

Corporate Plan Annual Report

1st April 2021 to 31st March 2022



FOREWORD

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.

As we moved into the second year (2021/2022) of the pandemic, our response was greatly assisted by the availability of the Covid-19 vaccines. We were pleased to be able to offer further support to our NHS, converting facilities at Margam Orangery for use as a mass vaccination centre and modifying a mobile library for use as a mobile vaccination centre. The mobile vaccination centre enabled the vaccine programme to be accessed by those hardest to reach. We also made facilities available for the rapid expansion of Covid-19 testing at various locations across the county borough.

We continued to administer government financial support programmes. This enabled financial support to be provided quickly to local businesses and also to individual residents – for example, residents required to self-isolate and those who had children eligible for free school meals.

Alongside our ongoing response to the pandemic, we continued to deliver on the priorities we had set in our Corporate Plan 2021/2023 and in this Annual Report you will find more information on that work and the difference we made.

Going forward, the emphasis is on working together to help the county borough continue to recover and make Neath Port Talbot a place we are all proud of. There are a number of challenges facing us but we learned through the pandemic that when we come together we can achieve remarkable things.

Cllr S Hunt, Leader of Council

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

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 2021/2023](#) for the period 1st April 2021 to 31st March 2022.

The 2021/22 Annual Report is the final year of reporting on the three well-being objectives that we have had in place since September 2017.

In preparing this Annual Report for 2021/22, the Council is required to consider whether the well-being objectives remain relevant or whether changes to those objectives should be considered. This consideration began in the summer of 2021 when we launched the 'Let's Talk' campaign which provided an opportunity for residents and stakeholders to provide their views, concerns, and ideas to help shape what we do in the future. The feedback helped shape the new [2022/2027 Corporate Plan](#) which was approved by Cabinet on 28th February 2022 and adopted by Council on 1st March 2022. Four new well-being objectives were adopted. Given that the new well-being objectives were agreed on the 28th February 2022, it was not considered necessary to make any changes to the new [2022/2027 Corporate Plan](#) at this time.

This 2021/22 Annual Report reports progress on the final year of the existing set of well-being objectives and provides a brief summary of achievements since 2017.

The new [2022/2027 Corporate Plan – Recover, Reset, Renew](#) sets out our thinking on how we will approach recovery in the short, medium and longer term. It has been informed by a lot of people – residents, employees, elected members, community organisations, businesses and other partners. We have also used a considerable amount of evidence to understand how things have changed as a result of the pandemic and looked at wider influences, like climate change, digital disruption and government policy. The plan is broken down into a number of sections which includes information on our Covid-19 response; a summary of Covid-19 impacts; how we plan to reopen and recover; how we plan to reset and renew and reset and renew our purpose, vision and values; how we plan to achieve our vision; the strategic change programme to deliver the plan and how we will measure success and monitor progress on the new plan.

2. Summary of Progress since 2017/18

The three well-being objectives detailed in this 2021/22 Annual Report have been in place since September 2017. During this time, and up to 31st March 2022, overall, we have remained on track in delivering each of the well-being objectives in each year. This is against the backdrop of significant impacts and disruption caused by the pandemic over the last two years. The only exception being that Well-being Objective 1 - To improve the well-being of children and young people, was overall, 'just off track' for 2020/21. The main reason for this was 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.

Over the period, we have delivered a number of improvements some of which include:

- Completion of the first phase (Band A) of the 21st Century Schools Improvement Programme (e.g. school modernisation and new buildings) and we continued with our Programme which included continuing phase 1 of the new £27 million home for Cefn Saeson Comprehensive School and a new £9m facility at Ystalyfera Campus of Ysgol Gymraeg Ystalyfera Bro Dur;
- We continued supporting early years and childcare provision and provided additional support throughout the pandemic;
- Our NEET (Not in Education, Employment or Training) year 11 leavers figures have improved from 3.55% in 2016/17 to our lowest ever figure of 2.12 in 2020/21;
- We continued to improve systems and processes to help meet the need of our service users across Social Care;
- Regeneration work continued across the county borough including Neath Town Centre, Plaza Cinema refurbishment, redevelopment of the former police station, Aberafan House and Glanafan School (which were completed as residential units), completion of Harbourside project (former magistrates court), redevelopment work on the former Crown building 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;
- A steady decline in road traffic accidents since 2015, from 216 recorded accidents in 2015 to 94 in 2021;
- Improvements to our parks and greenspaces, active travel improvements including increasing accessible cycle routes and the condition of our roads have improved year on year;

- Since April 2017, 2,153 jobs have been created/safeguarded as a result of financial support from the Council and we continued to deliver employability programmes such as Workways+, Communities for Work and Communities for Work Plus to assist economically inactive and unemployed people to obtain and sustain employment; and
- our Recycling rates have increased to 66%

3. Summary of Progress and Performance during 2021/22

Progress:

Well-being objectives – How did we do? – Overall, we were on track in delivering all the three well-being objectives for 2021/22. A summary for each well-being objective is provided below with more detailed information in sections 4 to 6 of this annual report.

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 strategic actions we will take to deliver that improvement.

In terms of the corporate plan 'Steps' to deliver the priorities, for 2021/22, 77% (72 of 93) were on track and 21 'just off track'. This is an improvement on 2020/21 whereby 65% (54 of 83) of steps were on track, 24 of the steps were 'just off track' and 5 were 'off track'. For 2019/20 we reported 83% (68 of 83) of steps on track. Overall progress on these steps is showing that services are starting to recover and have improved on 2020/21, which was heavily impacted by the pandemic.

Well-being objectives – How did we do?

A summary of progress made on achieving each well-being objective for 2021/22 is set out below:

Well-being Objective 1 - To improve the well-being of children and young people	GREEN On Track
<p>We set 30 steps to help us deliver the 7 improvement priorities under Well-being Objective 1 for 2021/22.</p> <p>All 7 improvement priorities were overall ‘on track’ for 2021/22. In 2020/21, 2 of 7 improvement priorities were on track with 5 ‘just off’ track, progress on these in 2020/21 were heavily impacted by the pandemic.</p> <p>For 2021/22, 93% (28 of 30) of steps were on track with 2 steps ‘just off’ track. This is a significant improvement on 2020/21, where 56% (15 of 27) steps were on track.</p> <p>Summary information is provided in the 2021/22 Corporate Plan Annual Report Summary</p>	
Well-being Objective 2 - To improve the well-being of all adults who live in the county borough	GREEN On Track
<p>We set out 31 steps to help us deliver the 8 improvement priorities for Well-being Objective 2 for 2021/22.</p> <p>6 of the 8 improvement priorities were on track and 2 ‘just off’ track for 2021/22. In 2020/21, 4 of 6 improvement priorities were on track with 2 ‘just off’ track.</p>	

For 2021/22, 65% (20 of 31) of steps were on track with 11 steps 'just off' track. In 2020/21, 65% (20 of 31) were on track, 10 'just off' track and one step off track.

Summary information is provided in the [2021/22 Corporate Plan Annual Report Summary](#)

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

**GREEN
On Track**

We set out 32 steps to help us deliver the 9 improvement priorities for Well-being Objective 3 for 2021/22.

7 of the 9 improvement priorities were on track and 2 'just off track' for 2021/22. In 2020/21, 6 of 8 improvement priorities were on track with 2 'just off' track

For 2021/22, 75% (24 of 32) of steps were on track with 8 steps 'just off' track. In 2020/21, 76% (19 of 25) of steps were on track, 5 'just off' track and one step off track.

Summary information is provided in the [2021/22 Corporate Plan Annual Report Summary](#)

Key Performance Indicators - How did we do?

To assess our performance in meeting our well-being objectives, alongside progress on our 'Steps', for 2021/22 we used 58 performance indicators (Corporate Plan Key Performance Indicators).

The summary below shows a higher proportion of corporate plan key performance indicators achieved targets in 2021/22 compared to 2020/21 and 2019/20 and the percentage improving increased by 3% compared to 2020/21.

****Caution should be taken with the comparison as performance for some measures across both 2020/21 and 2021/22 were impacted by the Covid-19 pandemic.***

- **Comparing against Targets** - During 2021/22, of the performance indicators that had comparable targets, 70% (28 of 40) achieved target, 7.5% (3 of 40) were within 5% of target and 22.5% (9 of 40) were 5% or more below target. This compares favourably to 2020/21 where 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 the target set. In 2019/20, 54% achieved target.
- **Comparing against previous year performance** - In 2021/22, 60% (29 of 48) improved or maintained performance, 15% (7 of 48) marginally declined but within 5% and 25% (12 of 48) declined by 5% or more. In 2020/21, 57% (24 of 42) improved or maintained performance, 24% (10 of 42) marginally declined and 19% (8 of 42) declined by 5% or more. In 2019/20, 63% (32 of 51) improved or maintained performance.
- Examples of improvements include more year 11 pupils studying Welsh first language which is likely to rise steadily for the next 3 years, child assessments completed in time (99%), employability programme outcomes including workways, communities for work age group 16-24 and communities for work plus, increase in apprenticeships within the council, quicker processing of benefits, further improvement in the condition of A, B and C roads, increases in council tax and National Non-domestic collection rates and more services available online.

- We also achieved or exceeded our targets for a range of measures which include our recycling rates (although the recycling rate reduced slightly), street cleanliness, food establishments meeting food hygiene standards (97%), percentage of households successfully prevented from becoming homeless, our NEET figure, healthy relationship lessons to pupils, air quality measure, 410 jobs created/safeguarded as a result of financial support by the authority and % local government electors verified and registered to vote.
- Some of our performance has declined and/or missed targets during the year, almost all of these continue to be affected in some way by the impacts of the pandemic including school attendance, the average time taken to complete a Disabled Facilities Grant (DFG), communities for work age 25 + outcomes, domestic abuse high risk repeat referrals, time taken to clear fly tipping, planning applications determined in time and council sickness rates (which have significantly increased). The average time taken to answer telephone calls from the public was below target and showed a slight drop in performance for the year, however, performance improved in the second half of the year. Contact with young people through the youth service and visits to theatres, leisure centres and libraries are still lower than pre-pandemic levels.
- **Benchmarking Council Performance** - Previously, at council level, we have compared our performance with other local authorities across Wales against the national set of Public Accountability Measures (PAMs). However, these measures ceased being collected and compared nationally in 2021. Although, a number of these measures are still being benchmarked by our service areas. A number of services also share good practice and information via benchmarking groups.
Data Cymru is currently developing a set of measures with support of local authorities including Neath Port Talbot which can be used for benchmarking at council and service level. In the meantime, Neath Port Talbot Council will be reviewing our own benchmarking arrangements to further strengthen and improve them. At an operational level, service areas for 2022/23 have completed a self-assessment of performance when developing their Service Recovery Plans. Within the Service Recovery Plan guidance, services are encouraged to benchmark their

performance (e.g. with other organisations) where data is available. This process will be reviewed and further strengthened during 2022/23.

The next three sections (sections 4 -6) 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 and the Key Performance Indicators identified to measure progress against achieving the well-being objectives. More detailed performance comments relating to these Key Performance Indicators is included within the [2021/22 Key Performance Indicators Report](#).

The RAG (Red, Amber, Green) status of each step is based on the following key:

- **Green:** on the whole we delivered what was planned during 2021/22
- **Amber:** Just off track, we have not delivered some of what was planned during 2021/22 , some of the work was affected by the pandemic or for another reason
- **Red:** Off track in delivering what was planned during 2021/22 or some work or all work was paused or affected due to the pandemic or for another reason

The RAG status of each Key Performance Indicator (KPI) is based on the following key:

- **Green:** achieved target for 2021/22 - performance was maintained or improved on 2020/21
- **Amber:** within 5% of target - within 5% of previous year's performance
- **Red:** 5% or more below target - 5% or more below previous year's performance
- **N/a** – no comparable data or no target set

At the start of each of the well-being objective progress section, information is included on how our well-being objectives contribute to the seven national well-being goals within the Well-being of Future Generations Act. This contribution is made through the way in which we work in accordance with the [sustainable development principle](#) contained within the Act.

4. Well-being Objective 1 – Progress in 2021/22



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:	
A prosperous Wales	The suite of priorities and steps aim, collectively, to ensure that every child and young person enters employment, education or training at the end of full-time education ready to contribute socially and economically.
A healthier Wales	Every school in Neath Port Talbot 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. We have good data to identify where there are differences in attainment and outcomes for children and young people of different backgrounds with programmes in place to address inequality and inequity.
A Wales of cohesive communities	There is a strong emphasis on ensuring equality and celebrating diversity across 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 income, or by virtue of whether children and young people are cared for by their own families or the council.

How this well-being objective contributes to the seven national well-being goals:	
	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.
A resilient Wales	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.
A more equal Wales	Reducing inequality and inequity is a strong theme across the priorities that have been developed to support the achievement of this objective. There is a particular focus on children most at risk of an adverse childhood experience with the intention of strengthening prevention and early intervention work. 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.
A Wales of vibrant culture and thriving Welsh language	The county borough has good rates of participation in physical activity and there are a wide range of cultural opportunities. There are plans to strengthen Welsh and bi-lingual education in both pre-school and full time education settings. We have a Welsh Language Promotional Strategy which supports our objectives to increase the number of people who can speak Welsh and who do so on a daily basis. We will also be working in partnership with the Welsh Language Commissioner to seek support to help us deliver on our standards.
A globally responsible Wales	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 st 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.

Well-being Objective 1 – Progress during 2021/22:

Well-being Objective 1 To improve the well-being of children and young people	
Improvement Priority 1.1 - Children in their early years will benefit from integrated and effective pre-school programmes that maximise their well-being and their readiness for learning	GREEN
Step 1.1.1 - We will implement the actions identified from our Childcare Sufficiency Assessment action plan, including implementation of Welsh Government programmes and making use of relevant funding to increase availability and quality of childcare	GREEN
Step Progress: <ul style="list-style-type: none"> During 2021/22, we received and processed 774 Childcare Offer applications, more than the 597 we processed in 2020/21. As at April 2022, there were 914 children actively receiving childcare through the Offer. In addition, 184 childcare providers were registered to provide the Childcare Offer to families within Neath Port Talbot with over £2 million paid to childcare providers active in the offer during 2021/22. A further £108,310 had been utilised to support children with additional learning needs to access the Childcare Offer. A new classroom and childcare setting officially opened in March 2022 at Ysgol Gynradd Gymraeg Cwmllynfell and a brand new childcare setting has been completed at Waunceirch Primary School. 2339 full day childcare places were provided at the end of March 2022, just below the target of 2400. A quality and varied training programme was delivered to meet needs of childcare providers, both online and face to face. The programme was well attended and had positive feedback from participants. We also worked in partnership with national umbrella organisations to ensure that training meets the needs of the sector. The Childcare Training and Transition Officer and Additional Learning Needs (ALN) Transition Key Worker have been working together to create a transition protocol for all settings and schools within Neath Port Talbot. The protocol aims to ensure that schools are 	

advised of any children due to start the following term with significant needs, and individual transition meetings are arranged where necessary, particularly in relation to children with an identified additional learning need.	
Step 1.1.2 - Families struggling to provide good parenting for their children will be provided with tailored support.	GREEN
<p>Step Progress:</p> <ul style="list-style-type: none"> Through the Welsh Government's Child Development Fund, we delivered £362,000 of support to children aged 0-5 whose development has been adversely impacted by Covid. This support included delivery of 72 forestry-school outdoor play sessions for 504 children, 18 family wellbeing sessions delivered to 132 families and bespoke packages of support to 64 children with additional learning needs across 10 settings. A full time child nursery nurse worked alongside Swansea Bay Child Disability Team to support 195 children and families' development and mental health and well-being while awaiting paediatric assessment. Families First and Flying Start parenting teams delivered a range of 1:1 and group based parenting support for parents with children of all ages and funding was secured through the Early Years Integration Programme to employ two playworkers to provide play based parenting support, such as language and play, and stay and play sessions with children and their parents/carer. Additional funding through the Out of Court Parenting Grant was utilised to increase capacity within the parenting teams to support Section 1 of the Children (Abolition of Defence of Reasonable Punishment) Act 2020, which came into force on 21st March 2022. A pathway has been agreed with South Wales Police and our Social Services Department to respond. 	
Step 1.1.3 - We will deliver a national programme and targeted intervention through the Bookstart programme to introduce literacy and numeracy for babies and young children, taking into account accessibility, cultural and language requirements.	GREEN
<p>Step Progress:</p> <p>Following the relaxation of Covid restrictions, from November 2021, the Library Service has re-established a full programme of Bookstart Song and Rhyme sessions. 58 were delivered at all eight of our libraries to 990 children and their families (restrictions on numbers were</p>	

in place throughout this period). Included is a regular programme of Welsh language sessions – Sesiwn Ganu – run in partnership with Menter Iaith.

Step 1.1.4 - Step - We will work with partners to deliver multi-agency, co-ordinated support to those children at risk of adverse childhood experiences.

GREEN

Step Progress:

- During 2021/2022, The Family Information Service received 1,366 enquiries (82% from parents and carers) mostly in relation to the Childcare Offer and other support for children and young people. The service was also used by a range of professionals to enquire about support or services for families they are working with.
- We continued to be the lead agency for the regional Early Years Integration Pathfinder Programme, which aims to develop a co-ordinated and integrated early years system. Approximately £400,000 was utilised across the Neath Port Talbot and Swansea region to deliver pilot projects. Project themes include speech and language, early years nutrition, family support and ALN support.
- The multi-agency Early Intervention and Prevention Panel received referrals for 1,821 children, young people and their families during 2021/22, an increase of 27.5% on 2020/21. Approximately 19% of referrals were made by families themselves.
- The Families First programme provided early intervention services (domestic abuse, emotional and mental wellbeing, support for children with disabilities, parenting, support), with 1,393 referrals being made for support. 70% of participants who engaged with the service and completed their programme of support had positive outcomes including improved emotional/mental wellbeing, improved ability to support their child's learning and development needs, and improvements to family relationships.
- In addition during 2021/22 the Flying Start Programme delivered:
 - Funded part-time childcare for 2-3 year olds, delivered across 30 high quality childcare settings to approximately 500 children.
 - An intensive health visiting service providing Healthy Child Wales programme plus enhanced visits, support and tailored groups to an average of 1,713 children under 4.
 - 330 individual packages of support to parents.
 - 93 individual one to one packages of support for speech, language and communication development.

Improvement Priority 1.2 - Children of school age will be safer, healthier and engaged with their learning	GREEN
Step 1.2.1 - We will ensure communities are empowered to strengthen their own capacity so all children and young people can fully participate in a range of activities that promote their economic, social, environmental and cultural well-being.	GREEN
<p>Step Progress:</p> <ul style="list-style-type: none"> We continued to support 11 community based Youth Clubs which provide 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 and we continued to support the young people by opening up virtual youth clubs using Microsoft Teams. As the Youth Clubs reopened we have seen an increase in numbers. The number of young people who engaged with our Youth Clubs for 2021/22 was 917. Cymmer Youth Club has continued to be successful after opening and Youth Clubs received additional Summer of Fun money to enable them to open for young people over the summer holidays 2021. Approximately £776,000 All Wales Play Opportunities Grant funding (including Summer of Fun and Winter of Wellbeing) was utilised to improve opportunities for children's play. Community based projects, delivered by the local authority, partners and community groups, provided a range of free play, sport, leisure and cultural activities for children and young people aged 0-25. Of this, £235,000 was capital funding, which has helped improve local playgrounds and play settings across the county. 	
Step 1.2.2 - We will continue with our Strategic School Improvement Programme of school reorganisation to provide 21st Century teaching and learning facilities and meet 'secure by design' standards.	GREEN
<p>Step Progress:</p> <p>We continued with our Strategic School Improvement Programme of school reorganisation which included:</p> <ul style="list-style-type: none"> Opening of a new £9m facility at Ystalyfera Campus of Ysgol Gymraeg Ystalyfera Bro Dur in December 2021. The new facilities include a concert hall, canteen and kitchen, extra classrooms, a music and drama centre and modern sports pitches. 	

- A £1.14m improvement scheme completed at Ysgol Gynradd Gymraeg Tyle'r Ynn.
- A £640,000 renewal project at the Welsh-medium 3-11 primary school Ysgol Gynradd Gymraeg (YGG) Cwmllynfell was completed in December 2021. The extra space and modernised facilities provides an extra classroom and a childcare setting, with the aim of increasing the capacity of the school, improving Foundation Phase provision and providing space to develop pre-school Welsh-medium provision.

Step 1.2.3 - We will further develop our Welsh in Education Strategic Plan, 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.

GREEN

Step Progress:

- Our new 10 year WESP (Welsh in Education Strategic Plan) was approved by Welsh Government on 20th July 2022 and adopted by Council on 28th September 2022.
- A Welsh in Childcare Award for English-medium was developed during 2021/22. The award scheme will be launched in September 2022 and aims to assist settings to become bilingual providers.
- A Welsh speaking Development Officer provides a fortnightly Welsh learning session for employees to improve Welsh speaking ability and works closely with our Family Information Service and Early Years/Flying Start teams to promote the use of Welsh on social media platforms.
- A number of online and face to face sessions have been provided by 'Cymraeg i Blant' and online 'Clwb Cwtsh' sessions offered through Mudiad Meithrin for families to learn simple Welsh phrases to use within the family. Menter Iaith Castell-nedd Port Talbot also offered face to face events such as craft sessions for children and Bore Coffi for adults to go and practice their Welsh. Also, a new 'Ti a Fi' session has started in YGG Cwmllynfell, located in the new childcare setting.
- The percentage of year 11 pupils studying Welsh first language improved to 12.29% (11.33% the year before) and was above our target of 11.7%.

Step 1.2.4 - We will pilot a Children's Community model in the Sandfields West ward.	GREEN
<p>Step Progress:</p> <ul style="list-style-type: none"> • During 2021/22, 113 engagement sessions were delivered to 462 families. The sessions were delivered virtually and at the Tir Morfa Centre in Sandfields. Participants felt supported by regularly joining the groups and felt the sessions helped greatly with their wellbeing. • Work was also undertaken to develop the outside space at the centre which included developing a nature garden, allotment and play area for the children. Other work included delivering food parcels to the community with the help of the Youth Service. • Regular operational and residents group meetings (with the local councillor) continued throughout 2021/22 as well as meetings with partners and services. The meetings enable the needs of the community to be discussed and actions agreed, with particular support being offered to families with young children. • We worked alongside the Physical Activity and Sport Service (PASS) Team to deliver 4 block sessions at the local school and childcare setting based at Tir Morfa weekly for a set course to support children with their basic motor skills. 65 children took part at each session and the school informed us of a significant positive increase in the children's wellbeing, behaviour, physical strength and movement as well as learning a new skill set. We have been building a strong partnership with the Early Years Integration Pathfinder project, and maintaining the continued support from the local Members in Sandfields. 	
Step 1.2.5 - We will ensure that we effectively implement new statutory duties created by Welsh Government to benefit children and young people with additional learning needs.	GREEN
<p>Step Progress:</p> <ul style="list-style-type: none"> • All schools in Neath Port Talbot are following new ALN (Additional Learning Needs) processes and systems. We have developed and implemented new, robust decision making processes in line with new legislation. • Since September 2021, 14 local authority maintained Individual Development Plans (IDPs) have been created for school aged children and 40 IDPs for pre-school children have been agreed and 18 have been issued. 	

- We also strengthened our working relationship with post 16 providers and NPT College to ensure there are good transition processes in place for young people with ALN transitioning from school into college, and in collaboration with NPT College we have developed a Post 16 offer of support to College.
- We continue to hold bi-annual 'Plan and Review' sessions with every school in NPT which help support and challenge schools in relation to their Inclusive Learning Provision and Additional Learning Provision for pupils with ALN.
- All schools Inclusion service staff adopt Person Centred Practices. Training has also been provided to Early Years settings, to colleagues across post 16, Health and Social Services colleagues and Third Sector providers.
- We continue to work collaboratively with regional partners and sub-regional partners in terms of sharing good practice and co-developing pathways and processes in line with the new ALN legislation.
- We have established a Welsh Medium ALN Steering group to help the local authority fulfil its statutory duties in relation to bilingualism and ALN.

Step 1.2.6 - We will work with schools to ensure all learners develop the four purposes of the curriculum for Wales and that all schools move towards self-improvement.

GREEN

Step Progress:

- All schools are engaging in the process of designing the curriculum for Wales. They are all developing their vision, developing a shared understanding of progress and through increasingly effective professional learning evolving what teaching looks like. However, the Covid-19 pandemic has been a significant obstacle and has hampered the pace of progress as the restrictions meant that schools were unable to meet and plan for a wide range of reasons. Despite the restrictions nearly all primary settings are making better than expected progress considering the challenges they have endured.
- One secondary school has officially opted in for their year 7 pupils to start learning under the curriculum for Wales in September 2022, while the others have chosen to begin in September 2023 for years 7 and 8.
- The capped 9 score per pupil for Neath Port Talbot for the 2020/21 academic year was 378, higher than target and previous year's figure of 369. Data for this measure is based on the teacher assessments method.

- Attendance at both primary and secondary schools continued to be affected by the pandemic and 2020/21 academic year attendance data was 91.2% for primary and 87.9% for secondary, both below previous academic years.

Step 1.2.7 - We will work with schools and partners to ensure we provide excellent support for children's' health and wellbeing.

GREEN

Step Progress:

Our Youth Service was able to secure additional funding via the Welsh Government's initiative, 'Summer of Fun' to provide a summer programme that gave young people the opportunity to come together in groups, reduce social isolation, anxiety and improve well-being.

The summer programme offered a mixture of open access youth clubs for anyone aged 11 – 18 years of age and activities for targeted groups of young people identified at being at higher risk of isolation and loneliness. The young people that participated in the summer programme included looked after young people, young carers, LGBTQ+ young people, young people with identified speech, language and communication needs; young people who have experienced or are at risk of youth homelessness, young parents under 25 years of age, those that are not in education, employment or training and any young people attending youth clubs.

The summer programme, working with a range of partners delivered a number of programmes including activity days including Oakwood Park, Heatherton, Bounce, summer youth clubs, family beach days, young mums pamper day, a positive aspirations course, dance sessions, cooking sessions and cinema night events and together with Pontardawe Arts Centre delivered a range of innovative activities to young people and their families.

Step 1.2.8 - We will work with schools and local organisations to ensure teaching of the new curriculum reflects the multi-ethnic nature of Wales.

GREEN

Step Progress:

All schools in Neath Port Talbot have been supported with a programme of training to meet the requirements of the curriculum for Wales. This has included regular updates on the mandatory elements of the curriculum including 'Statements of What Matters', and key principles. One of the 27 Statements is that "Human societies are complex and diverse, and shaped by human actions and beliefs." The

Statement now includes an expectation that learners “can develop an understanding of the complex, pluralistic and diverse nature of societies, past and present.” All schools have to consider this in their curriculum design. This process is underway in our schools. These stories are diverse, spanning different communities as well as in particular the stories of black, Asian and minority ethnic people. This information has been shared with the NPT Black and Minority Ethnic (BME) Community Association.	
Step 1.2.9 - We will continue to work with schools and other relevant settings to ensure that their learning environments are safe and nurturing, where there is respect and due regard to equality, diversity and inclusion.	GREEN
<p>Step Progress:</p> <ul style="list-style-type: none"> • The Vulnerable Learner Service have provided a range of interventions to support Ethnic Minority groups and learners who speak English as a Second Language, through in class support, one to one support, mentoring/advocacy, promoting wellbeing, support for learners to deal with self-confidence and self-awareness issues, promoting multiculturalism and anti-racism attitudes. • The Vulnerable Learner Service have delivered a variety of activities and events such as supporting schools and partners to deliver cultural and international days, training workshops, promote and embed annual cultural events such as Black History Month, Gypsy Traveller Month, Chinese New year, EID festival and others. They have engaged with black Welsh authors to deliver workshops in schools across the authority to promote diversity and inclusion. • The Vulnerable Learner Service has worked with community groups such as NPT BME Community Association and stakeholder groups such as the Gypsy Traveller Forum to provide advice and to support engagement with minority ethnic communities and traveller children and their families and works closely with other partners to support for refugees and their families from Syria, Afghanistan and Ukraine. • The Youth Council have representation from all secondary schools within the local authority and young people are given the opportunity to voice their concerns, raise any issues and ways how to improve their schools. • The Youth Service run Young Carers Awareness raising sessions in all schools to help identify those children and young people with caring responsibilities and the Youth Service advocates for the young person, making the school informed and additional support is offered if needed. The same is offered to young people who might be at risk of youth homelessness where the Youth Service carry out awareness raising sessions to all secondary schools and support those young people who are in need. 	

- The Vulnerable Learner Service also support LGBTQ+ groups in schools, provide LGBTQ+ young people with a safe place to meet outside of schools and they also have representation on the Youth Council.
- The education directorate provides advice and support to schools to assist in safeguarding all pupils and schools are encouraged to utilise the audit tool kit 'Keeping Learners Safe' annually and many schools now use it as a dynamic tool that is updated throughout the year. This has been evidenced in recent safeguarding reviews.

Improvement Priority 1.3 - 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

Step 1.3.1 - We will develop greater integration of working arrangements between Children & Young People and Adult Services.

GREEN

Step Progress:

- Despite the pandemic continuing to impact service delivery during 2021/22, the Adults and Children's 'Single Point of Contact' (SPOC) continued to respond effectively to people who required information, advice and assistance relating to the health and wellbeing of children, families and adults. In excess of 23,000 contacts were received by the Service during 2021/22. Additional staff were recruited during the year which has further strengthened the service.
- Work has been undertaken on a regional basis to develop a 'Transition Policy'. Locally, Children and Adult's services are working closely to strengthen arrangements in respect of transition, and there is now a monthly multi-agency meeting in place to ensure that the transition between childhood and adulthood is as seamless as possible for young people and their families and to identify where there may be gaps in service delivery and support.
- We have an operational Neuro Developmental Delay / Autism Spectrum Disorder (ASD) lead across Children and Adult social services. The role includes training staff across Social Services to raise awareness and provide information to make links within the community, and with our key partners to raise awareness and identify support needs and opportunities for development.
- 99.15% of child assessments were completed on time during 2021/22 which has exceeded our target of 94%.

Step 1.3.2 - With our partners, we will continue to develop our Family Support Strategy to ensure the right range and quality of services are in place to meet need.	GREEN
<p>Step Progress:</p> <ul style="list-style-type: none"> • The 'Working Together Service' worked with in excess of 50 children and their families and has been key to preventing the need for any of these children who engaged with this service from entering the care system. • The Integrated Family Support Service (IFSS) has continued to deliver family focused interventions, which has helped families to focus on their values and beliefs, highlight their strengths and resources, and where relevant, enable those parents with substance use issues to address them and provide support in their parenting. • We strengthened and re-branded our Positive Steps service in line with other Welsh authorities. This is now known as 'Reflect'. This change has enabled us to ensure continuity of service for birth parents who may move to NPT from other local authorities. • In conjunction with the YMCA, several programmes of work have been developed to support children and families who have been negatively impacted by Covid-19. • The Multi Agency Resource Panel, which is hosted and chaired by our Children and Young People Service continued to meet with 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. 	
Step 1.3.3 - We will undertake focused work with our partners to improve access to the right support for children and young people who have poor emotional/physical wellbeing/mental health.	AMBER
<ul style="list-style-type: none"> • Peer review meetings with partner agencies are fully embedded and continue to take place fortnightly. This ensures that the children and young people who need help and support are identified at the earliest opportunity and are provided with access to the right support at the right time. • Work continues to be undertaken regionally to develop emotional and well-being support services for children and young people. • Any identified children that have been affected by the pandemic in relation to emotional health and well-being are being supported by education and early intervention and prevention services and are being referred to Adults and Children's 'Single Point of Contact' (SPOC) if longer or more intensive work is needed. 	

Step 1.3.4 - We will further develop our in-house fostering service to ensure the sufficiency and stability of placements, including the development of arrangements for Special Guardianship Carers.	AMBER
Step Progress: <ul style="list-style-type: none"> • Despite the challenges posed by the Covid-19 pandemic, our ‘business as usual’ approach has enabled us to maintain a concerted effort in managing our Looked After Children population and ensuring that the long term care plans for our children and young people continue to be regularly reviewed and to ensure that only those children who need to be in care, remain in care. • There are currently difficulties in the recruitment of foster carers across Wales. Foster Wales NPT are working closely as a region sharing ideas around recruitment and retention. We are currently working on a draft proposal including a review of our financial policy to retain carers and also to recruit carers for children and young people with more complex needs. • We have been working with other local authorities across Wales with Association for Adoption & Fostering Cymru to develop a Wales wide Special Guardian Support Plan. This will ensure that all needs are considered and that there is a consistent approach. • We are also in the process of developing a Placement Commissioning Strategy, which will focus a recruitment campaign to meet the identified need in respect of placements needed for our children and young people who are looked after. 	
Improvement Priority 1.4 - Young people leaving full-time education will have the opportunity to enter employment, training or further/ higher education	GREEN
Step 1.4.1 - 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
Step Progress: <ul style="list-style-type: none"> • We supported 78 Modern Apprentices, of which 39 were modern apprentices and 39 current employees who accessed apprenticeship funding to upskill and develop. Therefore, the number of apprentices on formal recognised apprenticeships schemes per 1,000 employees is 15.25 (78 apprenticeships) for 2021/22. This exceeded 2020/21 performance and the target of 8 for 2021/22. 	

- Since September 2020 we have been delivering the Government Kickstart programme. This scheme provides funding to employers to create 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 placements 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. During 2021/22, we had 32 Kickstart placements, 19 of which have completed their 6 months placement, and with 5 gaining further employment within the Council. 13 placements are ongoing and progressing through their 6 month placement. The scheme has now come to an end for new enrolments.
- We had no work experience placements in 2021/22 due to continued Covid-19 restrictions impacting on arrangements and risk assessments.

Step 1.4.2 - Youth workers in schools will support young people identified as being most at risk of becoming not in education, employment or training (NEET) to help them achieve a positive destination.

GREEN

Step Progress:

- The Legacy Youth Workers supported 253 year 11 school leavers who have been identified as being most at risk of becoming NEET.
- The percentage of year 11 leavers who are NEET (Not in Education, Employment or Training) was 2.4% (39 of 1,618), which was better than our target of 3%.
- The Keeping in Touch (KIT) and Next Steps teams provided support to young people aged 16-25 and have arranged placements into college, work based learning provision and employment. 210 young people received support from The KIT Team with 144 achieving a successful outcome. Examples of successful outcomes include achieving recognised qualifications; entering work based learning, work placement or work experience; securing a job interview; engaging with a specialist service following referral; and entering paid employment.
- The Youth Service was in contact with almost 30% of young people, which was above our target of 28%. Whilst a significant increase on the Covid-19 impacted previous year figure of 9.5%, it is still below pre-pandemic levels.

Step 1.4.3 - We will build on our work as Corporate Parents to ensure that all young people have suitable accommodation and support when they leave the care of the Council.	GREEN
<p>Step Progress:</p> <ul style="list-style-type: none"> • The Corporate Parenting Panel have been keen to hear and support the voices of those children and young people looked after by Neath Port Talbot. The panel are also keen to ensure that our foster carers are supported and that children's needs are met holistically by all partners. Young people are regularly present at the Panel to tell of their journey through the care system, what has worked well and lessons we can learn to ensure all young people are supported when they leave the care of the Council. • Work continued to be undertaken with Commissioning and Housing in respect of appropriate provisions for our care leavers. There is also ongoing work with education/further education colleges and training provisions to ensure that all young people are supported in this area. • We have a designated Consultant Social Worker to support all young people facing homelessness. This worker provides direct support to young people and also provides information, advice and assistance to the wider service. Relevant training has also been provided to the wider teams and we have commissioned a 'Rent Ready' course for practitioners to be able to assist young people with accessing appropriate accommodation. 	
Step 1.4.4 - Youth workers will provide school leavers identified by their schools and partners with transition support to help them achieve a positive destination.	GREEN
<p>Step Progress:</p> <p>Progress as per step 1.4.2 above</p>	

Improvement Priority 1.5 - All children and young people will be helped to have a say in matters that affect them	GREEN
Step 1.5.1 - We will review our approach to Children's Rights, ensuring that a rights-based approach is embedded across all of its services and functions.	GREEN
Step Progress: <ul style="list-style-type: none"> Children's rights, participation & engagement and the voice of the child continues to be a key priority for the Children and Young People Service. Children and Young People Services are keen to develop a Children's Rights' Charter to establish their commitment to Children's Rights and drive the Children's Rights agenda forward. The first part of the Action Plan, consulting with children and young people, professionals and foster carers was completed in 2021/22. It is anticipated the Charter will be finalised October 2022 with the launch on International Children's Day. 	
Step 1.5.2 - All children and young people in need of protection, or who have been identified as in need of care and support, will have a say in decisions that affect them.	GREEN
Step Progress: <ul style="list-style-type: none"> During 2021/22, the Children and Young People Service continued to support the implementation of co-production (a key element of the Social Services & Well-Being Act) with children and families and in doing so, develop effective methods to ensure the views obtained from service users, help inform and improve service delivery. The Children and Young People Service has been applying a Strengths Based Model of Practice since 2017 and during 2021/22 partnered with Social Care Wales to produce a document that explains the model in more detail (its vision, its key principles of practice and how the service aims to work collaboratively). The model focuses on building relationships and trust with people, and developing a shared understanding of what a good life can look like by working in an outcome focussed way. Social Care Wales intend promoting the framework and handbook across all Welsh Authorities. In addition, the fourth Consultant Social Worker Annual 	

<p>Conference took place in January 2022. This was the first virtual conference which proved very successful, with very positive feedback received from partner agencies. The aim of the conference was to launch Neath Port Talbot's Strengths Based Model of Practice.</p> <ul style="list-style-type: none"> • The Practice Improvement Group, was re-established having ceased at the beginning of the pandemic. The Terms of Reference has been updated and a plan is in place to improve practice. The group is made up of social workers and managers from across the service and sits alongside the Consultant Social Worker Group to develop plans on improving practice across the Social Services, Health and Housing Directorate. Part of the groups remit is to consider views obtained from service users to help drive improvements to service delivery. • Despite the level of audit activity being scaled back during 2021/22 due to the continuation of the pandemic, obtaining the voice of children and families continues to be a key component of the Quality Practice & Learning Framework. Re-establishing a comprehensive Audit Programme is a key action for the Service moving forward into 2022/23. 	
<p>Step 1.5.3 - We will work with our Think Family partners to ensure children and young people can shape and develop services.</p>	<p>GREEN</p>
<p>Step Progress:</p> <ul style="list-style-type: none"> • Engagement with children & families participating in Families First services resumed during 2021/22. Families First support is being offered as a mix of virtual and in person sessions. The children and families team are running groups and undertaking visits in the community and virtually. • Each service is being provided in different ways. For example, the Youth Service is running family groups and undertaking one to one sessions in the community, whereas Hafan have been completing home visits. • In the months of July and August 2021, a series of face to face engagements were carried out with 37 children between the age of 3 – 12 at 6 summer programme events, as part of our 'Let's Talk' initiative - which aimed to get the views of residents to help shape what the council does in the future and help make NPT a better place to live. 	

Step 1.5.4 - We will encourage young people to exercise their right to vote and participate in local democracy.

GREEN

Step Progress:

On 5 May 2022, following on from the 2021 Senedd elections, 16-17 year olds, along with qualified foreign citizens, were able to register and cast their vote in local elections for the very first time. As part of our work to encourage voter registration and democratic engagement across the County Borough we appointed (via Welsh Government Grant Funding) an engagement and outreach officer whose role was to lead on a programme of activity particularly targeting and encouraging electoral registration for young people and those from underrepresented groups as well as developing a feasible plan of action. This included:

- Extended outreach contact events both online and in person with NPT secondary schools and NPT College.
- Improved liaison contact with internal NPT groups including the Local Area Co-ordination support network, Community of Practice network, Travellers Liaison, Youth Council and Youth Mayor as well as the Communication, Marketing and Digital teams.
- Establishing new links and partnerships with external groups and organisations including the Regional Community Cohesion network, Your Voice Advocacy, Democracy Box, Local Muslim community groups, BAME community groups, local media, Welsh Government, Electoral Commission and the Association of Electoral Administrators.
- Undertaking targeted key messaging via direct correspondence with 16-17 year olds as well utilising the annual canvass process to aid with promotional drives with specially designed insert materials and online briefings for form classes (for example bespoke highly targeted correspondence sent to unregistered 16/17 year olds).
- Planning around key dates to help with promotional drives such as 'Welcome to your Vote week' and other awareness days to aid face to face work (where possible) as well as online activity.
- Utilising traditional advertising mediums such as local radio as well as social media platforms to promote and tie in with specially designed resources supported by the Electoral Commission and Welsh Government.

As result of this various planned activity, coupled with direct grant funding support from Welsh Government to bolster officer capacity, enabled the overall 16-17 year old voter registration rate to increase by 12.8% rising to 58.5% prior to the voter registration deadline for the 5 May 2022 local elections.

Improvement Priority 1.6 - Children and young people are safe and feel safe	GREEN
Step 1.6.1 - We will increase awareness in children and young people of the importance of safe, equal and healthy relationships and that abusive behaviour is always wrong. (Healthy Relationships For Stronger Communities Strategy).	GREEN
<p>Step Progress:</p> <ul style="list-style-type: none"> • The Relationship & Sexuality Education Sub Group continues to meet on a virtual basis, to ensure the roll out of age appropriate healthy relationship lessons to young people. • Youth Practitioners deliver the Healthy Relationships and Sexuality Education (RSE) Lessons to young people within secondary educational settings. Whilst roll out has been significantly hindered by the pandemic, however in the last quarter of 2021/22 we have been able to deliver the lesson to 1,408 secondary school pupils. The age appropriate lesson will be delivered to year 6 primary school pupils in 2022/23. • The Community Safety Annual Crucial Crew event also covers a lesson on Healthy Relationships, which was delivered to approximately 1,800 pupils. During 2021/22 this was delivered virtually, but will be delivered face to face during 2022/23. • Youth Practitioners raise awareness and support young people with healthy relationships within the Relationships Advice Drop in Service (RADs) throughout NPT Youth and college settings. 	
Step 1.6.2 - We will ensure all children and young people know how to stay safe when on-line.	GREEN
<p>Step Progress:</p> <ul style="list-style-type: none"> • All schools are engaged with the 360 degree Safe Cymru self-evaluation tool through the Hwb platform and have been provided with training with its use. Schools are reminded of the Keeping Learners Safe guidance which contains a specific chapter on online safety and an e-safety policy is recommended within the NPT Safeguarding Policy for schools. Schools are also reminded of the national online safety zone hosted on Hwb online and Estyn thematic reviews. Schools are further supported by their Education Support Officer. 	

- School Governors are provided with annual training of online safety and provided with resources to help challenge and support their school's online safety procedures and protocols.
- Designated Safeguarding Persons are regularly updated with any information, guidance, resources from Welsh Government and other agencies e.g. NSPCC.
- The annual Community Safety Crucial Crew event delivers a workshop on Cyber Crime which was delivered to approximately 1,800 pupils. During 2021/22 this was delivered virtually, but will be delivered face to face during 2022/23.

Step 1.6.3 - We will ensure all council services follow rigorous and consistent safeguarding practices

GREEN





Step Progress:














- We continue to review and develop our response to safeguarding practice across Children and Young People Services through learning gleaned from the activities undertaken by the Strategic Quality Practice Group.
- Child Protection (CP) numbers, including re-registrations have remained consistently steady over the past year. All re-registrations now result in a manager review to elicit learning.
- Family Group Conferencing is now well embedded across Children's Services from Early Intervention & Prevention, through to Court work. The next step is to consider moving this into Adult Services.
- A Joint Inspection into CP arrangements across NPT was broadly positive and validated our response to harm outside the family home through the triangulation and community risk profile meetings. We are now routinely capturing persons and places of concern and in so doing developing soft intelligence to better target those who seek to abuse children and to make places safer. The partnership response to harm outside the family home is maturing and there is buy-in across the partnership.
- Further work is required across the partnership in response to Criminal Exploitation, which is now the most prevalent risk factor outside of the family home.
- During 2021/22 approximately 1,600 council employees completed mandatory safeguarding awareness e-learning training which included a module relating to children and young people.

Step 1.6.4 - We will work with our partners to implement our Road Safety Strategy.	GREEN
<p>Step Progress:</p> <ul style="list-style-type: none"> • Since restrictions gradually lifted in spring 2021, we have started to see a positive impact on our road safety delivery across all age groups. Education in our school settings returned to face to face and our driver training has returned, offering a full range of courses albeit with some restrictions on numbers per session in car and in training rooms. • During 2021/22 pupils participating in our primary road safety programme increased from 4,186 in 2020/21 to 9,130 pupils. • Our cycle training programme also increased from 81 pupils to 508 pupils this year, whilst our Kerbcraft – Child Pedestrian Training programme for 5 – 7 years olds increased to 1,795 pupils taking part from a lower number of 737 in 2020/21. Secondary School education has been delivered to 1,623 pupils this year as opposed to 100 last year and further on road training to newly qualified young drivers has risen from 11 in 2020/ 21 to 27 in 2021/22. • In March 2022, we received a funding boost of £495,000 from Welsh Government for 2022/2023. • Please also refer to step 2.3.5. below. 	
Improvement Priority 1.7 - Children of all ages will benefit from participation in activities in the natural environment, providing benefits for well-being and a greater appreciation for the role the natural environment plays in their lives.	GREEN
Step 1.7.1 - Working with partners and specialist providers, we will make use of external funding to deliver programmes of family focused activities in the natural environment.	GREEN
<p>Step Progress:</p> <ul style="list-style-type: none"> • Of the £776,000 All Wales Play Opportunities Grant funding (including Summer of Fun and Winter of Wellbeing) a number of community based projects were funded to deliver outdoor play and sport activities, including play in parks and Forest School. Capital funding was also utilised to make improvements to local parks and playgrounds to improve quality of an access to outdoor play. 	

- Through the Child Development Fund, opportunities for outdoor play was provided with 72 forestry-school play sessions being delivered to 504 children aged 0-5 years.
- The Lost Peatlands project has been running outdoor learning sessions enabling local children to learn about and experience their local environment, learn about peatlands and the important wildlife in the area.
- Family outdoor health and well-being sessions have been provided encouraging local families to get out into their environment and to encourage confidence in natural play.
- Projects at Craig Gwladus have also supported the local schools to use the Park for outdoor learning.
- Please also refer to Step 2.8.1 below

More detailed information with comments on performance is included within our [full suite of performance indicators](#):

Performance Indicator	2019/20 Actual	2020/21 Actual	2021/22 Actual	2021/22 Target	Perf. RAG against 21/22 Target	Perf. RAG against 20/21 Actual
1 Well-being Objective 1 - To improve the well-being of children and young people						
CP/002 - Number of full day childcare places provided	2335	2413	2339	2400	 Amber	 Amber
CP/005 - Percentage of pupil attendance in primary schools	94.02 18/19 AY	93.33 19/20 AY	91.18 20/21 AY	No target set	N/a	 Amber
CP/006 - Percentage of pupil attendance in secondary schools	93.46 18/19 AY	92.01 19/20 AY	87.88 20/21 AY	No target set	N/a	 Amber
CP/007 -Percentage of pupils assessed in Welsh at the end of Foundation phase	16.63 18/19 AY	Assessments not undertaken due to Covid		15.8	N/a	N/a

CP/008 - Percentage of year 11 pupils studying Welsh first language	11.40 18/19 AY	11.33 19/20 AY	12.29 20/21 AY	11.70	 Green	 Green
CP/009 - Measure 33 - Percentage of children in care who had to move 3 or more times	7.77	4.1	Data available end of 2022	8	N/a	N/a
CP/011 - Measure 24 - Percentage of child assessments completed on time	98.76	97.71	99.15	94.00	 Green	 Green
CP/013 - Percentage of young people who are NEET - Year 11 leavers not in education, training or employment (NEET)	2.15	2.12	2.41	3.00	 Green	 Red
CP/014 - Percentage of 11 - 19 year olds in contact with the Youth Service	45.75	9.47	29.79	28.00	 Green	 Green
CP/018 - Road Safety - Killed or seriously injured: Child casualties (0 -15 years) 2021/22 data is for 2021 calendar year.	3	0	1	No target set	N/a	N/a
CP/019 - Road Safety - Killed or seriously injured - Pedal cyclist casualties (All Ages) 2021/22 data is for 2021 calendar year	0	1	0	No target set	N/a	N/a
CP/020 - Road Safety - Killed or seriously injured - Young Drivers (16 -24 years) 2021/22 data is for 2021 calendar year.	1	1	0	No target set	N/a	N/a
CP/108- Capped 9 score	342.09	369.00	378.00	345.00	 Green	 Green
CP/109 - Number of apprenticeships on formal recognised apprenticeships schemes per 1,000 employees	6.72	8.06	15.25	8.00	 Green	 Green
CP/115 - % of children that have received the Healthy Relationship lesson to address violence against women, domestic abuse and sexual violence (VAWDASV)	New indicator for 2021/22		42.55	35.00	 Green	N/a

Case Study 1: Cam Nesa Project

Background: Cam Nesa aimed to reduce the number of 16–24 year-olds who are Not in Education, Employment or Training (NEET) through a flexible approach that, alongside the prioritisation of employment outcomes, involves an offer of support to individuals to access further learning, gain qualifications and participate in training. This offer helped young people to gain a supported access and progression to sustainable employment. The project was designed to complement and add value to services without duplicating them. The regional project was delivered by Pembrokeshire, Neath Port Talbot, Carmarthenshire, Ceredigion and Swansea local authorities.

Through this project, our Youth Service supported 494 young people to help get access to either employment, full-time education or training. The Cam Nesa project, worked specifically with young people between the ages of 16 and 24 who were disengaged from the job market and were not in education, employment or training (NEET). Youth Workers employed by the project provided tailored support for the young people such as helping them with job searching, CV writing, interview techniques and completing job applications. Plus, they would provide advice and guidance when needed, including signposting them to specialist support services. Since the project was launched in 2018, it has supported 243 young people into employment, 58 into education or training and many different qualifications.

Whilst the Cam Nesa project has now come to an end (the project closed in August 2021), the Youth Service continue to provide support for 16 to 18 years old who are NEET through their Keeping in Touch (KIT) Team and the Youth Service was successful in gaining Community Renewal Funding (CRF) to develop their post 16 CRF Next Steps Team. The team also provides employability support to 18 to 25 year olds in partnership with Jobcentre Plus at their centres in Neath and Port Talbot.

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

- **Long-term** – the project contributed to the long term vision of the corporate plan well-being objective 1 - to improve the well-being of children and young people. The project provided opportunities for young people to develop social and life skills along with occupational skills for future employment. The project was successful in helping 243 young people gain sustained employment which often lead to further opportunities, development and an improved sense of self-worth.
- **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. The Cam Nesa provision was designed to avoid duplication of services, but to enhance opportunities for young people. The project worked in partnership with local employers, work based learning providers and training providers. More information on how Well-Being Objective 1 collectively works towards achieving the 7 National Well-Being Goals is found on pages 13 & 14 above.
- **Involvement** – The Cam Nesa project worked closely with other youth service provisions where good practice was shared and adopted. Monthly performance data was shared between all concerned parties, along with stringent monitoring processes. The young people engaged with were involved in designing their bespoke pack of support and helping the youth worker find the best possible pathway for them.

- **Collaboration** – Cam Nesa was a regional partnership provision involving Careers Wales, Job Centres, Colleges, Work Based Learning Providers, Specialist Referral Agencies and local employers. All working together to help young people break down any barriers, support health, wellbeing and for them to achieve their goal.
- **Prevention** – The Cam Nesa project helped to reduce the overall not in education, employment or training (NEET) young people within our local communities. Many of the sessions and courses on offer helped young people to improve their mental health and wellbeing. Young people who engaged on the program often improved their quality of life, by gaining sustained employment.

Examples of service user positive outcomes:

- One young person who received support through the project said: “I am really grateful for his support and help that the Cam Nesa team gave me. They improved my CV, provided me with training and helped me with interview skills, all of which helped me to get the job.”
- One young persons whose long term career goal was to open her own dog grooming business and is now on the way to fulfilling this career choice. She is more than happy with the support she has received along her journey and states “if it wasn’t for Cam Nesa funding my course, I would not be where I am today. The support I have received has been amazing and I am truly thankful”.
- Another young person stated that – “I have spent 6 years in my bedroom, I never knew that other people suffered the same as me I thought I was alone with my thoughts, I wish that I had realised and took part in groups sooner,as I am really enjoying it. I can’t believe how much people open up about their issues and talk about them, it makes me feel better about myself.”
- “I am absolutely over the moon, I just want to thank you for everything you've done for me from helping me fill out forms to amending my CV, you've truly been very helpful and I'm very grateful for everything that you've done, Thank you :)”
- “Since attending sessions I have gained in confidence, I particularly enjoy the routine of meeting others in our Teams meetings. It keeps my mind in check”.
- “Thank you for all the support during my time on Universal Credit. The apprenticeship is going really well and I am enjoying it. I am now on a pathway to Level 3 Business Admin”.
- “I was unsure of what career path to go down, when I met the worker she helped me look at options and tailor my CV for different roles (which I would not have thought of). We applied for a number of apprenticeships and I feel without the support and encouragement from her I would not have been successful in my new role.”

5. Well-being Objective 2 – Progress in 2021/22

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:

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

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

A resilient Wales	There is a strong emphasis on sustainability across a number of the priority areas, both in the way we plan to house our population and in the way we seek to secure the long term viability of our communities through ensuring quality employment opportunities for local people.
A more equal Wales	There is a clear focus on work to address inequality across people of all different types of backgrounds but also a firm commitment to take a rights-based approach not just in the way the Council meets its statutory education and social services responsibilities but across all of the Council's work.
A Wales of vibrant culture and thriving Welsh language	The priorities seek to strengthen and develop the social capital of communities to ensure sustainability and resilience. This work will also ensure that the unique cultures of each community are respected, including work to extend daily use of the Welsh language and the preservation of the county borough's rich heritage.
A globally responsible Wales	Procurement and regulatory activity will take proper account of the Council's duty to act in a sustainable and responsible manner. 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.

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

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

GREEN

Step 2.1.1 - Support existing and new businesses to help create and sustain local employment opportunities for local people

GREEN

Step Progress:

- During the first 10 months of 2021/22, various restrictions remained in place with business sectors such as Leisure, Hospitality, Retail and Tourism continuing to be impacted. At this time, to support local businesses, the Economic Development Team processed over 320 emergency grant payments on behalf of Welsh Government to small businesses operating within these sectors. In addition, the team received over 700 requests for advice, information or financial support.
- 244 new business start-up enquires were assisted during 2021/22, marginally below our target of 250. However this was achieved despite the unfavourable economic conditions and the fact that staff resources were still being allocated to administering applications for emergency payments via the various Welsh Government grants schemes.
- The Economic Development Team are gradually returning to face-to-face contact, are continuing to deliver 'virtual' support and importantly, are considering new ways of supporting new business start-ups in the future.
- The Team delivered 12 'virtual' enterprise events during 2021/22 providing support to local residents considering starting up their own business.

Step 2.1.2 - Maximise strategic funding available to deliver employability programmes such as Workways+, Communities for Work, Communities for Work Plus and 'Kickstart' to assist economically inactive and unemployed to obtain and sustain employment.	GREEN
<p>Step Progress:</p> <ul style="list-style-type: none"> Participants being supported by Workways+ continued to be impacted by the pandemic with the team encouraging engagement via phone, email and text. 705 referrals were received, with 216 enrolling. 112 people were helped to progress back to work, training or volunteering which was higher than our target of 72. Under the circumstances this was a massive achievement for the team. 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. The Communities for Work target for the number of people helped to gain training, volunteering, work experience, full time education or sustainable employment for people aged 16-24 was significantly exceeded with 134 supported in 2021/22 against a target of 44. However, referrals were low for the age 25+ group, which was seen across Wales. For this group, 50 people were supported in NPT during the year against a target of 86. The Communities for Work plus programme target for the number of people helped to gain training, volunteering, work experience, full time education, sustainable employment or those in 'work poverty' for people aged 16 plus was also significantly exceeded with 525 supported in 2021/22 against a target of 300, with 159 being supported in 2020/21 Entries to the Kickstart programme ceased 1st March 2022 with these placements continuing into the new financial year. The support for young people to gain employment, and businesses to recruit with a financial incentive of the salary being covered for 6 months has been successful with 108 people placed with local businesses and 32 individuals being supported by the Council. Funded by Neath Port Talbot Council, the Workstation is a 'one stop shop' offering practical hands-on help to people who want to get into a job through training, work experience, career advice, volunteering and one-to-one employment support. By accessing Welsh Government funding, we have refurbished two previously derelict buildings to the rear of the Workstation, which now provide high quality accommodation for training and programme delivery in association with Employability. In addition, we have developed a bid via the Community Renewal Fund to assist people into paid work experience. 	

Step 2.1.3 - The Council will seek to avoid compulsory redundancies to the maximum extent possible.	GREEN
Step Progress: <ul style="list-style-type: none"> 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. There were 3 compulsory redundancies during 2021/22 and 2 in 2020/21. 	
Step 2.1.4 - Step - Maximise employment and training opportunities for local people through community benefits and supporting new investments in the county borough	GREEN
Step Progress: <ul style="list-style-type: none"> Despite onsite restrictions and staff and supply shortages throughout 2021/22, work on Council construction projects progressed well with various employment, training and work experience opportunities offered to local people. During 2021/22, we facilitated 2,844 training weeks from apprenticeship, traineeships and work experience opportunities, an increase on the 2,026 achieved for 2020/21. 	
Improvement Priority 2.2 - Local people can access quality affordable housing	AMBER
Step 2.2.1 - 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

Step Progress:

- The Local Development Plan Annual Monitoring Report (AMR) monitors the implementation of the plan's strategy and policies. The LDP makes provision for 8,760 housing units in order to deliver the 7,800 dwellings required to meet the economic-led growth strategy by 2026. The 2021 AMR (2020/21) reported that since the LDP base date of 2011, 2,357 housing units have been completed against a target of 4,956, which equates to just 48% of the cumulative target being delivered to date. Although there is sufficient land allocated in the LDP to meet the identified housing requirement, for a variety of reasons (including those that are independent of the planning system), sites are not coming forward and progressing as anticipated. In terms of affordable housing delivered through the planning system, the 2021 AMR reported that 72 affordable units had been delivered via Section 106 agreements since 2011, which equated to just 10% of the cumulative target of 722 units. The delivery of affordable housing is directly linked to broader housing delivery and the position reflects the fact that LDP allocated sites are not coming forward as originally anticipated.
- The Delivery Agreement for the Replacement LDP was approved by the Welsh Government in January 2022 and sets out a three and a half year timetable to complete the plan, with an anticipated adoption date of July 2025. A 'Call for Candidate Sites' was undertaken between 1st March and 31st May 2022, where landowners, the public and developers were invited to submit their land for inclusion in the plan for development or protection. The revised Welsh Government Development Plan Manual places more emphasis on site promoters demonstrating the viability and deliverability of sites, which should help to ensure only sites that have demonstrated a clear commitment and are viable are included within the Replacement LDP (RLDP). The levels of growth for housing required over the RLDP period (2021-2036) is currently being examined.
- The extension to Cae Garw Gypsy and Traveller Site was completed in 2016 and met the identified need up to 2022. A new Gypsy and Traveller Accommodation Assessment was completed in February 2022, submitted to the Welsh Government and is currently awaiting Ministerial Approval.
- 6 long term problematic properties were brought back into use by direct action by the Council. A further 7 properties have gone through the Enforced Sales Procedure process and changed ownership but have not yet been reoccupied. There were issues with obtaining essential data from other internal sources to be able to report on the percentage of empty private properties brought back into use. This will be rectified in 2022/23.

Step 2.2.2 - We will take the lead in facilitating the local strategic housing partnership to prevent homelessness more often and housing the homeless more quickly.	GREEN
Step Progress: <ul style="list-style-type: none"> • A Rapid Rehousing Plan is being developed to help people into permanent accommodation whilst addressing their support needs quicker. • We increased the number of emergency interim accommodation for homeless to meet the increasing demand. • Additional funding has enabled the Housing Options team to expand, and 13 new posts have been created to provide additional support to service users and also existing staff in line with the increased demand. • 60.7% of households were successfully prevented from becoming homeless, just above our 60% target. 	
Step 2.2.3 - We will target available funding to provide effective housing support for people identified as in need of additional help and support	GREEN
Step Progress: <ul style="list-style-type: none"> • Additional to the new posts within Housing Options (mentioned in step 2.2.2 above), a Housing Support Grant was utilised to provide targeted support from external organisations/charities, such as support for ex-offenders, mental health pan disability, substance misuse and for domestic abuse victims. • During the financial year 2021/22, 66 new gas central heating systems were installed into homes across the borough through the Warm Homes Fund Scheme. In total, since June 2020, there have been 108 installations of new central heating systems across the borough with a total spend over the whole scheme of £485,000. 	
Step 2.2.4 - We will continue to provide Disabled Facilities Grants within the limits of the funding available to the Council	AMBER
Step Progress: <p>The delivery of Disabled Facilities Grants continues to be disrupted by the effects of the pandemic. The availability of contractors and in certain cases the supply materials continued to be an issue. There has been an improvement on the time taken to deliver a Disabled</p>	

Facilities Grant, reducing from 363 days in 2020/21 to 339 days in 2021/22. However, the average number of days taken is still above the target of 270.	
Step 2.2.5 - We will develop a Housing Support Programme Strategy outlining the Council's strategic direction for housing support services	AMBER
Step Progress: A Housing Support Programme Strategy was developed during 2021/22 and was consulted on in early 2022/23. The strategy will outline the strategic direction of the local authority for housing support services, provide a single strategic view of Neath Port Talbot's approach to homelessness prevention and housing support services, will take into account what we as a local authority will do to support the delivery of Welsh Government's visions and aims in the prevention of homelessness and further the transformational shift required in order to move to the new rapid re-housing approach. The final draft following this consultation will be considered by Cabinet in October 2022. There were delays to this work caused by the impacts of the pandemic.	
Improvement Priority 2.3 - People are safe and feel safe	AMBER
Step 2.3.1 - 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
Step Progress: <ul style="list-style-type: none"> The Community Safety Team and partners have been implementing the various actions within the updated Violence against Women, Domestic Abuse and Sexual Violence (VAWDASV) 'Healthy Relationships for Stronger Communities' Strategy throughout 2021/22. The Community Safety Team co-ordinated the White Ribbon Day campaign which was held on 25 November 2021. This year the campaign involved grass roots rugby clubs helping us to promote key messages about healthy relationships. The campaign was largely social media focused due to some remaining Covid-19 restrictions. 	

- Our Independent Domestic Violence Advisors (IDVA) Team now work to a hybrid model, and their engagement rates remain at 73%, which is higher than previous years, despite an increase in demand into the service.
- 34.7% of incidents of domestic abuse were repeat victims, whilst still above our target of 32%, the figure has reduced on the previous two years. However, we did see a 19% increase in referrals of high risk victims to the IDVA (Independent Domestic Violence Advisor) service. Work continues to support those victims with more complex needs, who may need additional support, support over a longer term or who may drop out of support and later return.

Step 2.3.2 - We will support and protect people who are vulnerable to being drawn into terrorism and extremism.

GREEN

Step Progress:

- 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 co-ordinated and supported by the Community Safety Team, and chaired by the Principal Officer for Safeguarding. The panel is well attended by various partners, with positive outcomes for those referred.
- The Community Safety Partnership works closely with South Wales Police and Wales Extremism and Counter Terrorism Unit to ensure referrals are appropriately assessed. Relevant 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.

Step 2.3.3 - We will continue to monitor anti-social behaviour across the county borough in collaboration with our community safety partners and ensure an effective response when required

AMBER

Step Progress:

- The Paws on Patrol scheme increased its membership during 2021/22 and now has 1,300 members. 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 thousands of dog walkers within the county borough can play an important part in keeping neighbourhoods safer and cleaner.

- Upon lifting of Covid 19 restrictions we saw an increase in ASB related 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. Specific sub groups have been set up 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 Ward Councillors and Cabinet Members. The groups look at targeted action plans to address concerns, including longer term more strategic actions, where relevant.
- Neath Town Centre Partnership Group received a Safeguarding Award for the positive work carried out in Neath Town Centre.
- The Police operations continue, with regular updates fed into the partnership, to ensure the situation is monitored.
- There is ongoing engagement with local businesses and traders, with an increased focus in encouraging reports through to 101.

Step 2.3.4 - We will work with the Area Planning Board (APB) and wider partners to implement an integrated public health model approach to providing services across the community improving responses for people who have substance use issues prioritising the reduction of drug related deaths and improving services for those who have a co-occurring condition.

AMBER

Step Progress:

- In April 2021 the APB contracted Figure 8 Consultancy to begin to develop an independent advisory panel which is to be called the Western Bay Substance Use Truth Commission (SUTC). Co-chairs have been recruited and it is planned that Commission members will be in place by August 2022. The SUTC will investigate the key causes and consequences of drug use and drug deaths for individuals and their families; and subsequently recommend robust and realistic policy and practical measures to address these.
- Alongside the work of the SUTC the APB Team will be working with commissioning partners to deliver on interim recommendations arising from the Commission as well as developing an Alliance approach to commissioning a brand new Integrated Public Health model for substance use services across the region. A resource has been agreed to take this element of the Transformation project forward.

Step 2.3.5 - We will work with our partners to implement our Road Safety Strategy**GREEN****Step Progress:**

- Since restrictions gradually lifted in spring 2021, we have started to see a positive impact on our road safety delivery across all age groups. Progress in terms of delivering our planned work was on track for 2021/22. Whilst there were no targets set for Neath Port Talbot by Welsh Government for 2021, upto and including the calendar year 2020, the numbers of people killed or seriously injured on our roads has been significantly lower year on year when measured against Welsh Government targets.
- Analysis of police recorded accidents in Neath Port Talbot (all severities) show a steady decline since 2015. There were 216 recorded accidents in 2015 and 94 in 2021. Of the 94 accidents in 2021, there were 132 casualties comprising of 4 fatalities, 15 seriously injured and 113 with slight injuries. Police recorded road accident and casualty numbers were affected by the pandemic which saw restrictions on how, where and why people could travel within Wales. Whilst 2021 figures are slightly higher than 2020 due to the ongoing reduced restrictions, they remain lower than pre pandemic levels. Unfortunately we did have 4 road traffic accident fatalities during 2021, which is high for Neath Port Talbot compared to our overall annual figures. As an Authority we aspire to 'zero' deaths and will continue to ensure our delivery is consistently targeted, and relevant in both style and content as we move forward.
- In 2021/22, a full programme of Welsh Government funded motorcycle training resumed. BikeSafe, the Police led motorcycle training resumed after it was unable to be delivered in 2020/21 due to the pandemic. This year 66 motorcyclists were trained in BikeSafe, with Dragon Rider Cymru, our Enhanced Motorcycle Scheme, being delivered to 99 motorcyclists, and an increase from 51 in 2020/21. Our First Bike on Scene (FBoS) course also resumed, delivering training to 90 people this year.
- The Cycle to Work scheme was very successful in 2020 with 249 employees signing up to the scheme. The scheme was reopened in April 2021 for 7 weeks and 99 applications were completed.

Step 2.3.6 - We will work with our partners to ensure those with the most complex needs are safeguarded by strengthening our vulnerable adults safeguarding arrangements.	AMBER
<p>Step Progress:</p> <ul style="list-style-type: none"> • Adult Services continued to respond to the pandemic and ensured that those with complex needs were prioritised, and our Local Operational Safeguarding Group met quarterly to oversee safeguarding across the council. • Work in relation to managing the Deprivation of Liberty Order (DoLO – or Community DoLs), which means a person being under constant supervision/supported in a community setting began in late 2021. Cases in the Complex Disability team who live in supported living have been identified and are now being prioritised in accordance with Association of Directors of Adult Social Services (ADASS) priority guidance. This work was extended out across Adult Services more broadly to capture all those who may require a DoLO. Individual cases are being progressed through the Court of Protection to authorise care plans, secure community welfare orders and safeguarding individual’s liberty. We are also mapping out the resources needed to ensure suitable arrangements are in place for the forthcoming implementation of and compliance with the Liberty Protection Safeguards. We are currently reviewing the pathway processes we have in place for community DoLs, however consideration will have to be given to the change to LPS and impact on our current service structure. • Support has also been made available (which links with safeguarding) to adults who are displaying harmful behaviour. • There remains work to be done to further develop the response to harm outside the family home across Adult Services. 	
Step 2.3.7 - We will regulate food premises to ensure that the food provided is fit for human consumption and the premises from which it is sold are hygienic.	GREEN
<p>Step Progress:</p> <ul style="list-style-type: none"> • The percentage of food premises that have been inspected and found to be within the legal definition of ‘broadly compliant’ with food hygiene requirements remains high at 96.6%, and therefore achieving a Food Hygiene Rating of either 3, 4, or 5 (out of 5). Less than 4% of food businesses have Ratings of 0, 1 or 2, and these premises attract additional follow up and enforcement actions. 	

- Whilst the 'broadly compliant' score remains high, the service is following a national recovery plan (devised between the Food Standards Agency (FSA) and Local Authorities), to address backlogs of work following the pandemic, particularly for programmed inspections of existing and new businesses. The recovery plan extends through to 2023/24, and prioritises work with new businesses and any existing businesses in higher risk categories. This takes account of the resources which have been diverted into the local Covid-19 response (particularly to support Care Homes and the Test, Trace & Protect (TTP) service).

Step 2.3.8 - We will investigate breaches in the integrity of the food chain, from farm to fork (feed, animal health and food standards)

AMBER

Step Progress:

- All 41 (100 %) of high risk / A Rated inspections for Animal Health, food and feed have been completed. This statistic however disguises the fact that although the service has managed to inspect all high risk businesses within the period (one business is temporarily closed), inspection rates at lower risk premises has been impacted and certain aspects of Trading Standards work has been de-prioritised.
- Intelligence gathered at a local and regional level indicates that resources need to be diverted to lower risk businesses as they have been overlooked and have consequently become higher risk. This is partly due to a change in activity, but also due to the lack of an enforcement presence at the business, following the enforcement difficulties caused by the pandemic and prioritisation of resources. Allergen declaration compliance and miss-description of food are significant problems at lower risk businesses. Following the pandemic, many businesses have moved online which make them more difficult to detect, more work needs to be done in this area, but will require resources in an area that are already stretched.

Step 2.3.9 - 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>Step Progress:</p> <ul style="list-style-type: none"> • Of the 415 times businesses were visited, in 335 instances businesses were found to be compliant, or brought back into compliance successfully (80.72%). Despite this figure meeting the target, the statistic belies the number of outstanding breaches and investigations that need to be resolved. The service has also been through a period of significant staffing disruption including staff sickness and other demands. • Trading Standards has approached partners to share information and formulate dissemination of intelligence. This has been successful via the forum of the Community Safety Partnership. However promotion of the service has suffered as enforcement takes precedence and resources are limited. • Trading Standards has improved collaborative links within the council with the Economic Development Team in supporting business and with Waste Enforcement and Licensing in sharing intelligence. • The Trading Standards team has also begun to promote the 'Buy with Confidence' Trading Standards Trader Approval scheme. An officer has been appointed to approach local businesses to join the scheme, this officer is working in conjunction with the Economic Development Team and neighbouring Trading Standards Teams to promote the scheme. It is hoped that this will enable a fair-trading environment and give confidence to consumers in the services and products that they purchase from businesses in the region. 	
Step 2.3.10 - We will work with all stakeholders to deliver a safe and sustainable built environment.	GREEN
<p>Step Progress:</p> <ul style="list-style-type: none"> • 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. 	

- Due to the nature of the work we continued to deliver the service throughout 2021/22 relating to dangerous structures and building regulation applications continued as normal.
- 100% of building control 'full plan' applications were checked within 15 days.
- 99.2% of 'full plan' applications were approved first time.

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

GREEN

Step 2.4.1 - People will be supported to receive the UK Government benefits they are entitled to.

GREEN

Step Progress:

- From April 2021 to the end of January 2022, our Welfare Rights Unit has supported more than 2,000 people with benefit advice, appeal representation and full casework (form completion for example) raising more than £5m in extra income for these clients. That represents an average of £2,500 per person.
- We issued two Winter Fuel payments of £100 each to over 10,000 residents.
- We processed self-isolation payments of either £500 or £750 to over 5,000 residents who suffered a loss of earnings due to the requirement to self-isolate with Covid-19.
- We administered the £750 Social Care Bonus Scheme
- We processed Housing Benefit claims in 2.73 days (average) which is in an improvement of 0.4 days on 2020/21 performance and well within our annual target. Also, accuracy rate of processing benefits was 99.98% for the year.

Step 2.4.2 - We will implement the Welsh Government's Scheme to relieve the Council Tax burden on those with the lowest income.	GREEN
<p>Step Progress:</p> <ul style="list-style-type: none"> • We provided c£19m in council tax support to c17,000 households and took a decision to freeze the Council element of the Council Tax bill. • We put plans in place to deliver the Welsh Government Cost of Living Support Scheme payments to c55,000 households. • Set aside £2m into a Hardship Relief Reserve and developed a scheme to assist those affected most from the cost of living crisis. • We exceeded our collection rate targets for council tax (98.01% collected) and non-domestic rates (98.9%) and both collection rates were up slightly on the previous year. 	
Step 2.4.3 - We will continue to work with Chwarae Teg to deliver our Gender Equality Action Plan, including specific actions to reduce the Council's gender pay gap.	GREEN
<p>Step Progress:</p> <ul style="list-style-type: none"> • Gender Pay Gap data is reported a year in arrears. The Council's median gender pay gap for 2021 is 3.86%, whereas the mean is 6.59%. The median has increased slightly from 2020, when it was 3.44% (it was 3.93% in 2019). The mean has decreased as it was 7.2% in 2020. This means that the difference in women's average hourly rate has stayed the same in 2021 as it was in 2020. Females earn 93p for every £1 earned by a male. • Whilst the rate has stayed the same, we remained on track with this work and the Council has signed up to Chwarae Teg's Fair Play Employer Scheme for a third year to assist us with strategies to reduce our gender pay gap. Some of the work undertaken includes introducing the Hybrid Working Framework which has focussed managers on communication with their teams regarding more flexible ways of working. Managing and motivating Hybrid Teams training was rolled out and delivered in 2021/2022 and sessions on reward/recognition and constructive feedback for leaders and managers was developed and delivered in conjunction with Chwarae Teg. 	

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
Step 2.5.1 - We will further develop the “front door” to social services, ensuring that we provide a coherent, information, advice and assistance service	GREEN
Step Progress: In March 2022 the Adult Single Point of Contact (SPOC) went live, completing assessments for social work and occupational therapy after increasing staffing within the team. This has ensured that calls are being answered live by our contact officers, those referrals are processed as a same day response by the multi-disciplinary team and residents of NPT have immediate access to information/advice/assistance. Where assessments are required these are currently being completed within 4 working days on average with the criteria being set at within 7 working days.	
Step 2.5.2 - We will develop the home care and residential care provision for older people to ensure that there are enough quality placements available to meet local need	GREEN
Step Progress: <ul style="list-style-type: none"> Weekly provider meetings took place in 2021/22 to support the care market and daily contact was maintained with providers that experienced a Covid-19 outbreak. Further support was provided to the care sector including distribution of Welsh Government Funding to support additional cost pressures arising from Covid-19 , distribution of Personal Protective Equipment (PPE) and a volunteer’s register of people within the Social Services and Housing Directorate was established in order to support care providers with acute staff shortages arising from Covid-19. Contingency plans for services were developed to ensure continuity of care services throughout the pandemic. A regional Infection, Protection and Control nurse was employed to support care homes. 	

<ul style="list-style-type: none"> • An 11% uplift to the fees paid for residential and nursing care home placements was implemented from October 2021. This uplift supported care homes to pay staff the Real Living wage and improve other workforce terms and conditions in order to help improve the recruitment and retention of staff. • A regional internet page was set up so that care homes would have latest Covid-19 information. 	
Step 2.5.3 - We will implement the Hospital 2 Home scheme to support people over 65 to return home from hospital as soon as they are well enough, allowing them to recover and receive an assessment of their longer term support needs in more familiar surroundings.	AMBER
Step Progress: <ul style="list-style-type: none"> • Hospital to Home has been implemented within NPT in alignment with regional priorities. It has been rebranded as Home First. There is an additional resource to support this but recruitment has been an issue with vacancies across support worker, social worker and therapy staff. • Between April 2021 and March 2022, 568 over 65's were supported home from hospital for assessment in a familiar environment. 	
Step 2.5.4 - We will further develop our progression-based model of care for people with mental health needs, learning disabilities and physical disabilities	AMBER
Step Progress: <ul style="list-style-type: none"> • During 2021/22, we have identified through assessment and mapping exercises the need for a range of models of accommodation and care to meet the needs of the population. Particularly step up and step down accommodation. Mental Health is a key area for development. Models of accommodation and care that promote individual's progression opportunities. • The successful development of Geraint's House, the first pan disability extra care scheme, where individuals have moved from specialist residential care to living in their own flats with floating support. The positive feedback from the tenants, tenant's family, the provider and professionals has reaffirmed the commitment for the need for different models of accommodation and care – one model does not fit all. 	

- Monthly progression and accommodation meetings were held and a range of accommodation and care work is at different stages of development or planning which includes supported living for individuals with autism, Core and Cluster Scheme for pan disability, mental health and homelessness, re-purposing of existing learning disability supported living model of accommodation for move on accommodation/progression, discussions with Registered Social Landlord of independent flats with floating support and opportunities being explored to securing land for purpose built models of accommodation.
- We are working in partnership with Children and Young People Services to ensure use of progression model of accommodation and care to include, When I am Ready for care leavers.
- There is focus on Ategi/Shared Lives placement with a need for clear progression and goal planning as part of care planning.
- We are utilising early intervention and preventative services to support care planning, meeting personal progression outcomes i.e. Bspoked, Community Independence Service.

Step 2.5.5 - We will review the services we provide for people with the most complex needs to ensure that they remain fit for purpose

GREEN

Step Progress:

- We continue to work in partnership to pilot new ideas and implement a new model of care in a planned, structure approach that aligns with the new regional funding model to accelerate transformation and embed services in a sustainable way.
- We continue to work in partnership with stakeholders to explore opportunities for trialling different approaches, ideas to achieve positive outcomes for the individuals we support.
- The completion, in 2021, of a supported living model of accommodation and care for mental health.
- 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.
- 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.








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
Step 2.6.1 - We will implement the Regional Joint Carers' Strategy with our health partners and develop a local plan for carers.	GREEN
<p>Step Progress:</p> <ul style="list-style-type: none"> • Regional working groups are taking forward the priorities within the West Glamorgan Regional Carers Strategy. • PPE (Personal Protective Equipment) was provided to unpaid carers via the Carers Service. • We commissioned Carers Service to provide innovative short breaks for carers, including vouchers for spa treatments, days out and gym membership. • The Council has 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. • Use of alternative respite opportunities for carers were facilitated by the Carers Service. 	
Step 2.6.2 - We will embed a rights-based approach for older people and disabled people across the Council and ensure that people have access to advocacy support where that is required	GREEN
<p>Step Progress:</p> <p>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.</p>	















Improvement Priority 2.7 - Develop a range of strategies to improve health and well-being of older people across the county borough	GREEN
Step 2.7.1 - We will produce a 'Market Position Statement' which identifies service supply, demand and gaps to improve commissioning of support to meet people's needs.	GREEN
<p>Step Progress:</p> <ul style="list-style-type: none"> • A local Market Stability Report (MSR) has been developed, which will inform the Regional Market Stability Report. The MSR report was presented to the Regional Partnership Board and approved in June 2022. Section 144b of the Social Services and Well-being (Wales) Act 2014 requires Local Authorities to prepare and publish MSRs. MSRs help Local Authorities and Health Boards to be better placed to plan and commission social care services for their local and regional populations, are helpful tools for providers of regulated social care services and for people that use services, their families and unpaid carers who have an interest in the published MSRs, as they demonstrate how services are planned and offers transparency in relation to service provision. From these MSRs, officers will take forward the development of local and regional Market Position Statements (MPSs), which are documents that set out what types of services are required to meet population need now and in the future. Both the MSRs and MPSs will then be used to inform the creation of local and regional commissioning strategies. • A programme of commissioning work has been developed to take forward necessary work as identified through the market stability report. • Regular commissioning meetings with providers have taken place to discuss gaps in service and commissioning intentions. 	
Improvement Priority 2.8 - People will benefit from participation in activities in the natural environment, providing benefits for well-being and a greater appreciation for the role the natural environment plays in their lives	GREEN
Step 2.8.1 - We will make use of external funding to deliver programmes of activities in, or relating to, the natural environment, ranging from well-being focused activities, to awareness raising of the natural environment, and progression (where relevant) to volunteering and community activity.	GREEN

Step Progress:

- In May 2021 our upgraded Active Travel route opened in Neath.
- A number of projects have secured funding to support community engagement and volunteering in the natural environment: Lost Peatlands of South Wales Project, Connecting Green Infrastructure Project and Craig Gwladus projects. These support and upskill local communities and volunteers whilst delivering positive outcomes for habitat and species. All of these projects also provide health and wellbeing focused outdoor activities as well as a range of events, educational training and schools activities.
- The Local Nature Partnership has developed a State of Nature Report for NPT (to be published in 2022) and the NPT 4 Nature Group has enabled local community groups to engage with the expertise of the wider partnership.
- Ongoing social media presence has continued to increase the awareness of NPT's natural environment.

More detailed information with performance comments is including within our [full suite of performance indicators](#):

Performance Indicator	2019/20 Actual	2020/21 Actual	2021/22 Actual	2021/22 Target	Perf. RAG against 21/22 Target	Perf. RAG against 20/21 Actual
2 Well-being Objective 2 - To improve the Well-being of all adults who live in the county borough						
CP/021 - Number of new business start-up enquiries assisted	273	199	244	250	 Amber	 Green
CP/025 - Number of compulsory redundancies made by the Council	9	2	3	No target set	N/a	 Red
CP/031 - Percentage of households successfully prevented from becoming homeless	51.50	66.67	60.67	60.00	 Green	 Red
CP/032 - Average calendar days taken to deliver a Disabled Facilities Grant	196.00	363.20	339.51	270.00	 Amber	 Green

					Red	Green
CP/034 - Percentage of incidents of domestic abuse where people are repeat victims - Independent Domestic Violence Advisor (IDVA) Service - highest risk victims	40.05	37.30	34.67	32.00	 Red	 Green
CP/019 - Road Safety - Killed or seriously injured - Pedal cyclist casualties (All Ages) 2021/22 data is for 2021 calendar year.	0	1	0	No target set	N/a	N/a
CP/040 - Road Safety - Killed or seriously injured: Older Drivers (75 years and over) 2021/22 data is for 2021 calendar year.	0	0	1	No target set	N/a	N/a
CP/041 - Road Safety - Killed or seriously injured: Motorcyclists - all Ages 2021/22 data is for 2021 calendar year.	6	1	3	No target set	N/a	N/a
CP/042 - Percentage of food establishments that meet food hygiene standards	95.15	96.00	96.62	95.00	 Green	 Green
CP/110 - Workways + - Number of people helped back to work , training or volunteering	127	58	112	72	 Green	 Green
CP/112 - Percentage of empty private properties brought back into use	No data due to COVID-19			4.30	N/a	N/a
CP/116 - Communities for Work – priority 1 (age 25+): number of people helped to gain training, volunteering, work experience or sustainable employment	N/a New	72	50	86	 Red	 Red
CP/117 - Communities for Work – Priority 3 (age 16-24): number of people helped to gain training, volunteering, work experience, full time education or sustainable employment	N/a New	47	134	44	 Green	 Green
CP/118 - Communities for Work Plus – Programme for age 16+: number of people helped to gain training, volunteering, work experience, sustainable employment or those who are in “in work poverty	N/a New	159	525	300	 Green	 Green
CP/119 - Benefits - Average days taken for new claims and changes of circumstances – application to assessment	2.30	3.10	2.73	6.00	 Green	 Green

Case Study 2: NPT Warm Homes Fund

Background: The Warm Homes Fund was established by National Grid and is administered by Affordable Warmth Solutions to address some of the issues affecting fuel poor households. The scheme was facilitated by our Housing Renewal Team for the Neath Port Talbot area.

To be eligible, homeowners must:

- Not already have a gas or oil central heating system.
- Own or privately rent a home in Neath Port Talbot (private landlords will be required to pay a 25% contribution towards the cost of the works).
- Be classed as a low income household OR spend more than 10% of your household income on energy bills OR claim certain benefits OR live in a low income area as identified in the Welsh Index of Multiple Deprivation

Since launching in June 2020, this scheme has provided new gas central heating systems to 108 homes in the borough. During financial year 2021/22, 66 new gas central heating systems were installed into homes across the borough worth more than £280,000, with a total spend over the whole scheme of £485,000. The scheme ended on 31st May 2022.

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

- **Long-term** – The Warm Homes scheme helps to ensure low income, fuel poor and vulnerable households have a manageable and efficient heating system installed into their homes thereby reducing their energy bills and helping to lift them out of fuel poverty. This is of particular importance at this time as energy costs have dramatically risen across the world and are predicted to rise significantly further by the end of 2022, putting many more households into fuel poverty. In addition, the A rated boiler carries a 7 year warranty and has an expected life span in excess of 10 years. An efficient boiler also helps to reduce CO2 emissions.
- **Integration** – For 2021/22 this project links and contributes to delivery of the Councils Corporate Plan Well-being Objective 2 - To improve the well-being of all adults who live in the county borough and our improvement priority of helping people to access quality affordable housing. More information on how Well-being Objective 2 collectively works towards achieving the 7 National Well-Being Goals is found on pages 40 & 41 above.
- **Involvement** – We work in partnership with Benefits Advice, Care and Repair, Age Connects Neath to offer a sign posting service and promoted the scheme via Food banks, press releases and community buildings across the Borough. By working closely with Warm Wales and Communitas we ensured that eligible clients were in receipt of Fuel Poverty Network Extension scheme Vouchers to assist with the cost of the gas connection to the property, in the majority of cases the voucher covered 100% of the cost of the installation. Working with National Energy Awareness(NEA) 16 Co2 and temperature monitors were installed into properties at least 3 months prior to installation of the new heating system, they remained in situ for at least 3 months post installation. The data recorded is currently being analysed by the NEA along with energy bills. The findings will assist in developing further energy efficiency projects.
- **Collaboration** - The Housing Renewals and Adaptations Team work with a number of different agencies and funding bodies to deliver home improvements across the borough. NPT work in collaboration with Affordable Warmth Solutions who administer the scheme, and 4 local contractors who

carry out the installations using the local supply chain. We also worked with Warm Wales and Communitas to assess clients for FPNES (Fuel Poverty Network Extension Scheme) vouchers towards the cost of a gas connection to the property. We also work in partnership with Benefits Advice, Care and Repair, Age Connects Neath to offer a sign posting service and promoted the scheme via Food banks.

- **Prevention** – The warm homes scheme helps to ensure low income, fuel poor and vulnerable households have a manageable and efficient heating system installed into their homes thereby reducing their energy bills and helping to lift them out of fuel poverty, will help to improve health and wellbeing as well as reducing CO2 emissions in the environment. The scheme also provides valuable information that can assist in developing further energy efficiency projects.

Examples of Positive Outcomes:

- Households who previously burnt solid fuel will now have a more manageable heating system, and a healthier home environment especially those with respiratory problems. The scheme will help to lift households out of fuel poverty by reducing their energy bills.
- Over the duration of the project there were 108 installations which included 83 new mains gas connections undertaken.
- Assisted 52 households with occupants over the age of 60, 21 Households had children under the age of 16 living in them and 40 households were in receipt of benefits.
- An Energy Performance Certificate analysis pre and post installation (from latest available data) shows that 20 properties increased by 3 bands, 39 properties increased by 2 bands and 42 properties increased by 1 band, just 7 properties remained unchanged. 15 Households received loft insulation top ups to the required standard.
- A Glynneath resident, who had a new gas central heating system installed, said: “My initial reaction upon reading about the Warm Home scheme was, as a working family, we would not be eligible. “It took one phone call to be informed that we may in fact be eligible. A simple form to fill in, identified that we were in fuel poverty. The process of applying was straightforward, with a helpful advisor on hand. “The installation of the gas boiler was very efficient, with minimum disruption and completed quickly.”
- A Brynamman resident who successfully applied to the Warm Homes Fund, said: “I am so pleased with the new boiler system. It is much warmer. The new central heating system is more efficient and I have saved money already.”

6. Well-being Objective 3 – Progress in 2021/22



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.

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

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

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

GREEN

Step 3.1.1 - We will deliver strategic regeneration programmes

GREEN

Step Progress:

- The remediation of Harbourside is ongoing in preparation for future development.
- The refurbishment of 8 Wind Street Neath has been completed.
- We have assisted with the delivery of the Coastal development at the rear of Boots in Neath as well as the ongoing refurbishment of the former Liberal Club on Orchard Street.
- Work is nearing completion on the new leisure and retail development in Neath and the Plaza Cinema in Port Talbot was completed in summer 2022.
- The new Technology Centre on Baglan Energy Park was completed in early 2022.
- We have completed the refurbishment of the offices at the former Crown site in Neath. The offices are now full, having been occupied by three local companies. Approximately half of the former factory is also occupied by a local company.

Step 3.1.2 - Step - We will maximise strategic funding opportunities to deliver council priorities including strategic regeneration programmes.

GREEN

Step Progress:

- We have accessed Welsh Government funding via the Targeted Regeneration Investment (TRI) programme, including Property Enhancement Development Grants, Sustainable Living Grants, Valleys Taskforce Grants and support for TRI Strategic Projects.

- We have also accessed Placemaking Grants via the Transforming Towns initiative, as well via the Visit Wales funding.
- We had submitted two package bids for Neath and Aberavon constituencies in application for UK Levelling Up Fund in June 2021. In October 2021 the Council was informed that both bids were unsuccessful.

Step 3.1.3 - We will deliver the Neath Port Talbot Council led Swansea Bay City Deal programmes/projects.

GREEN

Step Progress:

- The regional Homes as Power Stations (HAPS) project we lead was approved by Welsh and UK Governments in July 2021 following an external Gateway Assurance review. The HAPS Project Manager took up post in November 2021 and the project has entered delivery phase.
- The Supporting Innovation and Low Carbon Growth (SILCG) programme that we lead was approved by Welsh and UK Governments in August 2021 following an external Gateway Assurance review. The SILCG Programme Manager took up post in March 2022. The programme of projects is at various stages of delivery, the construction of the Bay Technology Centre on Baglan Energy Park (part funded by European Regional Development Funding) is complete. The Council is working with Swansea University as its delivery partner to prepare the brief for a specialist facility to decarbonise the steel and metals industry – South Wales Industrial Transition from Carbon Hub.
- On 30th June 2021, Cabinet approved the business case for a new regional Skills and Talent Programme led by Carmarthenshire Council aimed at delivering the skills and training requirements for all Swansea Bay City Deal projects. The Skills and Talent call for applications was launched in March 2022.

Step 3.1.4 - We will support existing and new businesses to grow the local economy and attract new investment.

GREEN

Step Progress:

- Construction continued through 2021/22 on the state of the art, self-powering technology centre building at Baglan Energy Park. The flagship, green facility, was completed in early 2022, 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.
- In spite of Covid-19 challenges, the Economic Development Team supported 36 growth, investment and diversification projects from existing local manufacturing companies. Examples include businesses expanding manufacturing space from 25,000 to 90,000 sq. ft., 10,000 to 25,000 sq. ft. and from 25,000 to 150,000 sq. ft. These expansions have helped create and/or safeguard more than 200 jobs. In addition, further projects are being supported with the potential of creating/safeguarding a further 400 to 500 jobs.
- Throughout 2021/22, the Economic Development Team worked on 39 potential inward investment enquiries to attract further investment into the area. These enquiries were mainly from manufacturing companies based outside of Neath Port Talbot looking to set up in the area and innovation spin outs linked to academia. Enquiries were for office and lab set up ranging from 20,000 to 100,000 sq. ft. In particular, enquiries were received from a range of sectors including medical and life sciences, innovative R&D businesses, manufacturing companies linked to low carbon and others linked to wider developments such as the Global Rail Centre of Excellence.
- To support growth and diversification opportunities, a Community Renewal Bid is being developed to support Innovation within our Manufacturing/Engineering sector through the provision of 1-1 diagnostic reviews and the setting up of a Business Forum to encourage collaboration; networking; the exchange of ideas; inform businesses of relevant support and link businesses with trade/professional bodies and industry related organisations.
- Work has been ongoing around the new "Front and Centre" NPT place brand to develop a new "Invest in NPT" website to help attract new investment and support local businesses looking to invest in grow within key sectors, i.e. manufacturing; renewable energy; tech; medical/pharmaceutical.

<ul style="list-style-type: none"> • In 2021/22, 410 jobs had been created or safeguarded as a result of direct financial support by the Economic Development Team, well above the set target of 280. This was achieved despite ongoing economic uncertainties and the difficulties that many of our local businesses have faced over the past two years. • Work commenced on developing a bid for Community Renewal Funding to help improve digital competency across all business sectors. • Work is progressed on the development of an Economic Recovery Plan for NPT to help focus on protecting jobs, businesses and incomes as we emerge from the pandemic and to help plan for growth over the longer term. 	
Step 3.1.5 - We will identify supply chain opportunities for local companies within major developments in the county borough	AMBER
<p>Step Progress: Despite onsite restrictions and staff and supply shortages throughout 2021/22, construction projects have started to gain momentum. However, with many companies' still experiencing recruitment and supply chain issues and material shortages; the Economic Development Team were still able to identify supply chain opportunities for local businesses with 36% of contracts awarded to local companies, which is a satisfactory output for 2021/22.</p>	
Improvement Priority 3.2 - We will work with communities to increase reuse, recycling and composting	AMBER
Step 3.2.1 - We will review and refine our waste management strategy in the context of delivering against statutory targets.	AMBER
<p>Step Progress: • In 2021/22 we continued to implement actions agreed as part of the last Waste Strategy review. The one item outstanding for implementation, is the piloting of 'nappy' collections due to commence in 2022/23.</p>	

- We experienced a slight drop in 'recycling' performance in 2021/22, along with 12 other Councils, however at 66% we still exceeded the current statutory target of 64%.
- The next review of our Waste Strategy is due to take place in the autumn of 2022 to put in place any required actions needed to deliver the 70% target by 2024/25 and avoid any financial penalties for falling short.
- In addition, we saw a reduction (improvement) in the amount of waste generated per person from 209.7 tonnes in 2020/21 to 204.37 tonnes in 2021/22 and a slight improvement in cleanliness of our streets from 90.98% in 2020/21 to 92.85% in 2021/22.
- The average days to clear fly tipping increased from 2.84 in 2020/21 to 4.52 days in 2021/22. This was mainly due to redeployment of some staff into Waste Services to support with impacts of the pandemic along with general staff resource issues also due to the pandemic.

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

AMBER

Step 3.3.1 - We will identify tourism investment opportunities for both the private and public sector

AMBER

Step Progress:

- 10 existing tourism providers have been assisted with queries ranging from compliance with Covid-19 guidance, to proposals to expand current accommodation provision (including serviced accommodation and camping provision). A further 2 new and 5 proposed tourism providers (including accommodation and activities/ attractions) have been supported during 2021/2022.
- The Tourism Team secured £120,000 funding through Visit Wales' Brilliant Basics Scheme to create a fully accessible changing place at the Aberavon Seafront Aquasplash, refurbish the existing public toilet provision and improve access pathways. The new changing place facility will widen access to Aberavon Seafront for visitor groups with access needs.
- Overall there has been a reduction in tourism sector businesses seeking assistance during 2021/2022 as the sector was subject to ongoing restrictions during 2021/2022 and continues to work towards recovery from the pandemic.

Step 3.3.2 - We will work with partners to refurbish, repair and maintain locally important buildings and structures.	GREEN
<p>Step Progress:</p> <ul style="list-style-type: none"> • 8 Wind Street in Neath has been refurbished and the Plaza Cinema in Port Talbot redevelopment work was completed in the summer of 2022, both of which are Listed Buildings. • Renovation works to the Turbine House in Margam Park have been completed, and renovation works to the Castle are ongoing. • We have secured £250,000 from the National Lottery Heritage Fund to prepare a Heritage Strategy for the Borough to ensure the protection and sustainability of our built and natural heritage. 	
Step 3.3.3 - We will develop and promote the local tourism sector	GREEN
<p>Step Progress:</p> <ul style="list-style-type: none"> • The Tourism Team launched a new destination marketing campaign and website in September 2021. The Dramatic Heart of Wales campaign is aimed at attracting visitors to the area for overnight stays. More than 20 tourism businesses in Neath Port Talbot are involved in the campaign and have brought together experiences which provide inspiration to travellers considering a break in the area. The operators range from hotels and holiday cottages through to adventure sport providers and historical properties. The campaign has met all targets set to date. • 10 existing tourism providers and 2 new and 5 proposed tourism providers were supported during 2021/22. • A new Splash Pad in Aberavon has replaced the old paddling pool and there are new water fountains, jets and waterfalls, spread over a central play area. In addition, the Tourism Team secured £120,000 funding through Visit Wales' Brilliant Basics Scheme to create a fully accessible changing place at the Aberavon Seafront Aquasplash, refurbish the existing public toilet provision and improve access pathways. 	

Step 3.3.4 - We will develop the service models that support our leisure services, theatres and parks so that new income streams support their operation and they are less dependent on subsidy from the Council.	AMBER
<p>Step Progress:</p> <ul style="list-style-type: none"> On February 1st, 2022, Cabinet Members agreed to bring leisure services back under the council's management (in-house). Following the Cabinet decision, council officers will now work with Celtic Leisure to facilitate an in-house leisure service and undertake the necessary consultation work. Margam Park visitor figures continue to grow, showing an increase of over 50,000 visitors from 244,491 (2016) to 298,008 in 2021, on the back of COVID restrictions and public confidence. Despite two commercial facilities being closed due to the pandemic (the Orangery which was used as a mass vaccination centre for the Covid-19 vaccination programme along with the gift shop closed due to Covid- 19 guidelines and essential building maintenance), the park managed to operate under budget in 2021/22. The Orangery has now fully reopened and has over 90 weddings booked for 2022/23 up from 62 in 2020/21 (prior to the pandemic).The gift shop repairs are now complete and it reopened in July 2022. In addition recent investments in the Orangery, Charlottes Pantry and the children's play facility has allowed the park to maximise income opportunities which will continue in future years. The delivery of a new electric vehicle will mean the invaluable Home Library Service can be delivered to more people than ever before. The new electric vehicle will be more reliable, require less maintenance and provide more flexibility. The Home Library Service delivers books and information to residents who have difficulty, or who are unable to visit their local library. The number of visits to libraries, theatres and leisure centres continues to be impacted by the pandemic. Whilst numbers have increased on 2020/21, they are still below pre pandemic levels. Library closures during the pandemic resulted in enhancing all aspects of the digital offer. As a result digital downloads of eBooks and eAudio books have increased by 100%. 	
Step 3.3.5 - We will develop the offer of our theatres to attract a wide range of acts and performances.	AMBER
<p>Step Progress:</p> <p>Whilst the pandemic closed the theatres for 2020/21 and half of 2021/22 the development of the offer at our theatres, continues to be revised and monitored to attract a wide range of acts and performances.</p>	

Improvement Priority 3.4 - To identify and develop opportunities for sustainable economic growth in our valley communities across the county borough improving the health and well-being of our communities	GREEN
Step 3.4.1 - We will 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>Step Progress:</p> <ul style="list-style-type: none"> • Coed Darcy Urban Village – St Modwen Developments Ltd has submitted an application for outline planning for a mixed use development with all matters reserved except for strategic access. This application is currently under consideration. The Council and the developer will therefore continue to work together on discussions about development phasing, the overarching masterplan and the Section 106 Legal Agreement for the provision of necessary infrastructure and amenities. • Redevelopment of Baglan Bay is a long term aspiration that is likely to take several years to deliver, with areas within the allocation potentially suitable to facilitate the growth in the knowledge based economy. The increase in research and development facilities in smaller units at the Swansea University Science and Innovation Campus and at Harbourside will potentially need larger units, as these sites continue to develop, and therefore Baglan Bay provides adequate space and infrastructure to allow for their expansion. The site benefits from enterprise zone status helping to encourage investment to the area. • Within the Harbourside Strategic Redevelopment Area 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. • Outline planning application for the Wildfox Resort (Afan Valley) – Outline planning permission was granted (subject to a Section 106 legal agreement) on 18th January 2022. The Authority is currently engaging in pre-application discussions as a precursor to the submission of reserved matters applications, and discharge of conditions for determination by October 2022. Site investigations and preparatory works are currently taking place on site to inform these applications. • Global Centre of Rail Excellence (GCRE) received outline planning permission on 21st July 2021. Ongoing pre-application discussions are taking place with the Authority for the discharge of conditions, and submission of Phase 1 of the development this year. This 	

<p>development, on a former opencast site has the potential to provide regeneration and employment opportunities, together with spin off benefits to the wider region.</p> <ul style="list-style-type: none"> • During the Replacement Local Development Plan (RLDP) 'Call for Candidate Sites' (1st March 2022 to 31st May 2022), meetings were held with landowners of all the above sites to discuss the aspirations for the sites and the information they would be required to provide in order for the sites to be considered for allocation in the RLDP. • We are further developing the Supporting Innovation and Low Carbon Growth programme business case. • 712 of 819 (87%) of all planning applications were determined within time for 2021/22. Target for 2021/22 was 95%. 	
Step 3.4.2 - We will promote and protect a diverse portfolio of employment land and employment opportunities in the right places.	GREEN
<p>Step Progress:</p> <p>Working with Swansea Council we have jointly appointed consultants (Turley) to undertake a Housing and Economic Growth Assessment to inform the emerging Replacement Local Development Plan (RLDP). This is a key piece of evidence which will set out the scale, location and amount of growth that will take place in the County Borough over the plan period (15 years, from 2021-2036) and will inform the Employment Allocations and Policies within the RLDP.</p>	
Step 3.4.3 - Develop a prioritised programme of initiatives to deliver economic growth in our valley communities	GREEN
<p>Step Progress:</p> <ul style="list-style-type: none"> • During 2021/22 we supported 50 valley businesses. • The 'Global Centre of Rail Excellence (GCRE)' at the head of the Dulais and Tawe Valleys received outline planning permission on 21st July 2021. 	

- Our Economic Recovery Plan has been adopted, which will provide focus on our valleys' communities, i.e. the Economic Development team started work on identifying key business support partners to develop a collaborative approach to supporting businesses within the foundational economy to help bring greater economic benefits to our valley communities.
- A study has been commissioned to develop Regeneration Strategies for our secondary and tertiary town centres which are predominantly located in the Valleys.
- We are developing a Levelling Up Fund bid as part of the UK Government's Levelling Up agenda for the Neath Valley centred around culture, heritage and tourism attractions.

Step 3.4.4 - Identify and secure funding to deliver the prioritised programme of initiatives in our valley communities

GREEN

Step Progress:

- We are developing a Levelling Up Fund bid as part of the UK Government's Levelling Up agenda for the Neath Valley centred around culture, heritage and tourism attractions.
- We continue to access Welsh Government funding via the Targeted Regeneration Investment and Transforming Towns Programmes, as well as utilising our Commercial Property Grants to deliver regeneration projects in our Valleys' communities.
- The Economic Development Team are developing specific Action Plans to deliver targeted business support interventions and assist in the delivery of the Neath Port Talbot Economic Development Recovery Plan. The team are also considering various funding opportunities such as the Shared Prosperity Fund and contacting key partners to work collaboratively within each community on the delivery of interventions.

Improvement Priority 3.5 - To protect, conserve and enhance our natural environment (including green and blue infrastructure, important landscapes and countryside, habitats and species and wider ecosystem resilience) increasing awareness of its value and encouraging wider participation	GREEN
Step 3.5.1 - All council services will work together to deliver the Biodiversity Duty Plan.	AMBER
<p>Step Progress:</p> <ul style="list-style-type: none"> • The Biodiversity Duty Plan (BDP) was reviewed and an updated version produced and approved in November 2021. The BDP was prepared in consultation with departments across the Council and identifies actions already being undertaken and further actions that will be undertaken. The variety of actions ensure a more joined-up approach between services so that the Council delivers what is required. • The audit of council owned land (one of the actions) is currently progressing well, and the audit of services is progressing but is behind schedule partly due to Covid-19 and partly due to staff capacity issues. The Council's Integrated Impact Assessment (IIA) process also includes an element on biodiversity, thereby ensuring the impact of strategies, projects and policies are all suitably assessed. • A new 'bee friendly' approach to managing our verges and grasslands was adopted by the council's Regeneration and Sustainable Development Cabinet Board in July 2021. It will see a big increase in wildflower species and the insects such as bees which pollinate them in support of our Biodiversity Duty Plan and the NPT Nature Recovery Action Plan. • There are 51 biodiversity rich areas protected and/or enhanced. The list of nature conservation sites, which includes Local Nature Reserves, areas that are currently being worked on under grant funded projects and sites under the NPT Bee Friendly scheme. • The extent of land under council ownership or control that is protected and/or under appropriate management for biodiversity has reduced in hectares from 179.4 to 161.1. The Working with Nature sites were removed due to the Welsh Government grant coming to an end and a delay to a new grant starting. Additional sites were added as part of the NPT Bee Friendly scheme. The extent of land managed length (Km) which primarily consists of verges has increased slightly from 22.79 Km to 23.12 Km. 	

Step 3.5.2 - We will use our statutory powers to challenge unacceptable levels of pollution	GREEN
<p>Step Progress:</p> <ul style="list-style-type: none"> • In the summer of 2021, we began a pioneering air quality monitoring project aimed at providing accurate “real time” measurement of pollution so solutions for greener, healthier communities can be found. The project, the first of its kind in Wales, is a pilot study testing the concept of localised air pollution monitoring and is part of the Swansea Bay City Deal programme and is delivered as part of our Decarbonisation and Renewable Energy (DARE) Strategy. • Air quality monitoring continues to be carried out throughout NPT. The Port Talbot/Taibach area continues to be declared an Air Quality Management Area (AQMA). One of our Corporate Plan Key Performance Indicators 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 27 exceedances during 2021/22. • No risk assessments were undertaken on private water supplies during 2021/22 due to work pressures and due to Covid-19 restrictions, however, alternative means of intervention is undertaken in accordance with instruction from the Drinking Water Inspectorate. 	
Step 3.5.3 - We will work and engage with local communities and wider partners to deliver a programme of activities that supports the involvement of local people in looking after their natural environment.	GREEN
<p>Step Progress:</p> <ul style="list-style-type: none"> • A number of projects have secured funding (please see step 3.5.4 below) to support community engagement and volunteering in the local environment: Lost Peatlands of South Wales Project, Connecting Green Infrastructure Project and Craig Gwladus projects. These support and upskill local communities to look after their local biodiversity and environment. There are currently 48 environmental volunteers working with these projects. • A new group called ‘NPT 4 Nature’ has been set up by the Local Nature Partnership and facilitated by the Countryside and Wildlife Team. This group aims to facilitate, engage and support community groups. It provides a route for such groups to access support, 	

expertise and advice ensuring volunteer action is focussed in the most productive and suitable way whilst supporting the local natural environment.	
Step 3.5.4 - We will make best use of external funding opportunities to add value to existing services, increasing our capacity to deliver long-term, landscape scale projects for the benefit of the natural environment and residents.	GREEN
<p>Step Progress:</p> <ul style="list-style-type: none"> • The Lost Peatlands of South Wales Partnership Project was awarded £1.56 million by National Lottery Heritage Fund and works have started to restore peatlands and other upland habitats alongside engaging communities, in the upper Afan Valley and into Rhondda Cynon Taf. Please see the Lost Peatlands case study on pages 90 – 92 below. • Welsh Government funding under the Enabling Natural Resources and Wellbeing funding scheme was finally confirmed for the Connecting Green Infrastructure (SW Wales) Project and work has started. Site management and volunteering has restarted on many sites, including Local Nature Reserves, and new innovative GI proposals have begun to be developed. This fund also provided a small grants scheme for local community groups. • Projects to improve Craig Gwladus Country Park and engage communities and volunteers with their environment and heritage have continued and further funding has been secured from National Lottery Heritage Fund to undertake further project work. • Through green recovery funding a number of wildlife towers have been constructed, at the Gnoll Country Park and at Bryn Tip Local nature reserve, with owl and bat use already evident within a couple of months, these have been a huge success. • 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 the creation of new ‘stepping stone’ nature reserves at Vivian Park and Wood Street. • Local Nature Partnership Cymru funding also enabled the facilitation and support of the NPT Nature Partnership, including the development of the NPT State of Nature Report (to be published in 2022) and provided a small grants scheme for local community groups. • Welsh Government Access Improvement Grants have also supported access improvements to our Public rights of Way such as : <ul style="list-style-type: none"> ○ New Footpath - Glynneath (Earlsfield Close) – Installed new public right of way with structures; ○ New Footpath - Godre’r Graig (Hodgsons Road) – Installed new public right of way with concrete steps w/handrails; 	

<ul style="list-style-type: none"> ○ Footpath 16 Cilybebyll – Project to replace a number of stiles with Kissing gates; ○ Footpath 223 Llanguicke – Project to improve the existing surface of the path; ○ A number of bridges were also replaced together with other smaller improvement projects carried out. 	
Step 3.5.5 - We will work to improve the natural environment, including enhancing green infrastructure for the benefits of rural and urban communities.	GREEN
Step Progress: As per detail in Step 3.5.4 above	
Improvement Priority 3.6 - To deliver a positive contribution to the regional planning agenda	GREEN
Step 3.6.1 - We will work collaboratively with neighbouring authorities to scope and deliver a Strategic Development Plan which aligns with the requirements of Future Wales: The National Plan 2040	GREEN
Step Progress: <ul style="list-style-type: none"> • The Local Government and Elections Act 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. • 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. • We have recently commissioned a number of studies with our neighbouring authorities. These studies include – a Strategic Flood Consequences Assessment Stage 1 with the South West Wales (SWW) region; a Housing and Economic Growth Study, a joint Local Housing Market Assessment and a refinement of the SWW National Growth Area (NGA) will provide the evidence base for the RLDP 	

and will provide potential methodologies and evidence for future SDPs. We continue to build upon good working relationships with neighbouring authorities and share best practice.	
Step 3.6.2 - We will work with our partners to develop a well-being assessment to analyse the strengths, assets, challenges and opportunities in our communities to inform the next Well-being Plan.	GREEN
Step Progress: The Public Services Board (PSB) has completed its second local assessment of well-being. Public consultation has taken place and the final assessment was agreed by the PSB on 19 th July 2022. The next steps will be to agree well-objectives and develop the detail of the well-being plan which is due to be published May 2023.	
Improvement Priority 3.7 - To promote and deliver sustainable accessibility and improve connectivity and communication links	GREEN
Step 3.7.1 - We will work with developers and partners to improve accessibility to public transport and active travel; along with enhanced public transport services and connectivity of different modes across the county borough and wider City Region through the delivery of key transport infrastructure	GREEN
Step Progress: In 2021/22 Neath Port Talbot was awarded £721,000 core funding in addition to £195,000 for active travel design work, minor improvement works, land negotiations and promotion of schemes. Works during 2021/22 include: <ul style="list-style-type: none"> • Renewal of our Active Travel Network Map (ATNM) in compliance with the Active Travel Act. The revised map was approved by Welsh Government in August 2022. • Following the closure of Newbridge Road bridge an alternative route has been investigated to link the community of Sandfields with the National Cycle Network. To construct the route it would be necessary to purchase land in private ownership. Despite continued attempts, unfortunately we have been unable to secure the land required. We have, however, been successful in securing funding in 	

2022/23 to undertake a feasibility study into the reopening of the existing Newbridge road bridge for active travel and are proposing to submit an application for Levelling up Funding to UK Government.

- The speed limit on the B4432 near the improved active travel route between Neath and Tonna was reduced to 20mph; with physical measures installed to slow traffic making crossing safer for users of the active travel route.
- Barriers on active travel routes can cause considerable inconvenience to users and in some cases can cause cyclists to dismount or even exclude some users. The majority of the complaints received by NPT relating to active travel routes are due to access control measures either preventing access or causing users to dismount. In 2021/2022, 16 barriers were removed/replaced
- 11 active travel junctions were improved in 2021/2022.
- Cycle and seating - 8 seats and storage for 20 bikes were installed.
- An extensive exercise of monitoring was undertaken in 2021/22 to capture base data on the numbers of pedestrians and cyclists and the speed and volume of traffic adjacent to active travel routes. In addition, data has been captured to demonstrate an increase in usage on recently completed active travel routes.
- An exercise has been undertaken to create a brand for Active Travel in NPT along with updating NPT's active travel webpage. The new webpage will be launched with the new ATNM once approved by Welsh Government.
- Unfortunately due to a lack of resources, a planned scheme at Afan Argoed was unable to be delivered.
- Design has been completed on 3 active travel routes and feasibility studies have been undertaken on 14 routes identified on NPT's ATNM.
- A feasibility study has been undertaken into improving active travel links to Baglan railway station.

See also step 3.7.2 below

Step 3.7.2 - We will endeavour to maintain and expand the current work with partner organisations to improve the transport network and explore and develop alternative transport solutions where conventional transport bus services are no longer sustainable.	GREEN
Step Progress: <ul style="list-style-type: none"> • Work is still ongoing with Welsh Government (WG) and Transport for Wales (TfW) on the strategic bus network review. Moving forward Corporate Joint Committees will be working with the region on developing the local bus network. City and County of Swansea has been identified as the lead authority for the region on transport. The following projects are currently being explored with WG and TfW: <ul style="list-style-type: none"> ➤ TfW have consultants looking at the feasibility and impact of a through bus service from Ystradgynlais to Mumbles. ➤ Hydrogen Bus Project - WG are looking at the feasibility of introducing Hydrogen Busses on some of the strategic bus network. • WG are consulting on legislative reform: One network, one timetable, one ticket: planning buses as a public service for Wales. Some of the proposal include requiring the franchising of bus services across Wales, allowing local authorities to create new municipal bus companies and relaxing restrictions on existing municipal bus companies to put them on the same footing as new ones. • We further improved the condition of A roads, B roads and C roads and achieved targets for all three road categories. 	
Improvement Priority 3.8 - We will work with partners to improve connectivity and infrastructure across the county borough	GREEN
Step 3.8.1 - We will work with partners to improve digital infrastructure and connectivity throughout the county borough.	GREEN
Step Progress: <ul style="list-style-type: none"> • We secured funding from Welsh Government for the development of fibre infrastructure for Mardon Park on Baglan Energy Park, to help address a clear need and demand in relation to connectivity, from local businesses within this key strategic business location. This would now provide full digital connectivity into the business location which services approximately 36 businesses linked to approximately 200 jobs and provides connectivity to future planned units of approx. 40,000 sq. ft., although there has been some external factors that have impacted this work and delayed some progress. 	

- We worked to support the Swansea Bay City Region on the wider digital connectivity issues and opportunities to benefit the area and bring forward further connectivity.
- We worked with other external infrastructure providers to facilitate the development and roll out of infrastructure provision with the NPT area such as the full fibre to the premises provision e.g. Open Reach and BT.
- We will continue to engage with Welsh Government to ensure connectivity comes forward in the NPT area.
- We liaised with The Department for Digital, Culture, Media & Sport to highlight the issues in relation to digital connectivity in the NPT area.

Step 3.8.2 - We will help promote the Welsh Government's Superfast Broadband Cymru Programme.

GREEN

Step Progress:

- The Economic Development Team actively supports the delivery of the Welsh Government's Superfast Broadband Cymru Programme by continually working in collaboration to promote the scheme to local businesses. Throughout 2021/22, 253 local businesses received support via the Superfast programme.
- Deliverers of Superfast worked closely with NPT to develop a Community Renewal Fund (CRF) bid to provide additional digital support to local businesses. The aim of this project was to work alongside the Superfast programme to complement and not duplicate its delivery. The CRF bid was approved by Welsh Government in December 2021, and following a procurement exercise, delivery of the project commenced in March 2022. Superfast continue to work in partnership with us to deliver this project which aims to provide support to ensure local businesses have the right skills and technologies to capitalise on growth opportunities post-Covid and take advantage of an increasingly green, digital and flexible economy.

Step 3.8.3 - We will support the third sector to enable more people to access on-line services.	GREEN
<p>Step Progress:</p> <p>Prior to the pandemic a number of community organisations had set up practical digital exclusion sessions, where volunteers were identified and trained to become Digital Champions. Weekly sessions were then set up in communities to support residents to access the internet and gain the digital skills needed to access digital services. As communities begin to open up we continue to work in partnership with Council for Voluntary Services (CVS) and Digital Communities Wales (DCW) to identify suitable volunteers and provide them with the training to restart this initiative. Also expand this initiative to more community groups, offering help and support and community based learning based on individual's needs. During 2021/22 we:</p> <ul style="list-style-type: none"> Continued 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. Continued to be an active member of the community safety panel with members from other organisation including South Wales Police, Trading Standards, DCW, CVS. Attended meetings with the Safe and Well Partnership offering support. Continued to share good practice and exchange information with 3rd sector organisations and delivered digital inclusion sessions to community groups on how to access digital services and how to keep safe online. 	
Step 3.8.4 - We will promote the importance of having effective digital strategies, including measures to address digital exclusion, to Public Services Board (PSB) partners	AMBER
<p>Step Progress:</p> <p>Through the work of the Digital Inclusion Steering Group, all Public Services Board (PSB) partners made a formal commitment to working towards the digital inclusion charter principles so that the need to cater for digitally excluded people is reflected in agency digital strategies and agency equality plans. The legacy of this group provided a network for partners to continue to support and learn from each other whilst also embedding digital inclusion into the terms of reference of all other work initiated by the PSB.</p>	

There have been changes to service delivery as result of the pandemic that have proved more efficient and cost effective and these lessons learned will inform future provision. The next phase of work in this area will look at infrastructure and the availability and affordability of high speed broadband.

Improvement Priority 3.9 - We will introduce a series of interventions and improvement measures across the county borough to maximise the economic, social and environmental benefits and opportunities provided by the decarbonisation agenda

GREEN

Step 3.9.1 - We will take a coordinated approach across the Council to introduce a variety of measures to reduce the Council's own carbon footprint whilst carrying out its functions.

GREEN

Step Progress:

- In September 2021, Members approved development of Electric Vehicle (EV) charging points and Photovoltaic Solar Panels at the Quays to support our EV fleet transition plan and development of an EV charging policy for staff to utilise this service.
- Street lighting column replacement work in Neath Town Centre associated with the ongoing low energy lamp replacement work was carried out in March 2022.
- In the summer of 2021, we began a pioneering air quality monitoring project aimed at providing accurate “real time” measurement of pollution so solutions for greener, healthier communities can be found. The project, the first of its kind in Wales, is a pilot study testing the concept of localised air pollution monitoring and is part of the Swansea Bay City Deal programme and is delivered as part of our Decarbonisation and Renewable Energy (DARE) Strategy.
- The Economic Development team were successful in securing funding from Welsh Government to undertake a feasibility study on developing a Clean Growth Hub in Neath Port Talbot and to undertake work to map out key academic innovation assets and low carbon activity, e.g. Gas Turbine Research Centre, Hydrogen Research Centre, South Wales Industrial Cluster, Solar Heat Energy Demonstrator (SHED), Project Flexis, Reducing Industrial Carbon Emissions (RICE), etc. This work will be used to evidence future funding bids and to inform the development of Action Plans to support the delivery of the Economic Development Recovery Plan.
- Through the progression of Green Infrastructure approaches, connecting green infrastructure project as well as the Biodiversity Duty Plan (BDP) a move towards more green and therefore carbon reducing approaches is currently progressing. The BDP audit has started

and will encourage greener ways of working and the GI project has already started to look at potential options to improve public buildings and infrastructure through introduction of GI. Workshops have also already been arranged to provide assistance to internal staff and Public Services Board organisations.	
Step 3.9.2 - To raise awareness and promote and facilitate a decarbonised economy, we will work with the public, our partners and local businesses to share good practice and encourage actions.	GREEN
Step Progress: <ul style="list-style-type: none"> • We secured funding from the Community Renewal Fund in February 2022 to deliver an eight month pilot project to support innovative local businesses within the Manufacturing, Engineering, ICT, Med Tech, Renewables and other growing business sectors by providing a platform for them to discuss future challenges, opportunities and shared examples of good practice in relation to the decarbonisation agenda. • In March 2022, we established a Business Forum, delivered two events and developed a delivery programme for the duration of the project. 25 businesses attended the first two events at which they received information and links to professional bodies and presentations from experts involved in research and innovation within the renewable energy sector. The events also focused on new developments in the region that utilise emerging technology and renewables that provide growth opportunities, i.e. Associated British Ports “Future Vision for Port Talbot Docks”. • A workshop on Green Infrastructure (GI) for Public Services Board partners has been arranged to help to share ideas and good practice on GI. 	
Step 3.9.3 - We will work to facilitate and deliver natural carbon sequestration through the sustainable management of our natural resources such as peat and specific projects and initiatives.	GREEN
Step Progress: <ul style="list-style-type: none"> • Work to restore peatlands has started within the Upper Afan and Rhondda Valleys as part of the 4 year National Lottery Heritage Funded Lost Peatlands Project. Overall the peatlands in the project area will store around 350,000 Tonnes of Carbon which is equivalent of 5,291,268 trees being planted and grown for 10 years. 	

- Through the Connecting Green Infrastructure Project investigations are ongoing in relation to planting trees in areas of high demand (i.e. low tree canopy cover) especially in Sandfields and Aberavon.

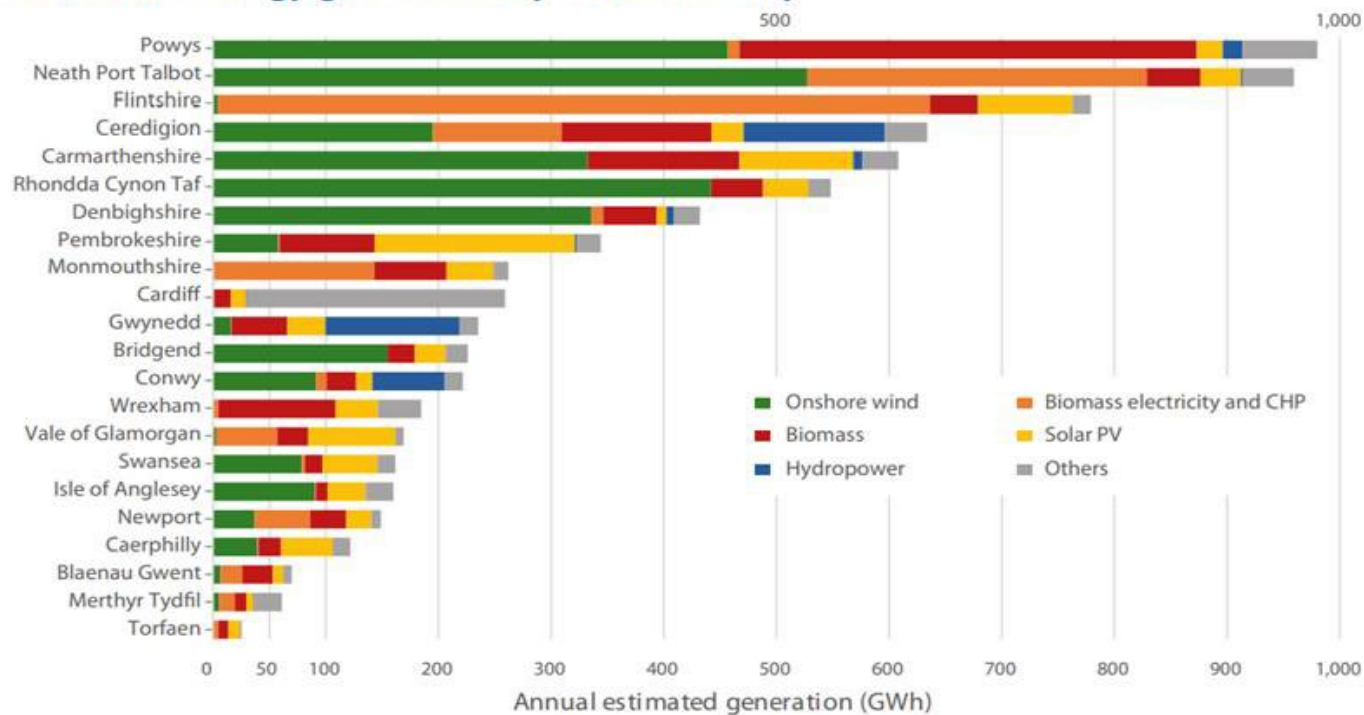
Step 3.9.4 - We will work to address any barriers to the development of renewable energy across the county borough and promote the sustainable and appropriate use of renewable resources.

GREEN

Step Progress:

Welsh Government (2019) data (latest available) below shows NPT Council leading the way in conjunction with Powys Council.

Renewable energy generation by local authority










There has been clear demonstration of the effective promotion of sustainable and the appropriate use of renewable resource and technologies via our [DARE Strategy](#) and supportive programmes such as the City Deal Homes as Power Stations, supporting Innovation and low Carbon Growth and the 21st Century Schools Programme etc. This is an iterative process and it will evolve continually. We will continue to work to address barriers so that we can build on the progress already made.

In addition, there is the need for relevant officers within Property and Regeneration and Planning Departments to meet and review and identify further actions and activity for further increasing renewable energy generation across the county borough and stimulating promotion of renewable resources.

Well-being Objective 3 Key Performance Indicators:

More detailed information with performance comments is including within our [full suite of performance indicators](#):

Performance Indicator	2019/20 Actual	2020/21 Actual	2021/22 Actual	2021/22 Target	Perf. RAG against 21/22 Target	Perf. RAG against 20/201 Actual
3 Well-being Objective 3 - To develop the local economy and environment so that the well-being of people can be improved						
CP/063 - The number of jobs created/safeguarded as a result of financial support by the local authority	610	470	410	280	 Green	 Red
CP/067- Percentage of waste, reused, recycled or composted	61.74	67.56	66.00 Provisional data	64.00	 Green	 Amber
CP/068 -Kilograms of residual waste generated per person	182.02	209.7	204.37	No target set	N/a	 Green
CP/069 -Percentage of streets that are clean	93.86	90.98	92.85	91.00	 Green	 Green

CP/070 -Average number of days to clear fly-tipping	2.97	2.84	4.52	2.84	<div><div></div><div></div><div></div></div> <div>Red</div>	<div><div></div><div></div><div></div></div> <div>Red</div>
CP/072 - Number of visits to our theatres	217,161 9 months data due to COVID- 19	No data due to COVID-19	105,647	No target set due to Covid-19	N/a	N/a
CP/073 -Percentage of quality Indicators achieved by the Library Service	72.2%	Data not published due to Covid			N/a	N/a
CP/074 - Number of visits to leisure centres per 1,000 population	7,758 9 months data	No data due to COVID-19	4,810		N/a	N/a
CP/078 - Number of PM10 breaches in the Air Quality Management Area (Port Talbot / Taibach)	7	16	27	35	<div><div></div><div></div><div></div></div> <div>Green</div>	<div><div></div><div></div><div></div></div> <div>Red</div>
CP/083 - Percentage of A roads in poor condition	4.99	3.38	2.55	5.00	<div><div></div><div></div><div></div></div> <div>Green</div>	<div><div></div><div></div><div></div></div> <div>Green</div>
CP/084 - Percentage of B roads in poor condition	2.84	2.40	1.87	5.00	<div><div></div><div></div><div></div></div> <div>Green</div>	<div><div></div><div></div><div></div></div> <div>Green</div>
CP/085 - Percentage of C roads in poor condition	5.68	4.78	4.17	10.00	<div><div></div><div></div><div></div></div> <div>Green</div>	<div><div></div><div></div><div></div></div> <div>Green</div>
CP/113- Percentage of all planning applications determined in time	97.44	95.4	86.94	95.00	<div><div></div><div></div><div></div></div> <div>Red</div>	<div><div></div><div></div><div></div></div> <div>Red</div>
CP/120 - Extent of land under Council ownership or control that is protected and/or under appropriate management for biodiversity: Part A: Area (hectares)	179.39	179.39	160.65	179.40	<div><div></div><div></div><div></div></div> <div>Red</div>	<div><div></div><div></div><div></div></div> <div>Red</div>
CP/121 - Extent of land under Council ownership or control that is protected and/or under appropriate management for biodiversity: Part B: Length (km)	22.79	22.79	23.12	22.80	<div><div></div><div></div><div></div></div> <div>Green</div>	<div><div></div><div></div><div></div></div> <div>Green</div>

Case Study 3 : Lost Peatlands of South Wales Project

Background: Peat is invaluable in terms of carbon storage and wildlife habitat and is critical to climate change mitigation and reversing biodiversity decline. The 'Lost Peatlands of South Wales' project started in July 2021 and is being delivered by the Lost Peatlands Partnership comprising Neath Port Talbot Council (Lead), Rhondda Cynon Taf Council, Natural Resources Wales, Swansea University and Coed Lleol (Small Woods). The project focuses on the uplands of South Wales. It is restoring this historic peatland landscape and helping people enjoy their local outdoor space. The project has secured £1.56m from the National Lottery Heritage Fund and with additional match funding from partners and Vattenfall's Pen y Cymoedd Wind Farm Habitat Management Fund, the overall project value is more than £2.8m. The project is providing a wide-ranging programme of environmental improvements and community activities that will run through until early 2025.

The vision for the project: Through habitat restoration and better management of the lost peatland resource, we aim to recover the amazing landscape, make a positive impact on climate change and increase the area's biodiversity. Through better access, interpretation, signage and promotion we will attract and encourage the exploration of the Lost Peatlands area. This will provide opportunities for people to enjoy and benefit from the landscape. We will connect both local people and visitors to the area's wealth of heritage. Through the offer of education, training, activities and events for all, we will empower the project's communities to engender a greater sense of stewardship and to ultimately rediscover and revitalize the Lost Peatlands.



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

- **Long-term** – The project will deliver long-term environmental improvements through the restoration of habitats including peatlands. The restoration of peatlands will contribute towards the response to climate change. Locking carbon into the peat for the long-term. Through upskilling, educating and supporting local volunteers and community members we will be providing individuals with skills and knowledge that will aid them in their future employment aspirations. We are supporting local communities to set up ‘friends of’ groups to ensure the management of sites can continue post project.
- **Integration** – The project positively impacts on a number of the national wellbeing goals. At Council level, this project for 2021/22 contributes to Wellbeing Objective 3: Our local environment, culture and heritage can be enjoyed by future generations. Going forward it contributes to a number of key objectives as set out in the [2022/2027 Corporate Plan](#). Peatlands restoration is included in our [DARE Strategy](#) and there are a number of actions with in our [Biodiversity Duty Plan](#) where this project contributes to. More information on how Well-being Objective 3 collectively works towards achieving the 7 National Well-Being Goals is found on pages 65 & 66 above.
- **Involvement** – Local communities, volunteers and schools are all involved in the project. Local volunteers are key to the project including helping manage and monitor sites. Schools are growing their Sphagnum (Peat Moss) that will be planted out in our peatlands to help the restoration. Local experts and residents are providing input into interpretation information and helping with events. Plus, our stakeholder group is helping to steer and inform the project.
- **Collaboration** – The project is being delivered in partnership with Rhondda Cynon Taf Council, Natural Resources Wales, Swansea University and Coed Lleol, an allows us to benefit from the range of expertise available across these partners. The project also has a stakeholder group and a number of working groups that inputs and helps steer the project, these consist of a wide range of organisations and interested parties across the project area. The collaboration of partners and key parties has seen a huge amount of added benefit and will expand research opportunities ensuring the project area can become a national hub for peatland research.
- **Prevention** – Particularly through the educational elements of the project we are increasing the appreciation for the local area and landscape. With sites becoming actively managed with volunteers a greater stewardship of the area is being embedded within the communities. It is hoped that this in turn will reduce anti-social behaviour e.g. arson. Our Health and wellbeing programmes provide a route for people with physical and mental health problems to access help and activities reducing the burden upon the NHS. Through peatland restoration we are also reducing carbon emissions, helping to respond to climate change.

Key highlights of the project:

- The project area will store around 350,000 Tonnes of Carbon which is equivalent of 5,291,268 trees being planted and grown for 10 years.
- Restoration and Management Programme: The project will restore and manage more than 490 hectares of habitats. Of particular focus is the direct restoration of 256 hectares of previously afforested peat bogs and pools. Work has already started and around 25 hectares of peat bog has already undergone restoration at Castell Nos Habitat Restoration Area (pictured above left).
- Learning and Establishing Best Practice Programme: The project is engaged with 7 local schools in an outdoor learning programme, with children experiencing and learning about their local environment and particularly the peatlands. The project is also improving school grounds to aid outdoor learning. A variety of opportunities for adult learning and upskilling is also a key part of the project. Aged training has also started with a number of people working towards qualifications. Swansea University, as a key partner, ensures the peat restoration works are closely monitored, informing important ongoing research to guide best practice restoration techniques in Wales.
- Access Programme: Access to the landscape is also being made easier through improved, guided footpaths and interpretation. A number of short circular routes have been identified close to community wild spaces along with a long distance walking route – the Peatland Way. All are due to be waymarked (route signs) this year. The project has engaged with Ramblers Cymru who will be training volunteers to monitor these new routes.
- Health and Wellbeing and Communities Programme: The project offers opportunities for local people to get involved with the heritage on their doorstep through a variety of free activities, events, and volunteering opportunities. Families and adults are also able to join or be referred to the project's health and wellbeing activity programmes. Activities have included guided walks, arts and crafts activities, wind farm tours, spoon carving etc.
- Awareness Raising and Promotion: The project is raising awareness of the local environment and its interesting heritage and wildlife. A mobile App is being developed to encourage exploration of the area as well as educating people about peatlands. We are also using social media, YouTube, our website and television to promote the project.

The project has completed its first year with some of the **key outcomes** for local communities include:

- 25 volunteers have been inducted to contribute to the project so far and 125 participants have undertaken training
- 30 teachers have been trained in outdoor learning and 192 school children have taken part in our outdoor/environmental learning programme
- 240 participants have joined activities/events
- 109 people have benefited from our Health and Wellbeing programmes of activities
- Of those people attending health and wellbeing programmes 95% agreed or strongly agreed that the sessions were enjoyable and over 50% are intending to frequently visit sites/greenspaces in the project area, an increase from 13% before attending our sessions
- All activities have been well received, with particularly nice feedback from the schools.

7. Governance and Resources













In previous annual reports this section would include detail on our arrangements and progress on key strategic themes such as corporate planning and performance management, risk management, governance arrangements, workforce planning, financial planning, procurement, asset management, engagement, equalities and Welsh language, collaboration and information on what our regulators have said. This information will be included in the Council's Corporate Self-assessment for 2021/22 which will be published at a later date. The Council has a new duty from April 2021, under the Local Government & Elections Act (2021), to produce an annual corporate level self-assessment for the Council.











In addition, we included in our 2021/2023 Corporate Plan a number of performance measures that provide an assessment of some of our cross cutting and governance arrangements. Progress for 2021/22 on these measures is summarised below with the detail of the measures and their performance also provided below:

Governance and Resources - Key Performance Indicators summary:

- Sickness rates significantly increased
- Average times to answer telephone calls increased for both Welsh and English calls, however improvements were seen in the second half of the year
- National Non-domestic collection rates and council tax recovery rates both above targets with collection rates exceeding 98%
- Increase in the percentage of people aged 3 and over who can speak Welsh
- We received no statutory recommendations relating to our planning and performance arrangements
- 97.25% of Local Government Electors were verified and registered to vote in the May elections, this exceeded the target of 96.5%.
- Hits to our website increased and 16 new online services were created during 2021/22.

More detailed information with performance comments is including within our [full suite of performance indicators](#):

Performance Indicator	2019/20 Actual	2020/21 Actual	2021/22 Actual	2021/22 Target	Perf. RAG against 21/22 Target	Perf. RAG against 20/21 Actual
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						
CP/086 - Number of working days lost to sickness absence per employee - Sickness FTE days lost	12.13	8.13	13.28	8.40	 Red	 Red
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)	8.00	No data due to COVID-19	No data due to COVID-19	10.00	N/a	N/a
CP/098 - CS/004 - Customer Services - Percentage of customers leaving before being seen	0.34	No data due to COVID-19	No data due to COVID-19	0.50	N/a	N/a
CP/101 - CS/002a - Customer Services - Average time (seconds) to answer telephone calls in Welsh	45	51	57	40	 Red	 Red
CP/102 - CS/002b - Average time (seconds) to answer telephone calls in English	52	43	44	40	 Red	 Amber
CP/105 - CFH/008 - Percentage of non-domestic rates due for the financial year which were received by the local authority	98.71	98.06	98.90	98.00	 Green	 Green
CP/106 - PAY/001 - Percentage of invoices paid within 30 days	94.25	93.35	94.15	95.00	 Amber	 Green

CP/107 - CFH/007 - Percentage of council tax due for the financial year which was received by the authority	98.07	97.54	98.01	97.00	 Green	 Green
CP/114 - Percentage of people aged 3 and over who can speak Welsh	20.62	22.47	22.77	No target for this year	N/a	 Green
CP/122 - Number of new services available on line	22	11	16	12	 Green	 Green
CP/123 - Number of hits to the Corporate Website - a) Welsh pages	34045	23423	29177	25000	 Green	 Green
CP/124 - Number of hits to the Corporate Website - a) English pages	3,42,253	3,980,097	4,890,770	4,000,000	 Green	 Green
CP/125 - % Local Government Electors (via all routes) verified and registered to vote: Route 1: DWP and local data matching Route 2: Unmatched properties Route 3: Properties of multiple occupation e.g. residential care homes and student accommodation	N/a new		97.25	96.5	 Green	N/a

8. Financial Expenditure

For 2021/22, our original budget savings target for the year was £0.135m million, in addition to the cumulative spending reductions to c£95 million since 2010. However, 2021/22 has been an extraordinary year in terms of managing the impacts of Covid-19, 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's Net Budget for 2021/22 was £316.246m. The Actual Net Expenditure, or Outturn position for the Council, shows a net under spend of £670k. The Council received Covid-19 Grant funding of over £20m including a further £12m which has been paid out to support businesses and individuals across the county borough.

Our Capital Programme also delivered c£75m of capital investment during the pandemic to improve facilities across the county borough. This includes:

- Progression of the Council's Band B 21st Century Schools programme;
- Progress to the regeneration programme including Harbourside, Neath Town Centre Redevelopment, Plaza, and the Technology Centre.
- Further investment of £3.17m into Disabled Facility Grants to assist people to live at home and investment of over £3m in Schools Capital Maintenance and Highways and Engineering Maintenance improvements.
- Redevelopment works at Hillside Secure Unit.
- Remodelling of the Council's Waste Facility at Crymlyn Burrows as a Transfer Station with enhanced recycling capacity and facilities to accommodate the Council's expanding recycling operation.

On 1st March 2022, Council approved the 2022/2023 budget following stakeholder consultation. The budget did not require services to make any savings due to the fact that the Council received an 8.8% increase in funding from the Welsh Government. This increase also meant that there was no requirement to increase the Neath Port Talbot Council element of Council Tax bills.

9. 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 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



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