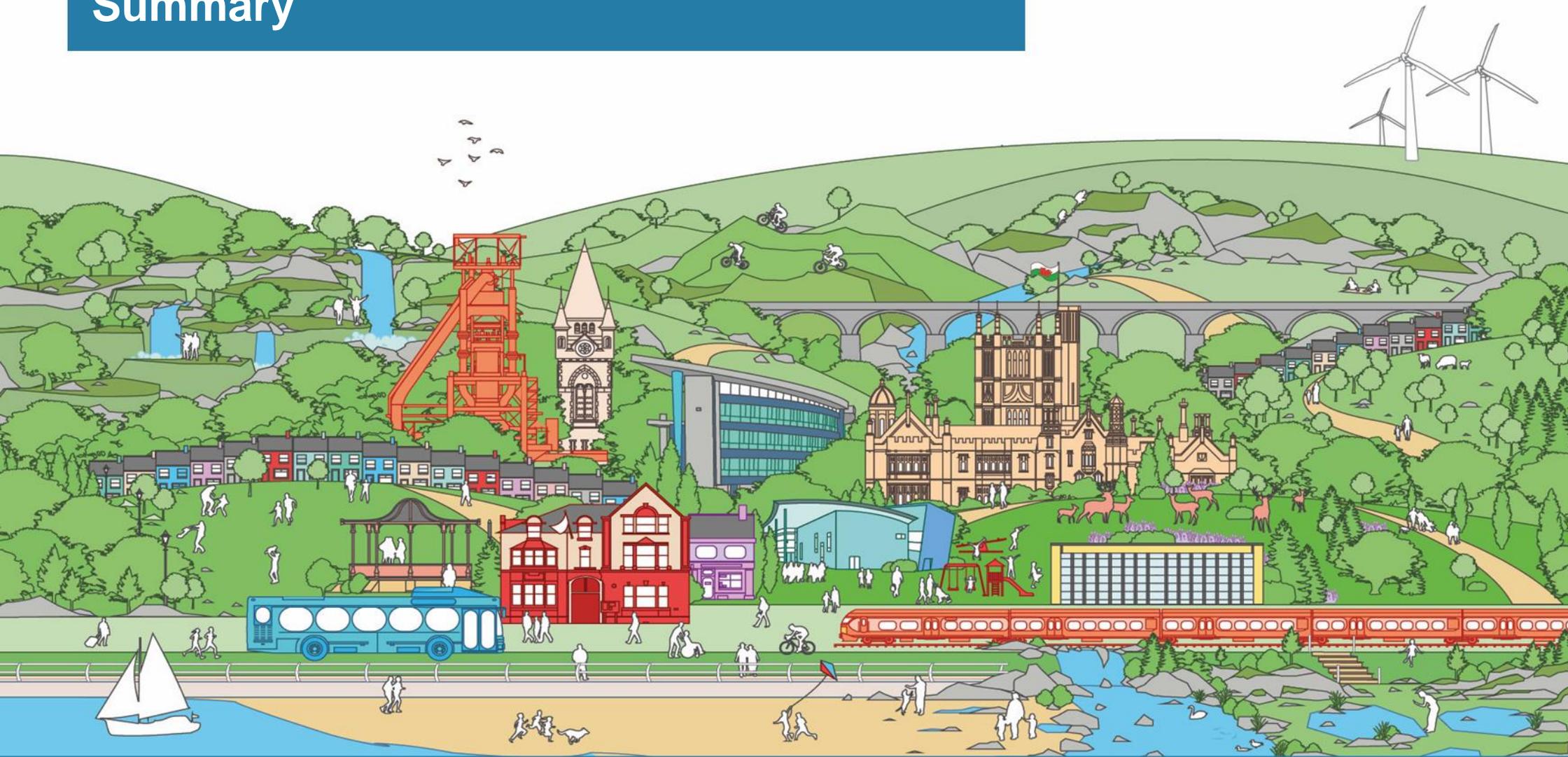


Corporate Plan 2019-22 Annual Report Summary



Period: 1st April 2019 to 31st March 2020



FOREWORD

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

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

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

I am immensely proud of the way in which the Council's workforce and our communities have adapted to the severe restrictions that have been placed on us all. The efforts across the county borough to sustain critical services and to support those most at risk have been extraordinary. I would like to thank not just the employees of the Council who rallied to support during this pandemic but also the volunteers in our communities who gave up their time to support the vulnerable residents of the borough. Thank you again.

Cllr Rob Jones, Leader of Council

This Report is available in [Welsh](#). More detailed progress is reported within our [2019-20 Annual Report](#).

Summary of achievements 2019/2020

1,000+
NPT working parents benefited from funded childcare

1200 people received support from our Families First Team

NPT Council provided **85** apprenticeship & work placement opportunities

21,287 children & young people took part in road safety education and training initiatives

Our youth service engaged with **6,754** young people

up **34%** from last year

The number of youngsters at risk of becoming NEET (not in education, employment or training) has reduced to **2.15%** — the lowest ever —

1600+ Year 6 pupils took part in internet safety sessions

21 NPT Foster Carers celebrated a combined **151** years of service

Our Workways+ & Communities for Work teams helped **1400+** people back into work, training or volunteering

610 jobs have been created or safeguarded as a result of financial support from the council

34% up from the previous year

34 business start-ups supported through the council's Innov8 programme

95.15% of NPT food establishments meet hygiene standards rating 3 and above

NPT Council brought **15** successful prosecutions for fly tipping

11 NPT Schools took part in planting over **5,000** trees as part of the 'Trees for Schools' Project

Funding secured to develop **22** housing units for people with complex needs

97.4% of all planning applications were determined on time

Number of fly tipping incidents down **23%** from previous year

1157 adults took part in road safety training

98.8% child assessments were completed on time

2626 adults received social care incl. home care day care respite care

728 business enquiries assisted with advice, information or financial support

Overall Summary of Performance

The Council is continuing to make good progress on implementing the programme set out in the Corporate Plan 2019-2022. Overall 68 (82%) of our 83 'steps', i.e. the actions we set to deliver on our improvement priorities are on track, 13 (16%) of the steps are just off track and 2 are off track. Last year we reported 78 (83%) out of 94 'steps' were on track, 15 (16%) were just off track and one was off track.

Under the Local Government (Wales) Measure 2009, the Council also has a duty to compare performance with previous financial years and with other Councils. Our current suite of 55 Corporate Plan Key Performance Indicators (KPIs) was revised down from a larger set in 2018-19 and as a result of this revision a 'like for like' comparison with the previous year's overall KPI performance is not appropriate, however 2018-19 summary figures have been provided below.

Of those 2019-20 KPIs where previous years information is available, 63% (32 of 51) improved or maintained performance (44% improved in 2018-19), 14% (7 of 51) marginally declined and 23% (12 of 51) declined by 5% or more. Of the Corporate Plan KPIs that had targets, just over half (54%), 26 of 48 achieved target, which is the same as 2018-19 (54% achieved target). 12 of the 2019-20 KPIs were 5% or more below the target set.

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

In 2019-20, we achieved our target budget savings of £5.803 million, bringing the cumulative spending reductions to c£95 million since 2010. The total net revenue expenditure was £287.999 million.

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”*



Improvement Priorities:

- 1.1 Children in their early years will benefit from integrated and effective pre-school programmes that maximise their well-being and their readiness for learning
- 1.2 Families struggling to provide good parenting for their children will be provided with tailored support
- 1.3 Children of school age will be safer, healthier and engaged with their learning
- 1.4 Children and young people in need of protection, care and support will be protected and safeguarded and more of those children will be able to grow up in a stable family setting
- 1.5 Young people leaving full- time education will have the opportunity to enter employment, training or further/higher education
- 1.6 All children and young people will be helped to have a say in matters that affect them
- 1.7 Children and young people are safe and feel safe

Overall progress:

We set out 27 ‘steps’ to help us deliver the above improvement priorities for this well-being objective, of which 23 (85%) are on track, 2 just off track and 2 are off track. Last year (2018-19) 28 of 31 (90%) ‘Steps’ were on track for Well-being Objective 1.

What's going well?

- We saw more than 1,000 working parents across Neath Port Talbot successfully applying for the 'Childcare Offer for Wales' ([press release](#)) and we undertook a number of activities to promote the use of Welsh Language in our childcare settings. A total of £1.934 million has been paid to childcare providers for 429,834 hours of childcare.
- Added 143 Bookstart sessions at libraries and community libraries and 7 at playgroups.
- A first 1,000 days workshop event was held for key service managers and partners. Ahead of the scheduled event, 230 parents responded to the online questionnaire and their feedback informed the workshop. Following the workshop and feedback a delivery plan was produced to take forward identified actions.
- 1,200 individuals accessed Families First support. 88% of participants felt that the service they accessed was of benefit to them with 91% feeling that they had achieved their identified outcome.
- Work has commenced on Band B projects which include construction work for Cefn Saeson ([press release](#)), refurbishment at Ysgol Gynradd Gymraeg Pontardawe ([press release](#)) and go ahead for a new Abbey Primary school ([press release](#)).
- 208 people and 98 partners have engaged with the Children's Community model in the Sandfields West ward.
- We further developed a multi-agency approach within the "Front Door" provision to support children and young people who present with emotional well-being/mental health issues.
- 98.8% of children services child assessments are completed on time.
- We have developed our Children and Young People Service in line with the new National Fostering Framework and celebrated the outstanding contribution of foster carers, 23 awards were presented to single foster carers and couples for their length of service.
- Regionally, we secured extra funding (£35 million) to run the Cynnydd project until December 2022 and estimate to work with 7,500 young people across South West Wales. The aim of the project is to work with

those aged between 11 and 24 years old who are at risk of becoming NEET(not in education, employment or training) and our NEET figure has reduced to 2.15%.

- The youth service engaged with 6,754 young people during 2019-20 compared to 5,047 during 2018-19.
- Our Youth Service and The Think Family Partnership were the first in Wales to sign up to the National Participation Charter and have received the coveted National Participation Kitemark for the way they encourage children and young people to have their say in the design and planning of the services they deliver.
- 1,600 Year 6 pupils participated in this year's Crucial Crew event in June 2019 which included a session on internet safety and a session on cyber-crime. A Cyber Crime presentation was circulated to all schools for roll out.
- The Road Safety Team delivered a comprehensive programme of education and training for road users and a full primary school campaign was launched in the autumn 2019. 2019 calendar year data shows we are currently reporting a 91% reduction against a Welsh Government target for the number of child casualties (0-15) killed or seriously injured and 93% reduction against target for young drivers (16-24 years old). There were no pedal cyclist casualties killed or seriously injured (All Ages) on our roads in the calendar year 2019.

Areas that need more work:

- A more targeted approach to service delivery for those children deemed to be 'Edge of Care'.
- Continue to provide work placement, apprenticeships and trainee opportunities for young people within our workforce.
- Roll out, Healthy Relationship age appropriate lesson packs across schools over time.
- Some of our planned work to promote the active involvement of young people in the democratic process did not progress due to the unscheduled UK Parliamentary election.

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”*



Improvement Priorities

- 2.1 Local people can access sustainable, local, quality employment
- 2.2 Local people can access quality affordable housing
- 2.3 People are safe and feel safe
- 2.4 People unable to work can maximise their income
- 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
- 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

Overall progress:

We set out 31 ‘steps’ to help us deliver the above improvement priorities for this well-being objective, of which 26 (84%) are on track and 5 just off track. Last year (2018-19) 28 of 35 (80%) ‘Steps’ were on track for Well-being Objective 2.

What’s going well?

- The Workways+ project exceeded its target for providing support to those individuals taking their first steps to employability and regionally we have had £3.8m (£3m grant funding) approved by the Wales European Funding Office (WEFO) to deliver Workways+ Short Term Unemployed (STU) until August 2023.

- 728 business enquires assisted resulting in advice, information or financial support being given to existing companies.
- 273 new business start-up enquiries were assisted, 168 people received advice on starting their own business via the Enterprise Clubs and we supported 34 business start-ups through the Council's Innov8 programme.
- Communities for Work and Communities for Work plus schemes in total helped 1,278 people helped back to work, training or volunteering. Both schemes significantly exceeded targets.
- Continued to provide effective housing support for people identified as in need of additional help and support.
- Reduced the average time to complete a disabled facilities grant to 196 days (232 days the previous year).
- 95.15% of food establishments meeting food hygiene standards of a rating of 3 or above.
- The Council agreed to continue a council tax support scheme ([press release](#)) to help its most vulnerable residents.
- 99.96% of benefit grants are correctly granted and on average throughout the year it takes 2.3 days to assess new claims and changes of circumstances, which is well below our target of 6 days.
- We commissioned research to generate a clearer insight into the impact of welfare benefit reforms on local people.
- Chwarae Teg assessed the Council's gender equality policies and practices, including a survey of the Council's workforce, and awarded us the Silver Award for Gender Diversity. This award recognises that the Council has a clear commitment to making a difference to the recruitment, retention and progression of women in the workplace.
- Work has continued throughout the year to bring into line processes between Adults and Children's front-door services. A 'Single Referral' form has now been finalised for use by both Children and Young People Services and Adult Services.
- There is now an identified Autistic Spectrum Disorder (ASD) lead in place to implement the ASD strategic plan within the county in order to improve the lives of people with autism, their families and carers.

- A draft Carers Strategy was presented to Social Care Health and Well Being Cabinet Board on 12th March 2020 and approved for 90 day consultation. The consultation has been put on hold due to the COVID-19 pandemic and will commence as soon as possible.
- We continue to measure outcomes for people with the most complex needs on a case by case basis and increased the number of service user reviews to 1,518 in 2019-20.

Areas that need more work:

- The number new housing units delivered through the planning system, continues to be considerably lower than the Local Development Plan targets, this is mainly due to the economic downturn. A full review of the current Local Development Plan (LDP) commenced in January 2020. It is proposed that the Replacement LDP will cover a plan period of 2020-2035.
- Continue to work with all Registered Social Landlord's (RSL's) and with third sector support providers to save tenancies and to provide support to prevent homelessness.
- We became the first local authority in Wales to implement a 'Safe Leave' policy for staff who are affected by any form of Domestic Abuse, allowing them the opportunity to access support services, legal advice, alternative housing or medical help in a safe, planned way. However, more work is required to reduce the number of high risk repeat referrals coming into the service.
- Work continues to more fully understand the root causes of the high rate of drug related deaths in the area.
- The rate of people kept in hospital while waiting for social care per 1,000 population aged 75 has increased. The Hospital to Home (H2H) Model launched on 10th December 2019 was further enhanced to support people from hospital quickly. Since COVID-19, the model has developed further into a Rapid discharge model.

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”*



Improvement Priorities

- 3.1 We will provide an environment where new businesses can establish themselves and existing businesses can grow
- 3.2 We will work with communities to increase reuse, recycling and composting
- 3.3 Local people and visitors can access good quality leisure and community facilities, country parks and countryside
- 3.4 To identify and develop opportunities for sustainable economic growth in our valley communities
- 3.5 To protect, conserve and enhance our natural environment (including important landscapes, countryside, habitats and species) and increasing awareness of its value and encouraging wider participation
- 3.6 To deliver a positive contribution to the regional planning agenda
- 3.7 To promote and deliver sustainable accessibility and improve connectivity and communication links
- 3.8 We will work with partners to improve connectivity and infrastructure across the county borough

Overall progress:

We set out 25 ‘steps’ to help us deliver the above improvement priorities for this well-being objective, of which 19 (76%) are on track and 6 just off track. Last year (2018-19) 22 of 28 (78.6%) ‘Steps’ were on track for Well-being Objective 3.

What's going well?

- Regeneration work continued, work started on the development of Neath town centre, completion of Harbourside project (former magistrates court), plans underway to develop the Plaza Cinema and redevelopment work has commenced on the former Crown building. We continue to liaise with Welsh Government and the Welsh European Funding office to apply for secure funding for regeneration programmes.
- 610 jobs were created/safeguarded as a result of financial support from the Council which is a 34% increase on the previous year and more than double the target for the year.
- We provided advice and assistance to 6 individuals seeking to establish a new tourism enterprise and advice to 56 existing tourism operators.
- Less than 3 days on average to clear fly tipping and reported incidents down by 23%. This improvement is due to active waste enforcement and the team working closely with the area cleansing teams to ensure all unidentifiable fly tipping is cleared as soon as possible; and pursuing the highest level of enforcement action in Wales with regards to fly tipping.
- In our valleys we approved 18 funding applications for existing businesses and new business start-ups with the potential to create 78 jobs.
- A programme of tree planting was delivered as part of the 'Trees for Schools' project through Welsh Government's Enabling Natural Resources and Wellbeing grant. Designs for 11 schools were devised and delivered, offering educational-hand-on planting events for each school resulting in approximately 5,000 saplings and 115 large standards planted.
- Over the last 3 years, 776 people engaged with the grant funded 'Working with Nature Project' and have over 30 signed up volunteers.
- We worked in partnership with a number of local historical groups in developing projects and assisting them with funding applications, we also helped TATA to design and install a Memorial at Talbot Park for those who lost their lives at work.

- The number of visits to our theatres has increased significantly, by 17%.
- 97.4% of all planning applications were determined on time (within 8 weeks).
- Air quality exceedances (PM10) significantly below target of 35 per year.
- Phase two of the 'Neath Canal Towpath Active Travel Route' was finished (from Bridge Street, Neath, to Briton Ferry) and Neath Port Talbot was awarded £334k active travel core funding for 2019-20.
- We achieved our targets for the year relating to the condition of our A, B and C roads.
- The Strategic and cross-cutting nature of the digital inclusion work being undertaken by Neath Port Talbot PSB is identified by Digital Communities Wales as an example of good practice.

Areas that need more work:

- Changes introduced last year to the Council's waste strategy produced performance gains, in particular, increasing food waste collection by 600 tonnes and reducing 'black bag' waste at the kerbside by 4000 tonnes. These gains were however in large part offset by external factors. Our provisional outturn recycling performance is 61.74% for 2019-20 against a Welsh Government statutory target of 64%.
- We continue to work with and monitor the performance of Celtic Leisure, to ensure that the leisure trust model is delivering a quality provision and value for money.
- Continue to work with regional local authorities on work streams such as the Regional Employment Study which will identify the need and supply of employment land.
- Continue to work collaboratively with neighbouring authorities to scope and deliver a Strategic Development Plan.
- Continue to work with partners to improve digital infrastructure and connectivity throughout the county borough.
- Continue to promote the Welsh Government's Superfast Broadband Cymru Programme.

Have your say on what matters to you

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

Email: policy@npt.gov.uk or post: Chief Executive, Neath Port Talbot County Borough Council, Civic Centre, Port Talbot, SA13 1PJ

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



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

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