist settings.</p> <ul style="list-style-type: none"> <li>• The Inclusion Service has been the regional lead in a number of areas, ensuring the region is well prepared for reform. This has included the development and roll out of an Early Resolution and Dispute Prevention training package, which has been shared both regionally and nationally.</li> <li>• The Whole School Approach to Emotional and Mental Wellbeing Funding £125,694, has been utilised to develop a school based child therapy service, providing appropriate therapeutic intervention for children from school years 1 to 6, providing an additional 160 sessions of counselling per month. Additional counselling sessions for year 6 onwards has seen a significant reduction in waiting times for the School Based Counselling Service.</li> <li>• The Early Years Additional Learning Needs Liaison Officer has undertaken a range of activities to support colleagues within our Early Years Unit to review and revise pathways and funding arrangements to ensure clear routes for accessing support and securing sustainable funding models</li> <li>• All 11 statements of educational needs (SEN) that did not have exceptions where issued by the Council within 26 weeks.</li> <li>• In May 2020, we set up a new helpline for parents and carers of children with additional learning needs to offer support and advice at this unsettling time.</li> </ul>	
	1.3.6	Step - We will work with schools to ensure all learners are engaged with their learning and all schools move towards self-improvement	Green
		<b>Step Progress:</b>	

Well-being Objective 1 Improvement Priority	Step ref	Step	RAG Status
		<ul style="list-style-type: none"> <li>• Using local authority and Welsh Government funding we provided 9,500 Chromebooks and 300 laptops to pupils to facilitate wellbeing support and engagement in learning and 940 laptops were purchased for teachers to develop blended and distance practices further and support them to provide pupils with live or recorded sessions</li> <li>• At the start of the school term in September 2020, 45K face masks were provided to pupils.</li> <li>• Teachers and pupils at Ysgol Hendrefelin were awarded a highly regarded <u>British Council National eTwinning Award and Project of the Year Award 2020.</u></li> <li>• An online bank of resources and library was established on a range of COVID-19 issues including home learning, bereavement, anxiety, well-being and transition.</li> <li>• An inclusion service parent/carer telephone advice line was established and has supported 25 families since it went live in early May 2020.</li> <li>• We focused support for school-based staff on developing their information, communication and technology (ICT) skills further. Overtime, officers promoted the importance of meaningful and quality distance learning sessions to develop pupils' skill development and progression in learning.</li> <li>• Schools continued to develop their skills to be able to respond to pupils' work using varied techniques such as feedback apps. This contributed to both pupils and their families understanding more clearly the importance of engaging and making progress in developing their skills. Leaders held virtual assemblies to celebrate pupils' good work by presenting awards and certificates to further encourage a high level of engagement.</li> <li>• Officers and school-based staff supported pupils in Nursery and Reception, Year 6 and examination pupils by providing targeted distance learning provision. Officers and specialist support agencies worked collaboratively to support pupils identified as having additional learning needs by providing specific guidance and beneficial ICT resources to best meet their individual needs.</li> </ul>	

Well-being Objective 1 Improvement Priority	Step ref	Step	RAG Status
		<ul style="list-style-type: none"> <li>57.8% (842 pupils of 1456 pupils) achieved 5 GCSEs at grades A*-C, or equivalent, including English or Welsh first language and Maths for 2019/20 academic, which is significantly higher than previous year (45.8%).</li> <li>The capped 9 score per pupil for Neath Port Talbot for the 2019/20 academic year was 369, higher than target and previous years figure of 342. Data for both the above attainment measures for 2019/20 academic year are based on a different method i.e. via teacher assessments due to COVID-19.</li> <li>Attendance at both primary and secondary schools was affected by the pandemic and academic year data for 2019/20 in this report was only collected up to 13<sup>th</sup> March 2020. Attendance up to this period at 93.3% for primary and 92% for secondary is broadly 1% below previous academic year. Attendance after this period was significantly impacted by the pandemic restrictions.</li> </ul>	
1.4 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	1.4.1	Step - We will develop greater integration of working arrangements between Children & Young People and Adult Services	Green
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>A planned formal launch of the Adults and Children's 'Single Point of Contact' (SPOC) did not take place due to the pandemic, however a publication and awareness raising of the new service model occurred during the Summer period of 2020 with referrals now being received via the integrated referral form. Calls and emails into the service are now being directed into the one team, as opposed to being directed to Adult and Children's Services respectively. One of the outcomes of a more integrated way of working has been the completion of timely, comprehensive assessments from the point of referral. The purpose of the SPOC service is to act as the initial contact for people who require information and advice relating to the health and wellbeing of children, families and adults. The Adult and</li> </ul>	



Well-being Objective 1 Improvement Priority	Step ref	Step	RAG Status
stable family setting		<p>Children's SPOC will be further aligned as part of the remodelling of Adult Social Care, which is due to commence during 2021/22.</p> <ul style="list-style-type: none"> <li>97.7% of child assessments were completed on time during 2020/21 and have exceeded our target of 94%. We remain well above the All Wales average of 88.9% (latest data 2018-19).</li> </ul>	
	1.4.2	Step - 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	Green
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>The impact of the pandemic during 2020/21 meant that we've had to modify ways of working with children and families, to become more creative and innovative. Partnership working and communication remained central to this approach.</li> <li>A scrutiny exercise of the caseloads and working practices with the Family Support Services was undertaken and a more goal orientated and outcome focussed way of working developed, which better meets service demand. This approach will be fully implemented from 1<sup>st</sup> April 2021.</li> <li>Weekly Resource Panel meetings continued to be held with multi-agency partners to ensure the best support is provided from the most appropriate resources, at a time that is right for the needs of children and families.</li> <li>A Regional Working Group has been set up with Swansea Family Support Services to ensure a more joined up approach is in place to support families with the right range and quality of services.</li> <li>A range of multi-agency training has been provided across the Family Support Services, to promote individual development and ensure best level of support is afforded to children and families.</li> </ul>	

Well-being Objective 1 Improvement Priority	Step ref	Step	RAG Status
		<ul style="list-style-type: none"> <li>The Working Together Service continued to work closely with families during 2020/21 and in doing so, prevented the need for any children the service worked with during this time from being admitted into care.</li> <li>With the global pandemic still affecting all areas of life, our Integrated Family Support Services (IFSS) has continued to provide a focused approach to reaching families that require support with substance use concerns, so that the children in those families are given the right parenting to thrive.</li> <li>Ensuring we have a robust, rigorous and consistent Family Support Strategy in place to deliver the right range and quality of services to meet the needs of those children and families, support will continue to be a priority for the Service as we move into 2021/22.</li> </ul>	
	1.4.3	Step - 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	Green
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>Peer review meetings takes place fortnightly, which provides a healthy discussion forum with partner agencies. Families that need to access further support are discussed, as well as any disagreements regarding decision making with a view of having a collective agreement and response. Child and Adolescent Mental Health Services (CAMHS) representation in peer review allows for case discussions to consider any emotional health and wellbeing support by either CAMHS or Early Intervention and Prevention (EIP) Service linked to CAMHS.</li> <li>Work is currently being undertaken on a regional basis to further develop the right emotional wellbeing and mental health support services.</li> </ul>	

Well-being Objective 1 Improvement Priority	Step ref	Step	RAG Status
		<ul style="list-style-type: none"> <li>The Pandemic has had an impact on the emotional health and wellbeing of our children, young people and their families, the effects of which we are likely to see in the coming years, therefore this is something that we will need to consider further moving into 2021/22 and beyond.</li> </ul>	
	1.4.4	Step - We will further develop our in-house fostering service to ensure the sufficiency and stability of placements, including the development of arrangements for Special Guardianship Carers	AMBER
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>Work has commenced during 2020/21 to map out the Special Guardianship Orders across the service and is being approached on a regional basis to provide consistency with assessments and support plans. This work is being undertaken as part of a review of fostering services and the wider Looked After Children's Strategy. However, the impact of the Pandemic meant a shift in priorities for the Service and as a result, this work will now continue during 2021/22.</li> <li>Work has also continued on the development of a revised LAC (Looked After Children) strategy. There continues to be close monitoring of the admissions into care along with reviewing the care plans of children already looked after. The LAC strategy will be finalised following the review of the fostering service.</li> <li>Percentage of children in care who had to move 3 or more times - This information is populated by Welsh Government from the LAC Census later in the year, therefore no data available as yet.</li> </ul>	

Well-being Objective 1 Improvement Priority	Step ref	Step	RAG Status
1.5 Young people leaving full-time education will have the opportunity to enter employment, training or further/ higher education	1.5.1	Step - The Council will provide work placement, apprenticeships and trainee opportunities for young people within its own workforce, in particular providing opportunities for Looked After Children	Green
	<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>• During the 2020/21 period, the Council supported 40 apprentices of which <b>22</b> were modern apprentices and <b>18</b> employees accessed apprenticeship funding to upskill and develop.</li> <li>• Since September 2020 the Council has been putting in place arrangements to deliver the Government’s Kickstart programme. This scheme provides funding to employers to create a 6-month job placement(s) for young people aged 16-24 who are currently on Universal Credit and at risk of long-term unemployment. The jobs will give young people the opportunity to build their skills in the workplace and to gain experience to improve their chances of finding long-term work. The Scheme arrangements were put in place in 2020/21 ready for placements to start in May 2021. Going forward into 2021/22 the Council will be offering over 50 kickstart placements to young people.</li> <li>• During 2020/21 although preparations were in place to support opportunities for young people, COVID-19 restrictions impacted on arrangements, and it was not possible to provide safe work placements for traineeships and opportunities for Route- 16 young people. As restrictions lift opportunities for these young people will continue to be sourced.</li> <li>• Number of apprenticeships on formal recognised apprenticeships schemes per 1,000 employees - 8.06 (40 apprenticeships) for 2020/21 compares to 6.72 (33 apprenticeships) in the Council on these schemes for 2019/20.</li> </ul>		
	1.5.2	Step - Youth Workers in Schools will support young people identified as being most at risk of becoming not in employment, education or training (NEET) to help them achieve a positive destination	Green

Well-being Objective 1 Improvement Priority	Step ref	Step	RAG Status
<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>The Legacy Youth Workers supported year 11 school leavers who have been identified as being most at risk of becoming NEET. 388 young people accessed the Legacy Youth Workers service over the 2020/21 period.</li> <li>The KIT and Cam Nesa teams continued to support young people aged 16-25 and have arranged placements into college, work based learning provision and employment. 201 young people received support from The KIT Team with 135 achieving a successful outcome. 131 young people received Cam Nesa Support.</li> <li>The 2.1% (target 3.1%) NEET figure is our lowest ever figure and this was achieved during the pandemic. Legacy staff and Careers Wales have worked hard on achieving this result keeping in touch and supporting young people through a range of COVID-19 safe interventions such as meeting people in gardens, virtual meetings, walk and talk sessions etc.</li> </ul>			
1.5.3		Step - 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	<b>AMBER</b>
<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>Opportunities for care leavers have been impacted by the pandemic. Although the service has strived to maintain and support care leavers during what has been a difficult period for all, opportunities have decreased. This is an area where the local authority will need to focus attention as we start to return to normality and further opportunities become available for our care leavers.</li> <li>Percentage of care leavers who are in education, training or employment continuously at 12 months after leaving care was 44.4% and after 24 months was 41.9%. These figures are below target and significantly below previous year's results.</li> </ul>			

Well-being Objective 1 Improvement Priority	Step ref	Step	RAG Status
	1.5.4	Step - We will review our Youth Engagement Strategy	Red
	<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>The Youth Engagement and Progression Framework is due for a national review and we will wait until this is carried out before we change our strategy.</li> <li>The Youth Support Team Multi Agency Group continued to meet virtually throughout the pandemic.</li> <li>Our youth service designed a new <a href="#">‘how to cook’ course</a> to inspire and teach young people how to cook during lockdown.</li> <li>Percentage of 11 - 19 year olds in contact with the Youth Service – 9.5% (1,395) of young people engaged with the youth service during 2020/21 compared to 45.8% (6,754) the previous year. The number of young people engaging with the youth service has been significantly reduced due to the pandemic and the closure of schools, youth clubs and group work. Young people struggled to engage with youth workers in the virtual world and our work focused on supporting those most vulnerable.</li> </ul>		
1.6 All children and young people will be helped to have a say in matters that affect them	1.6.1	Step - 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	AMBER
	<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>Schools have been supported to embed a rights based approach. Before the pandemic 45 schools signed up to the UNICEF Rights Respecting Schools Award, this included all our secondary schools and special schools, with 3 schools achieving the gold award.</li> </ul>		

Well-being Objective 1 Improvement Priority	Step ref	Step	RAG Status
		<ul style="list-style-type: none"> <li>• Childrens Rights is covered in training offered to schools, it is embedded in processes and any new strategies being developed. The directorate Participation Strategy was paused due to the pandemic. It is currently being reviewed in line with the new guidance on embedding a whole school approach to emotional and mental wellbeing, along with the new curriculum and ALN reform, which all have childrens rights as central.</li> <li>• Childrens rights, participation and the voice of children and young people were embedded throughout support offered to children and young people, in particular our most vulnerable.</li> </ul>	
	1.6.2	Step - 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	Green
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>• Bespoke questionnaires continue to be 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 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 for 2021/22 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.</li> </ul>	

Well-being Objective 1 Improvement Priority	Step ref	Step	RAG Status	
		<ul style="list-style-type: none"> <li>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.</li> </ul>		
	1.6.3	Step - We will work with our Think Family partners to ensure children and young people can shape and develop services	Red	
		<b>Step Progress:</b> <ul style="list-style-type: none"> <li>Engagement with children and families participating in Families First services was paused due to the pandemic. Re-engagement is planned for 2021/22 to help inform the future direction of the programme.</li> <li>Children and young people across Neath Port Talbot were urged to take part in a Wales-wide survey taking in their views on the COVID-19 pandemic.</li> </ul>		
	1.6.4	Step - We will encourage young people to exercise their right to vote and participate in local democracy	Green	
		<b>Step Progress:</b> <ul style="list-style-type: none"> <li>On 6 May 2021, for the first time, 16 and 17 year olds could vote in Senedd elections. As part of our work from July 2020 onwards, we: <ul style="list-style-type: none"> <li>➤ Liaised with local schools and Neath Port Talbot College providing them with election resources for their online learning platforms;</li> <li>➤ Had ongoing partnership working with Swansea University to encourage and promote student registration including specific activity around registration of qualified foreign students;</li> </ul> </li> </ul>		















Well-being Objective 1 Improvement Priority	Step ref	Step	RAG Status
		<ul style="list-style-type: none"> <li>➤ Targeted messaging utilising the authority’s corporate social media platforms and website and local promotion of Electoral Commission and Welsh Government National Voter Registration campaigns scheduled for spring 2021. This included the ‘Welcome to your Vote’ campaign which commenced from March 2021 onwards and the ‘Got 5’ Campaign from April 2021;</li> <li>➤ Continued engagement with local Black Minority Ethnic (BME) and Youth Stakeholder groups to enable ‘registration’ and ‘welcome to your vote’ messaging via various communication channels, assisted by Neath Port Talbot Council for Voluntary Services and NPT Youth Council.</li> <li>• <a href="#">Five members of Neath Port Talbot’s Youth Council</a> have won a mock election that was hosted virtually by the Senedd in February 2021 as part of Vote 16 Week.</li> <li>• A new Youth Mayor &amp; Deputy Youth Mayor were inaugurated at a virtual ceremony (due to the COVID-19 restrictions) on 10 December 2020. The new Youth Mayor has pledged to champion the rights of children and young people. The positions are elected annually by Neath Port Talbot’s Youth Council to give young people a voice and help them to have their say on local issues.</li> </ul>	
1.7 Children and young people are safe and feel safe	1.7.1	Step - 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)	Green
	<b>Step Progress:</b>		








Well-being Objective 1 Improvement Priority	Step ref	Step	RAG Status
		<ul style="list-style-type: none"> <li>The annual Crucial Crew event for Year 6 pupils includes a suitable programme to increase awareness of domestic abuse. This event was not held during 2020/21 due to COVID-19, however during 2021/22 we have developed a virtual Crucial Crew which has been uploaded to the Hwb for all primary schools to access.</li> <li>Community Safety coordinate and support the Relationship and Sexuality Education (RSE) Group, which is chaired by the Senior Youth and Community Officer. This group has direct responsibility and oversight of the Healthy Relationship lesson being delivered in schools.</li> <li>Youth Practitioners delivers the Healthy Relationships and Sexuality Education (RSE) Lessons to young people within secondary educational settings in NPT.</li> <li>Youth Practitioners (RADS Advisors) raise awareness and support young people with healthy relationships within the Relationships Advice Drop in Service (RADS) throughout NPT Youth and college settings.</li> <li>Percentage of schools that have adopted suitable programmes to address violence against women, domestic abuse and sexual violence (VAWDASV) – Actual 98.3%, target 45%. All primary schools and almost all secondary schools are now delivering age appropriate Healthy Relationship lessons.</li> </ul>	
	1.7.2	Step - We will ensure all children and young people know how to stay safe when on-line	Green
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>Extensive information and training has been supplied to schools and pupils in relation to on-line security and safety.</li> <li>The annual Crucial Crew event for Year 6 pupils includes a suitable programme to increase awareness of cyber-crime and online safety. This event was not held during 2020/21 due to COVID-19. Going forward, during 2021/22 we have developed a virtual Crucial Crew which has been uploaded to the Hwb for all primary schools to access.</li> </ul>	

Well-being Objective 1 Improvement Priority	Step ref	Step	RAG Status
	1.7.3	Step - We will ensure all Council services follow rigorous and consistent safeguarding practices	Green
<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>• All staff are now working to the new All Wales Safeguarding Procedures with progress against implementation being monitored by the Safeguarding Board. Training material has been developed and rolled out by the training department. Robust, rigorous and consistent safeguarding practices will continue to be a priority for the service moving into 2021/22.</li> <li>• Significant work has been undertaken to ensure a consistent response to safeguarding at the ‘front-door’ with Children and Adults Services now operating as one in response to safeguarding reports. A Self-Neglect Policy has been introduced across NPT through the Safeguarding Board and further work continues to ensure a robust and consistent response to all safeguarding reports. A decision-making tool is being trialled across Adult Services.</li> <li>• A programme of Multi-Agency Audits stemming from the Safeguarding Board was undertaken to review the changes made as a result of the new procedures across children and adults services.</li> <li>• Welsh Government Funding acquired to advance plans to develop a Family Group Conferencing Service. Further funding has been secured and the local authority has now commissioned a service and is now utilising Family Group Conferencing.</li> <li>• All forms of exploitation (extra-familial harm) are now managed at the outset by the respective Area Teams, including Strategy Meetings for Child Sexual Exploitation, thus creating the space to embed the Contextual Safeguarding approach across practice. A toolkit is currently being piloted to support and strengthen the response to harm outside the family home.</li> </ul>			

Well-being Objective 1 Improvement Priority	Step ref	Step	RAG Status
		<ul style="list-style-type: none"> <li>The percentage of re-registrations of children on the local authority child protection register has reduced from 13.9% in 2019-20 to 7.4% in 2020/21. The lower number of re-registrations may reflect better quality planning and support at the point of deregistration.</li> </ul>	
	1.7.4	Step - We will work with our partners to implement our Road Safety Strategy	Green
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>There has been significant reductions across all our road safety corporate plan key performance indicators compared to 2020 Welsh Government targets. Please see page 4 of our <a href="#">full suite of performance indicators report</a>.</li> <li>In March 2021, we received a <a href="#">road safety funding boost</a> of over £1 Million from Welsh Government for 2021/2022.</li> <li>The pandemic had an impact on delivering road safety training across all age groups, however, despite the restrictions of the pandemic the Road Safety School Team moved their training online and when restrictions were lifted in Summer 2020 were able to deliver a range of training (mostly online) including Kerbcraft – Child Pedestrian Training for 5- 7 years olds to 737 pupils, Cycle Training to 81 pupils, education delivered to 4,186 3-11 year olds and over 100 secondary school pupils via Microsoft Teams and trained 11 newly qualified young drivers.</li> <li>We cascaded information to the public and schools via social media as a way of keeping the public safe and informed and we utilised the schools HWB system, to directly deliver worksheets and information to pupils, parents / carers and teachers.</li> <li>In addition, our Road Safety Manager’s hard work has been rewarded with a MBE (<a href="#">press release</a>).</li> </ul>	

More detailed information with comments on performance is included within our **full suite** of performance indicators:

Performance Indicator	2018/19 Actual	2019/20 Actual	2020/21 Actual	2020/21 Target	Perf. RAG against 20/21 Target	Perf. RAG against 19/20 Actual
<b>1 Well-being Objective 1 - To improve the well-being of children and young people</b>						
CP/002 - Number of full day childcare places provided	2228	2335	2413	2450	 Amber	 Green
CP/003 - Percentage of children hooked on sport (based on number of occasions of participation per week = 3)	50.00	Data not collected	No data available due to Covid		<b>N/a</b>	<b>N/a</b>
CP/005 - PAM/007 - Percentage of pupil attendance in primary schools	94.14 17/18 AY	94.02 18/19 AY	93.33 19/20 AY	95.50 19/20 AY	 Amber	 Amber
CP/006 - PAM/008 - Percentage of pupil attendance in secondary schools	93.48 17/18 AY	93.46 18/19 AY	92.01 19/20 AY	95.00 19/20 AY	 Amber	 Amber
<i>Data reported in 2020/21 for primary and secondary schools relates to the 2019/20 academic year. Due to COVID 19, figures for the 2019/20 academic year are reported up to the 13th March 2020.</i>						
CP/007 - PAM/033 - Percentage of pupils assessed in Welsh at the end of Foundation phase	15.78 17/18 AY	16.63 18/19 AY	Not available	15.90 19/20 AY	<b>N/a</b>	<b>N/a</b>
CP/008 - PAM/034 - Percentage of year 11 pupils studying Welsh first language	12.85 17/18 AY	11.40 18/19 AY	11.33 19/20 AY	11.70 19/20 AY	 Amber	 Amber
CP/009 - PAM/029 - Measure 33 - Percentage of children in care who had to move 3 or more times	7.44	7.77	Available October 21	7.50	<b>N/a</b>	<b>N/a</b>
CP/011 - PAM/028 - Measure 24 - Percentage of child assessments completed on time	94.93	98.76	97.71	94.00	 Green	 Amber
CP/013 - PAM/046 - Percentage of young people who are NEET - Year 11 leavers not in education, training or employment (NEET)	2.90	2.15	2.12	3.10	 Green	 Green

CP/014 - Percentage of 11 - 19 year olds in contact with the Youth Service	35.03	45.75	9.47	44.00	 Red	 Red
CP/015 - Percentage of schools that have adopted suitable programmes to address violence against women, domestic abuse and sexual violence (VAWDASV)	12.12	13.64	98.33	45.00	 Green	 Green
CP/018 - Road Safety - Killed or seriously injured: Child casualties (0 -15 years) <i>Data is for calendar year i.e. 2020/21 data is for 2020 calendar year.</i>	1	3	0	<b>WG Targets achieved</b>	<b>N/a</b>	
CP/019 - Road Safety - Killed or seriously injured - Pedal cyclist casualties (All Ages) <i>Data is for calendar year i.e. 2020/21 data is for 2020 calendar year.</i>	3	0	1	<b>WG Targets achieved</b>	<b>N/a</b>	
CP/020 - Road Safety - Killed or seriously injured - Young Drivers (16 -24 years) <i>Data is for calendar year i.e. 2020/21 data is for 2020 calendar year.</i>	3	1	1	<b>WG Targets achieved</b>	<b>N/a</b>	
CP/108- PAM/032 - Capped 9 score	341	342	369	348	 Green	 Green
CP/109 -PAM/044 - Number of apprenticeships on formal recognised apprenticeships schemes per 1,000 employees	N/a New	6.72	8.06	No target set	<b>N/a</b>	 Green

5. Well-being Objective 2 – Progress in 2020/21

**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”*



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

<b>A prosperous Wales</b>	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.
<b>A healthier Wales</b>	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.

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

<b>A Wales of cohesive communities</b>	The importance of “community” is particularly emphasised in relation to the way the Council plans to meet the care and support needs of more vulnerable residents.
<b>A resilient Wales</b>	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.
<b>A more equal Wales</b>	There is a clear focus on work to address inequality across people of all different types of backgrounds 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.
<b>A Wales of vibrant culture and thriving Welsh language</b>	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.
<b>A globally responsible Wales</b>	Procurement and regulatory activity will take proper account of the Council’s duty to act in a sustainable and responsible manner. The Council is signed 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.



**Case Study:** *Neath Port Talbot Council's IDVA (Independent Domestic Violence Advisors) Service*

**Background:**

*Neath Port Talbot Council updated VAWDASV Strategy 'Healthy Relationships for Stronger Communities' Strategy was approved by [Cabinet on 25 June 2020](#). The strategy has been developed in partnership with local service providers and survivors of VAWDASV to meet the requirements of the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015.*

*The Act was introduced to improve arrangements for the prevention of gender-based violence, domestic abuse and sexual violence; improve arrangements for the protection of victims of such abuse and violence. The Act placed a new general duty on local authorities to have regard (along with all other relevant matters) to the need to remove or minimise any factors which increases the risk of violence against women and girls or, exacerbate the impact of such violence on victims.*

*The Strategy uses the nationally used term "Violence Against Women" which refers to the range of crime types which are predominantly, but not exclusively, experienced by women and girls. However the strategy also address the needs of everyone else affected by this agenda including abuse directed towards men and boys or other groups and individuals who experience these forms of violence.*

*Neath Port Talbot Council's IDVA (Independent Domestic Violence Advisors) team can help victims of domestic violence with appropriate safety planning to reduce the risk they face. This can include support through court processes, support to find alternative accommodation, target hardening (strengthening security) of their home, and help to access other support services.*

*Neath Port Talbot Council supported White Ribbon Day which was held on 25 November 2020. The UK-wide campaign which aims to raise awareness of male violence towards women. Last year, Neath Port Talbot Council became the first Council in England and Wales to introduce a "safe leave" policy which means victims of domestic abuse working for the Council have the right to take up to five days of paid "safe leave" enabling them to access support without having to sacrifice their pay or annual leave.*

*During 2020/21 we supported 437 high risk referral cases into the IDVA service.*

**How does this work meet the [5 ways of working](#) of the sustainable development principle:**

- **Long-term** – *The Healthy Relationships for Stronger Communities Strategy is a three year strategy with a mixture of short term and longer term actions. The strategy focuses on future generations and ensuring we work with, support, and educate those of all ages and all backgrounds. The strategy has regard to the changing picture around all forms of Violence Against Women, Domestic Abuse and Sexual Violence, and how we can shape services going forward to better meet demand.*

- **Integration** – All aspects of the Healthy Relationships for Stronger Communities Strategy are developed and delivered in partnership, with a wide range of agencies, as well as with the involvement of survivors of abuse. Survivor involvement is absolutely critical in shaping services to support victims. They are best placed to tell us what works well, where there are gaps and how we can continuously improve. This work has specific steps within the corporate plan to deliver outcomes for **Well-being Objective 1**: To improve the well-being of children and young people and **Well-being Objective 2**: To improve the well-being of all adults who live in the county borough.
- **Involvement** – During the development of the Healthy Relationships for Stronger Communities Strategy, stakeholder events and consultations were organised to ensure all relevant people and services were involved. This extends into the delivery of the strategy, ensuring all relevant partners are included in the work. Everyone is aware of their individual roles and how they best contribute to the varied elements of the strategy and its work.
- **Collaboration** – Relationships with partner agencies are excellent. Over the past few years there has been a sustained effort to really build the partnership into its current strong position. All involved in this work do so collaboratively, bringing their expertise to the table to strengthen and improve our practices and/or research, ultimately working towards better services and outcomes for those affected by VAWDASV.
- **Prevention** – The Healthy Relationships for Stronger Communities Strategy is heavily centred on the prevention of VAWDASV. We recognise that a lot of our work is victim centred, and rightly so, but we need to do more to tackle the root cause of the problem and hold perpetrators to account for their behavior and offer opportunities for them to change and make better choices. We are also focusing on education from a very early age, and whenever possible encouraging victims to seek help at the earliest possible time, before the violence and abuse escalates

#### Outcomes:

- [The IDVA team was recognised for its potentially life-saving work](#) at the 2021 High Sheriff of West Glamorgan Awards.
- The IDVA team, along with their counterparts in Swansea Council and South Wales Police's Domestic Abuse Unit, received an award for their partnership work in supporting victims of domestic violence throughout the pandemic.
- Feedback from an anonymous survivor of domestic abuse said: **“thank you for everything you have done for me, you’ve been such a big help since the start. I am grateful for that and appreciate everything so much.”**

Link to access information and support: <http://www.safernpt.org/1123>

## Overall progress for Well-being Objective 2:

Well-being Objective 2 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
2.1 Local people can access sustainable, local, quality employment	2.1.1	Step - Support existing and new businesses to help create and sustain local employment opportunities for local people	Green
<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>• The economic development team have had a busy year during the pandemic with unprecedented levels of enquires. We significantly increased our support for existing business with 2,242 business enquires being assisted resulting in advice, information or financial support, significantly higher than the previous year of 728. We also processed 1,520 applications from small businesses for emergency funding on behalf of Welsh Government and received 320 Covid related enquiries from local businesses.</li> <li>• £47M COVID grants paid out to local businesses.</li> <li>• We urged local businesses to join our NPTBuyLocal campaign which is aimed at linking shoppers to businesses based within the county borough. With local restrictions in place in NPT from time to time during the pandemic, we want to continue to support local traders in any way we can. There are 290 businesses listed on the website.</li> <li>• 199 new business start-up enquires were assisted during 2020/21 - despite being lower than the pre-pandemic target of 340, this was expected as economic conditions were not favourable for new businesses and staff resources were allocated to administering applications from local businesses for emergency payments via the various Welsh</li> </ul>			

Well-being Objective 2 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
		<p>Government grants schemes, introduced to coincide with the various lockdown periods. Despite this, the economic uncertainties of the past 12 months and team's inability to have face-to-face contact, we were still able to 'virtually' support a high number of local residents considering starting up in business. In addition, the economic development team administered Welsh Government's £5m start-up fund for new businesses which provided support to help new businesses deal with the severe impact of coronavirus.</p> <ul style="list-style-type: none"> <li>• We held 9 'virtual' enterprise events during 2020/21 to provide support to local residents considering starting up their own business</li> <li>• Businesses within Neath voted not to renew the Neath Business Improvement District (BID) 'Neath Inspired'. Going forward this has the potential to impact local businesses as there may be less support in organising events such as the Music Festival, Food and Drink Festival and Real Ale and Cider Festival, there will no longer be a dedicated website and social media accounts promoting the town, events and its businesses and no BID Manager on hand to deal with day to day issues. This will probably lead to the Council's Town Centre Manager and the Business Team needing to fill the void that is left because of this decision.</li> </ul>	
	2.1.2	Step - Maximise strategic funding available to deliver employability programmes such as Workways+ and Communities for Work to assist economically inactive and unemployed to obtain and sustain employment	<b>Amber</b>
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>• A new STU (Short Term Unemployed) service was launched to ensure short term unemployed people in South West Wales get the practical hands on support needed to get into work. The service can now support people that have been unemployed for a day or years, thanks to an additional investment of £3m EU funds provided through the Welsh Government.</li> </ul>	

Well-being Objective 2 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
		<ul style="list-style-type: none"> <li>• A virtual jobs fair arranged by Communities for Work Plus scheme took place on 4 June 2020. More than 30 jobseekers had the opportunity to speak to 17 different organisations that included a combination of employment support services and businesses.</li> <li>• We act as a gateway representative (local agent) for the <a href="#">Kickstart programme</a> in the county borough, this is supporting young people to gain employment, and businesses to recruit with a financial incentive of the salary being covered for 6 months.</li> <li>• For 2020/21, 87 people participating in the Communities for Work scheme were helped back to work, training or volunteering and 258 people participating in the Communities for Work plus scheme were helped back to work, training or volunteering, both considerably lower than previous year partly due to the pandemic and partly due to Welsh Government changes in how information is recorded for these KPIs.</li> <li>• For 2020-21, the focus for Workways turned to supporting people remotely and ensuring unemployed people accessed the most appropriate support. 1,298 people were triaged by Workways and 58 people participating in the Workways + scheme were helped to progress back to work, training or volunteering, whilst below the target of 72 (achieving 81%) and below 2019/20, output of 127 was a massive achievement. Outcomes were affected by the pandemic specifically as the target audience for Workways are those with Work Limiting Health Conditions or a Disability therefore this period was a very difficult time to consider work, due the vulnerability of the individuals.</li> </ul>	
	2.1.3	Step -The Council will seek to avoid compulsory redundancies to the maximum extent possible	Green
		<b>Step Progress:</b>	

Well-being Objective 2 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
<ul style="list-style-type: none"> <li>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 September 2019, and limiting the number of posts which are advertised externally.</li> <li>There were 2 compulsory redundancies during 2020/21 compared to 9 in both the previous years.</li> </ul>			
2.1.4		Step -Maximise employment and training opportunities for local people through community benefits and supporting new investments in the county borough	Green
<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>2,026 completed training weeks for apprenticeship, traineeships and work experience during 2020/21, a significant increase on 771 for 2019/20.</li> <li>Despite the COVID-19 situation, 2020/21 was an extremely busy year with 12 projects progressing at varying stages compared to 4 project the previous year.</li> </ul>			
2.1.5		Step -We will promote social enterprise	Amber
<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>We continue to support the 3rd sector voluntary organisations to assist, advise and inform the promotion of social enterprises. Unfortunately, as a result of the pressures of COVID-19, this objective has been delayed. This work is pivotal to the success of the various on-going community initiatives such as Building Safe &amp; Resilient Communities, however, because of COVID-19, community pilot programmes had to be paused to allow us to focus on our safeguarding responsibilities. This will be revisited in 2021/22 as part of the ongoing development of Early</li> </ul>			

Well-being Objective 2 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
		Intervention Prevention (EIP) support within Adults Social Care. Our procurement processes also take into account the promotion of Social Enterprises.	
2.2 Local people can access quality affordable housing	2.2.1	Step - We will work with developers and partners to 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.	Amber
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>The LDP (Local Development Plan) Review Report was approved at a meeting of <a href="#">full Council on 2nd July 2020</a> and subsequently submitted to Welsh Government (WG). The Review Report is a critical part of the review process and forms an integral part of the evidence base. The next step is for the Council to prepare a Draft Delivery Agreement (DA) which will, with agreement from the WG, formally set out the review timetable, the Community Involvement Scheme (CIS) and the resources the Council will commit to developing the Replacement Local Development Plan (RLDP). Since the commencement of the Review, the COVID-19 pandemic has restricted the movement of people, accessibility to public buildings and the ability to undertake public engagement events resulting in significant implications for setting the timetable for the RLDP. Whilst work has commenced on the preparation of the Draft DA, the CIS and the timetable for the RLDP, it cannot be finalised until the wider implications of the pandemic are known. Moving forward, this position will be kept under constant review as restrictions are lifted, and whilst the formal commencement of the review process will now be delayed, work on the LDP evidence base will continue to progress as planned.</li> </ul>	

Well-being Objective 2 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
		<ul style="list-style-type: none"> <li>• Delivery of new affordable homes for previous years remains significantly below the LDP target. The rate of affordable housing delivery has been influenced by the low levels of market housing delivered in recent years and due to issues with viability. These issues will be addressed through the LDP review. 2020/21 data is currently being collected and assessed for inclusion within the LDP Annual Monitoring Report (AMR) to be published in October 2021.</li> <li>• There is currently no unmet need for gypsy and traveller pitches within the county borough. The extension to Cae Garw (11 new residential pitches) was completed in 2016. The 2016 Gypsy &amp; Traveller Accommodation Assessment (GTAA) found that there was a sufficient number of pitches to meet the needs of the community in Neath Port Talbot up to 2021. A new GTAA survey is planned to determine the need beyond 2021</li> <li>• Our Housing Renewal Team has now installed more than 60 free central heating systems thanks to the Warm Homes Fund. Since launching, the Neath Port Talbot Council managed scheme has funded more than £450,000 worth of installations and energy saving measures across the county borough.</li> <li>• During 2020/21, 2 long term problematic properties were brought back into use by direct action by the Council. This work was impacted by the pandemic.</li> <li>• Neath Port Talbot Council has entered into a provisional agreement with Persimmon Homes West Wales to build almost <a href="#">140 houses on the site of the former Afan Lido Leisure Centre on the Aberavon Seafront.</a></li> <li>• Data for the percentage of empty private properties brought back into use was not collected due to the current COVID-19 situation.</li> </ul>	
	2.2.2	Step - Working with strategic housing partners we will continue to prevent homelessness	Green
		<b>Step Progress:</b>	



Well-being Objective 2 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
		<ul style="list-style-type: none"> <li>66.7% (226 of 339) of households were successfully prevented from becoming homeless (Corporate Plan Key Performance Indicator target: 60%), compared to 51.5% for the same period of 2019/20.</li> <li>Permanent accommodation was secured for 258 homeless individuals or households.</li> <li>Due to urgent changes in legislation at the end of March 2020 as a result of COVID-19, temporary accommodation demand has increased by 140% in comparison with the usual average and new accommodation sites have had to be sourced. This includes an additional 18 RSL (Registered Social Landlords) units which are on short term leases initially but reviewed regularly in line with the demand.</li> <li>Regular liaison meetings take place with RSL's both at management and operational levels to ensure continued communication and that all processes reflect the new level of demand. This ensures that RSL's and Local Authorities are working in the most efficient way possible when working towards rehousing vulnerable individuals.</li> <li>Due to the ban on evictions, successful prevention was higher than predicted. However, a further increase in demand is expected when the ban is lifted in summer 2021 and prevention tools for that will be determined at that time alongside discussions with RSL's to eradicate evictions into homelessness.</li> </ul>	
	2.2.3	Step - We will target available funding to provide effective housing support for people identified as in need of additional help and support	Green
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>Due to the increased demand as a result of COVID legislation changes, there has been a requirement to increase resources within the Housing Options service to meet that demand. An increase in the Housing Support Grant (HSG) has enabled the service to do that, 13 additional posts have been approved and recruitment will be finalised by end of summer 2021. This includes additional capacity for both prevention work and support within the service. There are</li> </ul>	

Well-being Objective 2 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status	
		also new projects funded via the HSG where partners will deliver specialist support which will assist Housing Options in meeting their statutory requirements.		
	2.2.4	Step - We will continue to provide Disabled Facilities Grants within the limits of the funding available to the Council	Amber	
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>The delivery of Disabled Facilities Grants (DFG's) has been disrupted by the COVID-19 pandemic during 2020/21. There were sustained periods of inactivity due to the numerous COVID-19 lockdowns and shortages in the supply of materials and labour have also caused significant delays. This resulted in increased time taken to deliver a DFG from an average of 196 in 2019/20 to 363 in 2020/21 and a reduction in the number of completed DFG's from 212 in 2019/20 to 97 in 2020/21. The target for 2020/21 was 230 average days to complete a DFG.</li> <li>The demand for DFG's also reduced as people were shielding and in lockdown and didn't contact the authority. This demand is expected to come into the service in 2021/2022, additional to the normal demand.</li> </ul>		
2.3 People are safe and feel safe	2.3.1	Step - We will make early intervention and prevention a priority to reduce the number of repeat victims and reduce the number of high risk cases (Healthy Relationships For Stronger Communities Strategy)	Amber	
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>Following a delay due to COVID-19, the updated VAWDASV Strategy 'Healthy Relationships for Stronger Communities' Strategy was approved by <u>Cabinet on 25 June 2020</u>. The strategy has been developed in partnership with local service providers and survivors of VAWDASV.</li> </ul>		

Well-being Objective 2 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
		<ul style="list-style-type: none"> <li>• Neath Port Talbot Council Community Safety Team <u>co-ordinated the White Ribbon Day</u> campaign which was held on 25 November 2020. This was largely virtual due to COVID-19 restrictions, however for 2021 it is hoped we can hold face to face engagements with members of the public.</li> <li>• Neath Port Talbot Council's IDVA (Independent Domestic Violence Advisors) team has been recognised for its potentially life-saving work at the 2021 High Sheriff of West Glamorgan Awards (<u>press release</u>).</li> <li>• During the COVID-19 pandemic, nationally there was a significant increase in disclosures of domestic abuse across all services, and this was widely anticipated. There was a 40% increase in referrals to the IDVA (Independent Domestic Violence Advisors) service during the pandemic. This service supports those at highest risk.</li> <li>• During 2020/21, 37% of incidents of the highest risk domestic abuse were repeat victims, which is higher than our target of 33% but lower than the previous two years. During the first six months of 2020/21, despite seeing a rise in the number of cases to the IDVA service, many of our repeat victims were not in contact. There is a piece of work for the service to do in order to understand the reasons for this. In the latter part of the year, the number of known, repeat victims accessing the service increased.</li> <li>• In addition please see case study on page 49 and 50.</li> </ul>	
	2.3.2	Step - We will support and protect people who are vulnerable to being drawn into terrorism and extremism	Green
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>• The NPT Channel Panel has been developed to ensure the authority is able to support those who have been identified as vulnerable to radicalisation. This Panel is coordinated and supported by the Community Safety Team, and chaired by the Principal Officer for Safeguarding. The Community Safety Partnership works closely with South Wales Police and WECTU (Wales Extremism and Counter Terrorism Unit) to ensure referrals are appropriately assessed. Relevant</li> </ul>	

Well-being Objective 2 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
		low level cases are discussed at Channel, with higher risk cases being dealt with by Police. Cases discussed at Channel are then offered, where appropriate, support from a Home Office accredited intervention provider, with regular progress updates being shared. Channel Panel is accountable to the Regional CONTEST Board and Community Safety Partnership.	
	2.3.3	Step - 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	Amber
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>• The Paws on Patrol scheme increased its membership by 96 during 2020/21 and now has 1,100 members signed up to the scheme. Community conscious dog walkers help their local neighbourhood by being the eyes and ears of the community and report issues such as Graffiti, Dog Fouling, Faulty Street Lighting, Fly Tipping, Anti-Social Behaviour (ASB) and Criminal Activity. The Safer NPT Partnership believes that the 1000's of dog walkers within the county borough can play an important part in keeping neighbourhoods safer and cleaner.</li> <li>• During most of the first lockdowns usual ASB had not been prevalent, however all COVID-19 breaches were classed as ASB – so the Community Safety Team then formed part of the Regional Joint Enforcement Team with South Wales Police and Swansea Council. Upon lifting restriction we saw an increase in incidents, particularly in our town centre areas. There was a serious concern regarding under reporting, as the picture portrayed on social media was not reflected in police or council statistics. The Community Safety Partnership continues to work hard to encourage reporting of incidents through to the right agencies.</li> <li>• Specific sub groups have been setup to deal with particular issues of ASB, including Neath Town Centre, Port Talbot Town Centre and Briton Ferry. These meetings are well attended by relevant partners and supported by relevant</li> </ul>	

Well-being Objective 2 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
Ward Councillors and Cabinet Members. The groups look at targeted action plans to address concerns, including longer term more strategic actions, where relevant.			
2.3.4		Step - We will work within the Area Planning Board (APB) Partnership to implement the 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	Amber
<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>• In February 2020 the APB agreed to commence a transformation project to work towards implementing a fully integrated public health substance misuse service model. The APB team has also carried out some service reviews and has implemented a number of changes to provision to plug gaps such as a new first point of contact service, increase in the number of prescribing places, introduction of a new rapid access prescribing service.</li> <li>• <u>Prioritising the reduction of drug-deaths</u> - There has been a significant reduction of activity across the Needle and Syringe Programme in Western Bay. At present it is impossible to tell whether the significant decrease in engagement has been due to the pandemic. This will be analysed and evaluated in more depth through 2021/22.</li> <li>• During the pandemic we saw the use of prescribed, illicit and novel benzodiazepine type drugs increase significantly to problematic levels appearing in a large majority of our fatal and non-fatal drug poisoning cases.</li> <li>• The Swansea Bay University Health Board was tasked with leading on the development of a revised Co-occurring Strategy. This work commenced in 2019 and an action plan and task force were established to take this forward. However due to COVID-19 the Health Board alongside other statutory and non-statutory organisations made a decision to stand down all non-essential projects and programmes to divert resources into the COVID-19 response.</li> </ul>			

Well-being Objective 2 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
		<ul style="list-style-type: none"> <li>• 22 APB commissioned substance misuse services were successfully maintained in the year (target 21).</li> <li>• 72 monitoring visits undertaken (many of which were done virtually due to the pandemic) to APB commissioned substance misuse services.</li> <li>• The service utilised 100% of its 2.9M budget supporting over 3,000 service users during 2020/21 with 1,466 being new service users (figures are for Western Bay - Swansea and NPT).</li> <li>• The Drug Poisoning Task Force continued to meet during the year and 64% of non-fatal overdose cases were followed up with contact from the outreach and engagement services to provide harm reduction advice and guidance. The task force also maintained their reviews of fatal cases and made 5 recommendations during the year. The fatal drug poisonings for Swansea Bay have risen compared to 2019.</li> <li>• The minimum unit price (MUP) legislation has been fully implemented by WG across Wales. During 2020/21 the Harm Reduction Lead worked with Trading Standards to ensure that local retailers were fully aware of the implications of the MUP bill on selling alcohol in their stores. Work was also undertaken with service providers to ensure that they were made aware of any changes to referral rates, nature of referrals that the bill may have on their alcohol service users.</li> </ul> <p>Some achievements during the year:</p> <ul style="list-style-type: none"> <li>• Morriston General Hospital is the first hospital in Wales providing naloxone to people at risk of overdose.</li> <li>• Development of a Local Drug Information System (LDIS) Model to allow for concise and accurate drug alerts and harm reduction messages to be circulated across the region.</li> <li>• Naloxone distribution in Western Bay - During 2020/21 Western Bay recorded only a 6% decrease in naloxone distribution which an excellent result given the pandemic.</li> </ul>	

Well-being Objective 2 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
		<ul style="list-style-type: none"> <li>Creation of The Newid website - The website offers a central point of information on how to access services.</li> </ul>	
	2.3.5	Step - We will work with our partners to implement our Road Safety Strategy	Green
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>Police recorded road accident and casualty numbers throughout most of 2020 were affected by the COVID-19 pandemic which saw restrictions on how, where and why people could travel within Wales. The restrictions generally resulted in reduced traffic volume for all types of motorised vehicles. The fall in traffic volume consequently led to a decrease in road accidents and casualties.</li> <li>In Neath Port Talbot there was a 44% reduction in police recorded road accidents between 2019 and 2020. Analysis of police recorded accidents in Neath Port Talbot (all severities) show a steady year on year decline since 2015. There were 216 recorded accidents in 2015 and 82 in 2020.</li> <li>Motorised traffic in Wales decreased by 23.4% compared with 2019, the largest decrease out of the UK countries.</li> <li>The easing of restrictions during 2020 enabled some training to resume for a short period. During this time the following delivered training included: 51 people for Dragon Rider Cymru (Enhanced Motorcycle Scheme), 89 people attended Adult Cycle Training and 249 signed up to the Cycle to Work Scheme in 2020 amounting to over 800 staff since 2014.</li> <li>The Dragon Rider Cymru scheme is an Enhanced Motorcycle Rider scheme, developed by Neath Port Talbot's Road Safety Team in 2010/2011, it is accredited by the Driving Vehicle Standards Agency (DVSA) and supported annually by Welsh Government grant as part of its drive to reduce motorcycle casualties across Wales. The scheme, adopted by other local authorities across Wales, seeks to develop a rider's skills, knowledge and confidence. <i>Feedback from attendees shows Dragon Rider Cymru is a highly valued scheme with frequent user feedback such as: "Just though I'd</i></li> </ul>	

Well-being Objective 2 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
		<p><i>reach out after a month of riding and tell you how much I've benefited from attending the Dragon Rider course. I enjoyed the day immensely and continue to build my skills; as a new rider I gained far more than just riding to take the test. Can you also send on my thanks to the instructors as they were very professional and their feedback was both helpful and constructive. I enjoyed the whole day tremendously, gaining valuable knowledge and will be recommending to all my fellow biker friends!"</i></p> <p>In addition please see progress of Step <b>1.7.4</b> above.</p>	
	2.3.6	Step - We will work with our partners to ensure those with the most complex needs are safeguarded, strengthening our vulnerable adults safeguarding arrangements	Amber
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>• We continue to work towards streamlining the Adult Safeguarding Pathway to bring consistency across Children's and Adult Services. All Safeguarding Reports received on closed cases are now responded to at the front door up until determination of the s126 enquiries (Safeguarding enquiries are made under section 126 of the Social Services and Well-being (Wales) Act 2014).</li> <li>• All open cases continue to be overseen by the Adult Safeguarding Team.</li> <li>• The Corporate Safeguarding Group and Safeguarding Board are now tracking all Safeguarding training across the local authority. Further training material will be developed in due course to respond to the launch and implementation of the Liberty Protection Safeguards in March 2022. A working group has been set up under the Safeguarding Group to oversee this work.</li> </ul>	



Well-being Objective 2 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
<ul style="list-style-type: none"> <li>Quality Assurance for Adult Services is overseen by the Quality Practice Strategic Group (Local Authority) and the Safeguarding Board. The audit programme specific to Adult at Risk (AAR) was disrupted as a result of COVID-19 but this is now on track with S126 enquiries and Case conferences next in line to be audited.</li> </ul>			
2.3.7		Step - 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	Red
<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>Just 14% (51 of 367) of high risk businesses that were liable to a programmed inspection were inspected for Food Hygiene during 2020/21. Ordinarily 100% of these premises are visited in the year. Most of the Food &amp; Health Protection team were tasked with supporting infection control efforts for Care Homes and for the Regional Test Trace &amp; Protect (TTP) service, leaving a very depleted resource to undertake Food Hygiene inspections, however, this was in line with a modified expectation from the Food Standards Agency. Some element of back filling of posts via Locums was achieved, although the demand for Locums far exceeded availability.</li> <li>2020/21, 96% (959 of 999) food premises meet food hygiene standards in the county borough i.e. have a Hygiene Rating of 3, 4 or 5. Our target for 2020/21 was 95%. During the COVID-19 pandemic, not all premises were routinely inspected, but any food premises who requested a statutory re-score assessment were prioritised, and this has led to a slight increase in performance.</li> </ul>			
2.3.8		Step - We will investigate breaches in the integrity of the food chain, from farm to fork (feed, animal health and food standards)	Amber
<p><b>Step Progress:</b></p>			

Well-being Objective 2 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
		<ul style="list-style-type: none"> <li>3 of 6 (50%) of high risk inspections for Animal Health were carried out during 2020/21 due to the pandemic lockdowns, restrictions and spread of the new variant (Kent variant), ordinarily all would have been inspected. Telephone and internet based inspections and monitoring were carried out to establish levels of compliance, albeit in a limited way. Inspections outstanding from 2020/21 will be rolled over to the new financial year. Physical inspections recommenced from 1<sup>st</sup> April 2021.</li> <li>85.4% (35 of 41) of detected breaches in animal health, feed and food standards that have been rectified (target for the year was 80%). Despite the lockdown, staff were able to carry out reactive work, responses to complaints and intelligence received. The consultant hired to fill the staffing gap caused by sickness and maternity leave identified many breaches and these were passed to NPT officer staff to investigate.</li> </ul>	
	2.3.9	Step - Working with partners and protecting the public, we will investigate significant breaches of consumer fraud, product safety and age restricted sales detected proactively or reactively	Amber
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>8 of 23 (35%) of high risk inspections for businesses were carried out during 2020/21 due to the pandemic lockdowns, restrictions and spread of the new variant (Kent variant), ordinarily all would have been inspected. Telephone and internet based inspections were being carried out to establish levels of compliance, albeit in a limited way. Inspections outstanding from 2020/21 will be rolled over to the New Year. Physical inspections recommenced from 1<sup>st</sup> April 2021.</li> <li>37% (7 of 19) breaches in consumer fraud investigations successfully concluded. There has been a recent surge in "green deal" scams, an increase in counterfeiting activity on social media and a rise in rogue trader style breaches. Many of these investigations are still ongoing. We issued advice to residents and to be vigilant when accepting offers</li> </ul>	

Well-being Objective 2 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
		<p>from people posing as legitimate waste disposal businesses on social media, the advice is particularly relevant during COVID-19 emergency lockdown restriction periods when many may start garden and home DIY projects.</p> <ul style="list-style-type: none"> <li>• Trading Standards Wales has joined forces with the charity Crimestoppers to <a href="#">provide a service</a> which enables members of the public to provide valuable information to help keep communities safe and healthy anonymously.</li> <li>• Trading standards successfully prosecuted a number of traders including a home improvement business and two fraud investigations relating to used cars have been concluded resulting in refunds to the complainants.</li> </ul>	
	2.3.10	Step - We will work with all stakeholders to deliver a safe and sustainable built environment	Green
		<p><b>Step Progress:</b></p> <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.</li> <li>• Due to the nature of the work we continued to provide cover throughout 2020/21 relating to dangerous structures and building regulation applications continued as normal.</li> <li>• Due to the pandemic, physical site inspections were limited to statutory notifications only, however all other inspections were carried out remotely with the use of photographs and video evidence.</li> <li>• 98.7 % of building control ‘full plan’ applications are checked within 15 days</li> <li>• 94.9% of ‘full plan’ applications were approved first time</li> </ul>	

Well-being Objective 2 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status			
2.4 People unable to work can maximise their income	2.4.1	Step - People will be supported to receive the UK Government benefits they are entitled to	Green			
<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>• 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. The availability of support is also promoted on all relevant documentation and signposting to support agencies is also provided.</li> <li>• An additional 500 claimants received Council Tax Support during 2020/21.</li> <li>• We administered the Welsh Governments £500 COVID-19 Self-Isolation Scheme and the £500 Social Care Bonus Scheme.</li> <li>• 99.8% of benefit grants are correctly granted and on average throughout the year it takes 3.1 days to assess new claims and changes of circumstances, which is well below our target of 6 days.</li> </ul>						
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td data-bbox="322 1054 443 1150" style="width: 10%;">2.4.2</td> <td data-bbox="443 1054 2018 1150" style="width: 80%;">Step - We will implement the Welsh Government's Scheme to relieve the Council Tax burden on those with the lowest income</td> <td data-bbox="2018 1054 2188 1150" style="width: 10%; text-align: center;">Green</td> </tr> </table>				2.4.2	Step - We will implement the Welsh Government's Scheme to relieve the Council Tax burden on those with the lowest income	Green
2.4.2	Step - We will implement the Welsh Government's Scheme to relieve the Council Tax burden on those with the lowest income	Green				
<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>• Provided £19.3M Council Tax support to 17,552 households (maximum number of claimants during 2020/21).</li> <li>• In addition, following the 2021/22 budget consultation during 2020/21, we listened carefully to what people had to say and it was clear that financial concerns over the proposed rise in Council Tax were one of the main issues people</li> </ul>						

Well-being Objective 2 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
had with our proposals. We were able to reach a position in which we could lower the proposed Council Tax increase to 2.75%, one of the lowest in Wales.			
2.4.3		Step - 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	Green
<p><b>This work was completed in 2019/20</b> - 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 1 April 2018 and 1 April 2019. 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. We implemented the new LGS pay spine, fully equality proofed by 1 April 2019.</p>			
2.4.4		Step - We will work with Chwarae Teg to understand why we have a gender pay gap and what we could do to close that gap	Green
<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>• Since 2019, the Council has worked with Chwarae Teg, as a member of their Fair Play Employer Scheme. Our Gender Diversity Action Plan, which includes key actions that focus on low paid women in the Council, as achieving gender balance amongst the lowest paid employees, is key to eliminating the gender pay gap. In recognition of this work, the Council was delighted to be nominated for the FairPlay Employer Award in Chwarae Teg's Womenspire Awards 2020, reaching the final shortlist of 6, out of hundreds of entries.</li> <li>• Over the last year, the Corporate Training team have worked with Chwarae Teg to implement online Career Development sessions for lower paid women, aimed at increasing skills and confidence. Sessions included: Work Smarter Not Harder, How to say no brilliantly, Speak Up, Stand Out, Change your thinking, Get Results and Managing</li> </ul>			

Well-being Objective 2 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
		<p>Challenging Behaviour. 83 employees completed this course. An online session for men was also held, 'Men and Gender Diversity'.</p> <ul style="list-style-type: none"> <li>Importantly, the Council's gender pay gap is reducing. In 2017/18, we reported a gender pay gap of 4.17%. In 2018/19 and 2019/20, we reported a gender pay gap of 3.93%. In 2020/21, we reported that our gender pay gap had reduced further to 3.44%.</li> </ul>	
	2.4.5	Step - 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	Green
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>Policy in Practice were commissioned in April 2019 to develop a low income family tracker for Neath Port Talbot. Based largely on housing benefit and council tax support claimant information the tracker is updated on a quarterly basis to identify low income households. This data is regularly monitored to ensure we understand the vulnerabilities and are able to inform strategic planning whilst providing suitable support to those in most need. A contract has been renewed with Policy in Practice for the provision of the tracker for the 2021/2022 period.</li> </ul>	
2.5 People who need care and support will be	2.5.1	Step - We will further develop the "front door" to social services, ensuring that we provide a coherent, information, advice and assistance service	Green

Well-being Objective 2 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
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		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>• A single referral form has been finalised for use by both Children and Young People Services and Adult Services. This referral form emanated from a 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 4 February 2020 and began to be implemented across partner agencies.</li> <li>• The formal launch of the Adults and Children’s ‘Single Point of Contact’ was due to take place on 1 April 2020 but it was delayed due to COVID-19, however a publication and awareness raising of the new Service Model occurred during the summer period of 2020 with referrals now being received via the integrated referral form. Work has continued to take place in order to integrate the front door service as much as practicably possible and communications have been released to stakeholders so that they are aware of our integrated referral form and contact details. The service has also moved to a single integrated telephone number and email address to respond to all referrals into Social Services.</li> </ul>	
	2.5.2	Step - 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	<b>Green</b>
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>• 33 care home beds were block purchased to support hospital flow at the beginning of the pandemic.</li> <li>• Weekly provider meetings took place in 2020/21 to support the care market and daily contact was maintained with providers that experienced a COVID-19 outbreak.</li> <li>• Processes were established in order to provide the care sector with additional Welsh Government Funding to support additional cost pressures arising from COVID-19.</li> </ul>	

Well-being Objective 2 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
		<ul style="list-style-type: none"> <li>• A process for distributing PPE to the care sector was established.</li> <li>• A volunteer’s register of people within the directorate was established in order to support care providers with acute staff shortages arising from COVID-19.</li> <li>• A regional commissioning group was established to support the sustainability of the sector.</li> <li>• Contingency plans for services were developed to ensure continuity of care services throughout the pandemic.</li> <li>• All domiciliary care staff (in-house &amp; external) are now registered with Social Care Wales and 200+ COVID-19 trained homecare staff undertook 10,700+ monthly visits to service users</li> </ul>	
	2.5.3	Step - 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	Green
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>• Hospital 2 Home model was reviewed during the pandemic and re-launched into Rapid Discharge based on the Discharge to Recover and Assess model.</li> <li>• In July 2020, a multi-disciplinary team was established to triage and screen all hospital referrals into the local authority to ensure people are seen by the right service at the right time and hospital discharges are safely supported. Between July 2020 – March 2021, we have supported 571 hospital discharges.</li> <li>• Due to the COVID-19 pandemic, no data is available for the rate of people kept in hospital whilst waiting for social care.</li> </ul>	

















Well-being Objective 2 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
	2.5.4	Step - We will further develop our progression-based model of care for people with mental health needs, learning disabilities and physical disabilities	Green
<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>• A progression pathway working group meet to look at how to support people’s progression into more independent living services and ensure that we commission the right care models.</li> <li>• We continue to work with RSLs (Registered Social Landlords) and providers to develop new care models that better support progression.</li> <li>• We have established 3 units of supported accommodation for people with mental ill health and 2 people were moved into this scheme in 2020/21.</li> <li>• Work is progressing to develop a specialist supported living service for 3 people with complex ASD needs.</li> <li>• A provider has been commissioned to deliver care in the new extracare service that is anticipated to go live in 2021/22.</li> <li>• We developed a unit for emergency placements.</li> <li>• Our employment and training service for adults with disabilities known as Bspoked Enterprises, supported service users during the lockdown period by carrying out quizzes, games, support chats and virtual learning sessions. Plus, staff have been making weekly video chats and phone calls to check on their general welfare.</li> </ul>			

Well-being Objective 2 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
	2.5.5	Step - We will review the services we provide for people with the most complex needs to ensure that they remain fit for purpose	Green
	<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>● The Commissioning for Complex Needs Programme (Regional approach) continues with its agenda to deliver on a shared approach for commissioning, procurement and market arrangements for meeting the needs of individuals with complex needs which includes: <ul style="list-style-type: none"> <li>➤ Regional brokerage system for mental health and learning disability services in place to secure good quality care at a sustainable cost</li> <li>➤ Development of supported living schemes – growth in capacity and in models of service delivery to meet the needs of growing population of young people in transition</li> <li>➤ Links with commissioning to develop models of service delivery and identifying gaps to support the changing needs/priorities of those individuals we support with a focus on progression based model of service as well as specialist good quality provision for learning disabilities and mental health</li> </ul> </li> <li>● We continue to measure outcomes for people with the most complex needs on a case by case basis and the focus remains on quality outcome assessments, care planning and reviews.</li> </ul>		
2.6 People will be able to have their say in matters that affect them and	2.6.1	Step - We will implement the Regional Joint Carers' Strategy with our health partners	Green
	<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>● Neath Port Talbot Council invited residents to join in Carers Week (8 – 14 June 2020) campaign to recognise the vital contribution made by the boroughs 20,000 unpaid carers.</li> </ul>		

Well-being Objective 2 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
where people need help to voice their opinions, advocacy support will be available		<ul style="list-style-type: none"> <li>• PPE was provided to unpaid carers via the Carers Service</li> <li>• A five year West Glamorgan Regional Carers Strategy has been developed and regional working groups have been established to take forward the priorities within the strategy</li> <li>• The Council signed up to the principles of the emergency action planning guidelines, to ensure that carers are considered in the development and implementation of emergency measures relating to COVID -19.</li> <li>• A new ID card has been launched in Neath Port Talbot to ensure young carers are recognised for their role in looking after family members.</li> </ul>	
	2.6.2	Step - 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	Green
		<b>Step Progress:</b> <ul style="list-style-type: none"> <li>• Where it is identified that someone requires an advocate, arrangements are made for one to be appointed. The Council has a contract in place for an advocacy service. We have adopted a rights-based approach across the service.</li> </ul>	

More detailed information with performance comments is including within our **full suite** of performance indicators:

Performance Indicator	2018/19 Actual	2019/20 Actual	2020/21 Actual	2020/21 Target	Perf. RAG against 20/21 Target	Perf. RAG against 19/20 Actual
<b>2 Well-being Objective 2 - To improve the Well-being of all adults who live in the county borough</b>						
CP/019 - Road Safety - Killed or seriously injured - Pedal cyclist casualties (All Ages) <i>Data is for calendar year i.e. 2020/21 data is for 2020 calendar year.</i>	3	0	1	<b>Targets achieved</b>		<b>N/a</b>
CP/021 - Number of new business start-up enquiries assisted	392	273	199	340	 Red	 Red
CP/024 - Communities for work - Number of people helped back to work, training or volunteering	260	434	87	290	<b>N/a Not comparable</b>	<b>N/a Not comparable</b>
Target of 290 is the Corporate Plan target set in Spring 2019. This has since been revised by Welsh Government to 88 following a change in the way data is recorded for this measure.						
CP/025 - Number of compulsory redundancies made by the Council	9	9	2	No target set	<b>N/a</b>	 Green
CP/031 - PAM/012 - Percentage of households successfully prevented from becoming homeless	53.14	51.50	66.67	60.00	 Green	 Green
CP/032 - PAM/015 - Average calendar days taken to deliver a Disabled Facilities Grant	232.43	196.00	363.20	230.00	 Red	 Red
CP/034 - Percentage of incidents of domestic abuse where people are repeat victims - Independent Domestic Violence Advisor (IDVA) Service - highest risk victims	38.56	40.05	37.3	33.00	 Red	 Green
CP/040 - Road Safety - Killed or seriously injured: Older Drivers (75 years and over) <i>Data is for calendar year i.e. 2020/21 data is for 2020 calendar year.</i>	2	0	0	<b>WG Targets achieved</b>		<b>N/a</b>
CP/041 - Road Safety - Killed or seriously injured: Motorcyclists - all Ages <i>Data is for calendar year i.e. 2020/21 data is for 2020 calendar year.</i>	8	6	1	<b>WG Targets achieved</b>		<b>N/a</b>

CP/042 - PAM/023 - Percentage of food establishments that meet food hygiene standards	93.92	95.15	96.00	95.00	 Green	 Green
CP/048 - PAM/025 - Measure 19 - Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+	6.29	10.05	No data due to COVID-19	3.50	<b>N/a</b>	<b>N/a</b>
CP/110 - Workways + - Number of people helped back to work , training or volunteering	139	127	58	72	 Red	 Red
CP/111 -Communities for Work Plus - Number of people helped back to work, training or volunteering	N/a new	844	258	150	 Green	<b>N/a</b> <b>Not comparable</b>
CP/112- PAM/013 - Percentage of empty private properties brought back into use	0.57	No data due to COVID-19	No data due to COVID-19	4.30	<b>N/a</b>	<b>N/a</b>

**6. Well-being Objective 3 – Progress in 2020/21**



**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”*

How this well-being objective contributes to the seven national well-being goals:	
A prosperous Wales	The wellbeing objective 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.
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.

<b>How this well-being objective contributes to the seven national well-being goals:</b>	
<b>A resilient Wales</b>	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.
<b>A more equal Wales</b>	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
<b>A Wales of vibrant culture and thriving Welsh language</b>	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.
<b>A globally responsible Wales</b>	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.

**Case Study:** Active Travel – 3.1km improvement to the route NCN47/46 Neath Canal (Neath to Tonna)

**Background:** By upgrading and creating new walking and cycling routes, the Council plans to make Active Travel the “normal” way to make local journeys, improving air quality, promoting healthier lifestyles and increasing the attractiveness of local communities as places to live and work.

**'Active Travel'** means walking and cycling in order to get to a destination (also called ‘purposeful journeys’), this includes journeys to school, work or for access to shops or services. During 2020/21 we increased accessible cycle routes by 3.75Km, 6.63Km including 2019/20. Of which 3.1km improvement to the route NCN47/46 Neath Canal (Neath to Tonna) and 3.5km improvement to the route NCN43 Pontardawe.

**How does this work meet the [5 ways of working](#) of the sustainable development principle:**

- **Long-term** – The draft Revised Active Travel Network Map (ATNM) identifies existing routes and aspirations. Active Travel is an important positive factor in improving people’s well-being in the long term through helping to reduce vehicular traffic on the roads and promoting outdoor exercise.
- **Integration** – The draft Revised ATNM has been prepared in the context of existing plans and proposals ensuring that it will be fully integrated with all other relevant plans, initiatives and strategies, working towards the same well-being objectives. Active Travel has a specific step within the Council’s corporate plan to improve Well-being objective 3 - To develop the local economy and environment so that the well-being of people can be improved.
- **Involvement** – The draft Revised ATNM has been developed in consultation with officers across the Council, elected members, adjoining authorities and the Welsh Government. A full public consultation will provide further involvement of the general public, other bodies and organisations and stakeholders to influence changes and amendments to the Network Map.
- **Collaboration** – The consultation processes undertaken during the preparation of the draft Revised ATNM will ensure that there has been full collaboration with stakeholders and partners in the development of the revised maps, including organisations from the public, private and community/voluntary sectors.
- **Prevention** – The ATNM ensures the network map remains relevant, useable and accessible and is developed in the future to meet changing needs and aspirations. The consultation proposed should help to ensure that this continues to be addressed and that problems are identified and can be dealt with where possible and relevant, helping to prevent problems from arising or increasing in the future.

**Service user outcome:**

**Feedback from resident of Neath Port Talbot:** “I have cycled the canal towpath between Tonna and Briton Ferry over many years for both commuting and leisure. The recent Tarmacking of the towpath is a major improvement compared to the old surface which was very rough and uneven. The old surface was only rideable with a mountain bike or a hybrid, whilst the new surface opens up the path to all types of bikes including road bikes with narrow tyres. This new surface has now made it possible for people to commute to work without the danger of picking up punctures along the way. My advice to the Council is that this improvement must now be maintained, it needs to be swept regularly to avoid any glass build up which will ruin the hard work that has been put into this improvement.”



## Overall progress for Well-being Objective 3:

Well-being Objective 3 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
3.1 We will provide an environment where new businesses can establish themselves and existing businesses can grow	3.1.1	Step - We will deliver strategic regeneration programmes	Green
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>• Work on regenerating the Harbourside Strategic Employment Site in Port Talbot’s former docks area began in March 2021.</li> <li>• Work to transform the iconic former Metal Box factory in Neath (Crown Building) into a business zone for job creation is progressing well with a number of refurbished offices at the site available to let. By the end of March 2021, half of the industrial space is occupied by a local company.</li> <li>• Following public consultation, building work started on development of the multi-million pound regeneration of Neath town centre. The project will deliver a major leisure, wellbeing, shopping and learning zone for Neath’s town centre featuring a swimming pool, gym, health suite, retail floorspace and a modern library. Steel-work is being erected, and the project is progressing to plan.</li> <li>• Work has been continuing on the transformation of Port Talbot’s Grade II listed Plaza Cinema building into a community hub with a café, gym, office space, hall, multi-purpose rooms, a conference area, digital recording studio and shops. By the end of March 2021, work on site progressed well with the steel-work erected.</li> <li>• Works are also underway for the redevelopment of 8 Wind Street, Neath for new business space. Refurbishment was set-back due to a number of unforeseen structural issues, but by the end of March 2021 these had all been addressed, and work on site was progressing well.</li> </ul>	

Well-being Objective 3 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
		<ul style="list-style-type: none"> <li>In total 38,000 square metres of high quality office and light industrial space was brought forward for inward investment expansion.</li> <li>25,000 square feet of new office and laboratory space is being created on Baglan Energy Park in the form of the Bay Technology Centre, which will be a carbon positive building as part of the City Deal. By the end of March 2021, the steel-work had been erected and the build was progressing well.</li> <li>Town Centre power supplies are in the process of being installed in Neath, Pontardawe and Glynneath in order to encourage more on-street events and markets. In addition, vehicular mitigation barriers are being erected in Neath and Port Talbot for the same reason.</li> <li>The Port Talbot monthly market on the Transport Hub continues to be a success.</li> </ul>	
	3.1.2	Step - We will maximise funding opportunities to support the delivery of the Council's strategic regeneration programmes	Green
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>We continue to liaise with Welsh and UK Government to ensure we apply and secure funding for regeneration programmes. This includes: <ul style="list-style-type: none"> <li>£850k via the Property Enhancement Development Grants (PEDG) element of the Targeted Regeneration Investment (TRI).</li> <li>£250k from the Sustainable Living Grants (SLG).</li> </ul> </li> <li>We started developing 2 bids for submission UK Government under the Levelling Up Fund in order to improve our urban environments and Community Renewal Fund for projects to support business growth and innovation and providing employment support to those looking to enter the labour market.</li> <li>We will be submitting bids for funding in relation to the Welsh Government's Transforming Towns Programme.</li> </ul>	

Well-being Objective 3 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
		<ul style="list-style-type: none"> <li>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. We continue the development of the business cases and governance arrangements to secure funding Swansea Bay City Deal funding for: Homes as Power Stations and Supporting Innovation and Low Carbon Growth.</li> </ul>	
	3.1.3	Step - We will support existing and new businesses to grow the local economy and attract new investment	Green
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>Construction started In September 2020 on a state of the art, self-powering technology centre building at Neath Port Talbot Council's Baglan Energy Park. The flagship, green facility will provide flexible office space for start-up companies and growing local businesses with a focus on (but not exclusively) the Research and Development and Innovation sectors.</li> <li>The negotiations to redevelop the Burrows Yard site are at an advanced stage. It is anticipated that the developers will make a planning application in 2022.</li> <li>We have worked with 37 new inward investment and indigenous companies investing in growth and diversification plans to help secure their future or encourage relocation to NPT and create/safeguard in excess of 220 jobs.</li> <li>470 jobs had been created or safeguarded as a result of financial support by the local authority, above target of 280. Despite the economic uncertainties of COVID-19 and the difficulties that many of our local businesses have faced throughout the pandemic, many local manufacturing companies have been investing in growth and diversification plans to help secure their future.</li> </ul>	

Well-being Objective 3 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
	3.1.4	<p>Step - We will identify supply chain opportunities for local companies within major developments in the county borough</p> <p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>• Despite the COVID-19 situation, 2020/21 was an extremely busy year with 12 projects with numerous sub contracts progressing at varying stages, compared to 4 project the previous year. Despite some projects initially slowing down in the first quarter of 20/21, activity substantially increased as the year progressed resulting in 57% of all contracts being awarded to local companies</li> </ul>	Green
3.2 We will work with communities to increase reuse, recycling and composting	3.2.1	<p>Step - We will review and refine our waste management strategy in the context of delivering against statutory targets</p> <p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>• 2020/21 waste data is provisional data</li> <li>• Notwithstanding the COVID-19 pandemic the Council's actions under its waste strategy, assisted by residents and business customers who have been operating, have delivered an improvement of over 5% in the headline recycling figure. 67.56 % of waste has been reused, recycled or composted in the last year, such that the Council's position is comfortably above the current statutory target of 64%.</li> <li>• We did however see an increase in kilograms of residual waste generated per person for 2020/21 to 210 kilograms (182 kilograms in 2019/20). As a result of the COVID- 19 outbreak, more people were restricted to work or stay at home which resulted in more recycling and waste being presented for collection at the kerbside. Whether this trend is sustained will become more apparent as we move forward.</li> </ul>	Green

Well-being Objective 3 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
		<ul style="list-style-type: none"> <li>• In March 2020 we closed our Waste Recycling Centres. The Recycling Centres re-opened to the public on 26 May 2020 with a number of COVID-19 measures in place and now have an online booking system for residents who want to use this service.</li> <li>• Decision by Cabinet on <u>25 June 2020</u> regarding the future use of the Materials Recovery and Energy Centre a Transfer Station with enhanced recycling capability. A project to re-model the interior of the facility is currently in detailed design and is expected to be completed in 2022.</li> <li>• On average we reduced the time taken to clear fly tipping from 2.97 days in 2019/20 to 2.84 days for 2020/21. We did however see an increase in fly tipping from 901 in 2019/20 to 1,566 in 2020/21, this increase occurred at the start of the global pandemic lockdown despite the Council suspending restrictions on excess waste presentation.</li> <li>• We continued to take enforcement action where waste has been dumped illegally. During 2020/21, enforcement action was taken against 13 individuals.</li> <li>• We also took part in a <u>multi-agency operation</u> to tackle illegal waste carriers.</li> <li>• 91% of our streets are clean which is just below 2019/20 outturn of 94%.</li> </ul>	
3.3 Local people and visitors can access good quality leisure and community facilities, country parks	3.3.1	Step - We will identify tourism investment opportunities for both the private and public sector	Amber
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>• The Tourism Team provided continued advice and guidance to tourism sector businesses relating to COVID-19 financial support and operating in accordance with the Welsh Government's Tourism and Hospitality Sector guidance. Many of these 53 businesses were assisted multiple times during year.</li> </ul>	

Well-being Objective 3 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
and countryside		<ul style="list-style-type: none"> <li>The team managed the process for issuing Exemption Certificates (in partnership with Environmental Health) to allow accommodation providers to accommodate eligible individuals (such as key workers) during COVID-19 lockdown periods.</li> <li>The Team also conducted two online training events relating to social media and marketing campaigns. Due to the economic impact of COVID-19, enquiries from new tourism businesses decreased in comparison to the previous year, however, 3 new tourism operators were assisted in 2020/21.</li> </ul>	
	3.3.2	Step - We will work with partners to refurbish, repair and maintain locally important buildings and structures	Green
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>A multi-million pound coastal defence work project on the Aberavon Seafront was completed in June 2020, ensuring the popular attraction will be in place for generations to come despite constant battering from the tides. Structural concrete repairs were carried out on the existing sea walls, toe protection (repairs to the lower part of the sea wall involving 30,000 tonnes of rock armour) and improved access including a new slipway at the promenade's western end were all part of the scheme. The work was part of the Welsh Government's Wales-wide Coastal Risk Management Programme.</li> <li>Work continues on the former Plaza Cinema in Port Talbot. The project to create a new multi-use cultural and business centre, includes the renovation of the iconic art-deco frontage and entrance vestibule.</li> <li>We are undertaking renovation works to various areas of stonework at Margam Castle as an ongoing maintenance programme.</li> <li>The historic Turbine House project at Margam Park is nearing completion. It will provide a unique and educational insight into one of the earliest attempts in the UK to provide electricity for domestic use via hydro-power.</li> </ul>	

Well-being Objective 3 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
		<ul style="list-style-type: none"> <li>In November 2020, the replacement Blaengwrach River Bridge was lifted into place restoring the vital link between Blaengwrach, Cwmgwrach and Glynneath.</li> <li>We carried out 41 principal bridge inspections and 192 general bridge inspections during 2020/21.</li> </ul>	
	3.3.3	Step - We will develop and promote the local tourism sector	Green
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>Work started on exciting Splash Pad to replace Aquasplash. The new attraction will include a range of more than 30 exciting water features including fountains, jets and “waterfalls”.</li> <li>Cabinet Board approved a masterplan of enhancements at <a href="#">Neath’s historic Gnoll Estate Country Park</a> – the prioritised enhancements will be delivered during 2021/2022.</li> <li>A project to re-design mountain bike trails at Margam Country Park has been completed.</li> <li>Margam Park’s newly designed, free to use Adventure Playground suitable for children aged 6 – 12 opened in the summer 2020.</li> <li>The Tourism Team worked with destination partners such as Natural Resources Wales and Brecon Beacons National Park to manage visitor flows during the various COVID-19 lockdowns and during the reopening of the visitor economy. This involved publicising route closures due to COVID-19 lockdown and delivering measures to reduce the impacts of significant visitor numbers on local communities once lockdown restrictions lifted.</li> <li>Work was completed on the Vale of Neath Hub at Resolven Canal Car Park. The works created renewed public toilet facilities and a new on site café provision. Funding for this scheme was secured during 2019/20 from Visit Wales’ Tourism Amenity Infrastructure Scheme with match funding from the Council.</li> </ul>	

Well-being Objective 3 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
		<ul style="list-style-type: none"> <li>We secured £268,000 funding from Valleys Regional Park to designate Afan Forest Park as a Valleys Regional Park Gateway, the investment will see the refurbishment of on-site public toilet and shower facilities, creation of an accessible children's play area, improved car parking capacity, the installation of an EV charging point and 2/3 motor home hook up points.</li> <li>We have worked in partnership with Natural Resources Wales to begin the process of devising a 'masterplan' for the future development of Afan Forest Park as a visitor destination. Consultation on the masterplan will happen in 2021/2022.</li> <li>A bed stock survey was also completed to establish an accurate picture of accommodation provision within Neath Port Talbot.</li> <li>The Neath Food and Drink Festival, normally staged over three days in October was cancelled this year due to the pandemic. The festival has been a great success since it was established in 2009.</li> </ul>	
	3.3.4	Step - We will develop the service models that support our leisure services, theatres and parks so that new income streams support their operation and they are less dependent on subsidy from the Council	Amber
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>The provision of leisure services was due to go to the market in September/October 2020 with the aim of entering into a new contract in January 2021. However, this has been delayed and it is planned that a new contract is in place by end 2021/ Jan 2022.</li> <li>We issued a press release during the October 2020 firebreak lockdown, highlighting our libraries range of online free books and on 1 March 2021, our library service launched PressReader, a free subscription service for local library members.</li> </ul>	



Well-being Objective 3 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
<ul style="list-style-type: none"> <li>Due to the pandemic no visitor data was reported for 2020/21 for our leisure centres. Data relating to the percentage of quality indicators achieved by the library service will be available in November 2021.</li> </ul>			
3.3.5		Step - We will develop the offer of our theatres to attract a wide range of acts and performances	Red
<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>Due to the pandemic our theatres remained closed throughout 2020/21 and as such we have no data for 2020/21 that measures number of visitors to our theatres.</li> </ul>			
3.3.6		Step - Work and engage with local communities and wider partners to deliver a programme of activities that will support the participation of local people in our natural environment	Green
<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>The grant funded 'Working with Nature Project' was completed and over the three years, engaged with 776 people through participation in well-being and conservation activities in the natural environment. Over 30 people signed up for volunteering, with a regular group actively involved in managing sites throughout Neath Port Talbot, supporting nature conservation management of 21 sites.</li> <li>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.</li> </ul>			

Well-being Objective 3 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
		<ul style="list-style-type: none"> <li>• Funding has been secured from the National Lottery Heritage Fund 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 starting July 2021.</li> <li>• 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 long term funding opportunities for the park.</li> <li>• Our Countryside and Wildlife team encouraged families to take part in their daily wildlife challenge with the aim to raise spirits during the first nationwide lockdown.</li> <li>• We celebrated Wales Nature Week (30 May – 7 June).</li> <li>• In December, Margam Country Park was voted among the top ten most popular parks and green spaces in the UK after a month long public vote and Margam Park Beech crowned Wales’s Tree of the Year. A survey found Neath Port Talbot was among the best county boroughs in Britain (and by far the best in Wales) for having the <a href="#">best tree cover</a>.</li> <li>• Keep Wales Tidy has unveiled this year’s Green Flag Award winners – the international mark of a quality park or green space has been awarded to Margam Country Park, Gnoll Estate Country Park, Talbot Memorial Park, Victoria Gardens and Swansea University’s Bay Campus with Community Awards going to the Amman Valley Trotting Club and Riverside Park, Pontardawe. Sites are judged against eight strict criteria, including biodiversity, cleanliness, environmental management, and community involvement.</li> </ul>	

Well-being Objective 3 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
3.4 To identify and develop opportunities for sustainable economic growth in our valley communities	3.4.1	Step - 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	Amber
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>• <b>Coed Darcy Urban Village</b> - the Council and the developer/St Modwen Developments Ltd continue to work together on discussions about development phasing, the overarching masterplan and the S106 Legal Agreement for the provision of necessary infrastructure and amenities. The rate of delivery on site in terms of housing and key strategic infrastructure will continue to be closely monitored going forward.</li> <li>• <b>Redevelopment of Baglan Bay</b> 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 benefits from enterprise zone status helping to encourage investment to the area.</li> <li>• Within the <b>Harbourside Strategic Redevelopment Area</b> work is progressing to address flooding issues and prepare sites for development to facilitate realisation of the proposals for mixed use redevelopment of the area. Parallel work in respect of the Port Talbot Waterfront Enterprise Zone will feed into realising aspirations for this area.</li> <li>• Infrastructure Masterplan being developed for the Port Talbot Waterfront Enterprise Zone</li> <li>• <b>Outline planning application for the Afan Valley Adventure Resort</b> - the applicant has continued to engage with the Council to make us aware of their considerable further efforts to drive this development forward. These discussions have been positive, and in light of the potentially transformational impacts of this development, additional latitude</li> </ul>	

Well-being Objective 3 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
		<p>has been given for the applicant to finalise their package and to submit such final details. It is understood that further submissions will be forthcoming in the near future to further demonstrate the financial viability and deliverability of the proposal, which will then be the subject of further assessment and a report presented to the Planning Committee during summer 2021 for a final resolution.</p> <ul style="list-style-type: none"> <li>• We are further developing the Supporting Innovation and Low Carbon Growth programme business case.</li> <li>• 723 of 742 (95.4%) of all planning applications were determined within time for 2020/21. Target for 2020/21 was 95%.</li> </ul>	
	3.4.2	Step - Promote and protect a diverse portfolio of employment land and employment opportunities in the right places	Green
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>• 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. 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):</li> </ul> <ol style="list-style-type: none"> <li>1. <b>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> </ol>	

Well-being Objective 3 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
		<p>2. <b>Regional Viability Study (RVS)</b> – The RVS has been completed and the Final ‘Site Specific Viability Model’ agreed by the South West Wales region. A number of officer training sessions are being held by the consultants ‘Burrows-Hutchinson’ for LA officers that will be using the model to assess sites / planning applications.</p> <p>3. <b>Joint Local Housing Market Assessment (LHMA)</b> – The Joint LHMA study has been completed (October 2020). ORS (the consultants commissioned to undertake the study) have produced a Final overarching Regional Housing Report (Main Report) and several Sub Area Reports for each of the Local Authorities (LA) that make up the Mid &amp; South West Wales (M&amp;SWW) regional group (<i>now comprising just SWW Authorities in line with the regions set out within Future Wales</i>).</p> <ul style="list-style-type: none"> <li>• NPT LDP policies seek to promote and protect a diverse portfolio of employment land and premises in the Valleys Strategy Area through allowing employment uses adjoining a settlement limit subject to sustainability and amenity considerations.</li> </ul>	
	3.4.3	Step - Develop a prioritised programme of initiatives to deliver economic growth in our valley communities	Green
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>• Work was ongoing to prepare a planning application for the £150 million Global Centre for Rail Excellence (GCRE) project at the top of the Dulais Valley and in South Powys (conditional planning was approved in July 2021). This project will create high quality jobs with additional employment from large contracts in the construction phase. The UK government will provide a £30M contribution to the scheme. In addition: <ul style="list-style-type: none"> <li>➤ Welsh Government have entered into a Joint Venture Agreement (JVA) with Neath Port Talbot and Powys local authorities to develop a site masterplan.</li> </ul> </li> </ul>	

Well-being Objective 3 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
		<ul style="list-style-type: none"> <li>➤ Celtic Energy’s planning application for earthworks so the land can be adapted for future use including rail testing and storage was approved in summer 2020.</li> <li>➤ UK government confirmed its support and a funding commitment to help deliver the project in the March 2021 budget.</li> <li>• We delivered business support to 67 Valley based companies helping to create and/or safeguard 26 jobs.</li> <li>• We continue to deliver and work with applicants on the Property Enhancement Development Grant (PEDG) and Sustainable Living Grants (SLG) to refurbish and redevelop commercial properties in our valleys areas. There has been strong take up in our Valley areas for both the PEDG and SLG, and projects are due for completion by the end of 2021 in the towns and villages of Ystalyfera, Pontardawe, Cilfrew, Seven Sisters, the Afan Valley and Glynneath.</li> </ul> <p>Please refer to step <b>3.3.3</b> above for tourism related initiatives in the valleys.</p>	
	3.4.4	Step - Identify and secure funding to deliver the prioritised programme of initiatives in our valley communities	<b>Amber</b>
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>• Work commenced on preparing a bid for funding from the Community Renewal Fund (CRF) to set up a Business Forum aimed at businesses operating within the retail, hospitality, leisure and tourism sector (many of these businesses will be located within valley communities). This aim is to help the Council gather “grass roots” information around skills and recruitment needs, emerging technologies and what business support interventions are needed to support economic recovery.</li> <li>• The team have continued to deliver the Welsh Government funded “COVID-19 Emergency” payments to eligible businesses within our valleys communities.</li> </ul>	

Well-being Objective 3 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
3.5 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	3.5.1	Step - All services work together to deliver the Biodiversity Duty Plan and green infrastructure across the county borough	Amber
	<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>• The service was impacted during the pandemic with site visits only deemed essential being undertaken early on.</li> <li>• Service areas across the Environment Directorate were due to be assessed in order to determine the potential for work undertaken by such services to have an impact on biodiversity in 2020. However, due to their increased workload due to COVID-19 it was felt appropriate to delay this to subsequent years.</li> <li>• The Biodiversity Duty Plan (2017) Implementation Report which sets out progress of the Plan was approved at <a href="#">Council on 2 December 2020</a> and was well received.</li> <li>• Through the Welsh Government 'Local Places for Nature' Funding a number of projects to improve the biodiversity value of sites have been delivered. Projects include planting of wildflowers and trees at various locations such as Gnoll Country Park and installation of a Green Roof at Craig Gwladus.</li> <li>• There are 43 biodiversity rich areas protected and/or enhanced. The list of nature conservation sites, which includes Local Nature Reserves, 'Working with Nature' sites and areas that have previously been managed as part of the conservation verge/area scheme. Following a review of the list of sites, a number of sites were removed, hence lower than target of 50.</li> </ul>		
	3.5.2	Step - We will use our statutory powers to challenge unacceptable levels of pollution	Green

Well-being Objective 3 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>• Air quality monitoring continues to be carried out throughout NPT and the most recent Local Air Quality Monitoring Progress Report was considered at <a href="#">Cabinet on 10 December 2020</a>. The Port Talbot/Taibach area continues to be 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. There were 16 exceedances during 2020/21.</li> <li>• No risk assessments were undertaken on private water supplies during 2020/21 due to COVID-19 restrictions, however, alternative means of intervention is undertaken in accordance with instruction from the Drinking Water Inspectorate.</li> <li>• We published our new <a href="#">Decarbonisation and Renewable Energy (DARE) Strategy</a> outlining what the Council has done so far to tackle climate change while unveiling a series of ambitious alternative fuel projects. The strategy was approved by Cabinet on 21 May 2020. The aim of the new Decarbonisation and Renewable Energy strategy (branded Project DARE) is to make Neath Port Talbot a dynamic centre for fuels of the future capitalising on its industrial and natural assets and central position in the heart of South Wales.</li> </ul>	
	3.5.3	Step - 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	Green



Well-being Objective 3 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>We provided advice to the public on using our Rights of Way network safely during the pandemic.</li> <li>50 playgrounds were made COVID-19 safe</li> <li>Four improvement projects on our public rights of way network were completed in 2020/21 which were: footpath 41 in Cilybebyll, footpath 32 in Tonna, bridleway 8 in Port Talbot and bridleway 10 in Dyffryn Clydach</li> </ul> <p>Please see step 3.3.6 above and step 3.7.1 below.</p>	
3.6 To deliver a positive contribution to the regional planning agenda	3.6.1	<p>Step - We will work collaboratively with neighbouring authorities to scope and deliver a Strategic Development Plan</p> <p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>The Local Government and Elections Bill provides the legal framework for regional collaboration through the creation of Corporate Joint Committees (CJCs) and requires the preparation of Strategic Development Plans (SDPs). Discussions between the constituent local planning authorities across the region have continued to determine how the preparation of a SDP should progress, including consideration of the governance arrangements, the resources available (staff/finance), and the timing of plan preparation.</li> <li>Work has continued in respect of supporting and contributing to the regional agenda. Discussions between Heads of Service and Policy Officers have taken 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.</li> </ul>	Green
3.7 To promote and deliver	3.7.1	<p>Step - 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>	Green

Well-being Objective 3 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
sustainable accessibility and improve connectivity and communication links		<p><b>Step Progress:</b></p> <p>In 2020/21 Neath Port Talbot was awarded £465k core funding for design work, minor improvement works, land negotiations and promotion of schemes. In addition, £515k was awarded for Phase 1 of the Vale of Neath Active Travel Route – Neath to Tonna. Works during 2020/21 include:</p> <ul style="list-style-type: none"> <li>• <b>Vale of Neath Active Travel Route (Phase 1)</b> – improvements to the Active Travel Route on the National Cycle Network (NCN) between Neath and Tonna (building on work already completed on the NCN between Neath and Briton Ferry).</li> <li>• <b>Update of NPT’s Active Travel Network Map (ATNM)</b> – to comply with the Act, the Council is in the process of reviewing its ATNM (to be submitted to Welsh Government on 31 December 2021). The first active travel consultation took place between 27 November 2020 to 15 January 2021 with 2,642 contributions received.</li> </ul>	

Well-being Objective 3 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
		<ul style="list-style-type: none"> <li>• A consultation draft ATNM has now been prepared which has taken into consideration the responses from the first consultation, background data, audit results from site visits, linking key destination points and current routes on the existing ATNM.</li> <li>• <b>Pontardawe Active Travel Route (Phase 3 of 3)</b> – works included widening the active travel route, resurfacing, clearance of encroaching vegetation and obtaining landowner agreements. This completes the works to the route from the administrative boundary in Trebanos through Pontardawe to Ystalyfera providing an off road surfaced route.</li> <li>• <b>Godre'r Graig Active Travel Route</b> – the scheme involved construction of a small section of route between the National Cycle Network and Godre'r Graig.</li> <li>• <b>Newbridge Road Bridge Alternative Route</b> – a feasibility study is ongoing into providing an alternative Active Travel diversion route for the closed Newbridge Road Bridge, Port Talbot.</li> <li>• <b>Removal of Access Control Measures (Phase 2)</b> – to date phase 2 has resulted in the replacement of 11 non-compliant barriers/gates.</li> <li>• In summary, we have increased accessible cycle routes by 3.75Km, 6.63Km including 2019/20. See case study on page 80.</li> <li>• In addition, on November 2020, the replacement Blaengwrach River Bridge was lifted into place restoring the vital link between Blaengwrach, Cwmgwrach and Glynneath. : A local resident commented: “The new bridge has made it safer for me and my children to walk to the shops. It was a worrying time when we thought we may lose the bridge as I don't drive.”</li> </ul>	









Well-being Objective 3 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
	3.7.2	Step - We will endeavour to maintain and expand the current transport network and explore alternative transport solutions where conventional transport services are no longer sustainable	Green
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>NPT has been working with Welsh Government (WG), Transport for Wales (TfW), and operators to sustain bus services throughout the pandemic and we have continued to support operators and make payments to operators for contracts even where those services are not being operated or are operating at reduced frequency.</li> <li>£5,598,372 of Welsh Government financial support has been delivered In Neath Port Talbot via a Bus Emergency Scheme (BES) which has brought together the various funds (including Bus Services Support Grant and for Concessionary Fares) to provide continued income to operators. Under a 'BES2' agreement local authorities and operators have been asked to sign up to new ways of working which include developing networks via agreement that cover socially necessary as well as commercial routes and also achieve improved integration with rail services and introduce integrated ticketing. The Lead authority for South West Wales has signed the agreement and NPTCBC and local operators have signed back-to-back agreements.</li> <li>In 2020/21 we improved the condition of A roads, B roads and C roads and achieved the Corporate Plan targets for all three road categories.</li> </ul>	
3.8 We will work with partners to improve connectivity	3.8.1	Step - We will work with partners to improve digital infrastructure and connectivity throughout the county borough	Green
		<p><b>Step Progress:</b></p>	













Well-being Objective 3 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
and infrastructure across the county borough		<ul style="list-style-type: none"> <li>On <a href="#">21<sup>st</sup> October 2020, Cabinet</a> approved the Swansea Bay City Deal Digital Infrastructure Business Case and subsequent investment in Digital Infrastructure across the Swansea Bay City Region. This includes but is not limited to full fibre fixed connectivity and associated infrastructure, 4G, 5G and Internet of Things wireless networks.</li> <li>Commenced the development of a Business Case to apply for Welsh Government funding to improve broadband provision and connectivity to 26 existing business units on Mardon Park Industrial Estate on Baglan Energy Park, a key strategic employment site within Port Talbot Waterfront Enterprise Zone.</li> </ul>	
	3.8.2	Step - We will help promote the Welsh Government's Superfast Broadband Cymru Programme	Green
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>Work continues to identify "not" spot areas (where there is no network availability) and explore options to increase network availability. This work has links to Swansea Bay City Deal Infrastructure programme see step 3.8.1 above.</li> </ul>	
	3.8.3	Step - We will support the third sector to enable more people to access on-line services	Green
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>Continue to keep in touch with community organisations throughout Neath Port Talbot keeping them up to date on any training opportunities and offering support where needed.</li> <li>Continue to be an active member of the community safety panel with members from other organisation including SWP, Trading Standards, DCW (Digital Communities Wales), CVS (Council for Voluntary Services).</li> <li>Attended meetings with the Safe and Well Partnership offering support.</li> </ul>	

Well-being Objective 3 Improvement Priority	Step Ref.	2020/21 Steps Progress	RAG Status
		<ul style="list-style-type: none"> <li>Continue to share good practice and exchange information with 3<sup>rd</sup> sector organisations. Compiled a presentation on digital safety during the pandemic and how to keep safe avoiding scams and online fraud. Delivered 6 sessions via Microsoft Teams to internal and external groups comprising of 40 people on the effect of Scam awareness during the pandemic and how to keep safe online.</li> <li>As part of the smart and connected sub group we have trained 30 Digital Partners with the support of Digital Communities Wales to help and support those who may be digitally excluded from using digital technology as well as supporting colleagues with new systems and procedures. As part of the Community of Practice Group working with partners to plan strategy of way to support residents within our communities to deliver a first class service that meets our community's needs.</li> </ul>	
	3.8.4	Step - We will promote the importance of having effective digital strategies, including measures to address digital exclusion, to Public Services Board partners	Green
		<p><b>Step Progress:</b></p> <ul style="list-style-type: none"> <li>All Public Services Board partners that were able to sign up to the Digital Inclusion Charter have done so. Effective digital strategies have proved more important than ever during 2020/21 and some elements have moved on rapidly in terms of communication between agencies and with members of the public. PSB partners will continue to prioritise digital inclusion in their response to the COVID -19 pandemic as they support individuals, communities and businesses in recovery.</li> </ul>	

### Well-being Objective 3 Key Performance Indicators:

More detailed information with performance comments is including within our **full suite** of performance indicators:

Performance Indicator	2018/19 Actual	2019/20 Actual	2020/21 Actual	2020/21 Target	Perf. RAG against 20/21 Target	Perf. RAG against 19/20 Actual
<b>3 Well-being Objective 3 - To develop the local economy and environment so that the well-being of people can be improved</b>						
CP/063 - The number of jobs created/safeguarded as a result of financial support by the local authority	456	610	470	280	 Green	 Red
CP/067- PAM/030 - Percentage of waste, reused, recycled or composted	60.81	61.74	67.56 Provisional data	64.00	 Green	 Green
CP/068 - PAM/043 - Kilograms of residual waste generated per person	216.46	182.02	209.7	No target set		 Red
CP/069 - PAM/010 - Percentage of streets that are clean	93.57	93.84	90.65	93.86	 Amber	 Amber
CP/070 - PAM/035 - Average number of days to clear fly-tipping	3.21	2.97	2.84	No target set		 Green
CP/072 - Number of visits to our theatres	239,481	217,161 9 months data due to COVID-19	No data due to COVID-19	240,000	<b>N/a</b>	<b>N/a</b>
CP/073 - PAM/040 - Percentage of quality Indicators achieved by the Library Service	75	66.67	Data available November 2021	65	<b>N/a</b>	<b>N/a</b>
CP/074 - PAM/017 - Number of visits to leisure centres per 1,000 population	8064	7758	No data due to COVID-19	8700	<b>N/a</b>	<b>N/a</b>

		9 months data due to COVID-19				
CP/077 - Number of biodiversity rich areas protected and/or enhanced	43	43	43	50	 Red	 Green
CP/078 - Number of PM10 breaches in the Air Quality Management Area (Port Talbot / Taibach)	19	7	16	35	 Green	 Red
CP/083 - PAM/020 - Percentage of A roads in poor condition	5.22	4.99	3.38	5.00	 Green	 Green
CP/084 - PAM/021 - Percentage of B roads in poor condition	3.28	2.84	2.40	5.00	 Green	 Green
CP/085 - PAM/022 - Percentage of C roads in poor condition	4.90	5.68	4.78	10.00	 Green	 Green
CP/113- PAM/018 - Percentage of all planning applications determined in time	96.71	97.44	95.4	95.00	 Green	 Amber



## 7. Securing Good Governance and Continuous Improvement:

In this section we have detailed the work that has been undertaken during 2021/2021 in the core activities that underpin the governance of the Council. At the end of the section we have included some performance measures that provide an assessment of some of our governance arrangements.

### ➤ **Corporate Planning**

The onset of the COVID-19 Pandemic meant that it was not practical to publish a refreshed detailed Corporate Plan for 2020/21. For 2020/21, the well-being objectives and priorities for improvement set out in the 2019/22 Plan remained the same.

### ➤ **Performance Management**

During 2020/21, Audit Wales undertook a review of the Council's Corporate Performance Management System (CPMS). The review examined whether system is strengthening the Council's arrangements for business planning, performance and risk management. The review found the CPMS is helping to develop better links between corporate objectives and service business plans and improving the efficiency of performance reporting. However, the review also found the information could be used more effectively to support strategic direction and risk management arrangements still need strengthening. The review identified a number of opportunities for improvement all of which were accepted by the Council and included in an action plan which was reported to Cabinet on 30 June 2021. The actions for improvement relating to risk management were included in the action plan. The actions relating to planning and performance will be developed as part of the Council's review of the Council's corporate performance management framework during 2021/2022.

During 2020/21, there has been a change in the type of data used to design service responses and assess performance. The focus has been on more timely qualitative data as well as quantitative data with a greater appetite to analyse data to inform decisions/service design and response. The data requirements to evidence

recovery will need to be developed and integrated into the Council's revised corporate performance management framework to enable progress towards the Council's longer term priorities and the alleviation of short term pressures to be measured.

➤ **Governance - Annual Governance Statement (AGS) 2020/2021**

On 12 May 2021, Cabinet approved the Council's Annual Governance Statement (AGS) 2020/21 which was prepared by the Council's Corporate Governance Group and complies with the Delivering Good Governance in Local Government Framework: (CIPFA/SOLACE, 2016). The Annual Governance Statement demonstrates the system of internal controls which have been in place within the Council for the year ending 31 March 2021 and provides examples of how the Council demonstrates compliance with good practice and meets the core and sub principles of effective governance. The AGS also provides details on the assurances taken during the year on the effectiveness of our governance arrangements. An update on the progress made during 2020/21 against the improvement areas that were identified during the development of the 2019/20 AGS was also included along with a number of improvement areas to be actioned during 2021/22. A progress update on the implementation of those improvement areas will be presented to Cabinet towards the end of the calendar year. However, the Corporate Governance Group will keep this improvement work under review as the Council progresses recovery planning during 2021/22 and if necessary will prioritise the work which may result in some improvement areas rolling into the early part of 2022/2023. In addition, as the Council moves forward its plans in terms of recovery the Council's governance arrangements will continually be kept under review by the Corporate Governance Group to ensure that they remain effective.

➤ **Financial Planning and Expenditure**

The budget for 2020/21 was prepared in the context of the Corporate Plan 2019/2022 and prior to the pandemic, 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.

For 2020/21, our original budget savings target for the year was £1.973m million, in addition to the cumulative spending reductions to c£95 million since 2010. However, 2020/21 has been an extraordinary year in terms of managing the impacts of COVID19, supporting the health service and residents through providing a Test Trace and Protect and vaccination support, protecting vulnerable people, maintaining critical services, providing additional payments to businesses, families, and individuals and for many staff by working digitally from home. The Council has also received extra ordinary financial support from the Welsh Government much of which was confirmed in the last quarter of the financial year 2021/22. This has impacted favourably on schools and the Council's closing financial position. The Council's Net Budget for 2020/21 was £304.082m. The Actual Net Expenditure, or Outturn position for the Council, shows a net under spend of £720k. The Council received COVID-19 Grant funding of £80m in year of which £50m had been paid out to support businesses and individuals in the county borough.

Our Capital Programme, also delivered £59m of capital investment during the pandemic to improve facilities across the county borough. This includes progressing works to near completion at Cefn Saeson School, commencing works at the new Abbey Primary School and Phase 3 works at Ysgol Gymraeg Ystalyfera, various other school improvements and provision of IT kit for teachers and learners, regeneration, drainage, flood improvements and disabled facility grants to enable people to remain to live at home. This has been an extraordinary achievement during many phases of lockdown. 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.

Due to the operational and financial challenges arising from COVID-19 the frequency of budget monitoring reports to the Executive was increased from quarterly to bi-monthly.

On [9 March 2021, Council approved the 2021/2022 budget](#) following stakeholder consultation. The budget included savings of £0.135m relating to multi-year proposals agreed in 2020/21. Additional funding of £3.1m from reserves was incorporated to set a balanced budget.

### ➤ **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 and the actions to achieve the plan were reviewed by Personnel Committee on 7 June 2021, to ensure that it remains fit for purpose and aligned to the priorities of the Council.

Since 2019, the Council has worked with Chwarae Teg, as a member of their Fair Play Employer Scheme. Chwarae Teg carried out a gender diversity audit of the Council's policies and practices, and a gender diversity survey of employees. Following the audit, Chwarae Teg awarded the Council the Silver Award for Gender Diversity, which confirms the Council's commitment to gender diversity in the workplace. The audit led to the development of a Gender Diversity Action Plan, which includes actions to close the Council's gender pay gap. Key actions focus on low paid women in the Council, as achieving gender balance amongst the lowest paid employees, is key to eliminating the gender pay gap. In recognition of this work, the Council was delighted to be nominated for the FairPlay Employer Award in Chwarae Teg's Womenspire Awards 2020, reaching the final shortlist of 6, out of hundreds of entries.

Over the last year, the Corporate Training team have worked with Chwarae Teg to implement online Career Development sessions for lower paid women, aimed at increasing skills and confidence. 83 employees completed this course. Sessions included:

- Work Smarter Not Harder
- How to say no brilliantly
- Speak Up, Stand Out
- Change your thinking, get results
- Managing challenging behaviour
- An online session for men was also held, 'Men and Gender Diversity'.

Importantly, the Council's gender pay gap is reducing. In 2017 / 18, we reported a gender pay gap of 4.17%. In 2018 / 19 and 2019 / 20, we reported a gender pay gap of 3.93%. In 2020/21, we reported that our gender pay gap had reduced further to 3.44%.

**Sickness Absence** – Sickness absence for employees during 2020/21 shows a significant reduction compared to 2019/20, from 12.13 FTE days lost due to sickness absence per employee to 8.13 days. Both short-term absences and long-term absences have significantly reduced over the year, and absence decreased across all service areas. The decrease is due to a number of factors including unusually high sickness levels in 2019/20, homeworking had an impact and social distancing and associated regular hygiene practices e.g. wearing face masks, hand washing etc. would also have had an impact in the reduction.

More information can be found in our [Workforce Information Report](#), reported to personnel committee on 7 June 2021.

➤ **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 which in turn informs the allocation of revenue and capital resources. However, we will need to ensure the effective use and management of our assets as we reshape our services and functions over the longer term.

➤ **Risk Management**

The outbreak of the pandemic in 2020 posed a significant risk to the Council. During 2020/21, the Council's Strategic Risk Register was updated with a specific COVID-19 risk which highlighted all risk management in relation to the pandemic has been carried out through the Local Resilience Forum (LRF) and appropriate command structures (including Emergency Planning / Incident Management Team arrangements).

There will be long term risks that will affect both the delivery of our services and our communities and businesses, who we will be enabling to recover from the pandemic. As we progress the recovery planning work, the Council's risk registers will be reviewed to ensure the risks we identify in the short, medium and long term, are captured and clear monitoring arrangements are established.

➤ **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 1 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.

➤ **What our regulators have said**

On 26 May 2021, Colin Davies (Regional Manager – Audit Wales) presented to Council the Annual Audit Summary 2020 which has been produced to combine the Annual Audit Letter and the Annual Improvement Report that were previously produced as separate documents by Audit Wales in order to provide a single summary of the findings of performance and financial audit work undertaken by Audit Wales as well as planned future audit work. The Annual Audit Summary set out the work completed by Audit Wales since the last Annual Improvement Report was issued in September 2019. Audit Wales produce a number of different types of reports. Some of the reports are termed

“Local Reports” as they relate to audit work undertaken in specific Council’s and are funded from local fees. Other reports are termed “National Reports” as they relate to a programme of national studies and local government studies which are funded from the Welsh Consolidated Fund. During the course of the year (2020/2021), no formal recommendations were made by the Auditor General deriving from the following local work undertaken by the Audit Wales in Neath Port Talbot Council.

During 2020/21 Estyn issued [a national thematic report](#) that provided an overview of how local authorities and regional consortia have worked with schools and pupil referral units (PRUs) to promote learning and support vulnerable pupils during the pandemic. Page 4 of the report details the main findings and page 8 lists 5 recommendations for Welsh Government to work with regional consortia, local authorities and partners. In response, our Director of Education Leisure and Lifelong Learning has provided an update on our progress against the five recommendations set by Estyn. Our progress report can be found here ([link when available](#))

CIW (Care Inspectorate Wales) – We await the CIW annual review letter which summarises their evaluation of our performance of social services (adults and children’s services) for 2020/21. The [2019/20 letter](#) is available to view on the CIW website.

➤ **Monitoring and Review**

During 2020/21, due to the pandemic, service performance was not routinely reported to Cabinet, Cabinet Boards and relevant sub scrutiny committees. For transparency, the full suite of performance indicators that would ordinarily be reported to Cabinet, relevant Cabinet Boards and relevant sub scrutiny committees will be included with this Annual Report and published on our website.



➤ **Consultation, Engagement and Reporting**

To support the Council's response to the pandemic, the Communications and Digital Services Team delivered a communications service from 8am to 9pm, 7 days a week in the early weeks of the pandemic and issued regular COVID-19 related press releases to update our residents throughout 2020/21. In addition we issued regular press releases to update residents following the Skewen flooding in January 2021.

The Communications & Digital Services Team scooped silver at the coveted Public Service Communications Awards 2020 its communications campaign around the NPT Safe & Well scheme that was set up at the start of the pandemic. The awards ceremony is held annually to recognise the achievements of communicators across the public sector who have delivered innovative and impactful communications, to support policy delivery at a national, regional and local level.

➤ **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 were 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 and will be progressed as part of the Council's reset and renew work.

➤ **Public Services Board**

In July 2020, the Neath Port Talbot Public Services Board (PSB), published its second Annual Report which provided an overview of progress and how member organisations across the public, voluntary and community sectors are working together to improve wellbeing in the county borough. The Report sets out great progress in some areas, less in others and demonstrates how relationships between partner agencies have developed positively. 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.

In order to have a fuller understanding of the extent the pandemic was affecting our communities, the Public Services Board commissioned a multi-agency group to collate, analyse and synthesize a range of qualitative, quantitative and anecdotal data to create a Community Impact Assessment. In addition, a wide ranging public survey was undertaken to determine how services could work with residents and businesses to shape their recovery efforts. The feedback from the survey will help shape the Council's Reset, Renew work and inform the priorities that will be included in the Council's Corporate Recovery Plan to be published in 2022.

➤ **Equality**

The inexorable challenges faced by us all over the last 12 months have been unprecedented and have tested us all. We began the work of revising the Strategic Equality Plan during 2019 little knowing or fully understanding the changes that would take place before its completion in 2020.

With the delays in finalising our revised Strategic Equality Plan, necessitated by the outbreak of COVID-19, we had the opportunity to revisit our equality objectives, and associated actions, to fully address the unfolding impacts it and the Black Lives Matter movement had on our communities. The Strategic Equality Plan 2020-2024, along with the equality objectives, was published by 1 October 2020 (the revised publication date as advised by the Equality and Human Rights Commission) with the associated actions, which required a more detailed review, published following approval by Council on 27 January 2021. [\(link\)](#)

This is not the end of our work. Not only do we need to implement and make progress but we are mindful that the actions, like our ever changing society and circumstances, are not set in stone. They will be reviewed on a regular basis to ensure they remain relevant and appropriate to the needs of our communities. This work has already begun with the consideration of the survey findings of the BME Community Association's recent work to help inform the Welsh Government's Race Equality Plan, ensuring they fit with and are embedded into a comprehensive approach to recovery. Consequently, timelines for actions, and any new or amended measures, will be added when the detail of this work becomes clearer. The Strategic Equality Plan Annual Report 2020-2021([link](#)) provides information as to the development of the equality objective and associated action as well as an over view of progress up to 31 March 2021.

➤ **Welsh Language**

Neath Port Talbot County Borough Council is committed to the principle of the Welsh language standards and strives to comply with the standards as applied to us in what continues to be a difficult financial and resource limiting environment. The outbreak of the COVID-19 pandemic has had significant impact on our services during 2020/21 with services being affected, many of our workforce being redeployed to other service areas as part of the Council's response to the outbreak and to support our residents in these unprecedented times and new ways of working becoming the norm.

The [Welsh Language Standards Annual Report 2020-2021](#) highlights our work in implementing the Welsh language standards as applied to the Council as well as identifying areas where more work is required.

With all that has taken place over the last year we are mindful that the Welsh language cannot be considered in isolation of the wider equality agenda and the impacts of the events that took place during 2020/21 resonate with us all. Language and cultural awareness are key elements of the wider conversation that are taking place across society and the Welsh language and culture must be included in this. To this end we will work to ensure initiatives



are developed, material is available and events are held (when restrictions are lifted) to help foster a better understanding and celebrating of our diverse communities.
















- This work will be inform the review of the [Welsh Language Promotion Strategy](#) due to take place during 2022-2023. Progress on the Strategy can be found [here](#).

### Governance and Resources - Key Performance Indicators:

- Sickness rates significantly improved
- On-line transactions have increased significantly, an impact of the pandemic.
- The percentage of people aged 3 or over who can speak Welsh has increased
- No data for some customer services measures as face to face visits were suspended as civic buildings were closed
- Average times to answer telephone calls increased for Welsh calls but reduced for English calls
- NNDR and council tax recovery rates marginally below the below the previous year
- No statutory recommendations relating to our planning and performance arrangements

More detailed information with performance comments is including within our **full suite** of performance indicators:

Performance Indicator	2018/19 Actual	2019/20 Actual	2020/21 Actual	2020/21 Target	Perf. RAG against 20/21 Target	Perf. RAG against 19/20 Actual
<b>Governance and Resources (cross cutting) - To ensure the business of the Council is managed to maximise the long term benefit for the citizens of Neath Port Talbot</b>						
CP/086 - PAM/001 - Number of working days lost to sickness absence per employee - Sickness FTE days lost	9.79	12.13	8.13	9.00	 Green	 Green

CP/087 - Percentage of eligible people registered to vote	94.29	96.13	See below	94.30	N/a	N/a
The way this measure is collected changed during 2020/21. The new measure going forward and included in the 2021-23 Corporate Plan is : % Local Government Electors (via all routes) verified and registered to vote: <b>Baseline data for 2020/21 for this new measure is 96.2%</b>						
CP/088 - Number of statutory recommendations made by the Council's external auditors on strategic and operational planning arrangements	0	0	0	0	 Green	 Green
CP/097 - CS/001 - Customer Services - Average customer waiting times (face to face)	6.50	8.00	No data due to COVID-19	8.00	N/a	N/a
CP/098 - CS/004 - Customer Services - Percentage of customers leaving before being seen	0.13	0.34	No data due to COVID-19	0.25	N/a	N/a
CP/101 - CS/002a - Customer Services - Average time (seconds) to answer telephone calls in Welsh	20	45	51	25	 Red	 Red
CP/102 - CS/002b - Average time (seconds) to answer telephone calls in English	22	52	43	25	 Red	 Green
CP/103 - DBC/001 - Percentage of transactions completed on-line (new on-line services)	76.42	78.17	89.33	85.00	 Green	 Green
CP/105 - CFH/008 - Percentage of non-domestic rates due for the financial year which were received by the local authority	98.08	98.71	98.06	98.00	 Green	 Amber
CP/106 - PAY/001 - Percentage of invoices paid within 30 days	93.22	94.25	93.35	95.00	 Amber	 Amber
CP/107 - CFH/007 - Percentage of council tax due for the financial year which was received by the authority	98.05	98.07	97.54	98.00	 Amber	 Amber
CP/114 - Percentage of people aged 3 and over who can speak Welsh	25.26	20.62	22.47	No target set for 2020/21	N/a	 Green

## 8. Have your say on what matters to you

We welcome feedback on the information contained in this Annual 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

The Citizens Panel enables residents to take part in research relating to the Council. This means you will be able to tell us what you think about council policies, priorities and/or services. The feedback helps us to understand the residents' perspective and is used to help make decisions. You do not need any knowledge of council services to become a member of the panel. We are looking for a variety of views from a range of different people. Panel members may be asked to take part in online questionnaires, informal discussions, workshops, telephone interviews and other forms of consultation. If you would like to join up please complete the recruitment questionnaire which can be found [here](#).

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



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

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



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

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



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



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