

Corporate Plan Annual Report Summary



Period: 1 April 2020 to 31 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](#) and on our website. More detailed progress is reported within our [2020/21 Annual Report](#).

Overall Summary of Progress and Performance for 2020/21:

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 take to deliver that improvement.

Across the three well-being objectives, 65% (54 of 83) of our 'steps', i.e. the strategic actions we set to deliver our improvement priorities 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.

Assessment for 2020/21 is that **Well-being Objective 1 is 'just off track'** and **Well-being objectives 2 and 3 are 'on track'**.

Summary progress of each well-being objective and our improvement priorities is detailed from page 8 below.

Key Performance indicators - Our current suite of 55 Corporate Plan Key Performance Indicators (KPIs) is the same set as in 2019/20. The summary below shows an improvement against targets but a decline in 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 Corporate Plan KPIs 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 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 compared 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.

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.

Performance of our Corporate Plan KPIs, our PAMs and Service KPIs for 2020/21 is included in our full suite of [key Performance Indicators report](#).

Financial Expenditure - 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 Grant funding of £80m in year of which £50m had been paid out to support businesses and individuals in the County Borough.

Recovery - 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.

Council response during the pandemic

NPT Safe & Well Service



Our NPT Safe & Well Service supported **2,600+** residents

698 volunteers registered



Over 6,000 welfare calls to residents

450+ food parcels delivered weekly



400+ weekly prescriptions delivered



Business Support

£47m Covid grants paid out to local businesses



2,242 business enquiries assisted resulting in advice, information or financial support

88 CHARITY/SPORTS CLUBS received £10k each in grant support



Provided **£45m** Business Rates grant relief and

£8.9m High Street Business Rates relief



NPT Buy Local
26,587 visitors to webpage
290 businesses listed

Pupil Support



...and 300 laptops provided to pupils and 940 laptops for teachers

Delivered road safety training via TEAMS to **over 5,000** pupils



5,213 pupils are claiming free school meals and **£3.9 million** in payments since first lockdown (up to 31st March 21)

8 hubs provided daily support to up to

250 children



45k face masks provided to pupils in September 2020

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



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”*

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.

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

Amber

- Childcare provision was affected by the COVID-19 pandemic and a number of support grants from Welsh Government were administered by NPT Council.
- 824 children in Neath Port Talbot were approved for the Coronavirus Childcare Assistance Scheme (CCAS).
- Eight hubs established at the start of the pandemic providing care for up to 250 children.
- 2,413 full day childcare places were provided across the county borough.

- Face to face activities for children in libraries was impacted but much of this work moved to online settings.
- Family Information Service (FIS) supported 1,543 enquiries from children and families (a 41% reduction on 2019/20).
- A number of projects commenced to support early years development.

Improvement Priority 1.2 - Families struggling to provide good parenting for their children will be provided with tailored support **Amber**

- 761 referrals for Families First services and 1,793 accessing support. More families not engaging or ‘opting out’ than in previous years.
- 5,213 pupils claimed free school meals and £3.9 million in payments since the first lockdown (upto 31 March 21). Payments have continued during school holidays.
- The Flying Start Programme delivered most elements of the programme remotely – The programme engaged with approximately 1,700 children under the age of four.
- Families First Youth Workers contact was limited due to the pandemic with 479 young people accessing this service during 2020/21.

Improvement Priority 1.3 - Children of school age will be safer, healthier and engaged with their learning **Amber**

- Community based youth clubs remained closed, we opened up virtual youth clubs, however numbers engaging were low.
- We held a school holiday programme for more than 60 children.
- Our Strategic School Improvement Programme remains on track which includes completion of phase 1 of the new £27 million home for Cefn Saeson Comprehensive School and Ysgol Gymraeg Ystalyfera Bro Dur completion is expected in Spring 2022.
- Welsh in Education Strategic Plan (WESP) and Children’s community model in Sandfields West Ward - steps were just off track for the year.
- On track to implement new statutory additional learning needs (ALN) duties to benefit children and young people and ALN officers were available throughout the pandemic, providing support, advice and guidance.
- School attendance was significantly impacted by the COVID-19 pandemic however we provided pupils with 9,500 Chromebooks and 300 laptops. In addition, 940 laptops were purchased for teachers to support and enable learning.

Improvement Priority 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 stable family setting **Green**

- Adults and Children’s ‘Single Point of Contact’ (SPOC) service is in place.

- We continued to ensure the right range and quality of services are in place to meet need and 97.7% of child assessments completed on time.
- Work is being undertaken on a regional basis to further develop the right emotional wellbeing and mental health support services.
- Work commenced during 2020/21 to map out the Special Guardianship Orders across the service but this was delayed due to the pandemic.

Improvement Priority 1.5 - Young people leaving full- time education will have the opportunity to enter employment, training or further/higher education

Amber

- The council supported 40 apprenticeships.
- 2.1% NEET (Not in Education, Employment or Training) figure is the Council’s lowest (best) ever figure.
- Opportunities for care leavers have been impacted by the pandemic. 44.4% care leavers were in education, training or employment after 1 year.
- Number of young people engaged with the youth service during 2020/21 was 1,395 compared to 6,754 in 2019/20.

Improvement Priority 1.6 - All children and young people will be helped to have a say in matters that affect them

Amber

- Childrens Rights is embedded in processes and any new strategies being developed.
- The Education Directorate Participation Strategy was paused due to the COVID-19 pandemic and it is currently being reviewed.
- Engagement with children and families participating in Families First services was also paused. Re-engagement is planned in 2021/22.
- Views of children and young people were sought as part of the Looked After Children's Assessment and Family Contact Audit.
- We continued to encourage young people to exercise their right to vote and participate in local democracy.

Improvement Priority 1.7 - Children and young people are safe and feel safe

Green

- 98% schools now delivering age appropriate Healthy Relationship lessons.
- Percentage of re-registrations of children on the local authority child protection register reduced from 13.9% in 2019/20 to 7.4% in 2020/21.
- Extensive information and training has been supplied to schools and pupils in relation to on-line security and safety.
- Road Safety achieved Welsh Government 2020 KPI targets and mostly virtual road safety education and training delivered to over 5,000 pupils.



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”*

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.

Improvement Priority 2.1 - Local people can access sustainable, local, quality employment

Green

- 2,242 business enquires assisted resulting in advice, information or financial support, processed 1,520 applications from small businesses for Welsh Government emergency fund, 199 new business start-ups were assisted and £47M COVID grants were paid out to local businesses.
- A new STU (short term unemployed) service was launched thanks to an additional investment of £3m EU funds provided through the Welsh Government.
- Communities for Work, Communities for Work Plus and Workways outputs were lower than the previous year partly due to the COVID-19 pandemic and partly due to Welsh Government changes in how information is recorded for these measures.
- 2,026 completed training weeks for apprenticeship, traineeships and work experience across 12 projects.
- Some work promoting social enterprises was paused due to the pandemic.

Improvement Priority 2.2 - Local people can access quality affordable housing**Amber**

- The lower than Local Development Plan targets rate of affordable housing delivery has been influenced by the low levels of market housing delivered and due to issues with viability also some work relating to the Replacement Local Development Plan has been delayed due to the COVID-19 pandemic.
- Housing Renewal Team has now installed more than 60 free central heating systems thanks to the Warm Homes Fund.
- 66.7% of households were successfully prevented from becoming homeless and permanent accommodation was secured for 258 homeless individuals or households.
- Due to the pandemic there has been an increase in Housing Support Grant to meet demand.
- Average days to complete a disabled facilities grant increased significantly to 363 days due to impacts of the pandemic.

Improvement Priority 2.3 - People are safe and feel safe**Amber**

- Road Safety - 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. Welsh Government 2020 targets achieved across all key corporate plan indicators.
- Building Control continued to provide cover throughout 2020/21 relating to dangerous structures and building regulation applications.
- Despite good work and support provided by our IDVA (Independent Domestic Violence Advisors), Substance Misuse Services and the Community Safety Team, as a result of impacts of the pandemic there has been a national increase in disclosures of domestic abuse across all services. Upon the lifting of restrictions, we saw an increase in Anti-Social Behaviour incidents (particularly in our town centre areas) and we saw the use of prescribed, illicit and novel benzodiazepine type drugs increase significantly.
- Some quality assurance work for Adult Services Safeguarding was disrupted as a result of COVID-19 but this is now on track in 2021/22.
- Environmental Health and Trading Standards work was impacted by the pandemic which saw most of the Food & Health Protection team tasked with supporting infection control efforts for care homes and working for the Regional Test Trace & Protect (TTP) service.

Improvement Priority 2.4 - People unable to work can maximise their income**Green**

- We continued to support people to receive benefits they are entitled to and processed claims in 3 days. 99.8% are correctly granted.

- Provided £19.3M Council Tax support to 17,552 households.
- We worked with Chwarae Teg to implement online career development sessions for lower paid women and we are reducing the Council's gender pay gap.
- We regularly monitor data to ensure we are able to inform strategic planning whilst providing suitable support to those in most need.

Improvement Priority 2.5 - People who need care and support will be helped to develop their resilience, accessing support from within their community. If their needs can only be met by social services they will receive services which are personalised

Green

- Adults and Children's 'Single Point of Contact' (SPOC) service is in place.
- Hospital 2 Home model was reviewed during the pandemic and re-launched into Rapid Discharge based on the Discharge to Recover and Assess model.
- Multi-disciplinary team established in July 2020 to triage and screen all hospital referrals to ensure people are seen by the right service at the right time and hospital discharges are safely supported. Between July 2020 and March 2021, we supported 571 hospital discharges.
- 33 care home beds were block purchased to support hospital flow at the beginning of the pandemic.
- Weekly provider meetings took place to support the care market and daily contact was maintained with providers that experienced a COVID-19 outbreak.
- 200+ COVID-19 trained homecare staff who undertook 10,700+ monthly visits to service users.
- Established three units of supported accommodation for people with mental ill health and two people were moved into this scheme in 2020/21.
- We continued to review the services we provide for people with the most complex needs to ensure that they remain fit for purpose.

Improvement Priority 2.6 - People will be able to have their say in matters that affect them and where people need help to voice their opinions, advocacy support will be available

Green

- We continued with our work to implement the Regional Joint Carers' Strategy with our health partners.
- We continue to 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.



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”*

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.

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

- Regeneration work continued, including Neath town centre, the Harbourside strategic employment site, the former Metal Box factory in Neath, transformation of Port Talbot’s Grade II listed Plaza Cinema building and redevelopment of 8 Wind Street for new business space.
- Secured funding of £850k via the Property Enhancement Development Grants (PEDG) and £250k from the Sustainable Living Grants (SLG).
- Construction started In September 2020 on a state of the art, self-powering technology centre building at Baglan Energy Park.
- 470 jobs created or safeguarded as a result of financial support by the local authority and 57% of all contracts were awarded to local companies.

Improvement Priority 3.2 - We will work with communities to increase reuse, recycling and composting **Green**

- Increased waste, reused, recycled or composted by over 5% to 67.56% for 2020/21 and is above statutory target of 64%.

- Fly tipping incidents increased at the start of the COVID-19 pandemic despite the Council suspending restrictions on excess waste presentation. Incidents have now dropped back to usual levels. Despite the increase, on average we cleared each fly tipping incident in 2.8 days, which was quicker than the previous year. We also took enforcement action against 13 individuals where waste had been dumped illegally.

Improvement Priority 3.3 - Local people and visitors can access good quality leisure and community facilities, country parks and countryside

Amber

- Despite the COVID-19 pandemic restrictions we continued providing advice and guidance to 53 tourism sector businesses, however enquiries from new tourism businesses decreased on the previous year.
- We secured £268,000 funding from Valleys Regional Park to designate Afan Forest Park as a Valleys Regional Park Gateway.
- Work started on a new splash pad at Aberavon, we opened a new adventure playground at Margam Park, completed re-designed mountain bike trails at Margam Park and completed the Vale of Neath hub at Resolven Canal Car Park.
- Leisure centres and library services were significantly impacted during the pandemic with libraries still providing an online service.
- Theatres remained closed throughout the pandemic.
- We continued to deliver a programme of activities to support participation of local people in our natural environment.
- Keep Wales Tidy Green Flag Award awarded to Margam Country Park, Gnoll Estate Country Park, Talbot Memorial Park, Victoria Gardens and Swansea University's Bay Campus with Community Awards awarded to Amman Valley Trotting Club and Riverside Park, Pontardawe.

Improvement Priority 3.4 - To identify and develop opportunities for sustainable economic growth in our valley communities

Amber

- We continued to work with developers and partners to deliver key strategic development sites along the coastal corridor including Coed Darcy, Port Talbot Harbourside and Baglan Energy Park. However, some of this work is progressing at a slower pace than anticipated.
- 95.4% of all planning applications were determined within time.
- 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).
- Delivered business support to 67 Valley based companies helping to create and/or safeguard 26 jobs.
- Property Enhancement Development Grant (PEDG) and Sustainable Living Grants (SLG) projects to refurbish and redevelop commercial properties is due for completion by the end of 2021 in Ystalyfera, Pontardawe, Cilfrew, Seven Sisters, the Afan Valley and Glynneath.

<p>Improvement Priority 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</p>	Green
<ul style="list-style-type: none"> • Published our new <u>Decarbonisation and Renewable Energy (DARE) Strategy</u> outlining what has been done so far to tackle climate change. • Air quality monitoring continues to be carried out throughout Neath Port Talbot. The Port Talbot/Taibach area continues to be declared an AQMA (Air Quality Management Area) but remains well within air quality exceedances target. • 50 playgrounds were made COVID-19 safe. • Four improvement projects completed on our public rights of way network in Cilybebyll, Tonna, Port Talbot and Dyffryn Clydach. • Some biodiversity work was impacted by the COVID-19 pandemic however, projects were completed that improved biodiversity at various locations including Gnoll Park and Craig Gwladus Country Park. 	
<p>Improvement Priority 3.6 - To deliver a positive contribution to the regional planning agenda</p>	Green
<ul style="list-style-type: none"> • We worked with neighbouring authorities to scope and deliver a Strategic Development Plan which is on track. 	
<p>Improvement Priority 3.7 - To promote and deliver sustainable accessibility and improve connectivity and communication links</p>	Green
<ul style="list-style-type: none"> • We increased accessible cycle routes by 3.75Km in 2020/21, 6.63Km including 2019/20. • The replacement Blaengwrach River Bridge was lifted into place restoring the vital link between Blaengwrach, Cwmgwrach and Glynneath. • £5,598,372 of Welsh Government financial support has been delivered In Neath Port Talbot via a Bus Emergency Scheme (BES). • We improved the condition of A roads, B roads and C roads and achieved the corporate plan targets for all three road categories. 	
<p>Improvement Priority 3.8 - We will work with partners to improve connectivity and infrastructure across the county borough</p>	Green
<ul style="list-style-type: none"> • On 21 October 2020, Cabinet approved the Swansea Bay City Deal Digital Infrastructure Business Case and subsequent investment in Digital Infrastructure across the Swansea Bay City Region. • Work continues to identify internet "not" spot areas (where there is no network availability) to increase network availability. • We continued to support the third sector to enable more people to access on-line services. • Public Services Board partners continue to prioritise digital inclusion in their response to the COVID-19 pandemic as they support individuals, communities and businesses in recovery. 	

Have your say on what matters to you

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

Email: 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: <https://www.npt.gov.uk/haveyoursay?lang=en-gb>



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

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