

# NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

## STRATEGIC EQUALITY PLAN

### ANNUAL REPORT

Assessment of our performance 2016-2017



If you require this information in larger print or in an alternative format, please contact the Corporate Strategy Team on 01639 763242 or email: [corporate.strategy@npt.gov.uk](mailto:corporate.strategy@npt.gov.uk)

This document is also available in Welsh

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## **Section 1 – Equality Legislation**

### **The Equality Act 2010**

The Equality Act 2010, brought together and replaced previous anti-discrimination legislation, simplified and strengthened the law, removed inconsistencies and made it easier to understand for everyone. By implementing the Act our aim is to work towards creating a fairer society, improving public services, addressing entrenched inequalities and ultimately improving people's lives.

The Council, along with other public bodies, is required under the Act to have due regard to the need to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and foster good relations amongst and between people of different protected groups (known as the Public Sector Equality Duty).

The protected groups, or characteristics, are:

- age
- gender reassignment
- sex
- race
- disability
- pregnancy and maternity
- sexual orientation
- religion and belief
- marriage and civil partnership (but only in respect of the need to eliminate discrimination)

### **Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011**

In Wales specific duties have been introduced to help us carry out the public sector duty and these include the production of a Strategic Equality Plan (SEP) and the development and publication of equality objectives.

This Annual Report is prepared under Section 16(1) of The Equality Act 2010 (Statutory Duties)(Wales) Regulations

2011.

## **Section 2 - Overview of progress**

During 2016-2017 we have made considerable progress towards meeting the equality objectives, specifically the development of the Violence against Women, Domestic Abuse and Sexual Violence Strategy, improving digital inclusion and the ongoing improvements to the environment particularly with the regeneration programmes undertaken in the area.

With many of the actions being absorbed into 'business as usual' these will no longer be specifically highlighted in future reports, however, they will continue to be monitored and will be included as part of the general progress.

Understanding the impact of our policies and services on people who share protected characteristics remains a key part our work. We are acutely aware that we need to continually improve our understanding and ultimately reduce/remove any significant barriers that some protected groups face on a daily basis which impact on their participation in community life and when accessing services.

Over the year we have worked with representatives of the Black and Minority Ethnic (BME) Forum and Neath Port Talbot Council for Voluntary Service to recruit and appoint a development worker specifically to support the development of the Forum. This support will help develop the capacity and skills of its members, to empower them to participate fully in the wider community and provide a voice for, and be representative, of Black and Minority Ethnic communities in Neath Port Talbot.

## **Section 3 - Progress made against each of our Equality Objectives**

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

#### **1. Increase awareness and reporting of hate crime**

##### **What did we do?**

- We have established a NPT Hate Crime Action Group which meets on a regular basis. Membership of the group includes ABMU and Tai Tarian (formerly NPT Homes). The Aim of the Action Group is to increase hate crime reporting, to raise awareness of hate crime (partners and public) and to increase 3rd party reporting. Actions have been identified to help ensure that a consistent message is delivered across Neath Port Talbot. One of these actions is to work with Victim Support to identify and target information to all community groups.
- Hate crime has been identified as a priority by the Hate Crime Action Group and has been included in the Community Safety Partnership's work programme; training sessions have been arranged to raise awareness of this issue.
- Hate Crime is a regular agenda item on the Community Safety Tasking meetings which discusses up and coming events and campaigns in Neath Port Talbot.
- The NPT Community Safety Partnership continues to receive a quarterly Police performance report which includes data, trends and areas of concern on all aspects of recorded crime including Hate Crime.
- A successful train the trainer hate crime session for front line staff was held in February 2017.
- We undertook a range of activities during the week long hate crime awareness week. Engagement with upwards of 700 people at locations in Neath and Port Talbot and Neath Port Talbot Hospital as well as an increased use of social media for sharing daily messages and information videos; a video of PC Chris Noblett received 3,538 views. A range of other videos of speakers on the safer Neath Port Talbot Facebook and Twitter accounts were viewed by a total of 13,000 people.

- In the public events many members of the disability community were interested in what constituted a hate crime/incident, and discussions were held with the hate crime team.
- Adam Cameron was appointed to the BME Development officer post in October 2016 and has embarked on an ambitious work programme which includes building up a profile of BME communities' within the area. Apart from using the information to better understand the communities' views of in Neath Port Talbot, their experiences of hate crime which will be invaluable for awareness raising/training as well as any review of current reporting procedures.

## **2. Strengthen partnership work to tackle domestic abuse and establish multi-agency mechanisms to support people at risk of being drawn into serious and organised crime**

### **What did we do?**

- The focus of our work in the area of domestic abuse has been the development of the 'Violence Against Women, Domestic Abuse and Sexual Violence Strategy'. The strategy, commissioned by NPT Community Safety Partnership in response to the Violence Against Women, Domestic Abuse & Sexual Violence (Wales) Act 2015 has been jointly developed with the AMBMU Health Board.

The development process saw the creation of a Violence Against Women, Domestic Abuse & Sexual Violence Leadership Group to replace the Domestic Abuse Strategy Group (DASG). This Leadership Group is made up of various Heads of Service, Chief Officers from various partner organisations and specialist providers, including ABMU, Police, Fire Service, Calan DVS, Port Talbot and Afan Women's Aid and Hafan Cymru.

The Strategy provides an overview of the position within Neath Port Talbot and identifies gaps in services provision and areas for improvement, which are addressed in the Objectives of the Strategy through a series of achievable actions. The VAWDASV Leadership Group, will be responsible for delivering on these actions and reporting on their progress.

In order to develop the strategy, several consultation and engagement workshops have been held with various stakeholders, including internal departments, partner organisations and survivors. A 12 week public

consultation of the draft strategy was launched in March 2017. Feedback has been considered and appropriate amendments to the strategy were made to reflect the comments received.

- While the Violence Against Women, Domestic Abuse and Sexual Violence Strategy contains some baseline data, gaps in data have been identified and along with the development of measures will be progressed during 2017- 2018.
- The Strategy will be officially launched In October 2017 with a new title (in response to feedback received during the consultation); Neath Port Talbot Healthy Relationships For Stronger Communities Strategy 2016 – 2019.
- In 2016-2017 there were 2 FTE Independent Domestic Violence Advisors based in the Community Safety team working with 461 high risk domestic abuse referrals; compared to 344 in 2015-2016.
- The Community Safety team continues to work with partners in schools and on specific events. For example the Crucial Crew event allowed the team to convey an important message to around 1,800 year 6 pupils in June 2016 regarding the importance of Healthy Relationships.
- Various public engagement events held during White Ribbon Week enabled the team to engage with over 1000 people at various events and White Ribbon related Facebook posts were viewed 17,000 times.
- During 2016-2017 refuges in Neath Port Talbot provided temporary accommodation to 177 women and there have been 785 people over 16years of age accessing services provide by Calan DVS, Port Talbot & Afan Women's Aid.
- We delivered the Home Office accredited WRAP (Workshop to Raise Awareness of Prevent) train the trainer programme to 12 staff who in turn delivered training to a further 500 staff.
- The NPT Channel Panel continues to manage and monitor interventions. During the year, 2016-2017, there were 6 referrals to the Channel Panel.
- We developed a Channel Panel Information Sharing Protocol.
- We were the first local authority in the UK to take part in a pilot Prevent Peer Review in Neath Port Talbot County Borough Council which took place over two days on 25-26 January 2017. The review recognised that

while our commitment to delivering Prevent and that there was a good training needs analysis in place our current risk assessment processes lack strength, we needed greater succession planning and that we should explore the opportunity to share work at a sub-regional level.

- A draft Prevent Action Plan based on a gap analysis of the legislation which will inform local engagement and intervention work has been developed.
- The Social Services Single Point of Contact service has developed a referral pathway.
- Intelligence and a CTLP (Counter Terrorism Local Profile) is regularly received from WECTU and is discussed at the Prevent Action group which meets twice a year and at the Western Bay regional CONTEST Board.



## **Equality Objective 2 - Improve access to information by meeting the needs of people from protected groups where these are different from the needs of other people**

### **1. To improve the Council's website content**

#### **What did we do?**

- Building on the existing Family Information Service, which includes digital inclusion, financial literacy, employment support and benefit advice, we have developed, in partnership with Neath Port Talbot CVS and ABMU Heath Board, an Information, Advice and Assistance Service which is accessible from our website. A Community Directory, providing contact details on a wide range of groups and organisations across Neath Port Talbot, went live on 1 April 2017.
- A Digital Inclusion Charter. Discussions have taken place with partners who have agreed to support this work which will assist more people to become digitally included and enjoy the benefits that they can experience from being online. Work to upskill staff in relation to digital literacy is progressing with the support of trade unions; we now have 12 union 'learning representatives' that help deliver digital skills training.
- We have also secured the support of the local third sector to apply for the Charter and to undertake a research project to establish capacity and capability across the Neath Port Talbot communities. Both the Voluntary Sector Liaison Committee and the Town and Community Council Liaison Forum have resolved to support the Council's work on digital inclusion and the Public Services Board endorsed this as a priority for the Board in December 2016.
- Data in relation to 'increasing the number of people we support to develop digital skills to access services' is not currently available but is a line of work that is being considered by the task and finish group responsible for developing the service.
- As at 31 March 2017, 99.9% of our website is available in Welsh; the one remaining page is in the process of being translated.
- There were 1,789 website page views in Welsh in March 2017; there were 260,178 website page views in

English for the same period.

- Our website has been redesigned and the new look website now has full functionality so can be accessed through all mobile devices without losing the overall look of the website.
- Work undertaken during 2015 and 2016 to improve our website, including making it 'mobile friendly' for mobile phones and tablets as well as on PC's and laptops; introducing a series of 'call to action' buttons which make it easier to request services from the Council and a series of digital libraries, where the public can download documents straight to their devices, has resulted in improved customer satisfaction rates.
- As a result of our work to improve and update the content of our website as well as making it easier to use (e.g. access via mobile devices) customer satisfaction levels have increased. 97% of our website customers were very satisfied/satisfied or 'OK' in terms of its general look and feel; 91% were very satisfied/satisfied or found our website 'Ok' in terms of ease of getting around the site; 84% customers said that they were very satisfied/satisfied or 'OK' in terms of ease of finding information and services.
- We have improved the SOCITM professional rating of our website page rating from a 2 star as at 31 March 2016 to our target of a 3 star rating as at 31 March 2017 (highest rating is 4 star). No local authority in Wales has received a 4 start rating.
- There are currently eight new fully online transactional services available on the website with many other services partially web enabled. A further four are under development, 14 at business case stage and 41 ideas currently being scoped. For those services fully on line, online transactions have again increased from 57% in 2015-2016 (for those services that are fully online) to 67.7% in 2016-2017.
- During 2016-2017 we reviewed our public consultation arrangements which resulted in changing our online consultation software to Snap. However, Objective remains the main consultation mechanism for the Local Development Plan.

## **2. To increase the accessibility of information/documentation**

### **What did we do?**

- We have developed a community directory, as part of the information advice and assistance service, in response to the requirements of the Social Services and Well-being (Wales) Act 2014, which provides information and access to a variety of universal services throughout the county borough.
- The local area coordination service has helped individuals have greater independence and control over their lives; with 143 individuals receiving information, advice and assistance from the service with nearly 50% returning for further more informal support rather than accessing full social services.
- We have ensured that delivery of the IAA service suits the requirements of the individual; through information packs, home visits, outreach, telephone services, etc.
- We have further revised our email signatures in line with the requirements of the Welsh Language Standards that have been applied to us.
- Text inviting individuals to inform us of their language preference has been included in signature templates. A database has been established to capture this information and is automatically updated on completion of an electronic form. To date there have been no entries on the database.

## **Equality Objective 3 - Improve access to services by meeting the needs of people from protected groups where these are different from the needs of other people**

### **Improve access to the provision of Social Services**

#### **What did we do?**

- An outcome focused model of social work practice has been embedded in children and young people services. This enables practitioners working with children and families to consider their personal well-being goals and co-produce solutions so that children remain safe in their family home and get the best start in life.
- To support this new way of working improvements to the IT systems are now underway to ensure the recording and reporting of 'personal outcomes' is more robust.
- A programme of work has now been planned for 2017-2018 which will assist the outcome-focussed way of working to become further embedded into everyday social work practice in line with requirements of the Social Services and Well-being (Wales) Act 2014. In addition, an effective monitoring and reporting framework has also been established against the requirements of the Act and this will continue to be developed during the coming year to ensure we are able to report robust performance management information with regards to the effectiveness of the impact of working co-productively with children, young people and their families.
- Of the children over the age of 7, adults and carers who responded to the Citizen Survey in November 2016 76% of respondent confirmed that they had received the right information or advice when they needed it.
- During 2016-2017 our Children and Young Peoples Services have been undertaken to encourage and support children and young people to participate and engage in decision making both on matters that affect them personally and to inform the strategic direction of the service.
- We have developed an Information Advice and Assistance Service. A bespoke IT system, designed to facilitate intervention and prevention via the early identification of individual's personal outcomes and the subsequent support arrangements that best suits their requirements.

- We have introduced Local Area Coordination (LAC), an approach that focuses on changing public and community based services. It is a person-centred preventative strategy that uses co-production to help individuals lead lives with greater control and independence, whilst building community capacity and improving the responsiveness of public services.
- Both the Children and Young People's and Adult Services refined their care planning practice and processes in 2016-2017. Particular attention has been given to ensuring that care and support plans are co-produced between professionals and the individual they relate to.
- During 2016-2017 our Local Area Coordinators facilitated 27 community events, connecting over 120 people to local groups, third sector and other local individuals. 33% of the people connected, have continued to attend community groups and have made new positive friendships.
- Our Children and Young People Services developed ties with the "Down to Earth" project. The project has worked with a number of our vulnerable and disadvantaged young people to support them via a relationship centred approach, based upon meaningful and practical activities, such as the building of cutting-edge training venues which then become the venues for future participants.
- The results of the Welsh Government's Qualitative Questionnaire Process indicate that 92.7% of children and young people feel that their views about their care and support have been listened to with 85.7% of parents responding that they have been actively involved in all decisions about how their child's/children's care and support was provided. This information will help to shape future services in line with the needs of children, young people and their families.
- The Engagement and Participation Officer has undertaken a number of community based initiatives aimed at engaging service users, albeit not necessarily targeting specific groups. Engagement and Participation has been recognised as a key priority for the coming year, which will assist in our endeavours to promote the voice of the child.

## **Equality Objective 4 - Monitor information and data effectively in order to identify disadvantages experienced by people due to their protected characteristics**

### **Develop robust monitoring systems within services**

#### **What did we do?**

- During 2016-2017 we have made improvements to our data collection. Service areas are increasingly improving data collection of services users through a variety of methods including application forms, customer satisfaction surveys, consultation and monitoring exercises.
- The collection of employment data has continued to be challenging. However, an employee portal has been developed which will overcome some of the data gathering issues which have plagued us over recent years.
- The Employee Portal, trialled during the first six months of 2017, was rolled out to all employees in August 2017. Staff are able to update their HR records, accessing the portal through the intranet, which allows for a more efficient workforce information service with better and more reliable data.
- We continue to focus on Equality Impact Assessments as not only highlighting data and any gaps in knowledge but also as a means of plugging those gaps; through actions to address the lack information and consultations exercises to gather data as well as an understanding of the impact of our actions on people who share protected characteristics.
- During 2015-2016 we worked with the Black and Minority Ethnic Forum and Neath Port Talbot Council for Voluntary Service to identify appropriate support requirements to progress the position of a development worker to help support and develop Forum. This work culminated in the appointment of Adam Cameron in October 2016.

Adam has been working on a number of projects to develop the Forum over recent months. An ambitious work programmed has been developed building on the initial work undertaken during the early months of Adam's employment.

It was identified that in order to make significant progress in developing the Forum as well as putting it on a more secure financial and sustainable footing the Forum has been constituted under the name of Neath Port Talbot Black and Minority Ethnic Community Association. Three Elected Members, Cabinet Members for Corporate Services and Community Safety and the Vice Chair of the Policy and Resources Scrutiny Committee, sit on its Executive Committee as an invaluable link with the Association.

- Our EIA form and Guidance have been revised to strengthen the consultation/post consultation section as well as taking into account the requirements of the policy making Welsh Language Standards. Consideration is currently being given to develop the impact assessment framework as an integration tool to meet the requirements of the Well-being of Future Generations Act 2015.
- We have regular engagement with families to offer advice and support as and when needed. Through our links with the Travelling Ahead project, children are given opportunities to have input into decision making process.

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

### What did we do?

- Advice and assistance has been provided to those members of staff responsible for completing Equality Impact Assessments. Further general training sessions are being considered to support staff who are new to the responsibilities of undertaking Impact Assessments.
- A Member Induction programme has been developed for delivery to the new administration which includes details of the Equality Impact Assessments process and member responsibilities in relation to equality generally.
- A WRAP (Workshop to Raise Awareness of Prevent) Train the Trainer session was held in November 2016 and 12 staff have received the Home Office accredited training. These 'trainers' have delivered training to 500 staff.



## **Equality Objective 6 - Improve access to the environment by meeting the needs of people from protected groups where these are different from the needs of other people**

### **1. Improve physical accessibility to and within civic offices and other council owned buildings**

#### **What did we do?**

- The review of signage in council owned buildings and civic offices has been delayed, pending receipt of the Welsh Language Commissioner's determination on the Council's challenge to 54 of the Welsh Language Standards, which include the standard relating to signage.
- External access to civic offices has been reviewed and new handrails, door ironmongery, improvements to the visibility of steps, etc., have been carried out at Port Talbot Civic Centre.
- We continue to liaise with the sensory support team, local equality groups and other partners to ensure that any issues for people with visual and hearing impairments are addressed. This will be an essential aspect of the reviews in relation to signage and our other accessibility activities.

### **2. Appropriate positioning of street furniture, signs, lighting columns, etc**

#### **What did we do?**

- Ysgol Bae Baglan opened in September 2016. During the design of the school, and its surroundings, we have been conscious of any accessibility issues and have ensured that the school's state of the art facilities are fully accessible. 1519 pupils, aged 3-16 years, now enjoy its facilities.
- We continue to work with a local group, Rhianna's Swing, to site a new play provision for children with disabilities at Gnoll Park. The area to be leased has been agreed in principle and fund raising continues to realise this project. Rhianna's Swing has successfully applied to the Tesco bag scheme and a secured £10k grant with which they purchased a disabled friendly roundabout that has since been installed in the existing playground.

### 3. Design and delivery of regeneration projects

#### What did we do?

- The Disability Network Action Group (DNAG) continues to be key member of the Vibrant and Viable Places Stakeholder Group and engaging with the group in this way has helped us to deliver 5 accessible projects since 2015. DNAG's invaluable advice will continue to be sought for those projects that are being progressed/due to start.
- Although the Vibrant and Viable Places Programme ended on 31 March 2017 some projects will continue to be delivered over the next 12-15 months, including works at the Glan Afan School site, Aberafan House, the former police station amongst others.
- In all of the regeneration schemes undertaken to date information provided by DNAG and others informed the design to ensure it was accessible to people with mobility and other accessibility issues.
- The Port Talbot Integrated Transport Hub, due to be operational in autumn 2017, will be a fully accessible public space with the assistance of DNAG at the design stage. Additional accessible features have been incorporated into the development with new information screens which are RNIB enabled.
- The new information screens at Neath Victoria Gardens, Port Talbot Bus Station and the new hub are all RNIB enabled and are capable of running real time information, once it becomes live in our area.
- The next phase of the of the Neath Town Centre improvements scheme was approved during 2016-2017. This scheme will see the construction of up to six new retail units and 12 apartments on land at the rear of Boots service yard and will result in improved linkages between the town centre and key facilities such as the Gwyn Hall and the bus station. We intend to continue working with DNAG to ensure accessibility is considered at the design stage and throughout the development to ensure everyone is able to enjoy these improvements.

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

### **1. To raise levels of attendance of pupils with the protected characteristics at school**

#### **What did we do?**

- Exclusion data has been monitored closely and in response to the rise in fixed and permanent exclusions, a Wellbeing and Behaviour team has been established and a designated manager has been appointed to address this.
- The Wellbeing and Behaviour Team are working with key professionals to develop a training package for all schools in meeting the needs of pupils with social, emotional and behavioural difficulties (SEBD) and this began to be rolled out during the spring term 2016-17. This change to services and provision will be in place in all schools as of September 2017 with the aim of embedding a continuum of support and increasing capacity within schools, as part of the Council's long term plan in ensuring the needs of pupils with SEBD are effectively met.
- Attendance levels amongst Gypsy Traveller pupils has remained stable at primary level however, attendance at secondary level has dropped from 86.6% in 2015-2016 to 85.63% in 2016-2017 (academic years).
- Traveller Education continues to work closely with other agencies involved with the Gypsy & Traveller community through the NPT Gypsy & Traveller Forum. It is hoped that funding will be secured shortly in order to purchase portable space in order for agencies to visit the community to offer support. The funding will also be used for a homework club and additional support as needed.
- Attendance levels at primary school have risen slightly during 2016-2017 to 94.69% compared to 94.55% in the previous year. At secondary school, however, attendance levels have fallen slightly, 93.38% compared to 93.56%.

## 2. To reduce the gaps in educational performance attainment between boys and girls at Foundation Phase and Key Stages (KS) 2, & 3

### What did we do?

- A wide range of courses linked to the regional menu of support is in place for all schools. These are delivered by ERW/NPT officers. These courses addressed a wide range of issues aimed at improving pupils' oracy, reading and writing. Courses were aimed at specific groups of learners.
- Literacy outcomes at the end of foundation phase have declined from 84.6% (academic year 2014-2015) to 82.0% (academic year 2015-2016). This may be partially due to the cohort but also more robust teacher assessments. Literacy outcomes increased by 1.5% at key stage 2, dropped marginally to 84.7% at key stage 3 and the percentage of pupils achieving level 2 threshold at the end of key stage 4 in language (English or Welsh 1st Language) has increased to 69.6%.
- In our primary schools, the percentage of pupils achieving outcome 5 in mathematical development skills at the end of foundation phase has declined by 1% to 84.2% whilst key stage 2 numeracy outcomes have increased by almost 3% to 88.4%.
- The Traveller Education service continues to work closely with the community and our schools. The service has been able to provide an increased level of support due to an increase in the number of staff within the service.
- Although the gap in attainment between girls and boys has narrowed in the academic year 2016-2017 in both areas (literacy 11.18% and numeracy 5.89%), the year has seen attainment for girls lower marginally while boys have shown improvement, particularly in numeracy.
- There has been a significant decrease in attainment for boys across both literacy and numeracy (11.02% and 11.12% respectively). Girls' attainment in both areas has also declined markedly. As a result of the lower attainment levels in literacy, the gap in attainment between girls and boys has shown a significant increase, from 12.22% in 2015-2016 to 20.98% in 2016-2017 academic years.

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

### What did we do?

- The Council is a Disability Confident employer. The Disability Confident Scheme encourages employers to become more confident so they employ and retain disabled people, increase understanding of disability and the benefits of employing or retaining disabled people in order to make a substantial contribution towards halving the disability employment gap. By continuing our Disability Confident journey, the Council is ensuring that disabled people and those with long term health conditions have the opportunities to fulfil their potential and realise their aspirations.
- We recognise the vulnerable position of specific groups within our workforce and as a result are looking to develop policies to provide support. We have produced a gender reassignment policy, approved in September 2017, which ensures that an employee who proposes to, starts or has completed a process to change their gender is treated with dignity and respect.
- Over the last year information about our workforce has improved and should continue to do so with the introduction of the employee portal during 2017. Analysis of the data also continues and we will consider undertaking discrete projects to further identify and understand anomalies within our workforce.
- As in previous years we have collected and reported on [Employment Information](#) in line with legislative requirements for the period 2016-2017.

**Gender Pay Gap Objective - To further develop pay/employment data to better understand the reasons for the gender pay gap and to identify any actions which may be feasible to close the pay gap.**

### **What did we do?**

- We continue to report pay gap information as part of the employment information annual report reported to Members in September each year.
- As part of our commitment to ensure fair and equitable practices we made a policy commitment as part of the introduction of job evaluation in 2008 that all new starters commence on the minimum point of the grade. This policy remains in force and is monitored via the Starting Salaries Monitoring Form.
- Following a presentation on the gender pay gap to the Heads of Service Equality and Community Cohesion Group a number of lines of enquiry were identified to be considered further following the election of the new administration.

## Section 4 – Meeting the Public Sector Equality Duty and Specific Duties

In meeting the equality objectives we continue to be conscious of the ongoing financial challenges, reduced capacity, greater expectation and the changing demographic in Neath Port Talbot. We aim to undertake all our work in the knowledge of and commitment to the Public Sector Equality Duty.

Concentrating our efforts on improving the accessibility of our website, working to address hate crime and domestic violence and improving our equality impact assessment process has enabled to improve areas which have greatest impact on people's lives.

Our equality objectives and Corporate Improvement Priorities have been aligned to ensure a more holistic approach. This has ensured that progress made is complementary to both, for example, the work on improving digital inclusion across the County Borough helps meet both our equality objectives and our wider improvement priority. Progress against our improvement priorities can be found in the [Corporate Improvement Plan Annual Report 2016-2017](#).

The Welsh Language Commissioner issued a Welsh Language Standards Compliance Notice in September 2015. After considering the implications of the standards the Council submitted a challenge in January 2016 to 55 standards, with 54 standards considered as valid. Since this time we have been in discussions with the Commissioner and her representatives to find a mutually acceptable way forward. In April 2017 we received the Commissioner's determination in relation to 23 standards (22 standards having been determined previously) Discussions to resolve our differences in relation to the remaining 9 standards are ongoing.

Our [Welsh Language Standards Annual Report 2016-2017](#), the first full year's report on how we have complied with those standards applied to the Council, was published on 30 June 2017 in accordance with statutory requirements.

## **Identifying and collecting relevant information**

We continued to engage with members of the public, partners, local communities and interest groups to gather information, which helped shape our various strategies, policies and plans as well as influencing the delivery of our services.

We are aware that the identification and collection of information remains a key element particularly of the equality impact assessment process. During the year there has been some improvement in our collection and analysis of the data we hold in relation to service users and staff. With the development of the Employee Portal staff will be able to update their own individual records and as a result our employment data will be more robust.

The community profiling initiative that is being undertaken by the Neath Port Talbot BME Community Association will provide specific and robust data about our BME communities, their concerns and experiences of living in Neath Port Talbot. Working with the Community Association, we will use this data to inform the development of future plans, strategies and services.

## **Some examples of our work during 2016-2017**

- A number of initiatives have been undertaken to encourage and support children and young people to participate and engage in decision making. Some of these initiatives included:
  - ❖ A looked after children youth council has been established to give children and young people a voice.
  - ❖ A child sexual exploitation website has commenced construction. The website will be a conduit whereby child sexual exploitation related information can be shared with parents and carers, as well as children and young people. It is anticipated that the website will be up-and-running during 2017.
  - ❖ Children and young people have been instrumental in re-designing supportive materials, such as looked after children booklets provided at point of review and child protection leaflets.
- We worked in partnership with Victim Support and other key stakeholders to coordinate the delivery of hate crime campaigns for Awareness Week in October 2016 to increase understating and reporting of hate crime.



- As part of the Western Bay Anti Slavery Training Programme we held 64 awareness raising sessions and 25 lunch and learn sessions during the year.
- Under the Home Office's Syrian Resettlement Programme we resettled a further 5 families in the county borough during the financial year. We have been able to fulfil our commitment to resettle a total of 10 families since 2015.
- Our Gypsy and Traveller Liaison Officer supports engagement with the traveller community helping build links with health and relevant sections within the Council.
- Neath Port Talbot Youth Council has developed a young people friendly hate crime PowerPoint presentation and session plan to be delivered to their peers in schools.
- Neath Port Talbot Communities First and the Regional Community Cohesion Coordinator are working with schools and youth clubs on community cohesion activities. Neath Port Talbot Communities First has provided funding for 10 awareness raising sessions in schools and two delivered to youth clubs, delivered by Show Racism the Red Card and EYST respectively.
- We continue to support the Older Persons' Council which goes from strength to strength providing information for older people as well as being a valued voice for older people in all engagement activities with the Council and other partners.
- Local equality groups continue to be instrumental in the development of equality objectives along with other corporate and more service specific plans, strategies and initiatives.
- With the proposed development of new schools in Margam and Briton Ferry, with the potential to accommodate 1905 pupils (ages 3-16 and 3-11) respectively we are conscious that accessibility is a key consideration at the design stages of both the schools and their surrounding environments. Both schools are due to open in September 2018.
- Construction work has begun on a new school for the south campus of Ysgol Gymraeg Ystalyfera – Bro Dur. The school will increase pupil places by approximately 200 to meet potential demand and will open in September 2018.
- We continue to support and further develop Welsh language education in schools and in the wider communities.

Our plans also take into account for future growth to reflect Welsh Governments proposal for increasing the number of Welsh speakers to one million by 2050.

- A new Welsh in Education Strategic Plan (WESP)2017- 2020 has been produced and agreed by Council in March 2017 and is currently with Welsh Government awaiting approval.
- Continued effort is made towards supporting citizens within the community and remaining independent through a variety of preventative services such as assistive technology, local area co-ordination and via an Intake Reablement Model. Where people are eligible for formal care and support, packages are appropriately sized to meet citizens' needs and encourage independence.

## **Equality Impact Assessments**

The revision of the Equality Impact Assessment process, which includes a greater emphasis on consultation, the principles, details of local equality groups and better recording of the outcomes of any consultation exercise, as well as sections on the impact of the strategy, etc. on the opportunities to use Welsh and its equal treatment with English has been well received.

With the loss of a significant number of staff over recent years as a result of the ongoing financial constraints, predominantly through our early retirement/voluntary redundancy scheme, we have lost vital knowledge and experience which is becoming increasingly evident. As a result, staff who now have responsibility for developing plans and services etc, have little or no experience in undertaking assessments. While support in undertaking assessments is currently provided we recognise that there is a more widespread demand. We aim to develop a training programme to address this and proposed changes to the executive reporting process in line with the Well-being of Future Generations Act 2015.

## Specific Employment Information

[Employment Information](#) for the period 2016-2017 has been reported separately.

The data has been analysed by the protected characteristics of gender, race, disability and age and by specific criteria. While the data in relation to these characteristics is of good quality there are gaps in the information that we are currently able to collect in relation to the following protected characteristics: gender reassignment, pregnancy and maternity, religion and belief and sexual orientation.

The data is either for the 12 month period 1 April 2016 to 31 March 2017, or, where appropriate, a snapshot of the workforce on 31 March 2017.

## Section 5 - Have your say

We would like to know your thoughts about this report and our equality objectives in order to help us make decisions on important matters. If you would like to share your views please contact the Corporate Strategy Team by email [corporate.strategy@npt.gov.uk](mailto:corporate.strategy@npt.gov.uk) or by post to the Corporate Strategy Team, Neath Port Talbot CBC, Civic Centre, Port Talbot, SA13 1PJ



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## Section 6 - Performance Measures

<b>Equality Objective 1: Address harassment, discrimination and other threats to personal safety experienced by people due to their protected characteristics</b>					
<b>No</b>	<b>Ref</b>	<b>Measure</b>	<b>2015-2016</b>	<b>2016-2017</b>	<b>Direction of Improvement</b>
1	EQ1.1	Number of hate crime reports	101	110	-
2	EQ1.2	Number of hate crime reports – Disability	17	16	-
3	EQ1.3	Number of hate crime reports – Race	66	68	-
4	EQ1.4	Number of hate crime reports – Religion	3	3	-
5	EQ1.5	Number of hate crime reports – Sexual Orientation	14	22	-
6	EQ1.6	Number of hate crime reports – Transgender	1	1	-
7	EQ1.7	Number of referrals to the Channel Panel	5	6	-
8	EQ1.8	Number of new referrals to Independent Domestic Violence Advisor Multi Agency Risk Assessment Conference/specialist domestic violence agencies	-	1006	-
9	EQ1.9	Number of repeat referrals to Independent Domestic Violence Advisor Multi Agency Risk Assessment Conference/specialist domestic violence agencies	-	1053	-

**Note:** Hate Crime – it is not possible to clearly define the direction of improvement as the reason for the increase in the number of reports cannot be accurately established. Reasons for the increase in numbers could be due to previous under reporting, greater confidence in the reporting process, genuine increase in number of incidents, etc. Work to better understand the reasons for the increases in hate crime reporting will be considered during 2017-2018.

**Equality Objective 2: Improve access to information by meeting the needs of people from protected groups where these are different from the needs of other people**

No	Ref	Measure	2015-2016	2016-2017	Direction of Improvement
10	EQ2.1	Number of webpages updated	-	NEW	-
11	EQ2.2	% of website pages available in Welsh	88%	99.9%	↑
12	EQ2.3	% of increase in first hit successes on website	-	NEW	-
13	EQ2.4 (DBC/006)	Improve the professional rating of our website page rating from a 1 star (maximum rating is 4 star)	2	3	↑
14	EQ2.5 (DBC/007)	% of customers very satisfied/satisfied or Ok with improvements made to service available online – general look and feel	91%	97%	↑
15	EQ2.6 (DBC/008)	More of our customers find the website easier to use: % very satisfied/satisfied or Ok with ease of getting around site	83%	91%	↑
16	EQ2.7 (DBC/009)	More of our customers can access the information find the website easier/service they want (on our website) first time: % very satisfied/satisfied or Ok with ease of finding information/services	78%	84%	↑
17	EQ2.8 (DBC/010)	Number of customers assisted to use self-service options by Customer Services One Stop Shop staff	-	NEW	-
18	EQ2.9 (DBC/001)	% of transactions completed on line (see Note 1)	56.9%	67.0%	↑

**Equality Objective 2: Improve access to information by meeting the needs of people from protected groups where these are different from the needs of other people (cont.)**

No	Ref	Measure	2015-2016	2016-2017	Direction of Improvement
19	EQ2.10 (DBC/002)	Number of new services available on line	7	8	↑
20	EQ2.11	Number of “hits” on alternative format guidance pages	-	<b>NEW</b>	-
21	EQ2.12	Number of complaints upheld in relation to compliance with the Council’s Welsh Language Scheme/Standards	1 out of 3	1 (in part) out of 3	↔
<p>2015-2016 – the complaint, received on 31 March 2016 was in relation to the lack of Welsh posts on the Council’s corporate Twitter account. The complainant was advised that the Council was in the process of establishing Welsh language corporate Twitter and Facebook accounts and was advised within a week of the complaint that these accounts were live. The Council received a reply praising its quick response.</p> <p>2016-2017 - as determined by the Welsh Language Commissioner. The complaint was in relation to the ‘failure’ to provide a full Welsh language service on the main telephone number. As a result, we have made changes to the messages relayed via the Welsh option e.g. when a service is not available and waiting for an operator, as well as working with the limited number of welsh speaking staff at the call centre to ensure we have adequate arrangements in place to deal with telephone calls in Welsh</p>					

**Note:** Data for this measure includes information for the following services implemented i.e. bulks on-line, refuse and recycling equipment ordered on-line, location based reporting, missed waste collections reporting, pest control appointment booking, & van permits requested on-line. Data for the other online services will be included in data as soon as possible.

**Equality Objective 3: Improve access to services by meeting the needs of people from protected groups where these are different from the needs of other people- Social Services**

No	Ref	Measure	2015-2016	2016-2017	Direction of Improvement
22	EQ3.1	Number of adults receiving services from adult services at 31st March 2017	NEW	2,567	-
23	EQ3.2	Number of children of children receiving care and support from Children's Services at 31st March 2017	NEW	1,138	-
24	EQ3.3	Number of carers who were assessed as at 31st March 2017	NEW	355	-

**Equality Objective 4: Monitor information and data effectively in order to identify disadvantages experienced by people due to their protected characteristics**

No	Ref	Measure	2015-2016	2016-2017	Direction of Improvement
25	EQ4.1	Number of Equality Impact Assessments undertaken and reported to the relevant Cabinet Board	NEW	26	-
26	EQ4.2	Number of people actively participating in: Black and Minority Ethnic (BME) Forum Disability Network Action Group	6 5	6 5	↔ ↔
BME Forum– there was a wider membership of up to 30 though attendance at meetings/events was sporadic.					

<b>Equality Objective 5: Deliver staff training in line with the Equality Act requirements</b>					
<b>No</b>	<b>Ref</b>	<b>Measure</b>	<b>2015-2016</b>	<b>2016-2017</b>	<b>Direction of Improvement</b>
27	EQ5.1	Number of staff attending training on each specific topics	424	1319 (760 of which were NPT staff)	↑
<p>Equality Impact Assessment and Roma Awareness training were delivered only in 2015- 2016. Cultural Diversity in the Welsh Context, Prevent, Disability, Equality and Diversity for Foster Carers training were delivered only in 2016-2017. Training sessions were made available to external partners during the year.</p>					

<b>Equality Objective 6: Improve access to the environment by meeting the needs of people from protected groups where these are different from the needs of other people</b>					
<b>No</b>	<b>Ref</b>	<b>Measure</b>	<b>2015-2016</b>	<b>2016-2017</b>	<b>Direction of Improvement</b>
28	EQ6.1	Number of complaints received in relation to accessibility	0	0	↔
29	EQ6.2	% of complaints upheld in relation to accessibility	0	0	↔
30	EQ6.3	% of adults aged 60 or over who hold a concessionary bus pass	92.1%	93.75%	↑



**Equality Objective 6: Improve access to the environment by meeting the needs of people from protected groups where these are different from the needs of other people (cont.)**

No	Ref	Measure	2015-2016	2016-2017	Direction of Improvement
31	EQ6.4	Number of mobility scooter trips facilitated by Shopmobility Neath Port Talbot	3,454 4,993	2,900 4,901	↓
<p><b>Neath</b> A large number of customers were lost following the relocation of the service at the new multi storey car park. This appears to be due in part to poor signposting to the new location (signs redirecting users for the previous suite were removed when the portacabin was demolished). This resulted in extensive efforts to contact and persuade customers to re-join. In addition whereas free car parking was enjoyed at the previous location (High Street car park) parking charges are in force in the new multi storey car park. While usage dropped dramatically following the move, figures of 1815 for 1 April to 30 September 2017 show an improvement.</p> <p><b>Port Talbot</b> Usage is fairly stable at just under 5,000 trips per year, with figures of 2312 trips for the period 1 April to 30 September 2017 appearing to support this.</p>					
32	EQ6.5	Number of customers enrolled with Shopmobility Neath Port Talbot	136 380	110 261	↓
<p><b>Neath</b> The service is confident that customers are slowly coming back with a 82 new enrolments taking place in the first six months of the new financial year.</p> <p><b>Port Talbot</b> The number of enrolments, 114, taking place in the first six months of the new financial year, appears to highlight the belief that the recession is beginning to hit Port Talbot. It is also noted that 50% of new enrolments are from all outside of the county borough, e.g. Maesteg/Bridgend areas</p>					

<b>Equality Objective 7: Reduce gaps in the educational performance experienced by pupils due to their protected characteristics</b>					
<b>No</b>	<b>Ref</b>	<b>Measure</b>	<b>2015-2016</b>	<b>2016-2017</b>	<b>Direction of Improvement</b>
<b>33</b>	<b>EQ7.1</b>	% of girls attaining Outcome 5+ in literacy at Foundation Phase	89.35%	89.20%	↓
		% of boys attaining Outcome 5+ in literacy at Foundation Phase	77.53%	78.02%	↑
<b>34</b>	<b>EQ7.2</b>	% of girls attaining Outcome 5+ in numeracy at Foundation Phase	88.81%	88.41%	↓
		% of boys attaining Outcome 5+ in numeracy at Foundation Phase	79.88%	82.52%	↑
Although the gap in attainment between girls and boys has narrowed in the academic year 2016-2017 in both areas (literacy 11.18% and numeracy 5.89%), the year has seen attainment for girls lower marginally while boys have shown improvement, particularly in numeracy					
<b>35</b>	<b>EQ7.3</b>	% of girls attaining Level 4+ literacy at Key Stage 2	90.23%	91.21%	↑
		% of boys attaining Level 4+ literacy at Key Stage 2	83.78%	83.75%	↓
<b>36</b>	<b>EQ7.4</b>	% of girls attaining Level 4+ numeracy at Key Stage 2	89.97%	90.03%	↑
		% of boys attaining Level 4+ numeracy at Key Stage 2	86.82%	85.18%	↓
The gap in attainment between girls and boys has increased (2015-2016, literacy 6.45% and numeracy 7.46% and 2016-2017, literacy 3.15% and numeracy 4.90%) this is not only due to the increased levels of performance by girls but also the reduced levels performance by boys					
<b>37</b>	<b>EQ7.5</b>	% of girls attaining Level 5+ literacy at Key Stage 3	90.80%	92.42%	↑
		% of boys attaining Level 5+ literacy at Key Stage 3	78.64%	79.44%	↑

<b>Equality Objective 7: Reduce gaps in the educational performance experienced by pupils due to their protected characteristics (cont.)</b>					
<b>No</b>	<b>Ref</b>	<b>Measure</b>	<b>2015-2016</b>	<b>2016-2017</b>	<b>Direction of Improvement</b>
<b>38</b>	<b>EQ7.6</b>	% of girls attaining Level 5+ numeracy at Key Stage 3	86.93%	88.71%	↑
		% of boys attaining Level 5+ numeracy at Key Stage 3	79.31%	80.24%	↑
Although both boys and girls performance has increased the gap in attainment has widened as performance of boys has not outstripped that of girls.					
<b>39</b>	<b>EQ7.7</b>	% of girls attaining Level 2 literacy at Key Stage 4	76.06%	73.80%	↓
		% of boys attaining Level 2 literacy at Key Stage 4	63.84%	52.82%	↓
<b>40</b>	<b>EQ7.8</b>	% of girls attaining Level 2 numeracy at Key Stage 4	64.87%	60.62%	↓
		% of boys attaining Level 2 numeracy at Key Stage 4	69.20%	58.08%	↓
There has been a significant decrease in attainment for boys across both literacy and numeracy (11.02% and 11.12% respectively). Girls' attainment in both areas has also declined markedly. As a result of the lower attainment levels in literacy, the gap in attainment between girls and boys has shown a significant increase, from 12.22% in 2015-2016 to 20.98% in 2016-2017 academic years.					

**Equality Objective 7: Reduce gaps in the educational performance experienced by pupils due to their protected characteristics (cont.)**

No	Ref	Measure	2015-2016	2016-2017	Direction of Improvement
41	EQ7.9	% of pupil attendance in primary schools:	94.55%	94.69%	↑
		girls	94.60%	94.72%	↑
		boys	94.50%	94.65%	↑
		pupils identifying as non-white British	94.19%	94.25%	↑
		pupils identifying as white British	94.58%	94.74%	↑
		pupils with special educational needs	93.65%	93.74%	↑
		pupils with no special educational needs	94.90%	95.08%	↑
		traveller pupils	86.88%	86.88%	↔
		non-traveller pupils	95.12%	95.12%	↔
42	EQ7.10	% of pupil attendance in secondary schools	93.56%	93.38%	↓
		girls	93.61%	93.63%	↑
		boys	93.43%	93.14%	↓
		pupils identifying as non-white British	94.71%	94.67%	↓
		pupils identifying as white British	93.64%	93.59%	↓
		pupils with special educational needs	91.37%	91.54%	↑
		pupils with no special educational needs	94.65%	94.52%	↓
		traveller pupils	86.60%	85.63%	↓
		non-traveller pupils	93.71%	93.66%	↓

**Equality Objective 7: Reduce gaps in the educational performance experienced by pupils due to their protected characteristics (cont.)**

No	Ref	Measure	2015-2016	2016-2017	Direction of Improvement
43	EQ7.11	The number of permanent exclusions during the academic year in primary schools	0	1	↓
		Boys	0	1	↓
		Girls	0	0	↔
		SEN	0	0	↔
		Travellers	0	0	↔
		BME	0	0	↔
44	EQ7.12	The number of permanent exclusions during the academic year in primary schools	19	12	↑
		Boys	15	11	↑
		Girls	4	1	↑
		SEN	15	6	↑
		Travellers	0	0	↔
		BME	0	0	↔

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

No	Ref	Measure	2015-2016	2016-2017	Direction of Improvement
45	EQ8.1	Number of staff attending recruitment training	14	21	↑
46	EQ8.2	% of participants of training sessions that considered their knowledge had increased	100%	87%	↓
47	EQ8.3	Number of recruitment complaints	0	0	↔
48	EQ8.4	Number of new starters commencing above the minimum point of the grade	17	24	↑

Performance Key	
↑	Performance has improved
↔	Performance has been maintained
↓	Performance has declined.
-	No comparable data (data not suitable for comparison/no data available for comparison)